



ALBUQUERQUE POLICE DEPARTMENT
PROCEDURAL ORDERS

SOP 2-66

Effective: 10/14/2020

Review: 10/14/2021

Replaces: 01/15/2016

2-66 VICTIM AND WITNESS ASSISTANCE

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

[1-45 Family Abuse and Stalking Training Team](#)

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

B. Form(s)

Domestic Violence Packet

Misdemeanor Crime Victim Information Notice

PD 1390 Resources and Information for Victims of Crime

C. Other Resource(s)

N.M. Stat. Ann. § 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D. Rescinded Special Order(s)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 of any criminal offense.

2-66-2 Policy

It is the policy of the Department to provide assistance to victims of crime in cooperation with other state and local agencies, consistent with N.M. Stat. Ann. § 31-26-8 of the Victims of Crime Act.

7 2-66-3 Procedures

A. Sworn personnel who investigate criminal offenses shall:

1. Inform the victim of medical services and crisis intervention services available to victims;
2. Provide the victim with the criminal offense report incident number and a copy of Form Resources and Information for Victims of Crime, which includes the following statement: "If within thirty days you are not notified of an arrest in your case, you may call (telephone number for the law enforcement agency) to obtain information on the status of your case.", consistent with N.M. Stat. Ann. § 31-26-8;



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3. Provide the victim with the phone number for the Bernalillo County District Attorney's Office (505-222-1099); and
 4. Provide victims of sex crimes, domestic violence incidents, and stalking crimes the phone number to the Department's Family Advocacy Center (505-243-2333), as indicated in the Form Resources and Information for Victims of Crime.
- B. The victim may refuse to accept the Form Resources and Information for Victims of Crime.
- C. Confidentiality
1. The confidentiality of victims and witnesses shall be maintained, and their role in case development shall be kept confidential to the extent consistent with applicable law.
- D. Information to Be Provided to Victims and Witnesses
1. Preliminary Investigation
 - a. At the time the preliminary investigation is conducted, the primary sworn personnel shall provide the following information to the victim(s) and witness(es):
 - i. The sworn personnel's business card with the Incident Number in the Computed-Aided Dispatch (CAD) indicated on the back;
 - ii. Emergency and non-emergency phone numbers available twenty-four (24) hours a day:
 1. Police emergency phone number (911); and
 2. Police non-emergency phone number (505-242-COPS or 505-242-2677).
 - iii. Police case follow-up information for the Criminal Investigations Division (CID) or the Department substations;
 - iv. A Domestic Violence Packet at domestic violence scenes, consistent with SOP Domestic Violence;
 - v. Misdemeanor Crime Victim Information Notice when a victim needs to file a private complaint or needs further guidance on misdemeanor crimes;
 - vi. A phone number report any additional information and/or to receive follow-up information about a case (i.e., CID or Department substation). This phone number should be indicated on the sworn personnel's business card;
 - vii. The District Attorney's Victim Impact Program phone number (505-841-7020) to provide a manner for victims of crimes to contact a Program Advocate in domestic violence and sexual assault cases; and
 1. The advocates can provide comprehensive victim assistance that includes: emotional support; criminal justice information; assistance in filing Crime Victims Reparation applications for medical, funeral and



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psychological counseling expenses, notification, and support for next-of-kin, referrals; and crisis intervention.

viii. If there are no viable investigative leads at the time of the preliminary investigation, and the initial sworn personnel is closing the case pending further information, the victim shall be advised of the case closure.

2. Follow-Up Investigations

- a. If Field Services Bureau (FSB) sworn personnel or a Department detective conduct a follow-up investigation, the following information shall be provided to the victim(s)/witness(es) either verbally, or by using handout material:
 - i. Update victim/witness on the case status;
 - ii. Explanation of process involved in the prosecution of their case and their role in the prosecution;
 - iii. Additional requirements imposed on the victim/witness, such as attending line-ups, interviews, and other required appearances that shall be arranged at the convenience of the victim/witness. The Department, if feasible, shall provide transportation of the victim/witness to the required appearance; and
 - iv. The victim(s)/witness(es) shall be informed of the following regarding property taken from them as evidence:
 1. The property shall be returned to them as quickly as possible after the conclusion of the case;
 2. Where and when the victim(s)/witness(es) may retrieve the property; and
 3. An explanation to the victim(s)/witness(es) that property that is considered contraband, in dispute of ownership, and/or weapon(s) used in the commission of a crime, may not be returned, consistent with applicable laws or regulations related to evidence.

E. Response to Threats of Intimidation of Victims/Witnesses

1. Victims and witnesses shall be advised immediately to notify the Department anytime they are threatened or intimidated by contacting the detective assigned to their case. For new incidents, victims and witnesses shall be advised to call the police non-emergency phone number (505-242-COPS or 505-242-2677).

F. Stalking investigations shall be performed consistent with SOP Family Abuse and Stalking Training Team (FASTT).