

## OUR HISTORY

In 1998, the Victim Services unit was established at the Reno Police Department to provide services to victims of violent crime. The unit has grown to consist of eight professional team members with many years of advocacy experience. There is a Supervisor, five Victim Advocates, two of which are bilingual in Spanish, one part-time Victim Advocate, Volunteer Outreach Coordinator, Public Service Intern and vital administrative staff. Our staff has extensive training and education and provides a tremendous amount of volunteer hours to the community.

In addition to serving the needs of crime victims, the staff participates in various projects and committees in an effort to encourage greater consistency between the criminal and civil justice systems, community, agencies, and victim services.

The Victim Services Unit continuously strives for the highest standard of ethics, service, professionalism, and available resource for victims.

BELIEVE  
STRENGTH  
COMPASSION  
HOPE

## COMMUNITY RESOURCES

EMERGENCIES CALL 9-1-1

### DOMESTIC VIOLENCE

Protection Order Help Center.....(775) 328-3127  
 Domestic Violence Resource Center .....(775) 329-4150  
 A Safe Embrace.....(775) 322-3466  
 NV Coalition to End Domestic & Sexual Violence .....(775) 828-1115  
 Statewide Domestic Violence Hotline .....1-800-500-1556

### SEXUAL VIOLENCE

Sexual Assault Support Services.....(775) 784-8090  
 CARES/SART Program/ D.A.'s Office.....(775) 328-3249  
 RPD Sex Crimes Detective.....(775) 657-4601

### CHILD ABUSE/NEGLECT

Human Services Agency .....(775) 785-8600  
 RPD Child Abuse Detectives.....(775) 657-4601

### ELDER ABUSE/NEGLECT/EXPLOITATION

Washoe County Senior Services.....(775) 328-2575  
 NV Division of Aging Services.....(775) 688-2964

### FUNDING

State of Nevada Victims of Crime Compensation Program  
 Website [www.voc.nv.gov](http://www.voc.nv.gov) or call .....(702) 486-2740

### WASHOE COUNTY LEGAL ADVOCACY

Washoe Legal Services.....(775) 329-2727  
 Family Court Self-Help.....(775) 325-6731  
 Victim Witness Assistance Center (VWAC).....(775) 328-3210  
 Reno City Attorney's Victim Advocates.....(775) 334-2050  
 Sparks City Attorney 's Victim Advocate.....(775) 353-1628

### LAW ENFORCEMENT VICTIM ADVOCACY

Sparks Police Department Victim Advocates..... (775) 353-2217  
 Juvenile Services - Victim Services Coordinator.....(775) 325-7875  
 Washoe County Sheriff's Advocates.....(775) 325-6454  
 Victim Notification Everyday (V.I.N.E.) .....1-888-268-8463

### FURTHER RESOURCES:

See Nevada 2-1-1 at [www.nevada211.org](http://www.nevada211.org)  
 or call .....2-1-1  
 Crisis Support Services of Nevada.....(775) 784-8090



P.O. BOX 1900 | RENO, NV 89505

T: (775) 657-4519 | F: (775) 334-2227

Email: [hladep@reno.gov](mailto:hladep@reno.gov)

Your Police, Our Community



# VICTIM SERVICES UNIT

## OUR MISSION

We proudly serve victims of crime, treating them with respect and dignity while responding to their needs and concerns. We educate victims of crime on their rights and are committed to providing the most professional, empowering advocacy possible while assessing each case on an individual basis.

## OUR PROMISE

- We will treat you with respect, compassion, and dignity.
- We will not judge you based on your lifestyle choices, or any substance abuse or mental health issues that you may have.
- We will provide services to encourage, empower, and support healing and recovery.
- We will inform you of your rights as a victim.

“ I would like to say thank you! Everyone has been just amazingly kind. Thank you for helping me! You guys are wonderful people! I'll never forget what you have done for me.

” -Anonymous Client

## ESSENTIAL SERVICES

Victim advocates respond directly to victims immediately after a crime has been committed and will thoroughly assess their needs to provide the appropriate services.

### SOME OF THESE SERVICES INCLUDE:

- Advocacy and support
- Crisis intervention
- Accompany/respond to the hospital
- Safety planning
- Personal advocacy
- Property return assistance
- Appropriate counseling referral
- Assistance filing for state compensation
- Criminal Justice information and support
- Assistance registering for Victim Information Notification Everyday (V.I.N.E.) with the Washoe County Jail
- Information and referral
- Bi-Lingual advocate services

## HOW CAN YOU HELP?

### BECOME A VOLUNTEER VICTIM ADVOCATE OR INTERN

Visit [renopd.com/VSU#Volunteering](http://renopd.com/VSU#Volunteering) or contact Paula Hlade at [hlade@reno.gov](mailto:hlade@reno.gov)

### DONATE NEEDED ITEMS FOR VICTIMS

Items for adults and children, as well as general donations, would be greatly appreciated. For more information, contact Paula Hlade at [hlade@reno.gov](mailto:hlade@reno.gov) or call our main line at 657-4519

# CONTACT OUR STAFF

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### CONTACT US

(775) 657-4519

Answered during business hours:

Monday - Friday: 8:00am - 5:00pm