

# SOP Template: Immediate Intervention and Support Actions for Victims

This SOP details the **immediate intervention and support actions for victims**, outlining protocols for timely assistance, psychological first aid, medical evaluation, and safe transportation. It emphasizes victim-centered approaches, effective communication, coordination with emergency services, and ensuring the victim's dignity and privacy throughout the response process. The goal is to provide rapid and compassionate support to minimize harm and facilitate recovery.

## 1. Immediate Intervention Protocol

1. **Ensure Scene Safety:** Assess and secure the environment for both responders and victims before approaching.
2. **Initial Assessment:**
  - Check victim's responsiveness and any immediate life-threatening conditions.
  - Call for emergency medical assistance if necessary.
3. **Provide Psychological First Aid:**
  - Introduce yourself and explain your role.
  - Speak calmly and reassuringly to the victim.
  - Listen actively and validate their feelings.
4. **Preserve Evidence (if relevant):**
  - Do not disturb the scene more than necessary.
  - Advise the victim not to wash, change, or discard personal items if the incident may involve crime.

## 2. Medical Evaluation and Care

1. Arrange for or provide necessary first aid.
2. Facilitate immediate medical evaluation by trained healthcare professionals.
3. If urgent, ensure rapid transport to the nearest medical facility using safe and private means.

## 3. Support and Communication

1. Maintain clear, compassionate, and confidential communication with the victim at all times.
2. Inform the victim about available support, including counseling, legal aid, and helplines.
3. Obtain consent before sharing information or involving external agencies, unless required by law.

## 4. Coordination with Emergency Services

1. Contact appropriate emergency services as needed (police, fire, medical, crisis response team).
2. Provide accurate and concise information to responding agencies.
3. Document the actions taken, observations, and any referrals made.

## 5. Ensuring Dignity and Privacy

1. Respect cultural, gender, and individual preferences.
2. Limit the number of responders interacting directly with the victim to ensure privacy.
3. Facilitate a private space for interventions and conversations.

## 6. Follow-up and Handover

1. Ensure the victim is safely handed over to the next level of care or support service.
2. Provide written and verbal updates to receiving parties as appropriate, maintaining confidentiality.
3. Offer information about ongoing support options and how to access them.

**Note: All actions must prioritize the victim's safety, consent, confidentiality, and emotional wellbeing at all stages of the response.**

## References

- World Health Organization: Psychological First Aid Guidelines
- International Committee of the Red Cross: Care and Protection of Victims SOPs
- National Emergency Response Protocols