

# **NVASC Standards for Victim Assistance Programs and Providers**

Developed by the National Victim Assistance Standards Consortium (NVASC)

## **SECTION I: Scope of Services**

**ETHICAL STANDARD 1.1:** The victim assistance provider understands his or her legal responsibilities, limitations, and the implications of his/her actions within the service delivery setting, and performs duties in accord with laws, regulations, policies, and legislated rights of persons served.

**ETHICAL STANDARD 1.2:** The victim assistance provider accurately represents his or her professional title, qualifications, and/or credentials in relationships with persons served and in public advertising.

**ETHICAL STANDARD 1.3:** The victim assistance provider maintains a high standard of professional conduct.

**ETHICAL STANDARD 1.4:** The victim assistance provider achieves and maintains a high level of professional competence.

**ETHICAL STANDARD 1.5:** The victim assistance provider who provides a service for a fee informs a person served about the fee at the initial session or meeting.

## **SECTION II: Coordinating within the Community**

**ETHICAL STANDARD 2.1:** The victim assistance provider conducts relationships with colleagues and other professionals in such a way as to promote mutual respect, confidence, and improvement of services.

**ETHICAL STANDARD 2.2:** The victim assistance provider shares knowledge and encourages proficiency in victim assistance among colleagues and other professionals.

**ETHICAL STANDARD 2.3:** The victim assistance provider serves the public interest by contributing to the improvement of systems that impact victims of crime.

## **SECTION III: Direct Services**

**ETHICAL STANDARD 3.1:** The victim assistance provider respects and attempts to protect the victim's civil rights.

**ETHICAL STANDARD 3.2:** The victim assistance provider recognizes the interests of the person served as a primary responsibility.

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**ETHICAL STANDARD 3.3:** The victim assistance provider refrains from behaviors that communicate victim blame, suspicion regarding victim accounts of the crime, condemnation for past behavior, or other judgmental, anti-victim sentiments.

**ETHICAL STANDARD 3.4:** The victim assistance provider respects the victim's right to self-determination.

**ETHICAL STANDARD 3.5:** The victim assistance provider preserves the confidentiality of information provided by the person served or acquired from other sources before, during, and after the course of the professional relationship.

**ETHICAL STANDARD 3.6:** The victim assistance provider avoids conflicts of interest and discloses any possible conflict to the program or person served as well as to prospective programs or persons served.

**ETHICAL STANDARD 3.7:** The victim assistance provider terminates a professional relationship with a victim when the victim is not likely to benefit from continued services.

**ETHICAL STANDARD 3.8:** The victim assistance provider does not engage in personal relationships with persons served which exploit professional trust or could impair the victim assistance provider's objectivity and professional judgment.

**ETHICAL STANDARD 3.9:** The victim assistance provider does not discriminate against a victim or another staff member on the basis of race/ethnicity, language, sex/gender, age, sexual orientation, (dis)ability, social class, economic status, education, marital status, religious affiliation, residency, or HIV status.

**ETHICAL STANDARD 3.10:** The victim assistance provider furnishes opportunities for colleague victim assistance providers to seek appropriate services when traumatized by a criminal event or client interaction.

## **SECTION IV: Administration and Evaluation**

**ETHICAL STANDARD 4.1:** The victim assistance provider reports to appropriate authorities the conduct of any colleague or other professional (including self) that constitutes mistreatment of a person served or brings the profession into dishonor.

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