

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 five professional team members with many years of advocacy experience. There is one Supervisor, three Victim Advocates, of which one is bilingual in Spanish, and one Volunteer Outreach Coordinator. 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 resources for victims.

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COMMUNITY RESOURCES

Emergencies CALL 9-1-1!

DOMESTIC VIOLENCE:

Temporary Protection Order (TPO) Office (775) 328-3468
 Committee to Aid Abused Women (CAAW) (775) 329-4150
 A Safe Embrace (775) 322-3466
 NV Network Against Domestic 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
 NV Coalition Against Sexual Violence (775) 355-2220
 RPD Sex Crimes Detectives (775) 785-8605

CHILD ABUSE/NEGLECT:

Child Protection Services (775) 785-8600
 RPD Child Abuse Detectives (775) 785-8605

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 or call (775) 688-2900

LEGAL ADVOCACY/ASSISTANCE:

Washoe Legal Services (775) 329-2727
 Family Court Self-Help (775) 325-6731
 Family Court Self Help website www.washoecourts.com/index.cfm?page=selfhelp
 Washoe County District Attorney's Office
 Victim/Witness Assistance Center (VWAC) (775) 328-3210
 Reno City Attorney's Victim Advocate (775) 334-2050
 Sparks City Attorney's Victim Advocate (775) 353-1628

LAW ENFORCEMENT VICTIM ADVOCACY:

Sparks Police Department Advocate (775) 353-2217
 Juvenile Services – Victim Services Coordinator (775) 325-7875
 Washoe County Sheriff's Advocate (775) 325-6454
 Victim Notification Everyday (V.I.N.E.)... register at www.vinelink.com or call 1(877) 332-8463

FURTHER RESOURCES:

See Nevada 2-1-1 at www.nevada211.org or call 2-1-1

Crisis Call Center 784-8090



VSU VICTIM SERVICES UNIT



**Reno Police Department
 455 East Second Street
 Reno, NV 89502**



**Telephone: 775-657-4519
 Fax: 775-334-4257
 Email: petersone@reno.gov**

Chief Michael Poehlman

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.

QUOTE FROM A CLIENT

"I would just 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've done for me."

– A quote from a 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

CONTACT OUR STAFF

If you have not been contacted by an advocate and need support, please contact our staff, Monday - Friday 8 a.m. - 5 p.m.

If this is an emergency CALL 9-1-1!

Lori Fralick, Supervisor
(775) 333-7789
FralickL@reno.gov

Marisol Perez, Victim Advocate
'Hablo Espanol'
(775) 326-6335
perezm@reno.gov

Brie Bertges, Victim Advocate
(775) 334-1210
bertgesb@reno.gov

Michele Walsh, Victim Advocate
(775) 321-8398
walshm@reno.gov

Eunice Peterson, Volunteer Outreach Coordinator
(775) 657-4519
Petersone@reno.gov

HOW CAN YOU HELP?

Become a Volunteer Victim Advocate

Contact Eunice Peterson at petersone@reno.gov or call (775) 657-4519

Donate Needed Items for Victims

Items for adults and children, as well as general donations would be greatly appreciated. For more information, see the Quicklinks menu at reno.gov for Victim Services.