



Professional Guidelines for New Hampshire Systems Based Victims' Assistance Providers

Victims' assistance providers, whether paid or volunteer, should act with integrity, treat all victims of the crime with dignity and compassion, and adhere to the principles of RSA 21-M:8-k.¹ To these ends, the following professional guidelines are established for victims' assistance providers:

Victims' assistance providers will maintain professional standards and act in accordance with their agencies rules without regard to their personal convictions.

PROFESSIONAL GUIDELINE 1: The victims' assistance provider should recognize the rights of the person served as a primary responsibility under RSA 21-M:8-k.

PROFESSIONAL GUIDELINE 2: The victims' assistance provider should refrain from behaviors intended to communicate victim blame, condemnation for past behavior, or other judgmental sentiment.

PROFESSIONAL GUIDELINE 3: The victims' assistance provider should accurately represent their professional title, qualifications, and/or credentials in interactions with the people served and in interactions with other professionals and the public.

PROFESSIONAL GUIDELINE 4: The victims' assistance provider should be cognizant of their legal responsibilities, limitations, and the implications of their actions within the service delivery setting, and perform duties consistent with relevant laws, agency policies, and legislated rights of persons served.

PROFESSIONAL GUIDELINE 5: The victims' assistance provider should engage with colleagues and other professionals in a way that promotes mutual respect, public confidence, and improvement of service.

Victims' assistance providers will seek and maintain proficiency in the delivery of services to victims.

PROFESSIONAL GUIDELINE 6: The victims' assistance provider should serve the public interest by contributing to the improvement of systems that impact victims of crime.

PROFESSIONAL GUIDELINE 7: The victims' assistance provider should share their knowledge and encourage proficiency in victim assistance among colleagues and other professionals.

¹ In these guidelines the term "victim" includes crime victims who identify as survivors.

Victims' assistance providers will not use an official position to secure monetary rewards, special privileges, or advantages.

PROFESSIONAL GUIDELINE 8: The victims' assistance provider should avoid conflicts of interest and disclose any possible conflict to their employer, program, or person served.

PROFESSIONAL GUIDELINE 9: The victims' assistance provider should not engage in personal relationships with persons served that exploit professional trust or that could impair the victim assistance provider's objectivity and professional judgment.

Victims' assistance providers will not discriminate based on age, gender, disability (physical or cognitive), ethnicity, race, national origin, immigration status, religious belief, sexual orientation, or gender identity.

PROFESSIONAL GUIDELINE 10: The victims' assistance provider should not discriminate against a victim and shall not turn victims away from services due to personal biases or lack of cultural competency.

PROFESSIONAL GUIDELINE 11: The victims' assistance provider should make good-faith efforts to ensure that services are accessible, suitable, and secure for victims from different demographic, cultural and experiential backgrounds.

PROFESSIONAL GUIDELINE 12: The victims' assistance provider should acknowledge and respect the civil rights of the victim.

PROFESSIONAL GUIDELINE 13: The victims' assistance provider should advocate for the privacy and confidentiality of the person served in accordance with RSA 21-M:8-k.