

Victim Services

The Victim Services Division of the Kyle Police Department is dedicated to positively impacting the quality of life for the citizens of Kyle by assisting victims, survivors, families, neighborhoods and businesses experiencing crime or trauma.

A Victim Services staff member is available to assist victims, their families, and their neighborhoods. It is your right as a victim to request and receive these services. Call 9-1-1 for in an emergency. If you do not have an emergency but need assistance, you may call (512) 268-3232 for assistance 24 hours a day, 7 days a week.

If you have just lost a loved one and the death is being investigated by the Kyle Police Department, rest assured the loss of your loved one will be investigated to determine what happened.

Notifying Other Family Members

The Kyle Police Department encourages you to seek support from others as you notify family members and friends of the deceased. Many survivors find it useful to reach out to clergy, friends, and neighbors to help notify other family members.

Consider how the person you are notifying will react to the news. It is more appropriate to make the notification in person rather than by phone. If traveling to another location for notification, consider having someone drive you.

When notifying children, consider their age as age-appropriate information is best when delivering this type of news.

Appoint a Family Representative to Take Charge

Sometimes families find it useful to have someone who is more detached from the deceased to take charge of certain responsibilities. This will give families time to grieve and work on other important responsibilities.

Consider having a family representative ensure care of the surviving family, manage household maintenance, cover immediate legal issues/paperwork, and locate important legal documents. Family representatives can screen phone calls to reduce the stress placed upon survivors.

Organ and/or Tissue Donation

Many people express their desire to be an organ donor. Carrying out their wishes is only possible if you act expeditiously, as recovering organs is a time-sensitive process. One's wish of being an organ donor may be printed on their driver's license or documented in a will. The wish may only have been expressed verbally, which is also acceptable. It is up to the family to ensure organ and/or tissue donation wishes are fulfilled. Questions should be directed to the medical examiner or medical personnel handling your case.

Funeral Information

You will be provided with information regarding the location of your loved one. *If an autopsy is being ordered by a Justice of the Peace, the body will be sent to the medical examiner's office. If an autopsy is not performed, the family will need to choose a funeral home of their choice. In either case, you/the next of kin, have the right to choose* the funeral home to provide service for your loved one. The funeral home you select will be responsible for transporting and embalming the body, cremation, or burial services, or other services and guiding you through the entire funeral and/or burial process.

Certified Death Certificates can be obtained at the funeral home. You will likely need at least ten copies to help with your loved one's estate planning.

Common Feelings

Many survivors report that when they first hear the news, they are "in a fog." Some say it does not feel real, and as things sink in, they feel helpless. Many survivors report a feeling of being lost and do not know what to do next. Even day-to-day tasks, such as eating meals, can be forgotten.

Expect to experience a wide range of emotions for years; this is normal. You may feel you are doing great and then a song, television show, photo, or smell reminds you of your loved one and brings you great sorrow. Survivors often feel better when they talk about their loved one.

Avoid Making Major Life-Changing Decisions

You may feel the need to sell your home or completely alter your life. Consult a professional, and do not be in a rush to make major decisions about your future.

Seek Help

Most survivors seek some type of help in dealing with this crisis. This help may come from clergy, friends, neighbors, professionals, relatives, or support groups. It is important to understand that even if you are an independent person and feel you can handle any situation, it may be a time where you can still draw help from others. Many survivors feel it eases the situation.

What About Clean Up?

Scene cleanup is the responsibility of the property owner. These costs may be covered by insurance, and it is important to keep in mind that such cleanup may require a specialized cleaning service. Victim Services can provide a list of local companies that may be able to assist with this process.

A Few Common Questions

Q: Will an autopsy be performed?

A: If an autopsy is being ordered, it is done when there is a need to establish cause of death or in cases where criminal proceedings may follow

Q: Can anyone sign a release form authorizing release of the decedent?

A: No. According to State Law, only the next-of-kin may do so. You can sign these rights over to another party if you choose.

Q: Who may obtain a copy of the autopsy report?

A: According to the Texas Public Information Act, an Autopsy Report is public information and may be released to anyone who requests a copy.

Q: When will a death certificate be issued?

A: The Medical Examiner's Office will work with the designated funeral home to complete a "pending" death certificate within 10 working days. A final death certificate may take six to eight months if the death is being investigated.

Q: Where can I obtain a copy of the death certificate?

A: Death certificates may be obtained from the Bureau of Vital Statistics, the Justice of the Peace, or the funeral home.

Q: Are viewings allowed at the Medical Examiner's Office?

A: No. The facility is not designed to accommodate viewings. You should contact the funeral home to schedule a time to view your family member or friend.

Rights of Crime Victims

- The right to protection from threats of harm arising from cooperation with prosecution efforts.
- The right to have your safety and that of your family taken into consideration when bail is being considered.
- If you so request, the right to be informed in advance about court proceedings, including cancellations or rescheduling.
- If you so request, the right to information about procedures in the criminal investigations of your case by law enforcement officials, and about general procedures in the criminal justice system, including plea bargaining, restitution, appeals, and parole from the prosecutor's office.
- The right to receive information about the Texas Crime Victim's Compensation Fund that provides financial assistance to victims of violent crimes and, if you so request, referral to social service agencies that may provide additional help.
- The right to provide information to the probation department conducting a pre-sentence investigation on the impact of the crime.
- The right to have a law enforcement agency pay for medical examinations for victims of sexual assault and request the right to counseling regarding AIDS and HIV infection and testing for sexual assault victims.
- If you so request, the right to be notified of parole proceedings by the Victim Services Section of the Pardons and Paroles Division, the right to participate in the parole process by submitting a victim impact statement or other information, and the right to be notified of the inmate's release.
- The right to be present at all public court proceedings, if the presiding judge permits.
- The right to a safe waiting area before and during court proceedings.
- The right to prompt return of any property that is no longer required as evidence.
- If you so request, the right to have the prosecutor notify your employer that the need for your testimony may involve your absence from work.
- The right to complete a Victim Impact Statement, detailing the emotional, physical and financial impact that the crime has had on you and your family, and to have that statement considered by the judge at sentencing and by the parole board prior to taking any parole action.
- A victim of a sexual assault, stalking, family violence or human trafficking may choose a pseudonym to be used instead of the victim's name to designate the victim in all public files and records concerning the offense.

Helpful Phone Numbers

Victim Assistance Programs

District Attorney's Office	(512) 393-7617
Hays County Sheriff's Office	(512) 393-7617
San Marcos Police Department	(512) 753-2106

Criminal Case Information

District Attorney's Office	(512) 393-7700
Protective Orders	(512) 393-7600
Hays Co. Sheriff's Office	(512) 393-7800
Hays Co. Constable (Precinct 2)	(512) 268-0785
Justice of the Peace	(512) 268-3151
Magistrates	(512) 393-7872/7871
Municipal Court	(512) 262-3940/3941
Warrant Office	(512) 393-7878

VINE - Jail & Release Information:

(Victim Information Notification Everyday)

(877)-894-8463

www.vinelink.com

Counseling/Support Services

Community Based Victim Advocacy	(512) 396-4357
Hays-Caldwell Women's Center	
Southside Community Center	(512) 392-6016
Scheib Mental Health Center	(512) 392-7151

Family/Emergency Services

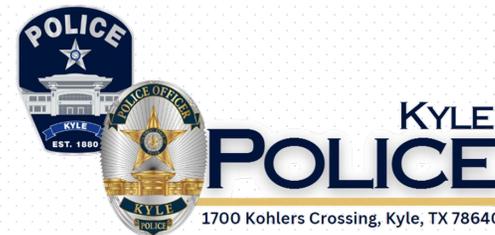
Seton Medical Center - Hays	(512) 504-5125/5000
Dells Children Hospital	(512) 324-0000
Hays Co. Personal Health Dept	(512) 268-1270
Hays CISD - Well Clinic	(512) 268-5218
American Red Cross	(800) 928-4271
Salvation Army	(512) 476-1111

Local Funeral Homes

Harrell Funeral Chapel (Kyle)	(512) 268-8200
Heart of Texas Funeral Home (SM)	(512) 243-7277
Los Angeles Funeral Home (SM)	(512) 392-3676
Pennington Funeral Home (SM)	(512) 353-4311
Thomason Funeral Home (SM)	(512) 396-2300
Thomason Funeral Home (Wimberley)	(512) 847-2226
Harrell Funeral Home (DS)	(512) 382-6543
DeLeon Funeral Home (Lockhart)	(512) 376-6200
Eeds Funeral Home (Lockhart)	(512) 398-6368
McCurdy Funeral Home (Lockhart)	(512) 398-4791

Grief Counseling

Hospice Austin	(512) 342-4700
The Christi Center	(512) 467-2600
The Austin Center for Grief & Loss	(512) 472-7878



Non-Emergency Phone No: 512-268-3232

Administration No: 512-268-0859

Victim Services

Death Notification

Police Report Number:

Criminal Investigations Division (CID)

KPD Web Site:
www.cityofkyle.com/police

Additional Questions?
Email: kpdvs@cityofkyle.com

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