



ALBUQUERQUE POLICE DEPARTMENT
PROCEDURAL ORDERS

SOP 2-66 (Formerly 2-25)

Effective: 01/06/2023 Review: 01/06/2024 Replaces: 10/14/2020

2-66 VICTIM AND WITNESS ASSISTANCE

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

[2-78 Domestic Violence \(Formerly 4-25\)](#)

B. Form(s)

[PD 3011 Domestic Violence Packet](#)

[PD 1390 Resources and Information for Victims of Crime](#)

[PD 1391 Information for a Victim of a Misdemeanor Crime](#)

C. Other Resource(s)

NMSA 1978, § 31-26-8 Procedures for Providing Victims with Preliminary Information;
Law Enforcement Agencies

D. Rescinded Special Order(s)

None

2-66-1 Purpose

The purpose of this policy is to provide requirements for Albuquerque Police Department (Department) personnel when assisting victims or witnesses of any criminal offense by providing resources and information.

2-66-2 Policy

It is the policy of the Department to recognize and address the needs and rights of crime victims during each contact and to provide assistance to victims and witnesses of crime in cooperation with other state and local agencies, as outlined in NMSA 1978, § 31-26-8 Procedures for Providing Victims with Preliminary Information; Law Enforcement Agencies, and for Department personnel to update the victims of crimes with significant developments in their case.

Additionally, it is the policy of the Department to promote the community's trust by ensuring that Department personnel provide support and respect to victims and witnesses of any criminal offense by understanding and striving to meet the seven (7) critical needs of victims.

N/A 2-66-3 Definitions

A. Crime Victim



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A person who has been physically, financially, and/or emotionally injured due to the occurrence of a crime. Victims include persons who have been direct targets of violence or property loss or damage, their family members, and people who experience emotional trauma as a result of witnessing such an incident.

7 2-66-4 **Procedures**

A. Seven (7) Critical Needs of Victims

1. Victims of crime experience a variety of physical, psychological, and social needs that can be classified under seven (7) categories:
 - a. Department personnel shall strive to meet the seven (7) critical needs of victims by providing the following:
 - i. Safety: Protecting victims from perpetrators and assist with avoiding re-victimization;
 - ii. Support: Assist victims to participate in the criminal justice system process, and repair of harm by offering support and showing respect for the victim;
 - iii. Information: Keeping victims informed with concise and useful information about victim's rights, the criminal justice process, the available victims services, and letting them know that knowledge is power;
 - iv. Access: Providing victims with the ability to participate in the justice system process and provide them access to services to make their interactions with law enforcement easier;
 - v. Continuity: Ensuring that there is continuous provision of support and services from law enforcement;
 - vi. Voice: Giving victims opportunities to speak out and communicate with law enforcement about their case; and
 - vii. Justice: Doing their job for the sake of justice for the victims.
2. Department personnel shall support and respect the victim and consider their needs when requesting additional involvement such as attending line-ups, interviews, and other required appearances and arranging those at the convenience of the victim/witness.

B. Investigation of or Support for Criminal Investigations

1. Department personnel who investigate or support criminal investigations shall:
 - a. Inform the victim of medical services and crisis intervention services that are available to them;
 - b. Provide the victim with the Uniform Incident Report number and a copy of the Resources and Information for Victims of Crime form, consistent with NMSA 1978, § 31-26-8; and
 - i. The victim may refuse to accept the Resources and Information for Victims of Crime form.



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- c. Provide the victim with the phone number for the Bernalillo County District Attorney's Office 505-222-1099.

C. Information to Be Provided to Victims and Witnesses

1. Preliminary Investigation

- a. At the time the preliminary investigation is conducted, the primary officer shall provide the following information to victim(s) and witness(s):
 - i. The officer's information with the case and Computer-Aided Dispatch (CAD) number in writing;
 - ii. A Domestic Violence Packet at domestic violence scenes, consistent with SOP Domestic Violence (refer to SOP Domestic Violence for sanction classifications and additional duties); and
 - iii. Information for a Victim of a Misdemeanor Crime form when a victim needs to file a private complaint or needs further guidance on misdemeanor crimes.

N/A

2. Follow-up Investigations within the Investigative Bureau

- a. Department personnel who are the primary investigator for a criminal investigation of a person's death shall ensure that the following information is provided to the victim(s) and next of kin on felony criminal investigations and misdemeanor criminal investigations, either verbally or in writing, as quickly as possible but no later than seventy-two (72) hours when:
 - i. An arrest is made on the investigation that directly relates to the allegations;
 - ii. A judge issues an arrest warrant;
 - iii. The case is considered solved and closed but forwarded to a prosecutor for review;
 - iv. A case is closed without an arrest;
 - v. The case agent changes; or
 - vi. When another agency takes over primary investigative duties.