

Support System other than the Police

● Tokushima Victim Support Center

It provides supports such as counseling services either on the phone, or accompanying victims to court, a police station and hospitals. In addition, it is designated as an early-stage support group by Tokushima Prefectural Safety Commission, therefore, on the premise that victims give their consent, it can support them with information given by the police at an early stage.

☎ 088-678-7830

☎ 088-656-8080

Mon・Wed~Sat 9:00~16:00(except national holidays and new year holidays)

● Tokushima District Public Prosecutor's Office

It provides information regarding the criminal proceeding, the trial result, and assigns a victim support officer. It also offers a victim hotline counseling service. Upon request, they will arrange the procedure for the victims participating in the trial. At the court trial, various measures are taken to protect victim's privacy to alleviate their fear and tension, such as using a physical barrier to shield their identity when they express their feeling and opinions.

☎ 088-652-5198(victim hotline)

Mon~Fri 9:00~17:00 (except national holidays and new year holidays) FAX available
After business hours and national holidays:
answering machine and FAX available

● Tokushima Bar Association

Victim Support Center of the Tokushima Bar Association offers the first consultation on legal matters for free of charge. They make defense claims, negotiate a settlement, represent the victim at victim participation system, handle media relations and so on.

☎ 088-652-5768

Mon~Fri 9:00~17:00 (Except national holidays and new year holiday)

※ There are other organizations and groups providing support and counseling service.

Support TEL Numbers of the Police

● Tokushima Prefectural Police

Names	Main Line
Tokushima Chuo	088-624-0110
Tokushima Myozai	088-632-0110
Tokushima Itano	088-698-0110
Naruto	088-685-0110
Komatsushima	0885-32-0110
Anan	0884-22-0110
Mugi	0884-72-0110
Awa Yoshinogawa	0883-25-6110
Mima	0883-52-0110
Miyoshi	0883-72-0110

● Tokushima Prefectural Police Headquarter

- Criminal damage support desk (general crimes)

☎ 088-622-3101 (Main line)

- Heart-san (Sex Crime consultation)

☎ #8103

- Police Safety Consultation (general consultation)

☎ #9110

- Phone line for children's worries and troubles

☎ 088-625-8900 ※ After business hours and national holidays: answering machine available

- Hotline for Consultation about children's bullying

☎ 088-623-7324

- A phone line for children and women (to report cases of unwanted advances or stalking)

☎ 088-623-6110

- A phone line to report gang related activity

☎ 088-626-0110

※ Other than phone line for children, phone staff available after business hours and national holidays



To support Crime Victims to restore their peaceful life again

“Crime victims are not exceptional persons. Please treat us like you did as before the incident, while praying for the victim. We were just ordinary citizens until yesterday.” (From the voice from the family members of deceased victim.)

We will never know when we will become the victim of a crime.

Tokushima Prefectural Police hopes that it can support victims in recovering from or alleviate their harm and supports such a society that they can live normal peaceful lives again.

This leaflet provides the following information to support victims.

- Various problems which crime victims and their families might have.
- Victim support services available
It would be great if this leaflet help crime victims and their family members restore their everyday lives.

Tokushima Prefectural Police



Victim support mascot
“Gyutto-chan”

Direct Damage and Secondary Damage

Crime victims and family members will not only suffer a direct damage such as murder (loss of family), physical injury, loss of property etc. but will also suffer from various problems arising from the secondary damage, such as:

Physical and psychological trauma as a result of being involved in crimes

Economic stress resulting from medical expenses, loss of employment and job changes

Stress from having to sacrifice time and emotional stress resulting from criminal investigations and trial

Stress from having to deal with groundless rumors, interviews, and press coverage

They suffer from various problems (secondary damage), especially emotional distress is more serious.

More than 60% of crime victims and their family members suffer from anxiety after the incident. ※
※(Survey conducted by Cabinet Office in Oct. 2008)



Psychological Impact on body and mind

After the crime, the victim will be in a state of shock, and as a result their physical and mental-well-being will be negatively affected.

Reactions on body and mind which are likely to occur after the crime

Emotional Response

- Physical and emotional numbness
- Loss of reality
- Not feeling like themselves
- Memory/Judgement impairment
- Decline in self-esteem
- Loss of reliability toward society and others
- Experiencing Fears, Anxiety, Self-condemnation, Exhaustion, Despair Anger, Sadness

Physical Response

- Dizziness, Hyperpnea, Palpitation, Diarrhea, Constipation
- Insomnia, Nightmares
- Nausea, Loss of appetite

Specific responses to actions

- Fearing crowded places, can't go outside and shut themselves off at home
- Assuming the crime is their own fault and blaming themselves
- Can't control their emotions and crying without any special reason
- Talking about their own damage like it was someone else's experience and not their own
- Feeling anxiety on the date of the incident every year

We need to understand the mental and physical disorders of the crime victims and should not blame them and should refrain from going out of your way to reassure them.

Victim Support System

There are several organizations, such as the Police or Tokushima Victim Support Center. Here are the main support systems:

● Victim Support Officer

Designated victim support police officers will provide services upon requests such as, explaining criminal proceedings, accompanying them to the hospital and so on.

● Victim Information System

We will provide information regarding the progress of the investigation and the suspect's arrest

● Reducing the financial burden of the victims

Medical fees and a part of the counseling fee are paid at public expense.

● Crime Victims Benefits System

The government will issue benefits to bereaved families and victims who are severely injured, or suffer from a disability as a result of the intentional criminal act.

● Lawyer Referral System

Tokushima Prefectural Police concludes an agreement with the Tokushima Bar Association regarding the victim support and introduce experienced lawyers in supporting victims who wish legal advice. The first meeting is free of charge.

※ In each case, there are certain conditions. For more details, please contact the Support Office for Crime Victims, Tokushima Prefectural Police.

☎088-622-3101