

## Is what I'm feeling normal?

Many people who have lived through a crime ask themselves this question. Everyone is different, so people can be affected by crime in different ways.

**At Crime Victim Services, we want you to know that what you are feeling is valid and normal.** Many people experience challenges after living through a crime:

- feelings of shock or numbness
- self-blame or shame
- feeling confused or overwhelmed
- difficulty sleeping or sleeping more than normal
- flashbacks and intrusive memories
- intense feelings of sadness or anger
- tension or anxiety
- lack of motivation or energy
- memory problems
- trouble concentrating
- challenges in relationships

In the hours, weeks, or years following a crime, our team is here to support you and your loved ones through these experiences.

**You don't have to go through this alone.**

### Main Office Location

Samaritan Hospital  
2215 Burdett Avenue  
Troy, NY 12180

### Intake Line

(518) 271-3410

### 24-Hour Crisis Hotline

(518) 271-3257

**St. Peter's Crime Victim Services is funded by grants from:**

- New York State Office of Victim Services
- New York State Division of Criminal Justice Services



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**St Peter's  
Crime Victim Services**

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**HELP AFTER HARM**  
Support is available.  
Healing is possible.



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Crime Victim Services**

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## Getting Started

**Reaching out for help can be overwhelming** - we want to make the process as easy for you as possible. If you are looking to get continuing services, your first step is a brief intake.

**During an intake**, our staff will ask you general questions about what's bringing you to services, learn what your needs are, and see which services may be a good fit for you. Our intakes are done by phone and can last between 15 and 30 minutes. If we are a good fit for your needs, you will be assigned a counselor to begin services.

**At your first appointment**, you and your counselor will review confidentiality and informed consent, and talk about your goals in seeking help.

## Emotional Support

### Individual Counseling/Therapy

Trauma therapy services are available to help you sort out your feelings about what's happened, find coping skills that work for you, and reclaim control in your life. We provide counseling to individual victims/survivors of crime, their family, friends, or significant others. Virtual and in-person options are available.

### Support Groups

Experiencing a crime can make someone feel very isolated. Our support groups offer the opportunity to build positive connections with others who have lived through similar experiences. For a current list of support groups, please contact our intake team.

## Medical Support

Our counselors can provide you emotional support and help exploring options at hospitals, clinics, and private physicians' offices.

## Legal Support

If you are considering reporting, or have active legal proceedings, legal advocates can help. Legal advocates can help you understand court processes, accompany you to meetings and interviews, and even attend court with you. While we are not attorneys and cannot provide you legal advice or representation, we offer a partnership with the Legal Project for legal consults and representation around civil matters.

## Financial Support

Many survivors deal with financial impacts of crime. These can include medical bills, lost wages, and moving expenses, among others. The New York State Office of Victim Services provides financial compensation to eligible victims of crime. Advocates at our program can help you apply for financial compensation.

## Crisis Support

Whether you are a current client or not, you can call our 24-hour hotline anytime for brief emotional support. Our counselors can help you through challenging moments, including after flashbacks or nightmares. We can also help you make a safety plan and give you information/resources.

**If you need medical attention after a crime**, an advocate can meet you with a forensic examiner at St. Peter's Hospital, Samaritan Hospital, or the Albany Memorial Campus of Samaritan Hospital.

## Frequently Asked Questions

**How do I pay for services? I'm not sure I can afford to get help.**

Our services are offered at no cost to you. We are a grant-funded program and do not bill for services.

**Do I need to be a patient of St. Peter's Health Partners to get your services?**

No, you do not need to be an SPHP patient to qualify for services.

**Do I need a crime report to get help?**

No, you are not required to report to police or anyone else to access our services.

**How much do I need to remember about the crime to get help?**

You don't need to recall your experiences in great detail to get help. Many people experience memory lapse around their trauma - it is a very common response. We are prepared to support you, no matter how much you do or do not remember.

**Do you take walk-ins?**

No, our unit is confidentially located for client safety. To get connected with support immediately, please call our 24/7 hotline at (518) 271-3257.

**Confidential ways to connect with us:**

**24/7 Crisis Hotline:**

518-271-3257

**Intake Voicemail:**

518-271-3410

**Intake Email:**

ALHSSACVAPintake@sphp.com