



## Sample Telephone Script

### NC SAKI: Victim Notification Toolkit

#### Important Reminders

- 1) Phone calls are the preferred form of contact to begin notification.
  - 2) Do not offer any excuses and do not assume that survivors are aware that their kit was never processed. Do explain that there was a backlog in testing and that now there is new information in their case.
  - 3) If possible, the community-based sexual assault victim advocate and law enforcement officer will make the call together. If the victim/survivor (V/S) is reached, an in-person meeting should be offered and scheduled at a time and location that is convenient for the V/S (be prepared to meet within 24-48 hours).
  - 4) The script below is if there is a brief conversation, however notification teams should be prepared to provide full information on the case, address any questions on case progression (should the V/S seek this information), and offer an in-person meeting.
  - 5) Telephone messages should not be left in order to ensure the V/S's privacy.
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#### SAMPLE SCRIPT

Hello. May I please speak with \_\_\_\_\_?

*If not available:*

Can you suggest a good time for me to reach them?

*Do not leave a message:*

Thank you. I will try them back then.

*If available:*

My name is \_\_\_\_\_ from (local PD) and I'm joined by \_\_\_\_\_ from the \_\_\_\_\_ (community based sexual assault crisis services program). Are you in a safe place to talk? **Please ensure they are not driving or in an other unsafe location.**

*If no:*

Can you tell us a better time to call you back and the best number to reach you on? Or, if you would prefer, we could schedule a time to meet in-person.

*If yes:*

Do you recall reporting a crime in xxxx(year)?

We have additional information about your case and hoped that we could schedule a time to meet to discuss it with you. We can meet at a time and location that is convenient with your schedule.

*If victim/survivor would like additional information:*

The state has created testing protocols and has gone back to test evidence kits that were previously untested. We are very sorry\* it has taken so long to process your evidence. We are here now to provide you with any and all information we have. Your evidence collection kit has been processed. With your permission, myself and a community-based victim advocate would like to meet at a time and place of your choosing to discuss your case.

If you have any questions or concerns between now and when we meet, please do not hesitate to contact either one of us. Here is our contact information: \_\_\_\_\_ (provide phone number, text option if applicable, and email).

We would also like to provide you with a 24-hour hotline number (local rape crisis center hotline), if you want to speak with someone after hours or anonymously: \_\_\_\_\_.

### **Victim's Rights**

Notify them of their right's under the [North Carolina Crime Victim's Rights Act](#). Additional information about their rights can be found [here](#).

### **\*A Note About Apologizing**

As the person doing the notification, you may not have had any part in the original investigation. Regardless of your involvement, it is important to acknowledge the length of time the V/S has waited for their kit to be processed, **and** to apologize for the failure of the system to provide the V/S with a timely and complete investigation. If in reading through the case notes you discover there are additional reasons to apologize for the way the V/S's case was handled, please consider doing so. In addition to being an empathic way to respond to the V/S, acknowledging their experience and accepting responsibility for the mishandling of their case is a way to build trust with the V/S, making them more likely to cooperate in the investigation moving forward.

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