

Post-Disaster Victim Services Protocol

Training & Technical Assistance Outline



Abstract

According to the U.S. Department of Justice, Office for Victims of Crime- “the effectiveness of response and recovery efforts is greatly enhanced by the establishment of victim assistance protocols in advance of an event of mass violence or terrorism. Occurrences involving natural disasters, terrorism, war, mass violence (riots), and political strife require effective responses and recovery efforts, which are significantly enhanced by the incorporation of victim assistance protocols. A post-disaster Victim Assistance Plan’ or ‘Victim Services Protocol’ can be used in place of, or incorporated into a community emergency response plan; it can also be highly effective in informing community leaders and stakeholders on how to provide immediate responses and recovery efforts - post disaster. Below are a series of protocols and steps to consider in developing victim assistance protocols or in assessing the overall effectiveness of an existing protocol.





Learning Objectives

- Promoting post-disaster victim service partnerships, shared commitment, and collective action, that is victim-centered and results in high quality results for victims
- Educating law enforcement on how to incorporate various victim service resources and develop a unified community response plan
- A toolkit and step-by-step approach on what victims need in the aftermath of a disaster and a “how to” guide on creating a victim services protocol for your local community

Methodology

The principles and practical steps outlined in the following are based upon a range of feedback garnered through victim focus groups, webinars, journals, studies, and substantive content provided by the Department of Justice, Office for Victims of Crime. All of these events involve both victim services and criminal justice professionals. This training can be delivered in-person or via live webinar, as it is best delivered live to allow for real world simulations. The course will begin with a traditional classroom setting and a PowerPoint presentation covering various topics including: (1) types of disasters, (2) best practices for responding to disasters (mass violence and natural), and (3) community partnerships and outreach planning. Thereafter, we will host a brief class discussion topic entitled: “Thinking Out Loud”. Finally, the training will include a series of hypothetical scenarios, each accompanied by video simulations and real world human reactions that often cannot be accounted for in a classroom. Each simulation will be based on a prior disaster and include real world events that may unfortunately take place again.

Agenda

- Introduction
 - Modules 1-3
 - Discussion
 - Break
 - Module 4-7
 - Hypothetical Scenarios 1-5 (Video Simulations of Various Situations)
 - Short Quiz
 - Certifications
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