



Department of Justice
Canada

Ministère de la Justice
Canada

EVALUATION DOCUMENT

VICTIMS OF CRIME INITIATIVE

Context of Programs and Services for Victims of Crime in Canada Sub-study

March 2001

**Evaluation Division
Policy Integration and Coordination Section**

Canada 

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1. Background

On December 16, 1998 the Minister of Justice tabled the Government of Canada's response to the Standing Committee report, *Victims' Rights – A Voice Not a Veto*. In this document, the government outlined a strategy to enhance the role of victims in the criminal justice system, and allocated \$25 million over five years to a new Victims of Crime Initiative.

A principal element of the Victims of Crime Initiative is the formation of the Policy Centre for Victims within the Department of Justice. The purpose of the Policy Centre is to ensure that the perspectives of victims of crime are considered in the development of federal policies and legislation. The overall goal of the Victims of Crime Initiative is to increase the confidence of victims of crime in the criminal justice system by:

- Ensuring that victims of crime and their families are aware of their role in the criminal justice system and of services and assistance available to support them;
- Enhancing the Department of Justice's capacity to develop policy, legislation, and other initiatives that take into consideration the perspectives of victims;
- Increasing the awareness of criminal justice system personnel, allied professionals, and the public about the needs of victims of crime, as well as legislative provisions designed to protect them and services available to support them; and
- Developing and disseminating information about effective approaches to respond to the needs of victims of crime both within Canada and internationally.

The Victims of Crime Initiative involves a comprehensive evaluation strategy that includes formal evaluation, performance measurement, and sub-studies.

This study represents the first of a series of sub-studies that will be conducted in support of the evaluation of the Department of Justice Victims of Crime Initiative, and focuses on understanding the context of programs and services for victims in each jurisdiction. Each province and territory varies with respect to the types of programs they deliver, the agencies that work with victims, and their organizational structures. Having a better understanding of the

context within which victim programs and services work in each jurisdiction will assist future evaluations.

The intent is to benchmark the context which each jurisdiction operates, rather than to develop an inventory of programs. However, this work will represent a good starting point from which to develop an inventory of programs and services.

1.1 Methodology

A questionnaire was sent to each member of the Federal Provincial Territorial Working Group. This instrument was designed to generate discussion and collect information about victim services in each region. The instrument collected information about the types of programs and services available, the department or organization responsible for such services, as well as funding and delivery of services. Recipients were encouraged to complete the questionnaire with others in their department. Telephone calls to PRA and supporting documents (annual reports, etc.) provided additional information. This information formed the basis for this report.

A second stage of the substudy involved sending respondents the section of the report pertaining to their jurisdiction for review. Provinces and territories were given the opportunity to comment on the representation of their jurisdiction and provide additional information.

1.2 Structure of the report

The remainder of this report contains the following:

- Section 2 provides a context for victims of crime services in each province and territory.
- Section 3 describes different methods of record-keeping, and the type of information recorded in each jurisdiction.

2. PROVINCIAL/TERRITORIAL CONTEXT

The purpose of this project is to document how the criminal justice system works with regard to victims of crime in each jurisdiction. Each jurisdiction was asked to identify the types of programs they deliver for victims, which departments or agencies deliver them, which non-government organizations are involved, and the manner in which they are involved. This will provide an understanding of the context of jurisdictions, and assist future evaluation.

The intent is to benchmark the context within which each jurisdiction operates, rather than to develop an inventory of programs. The organizations identified are representative of the types of victim services available in each jurisdiction, rather than a comprehensive list. Most organizations, programs, and services meet the needs of a variety of victims of crime, and offer many supports. Additionally, government services are typically available to all victims of crime and provide support in a variety of ways. Government agencies may also be linked to each other and to police or community-based programs via referrals and funding. These complex relationships are not captured in this report. Rather, if a program or service is directed to a specific group or provides a specialized service, it is noted in the report to give the reader a sense of the types of victim service activities taking place in each jurisdiction.

Throughout the report, references are made to *system-based models* and *multiple program models*.

- *System-based models* are typically government-centered. Government is responsible for victim services, and often delivers the programs directly to clients.
- *Multiple program models* are reflected by more interaction between government, police, and community organizations in delivering victim services.

In either case, there is overlap and coordination between government, police, and community agents, but referencing the two models described above provides a general context of the victim services structure in each jurisdiction.

In each province and territory, there are diagrams and illustrations that provide *examples* of specialized services and delivery agents. These are representative organizations only. Further, it must be understood that specialized services for target groups are supplied *in addition* to programs available for all victims. Absence of a *specialized* program or organization does not imply these groups do not receive victim services.

2.1 Saskatchewan

Saskatchewan has a multiple program model, with government, police, and more than 10 other community organizations responsible for delivery of programs and services. As illustrated below, Saskatchewan Justice Victims Services funds most types of activities via the Victims Fund, largely made up of the provincial surcharge.

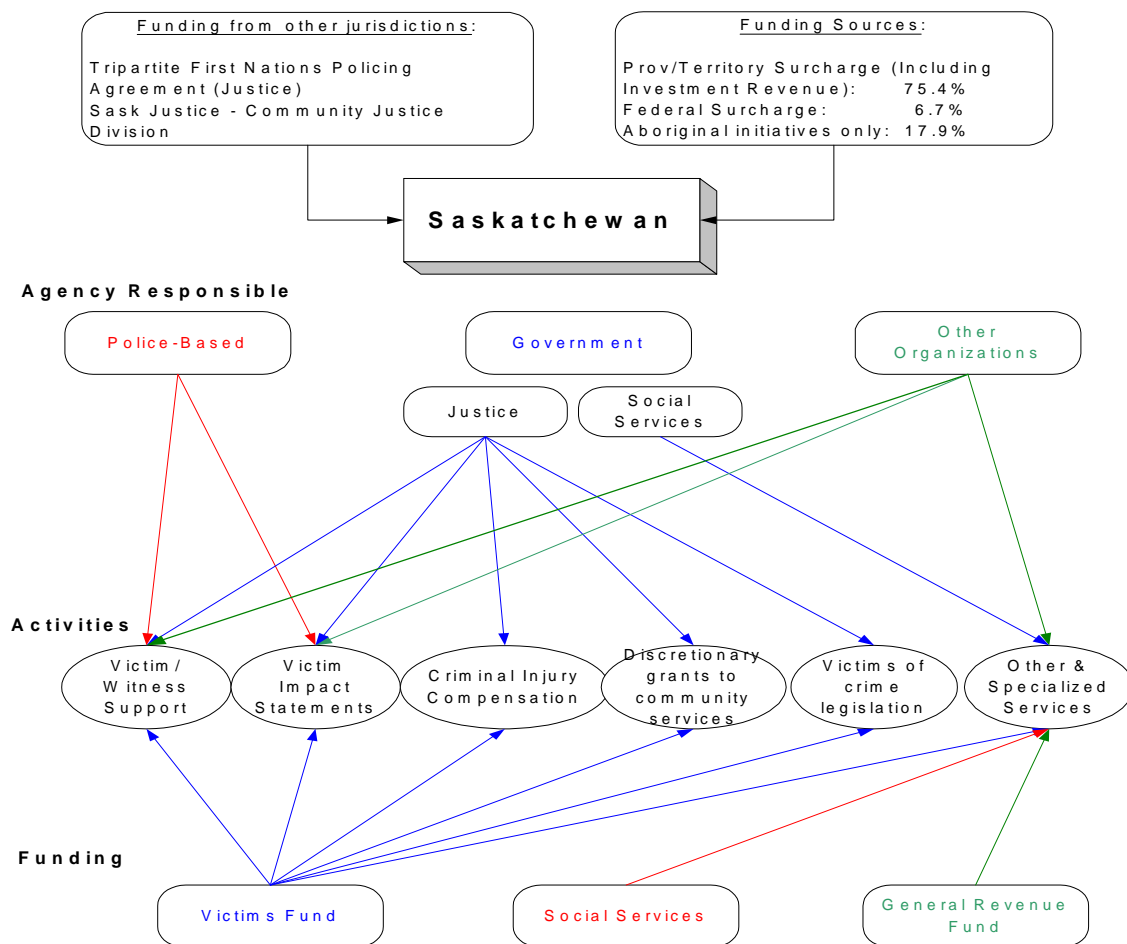


Figure 1

In Saskatchewan, victims' surcharges are monitored through a separate fine management system, and Victims Services monitors both federal and provincial surcharges. As mentioned above, most funding comes from the provincial surcharge (75%), while 7% is from the federal surcharge. Additionally, nearly 18% of funding is received and earmarked for Aboriginal initiatives. Examples of funding links and partnerships include the Tripartite First Nations Policing Agreement that funds First Nations Caseworkers, and the Community Justice Division of Saskatchewan Justice that funds the Aboriginal Family Violence initiative and the Northern Victims Initiative.

As illustrated above, both government and outside organizations feed into specialized services. Police deliver services to all target groups, especially in rural areas, where they are primary contacts. Figure 2 below shows relationships between programs or departments that address particular groups. Victims of crime can be identified by the characteristics of the crime (sexual assault, property crime) or their own traits (children, youth, or immigrants who require language assistance). Such circumstances allow certain groups to be targeted by the appropriate delivery agents with the assistance they need. Where specialized programs exist, an example is provided.

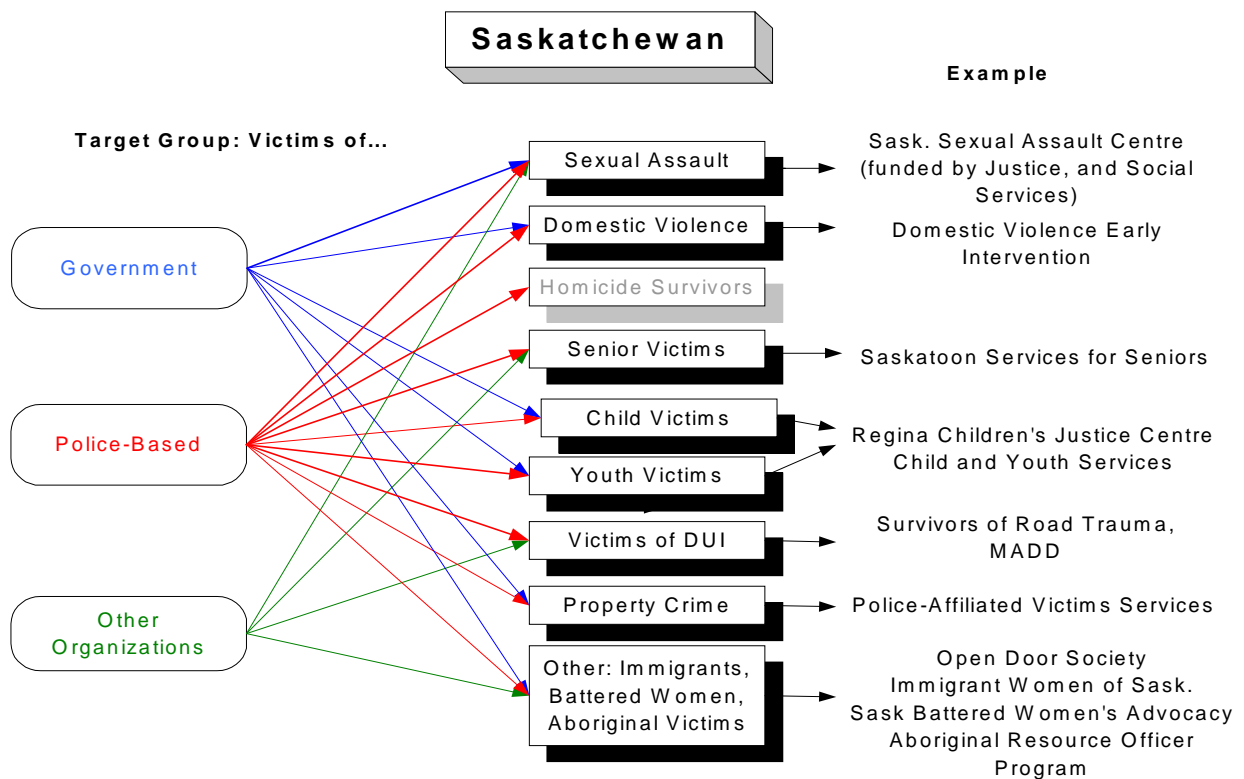


Figure 2

Sometimes, specialized or supplementary services are offered. Figure 3 provides examples of specialized services and the programs or departments that deliver them. In Saskatchewan, most specialized services are provided through the government. Both the Department of Justice and Social Services provide specialized services (e.g., crisis services, shelters, or outreach services) or programs (e.g., Restorative Justice, compensation/restitution, and mediation programs).

Specialized Services: Saskatchewan

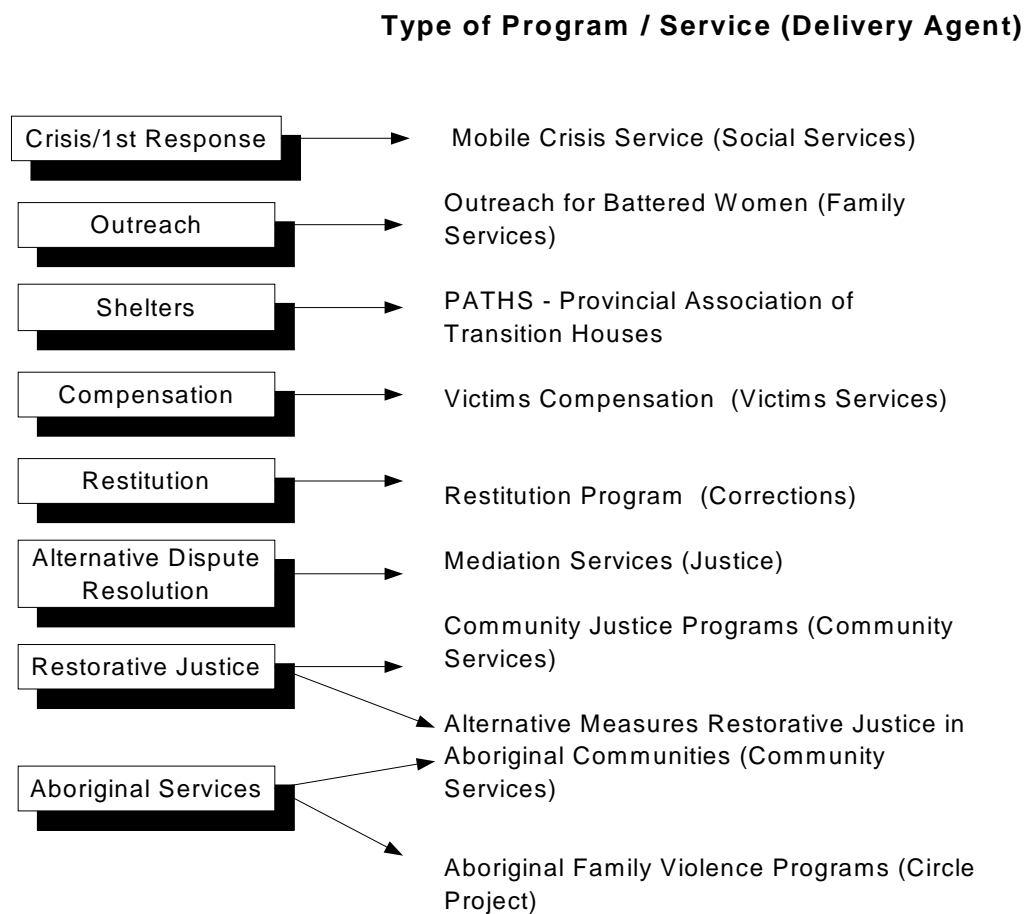


Figure 3

Advocacy is another important service for victims of crime. All government programs serving victims of crime in Saskatchewan have advocacy components, but the main organizations advocating for victims as a ‘specialized service’ include PATHS and the Saskatchewan Association of Sexual Assault Centres.

As described above, there are linkages between victim services based on the characteristics of the crime, the characteristics of the victim, and the type of program or service that would best meet their needs. However, in simple representative diagrams, not all linkages can be captured. A single organization or program (government, police, or community-based) can provide a variety of services to a variety of victims.

Table 1 provides a macro view of the interaction between different types of programs and the services they offer. In Saskatchewan, service delivery depth becomes immediately apparent, and is reflected by the fact that all major services (referrals, assistance with victim impact statements, crisis intervention, court assistance, and follow-up information) are provided by at least two and up to all four different types of programs. Government (including court-based) programs and police-based programs are linked through services and referrals, as well as the Saskatchewan government active funding of police-based services.

Table 1: Services and Programs: Saskatchewan				
Type of Service	Type of Program			
	Court-based	Police-based	Gov't programs	Community-based
Referrals	√	√	√	√
Assistance with impact statements	√	√	√	
Crisis intervention		√	√	√
Court explanation/escort	√	√	√	√
Follow-up information		√	√	
<i>Not applicable</i>				

In Saskatchewan, court-based services also include training for court staff, police-based staff, and volunteers in court orientation and accompaniment services offered to victims of crime. Court-based programs work together with police-based programs in providing such services, especially for complex, multi-victim cases.

2.2 Prince Edward Island (PEI)

The structure of Victim Services in PEI has a system-based program model, under the Office of the Attorney General, with a government organization primarily responsible for delivery of programs and services. Specialized supports and programs are provided by one of three main community organizations serving victims of crime. As illustrated below, primary victim service activities are provincially funded.

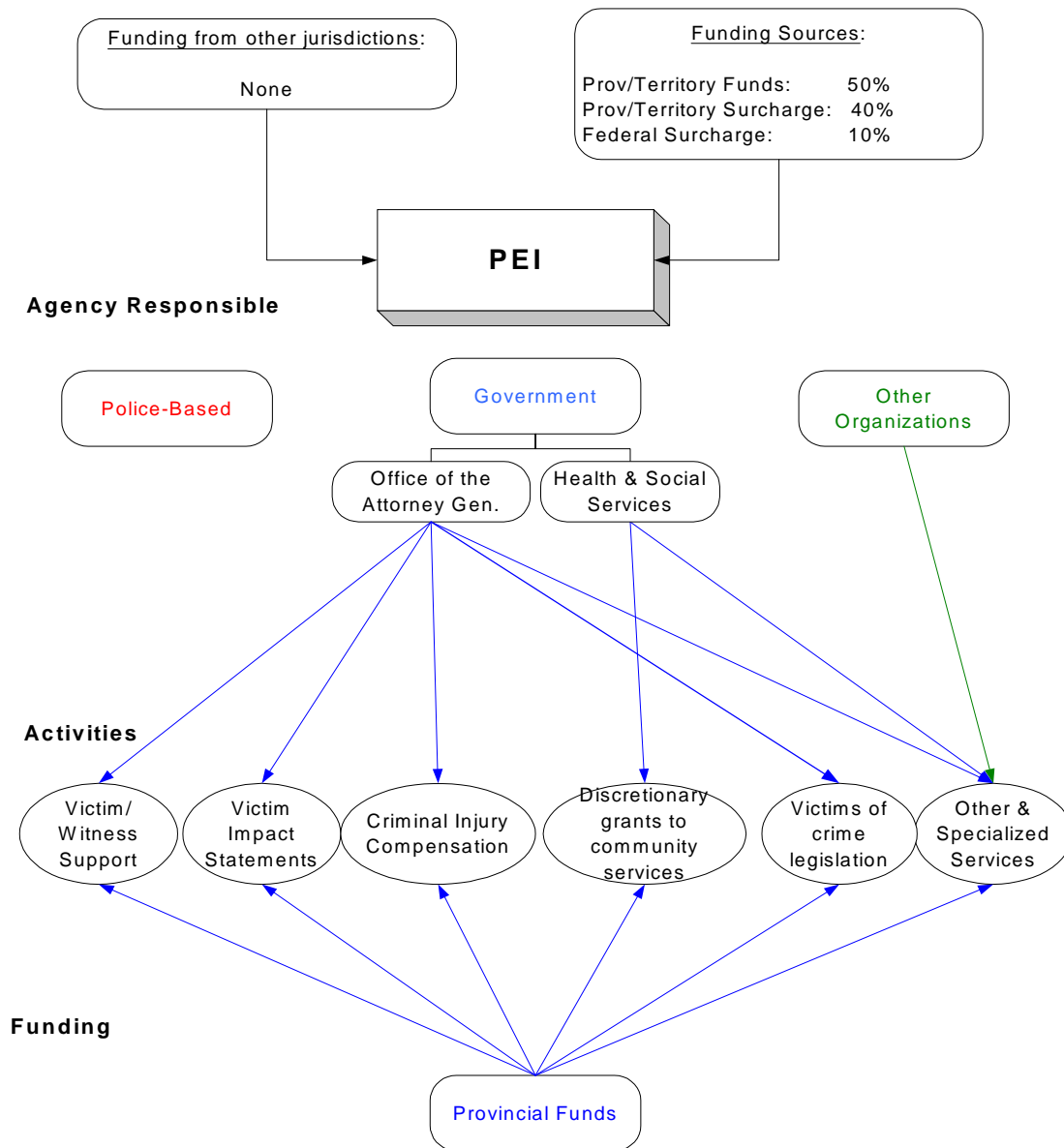


Figure 4

In PEI, victim surcharges are monitored through the provincial fine management system. The Office of the Attorney General monitors both federal and provincial surcharges, as they are both deposited within the consolidated revenue fund, but earmarked for Victim Services. As mentioned above, provincial funding makes up half of all funds, while surcharges make up the other half. Provincial surcharges are the source of 40% of total funds, while federal surcharges make up the remaining 10%.

As illustrated above, outside organizations complement government program, and meet special needs. Figure 5 below shows some programs that meet the needs of particular groups. All victims are eligible for services offered by the government; Figure 5 only provides examples of services or programs specifically designed for a target group.

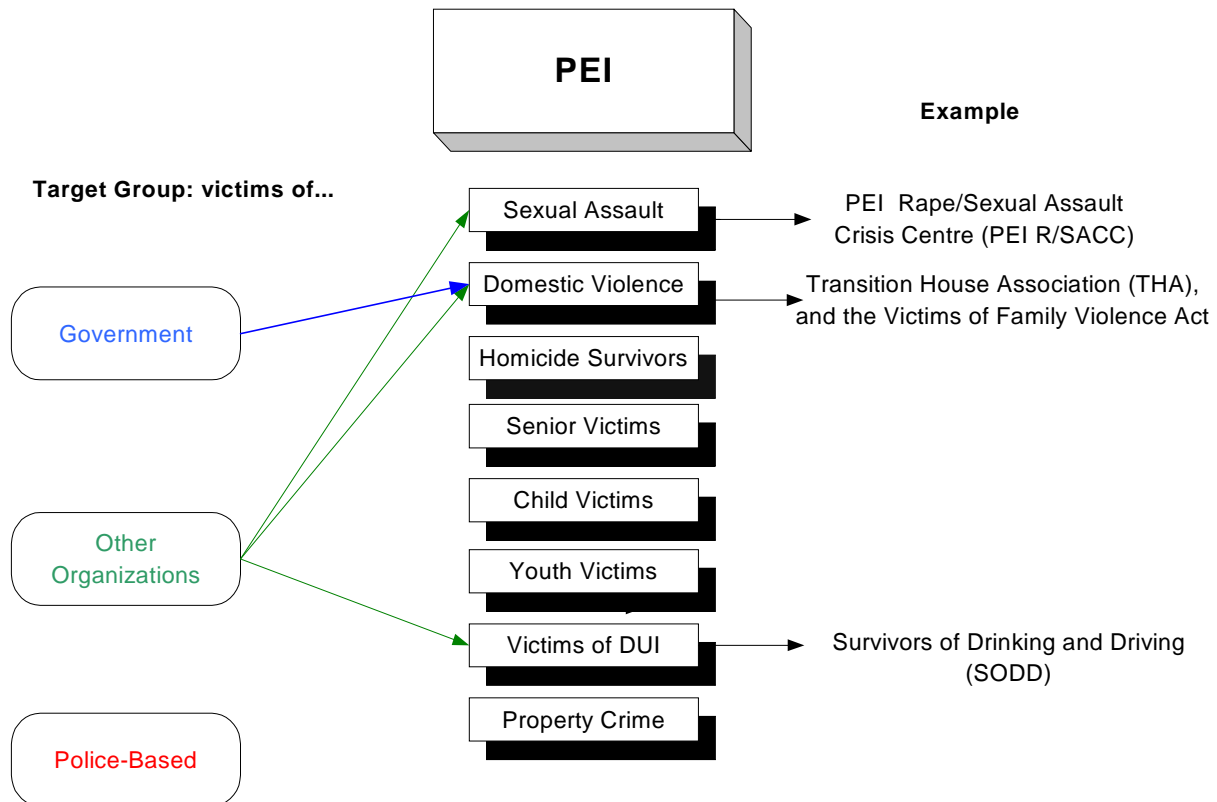


Figure 5

In addition to targeting victims based on the type of crime they suffered (e.g., sexual assault, drunk drivers), some specialized services are offered to provide different types of help, as the circumstances require. Figure 6 provides examples of specialized services available in PEI, and the programs or departments that deliver them. In PEI, specialized services are provided through the government and community organizations (e.g., PEI R/SACC, THA).

Specialized Services: PEI

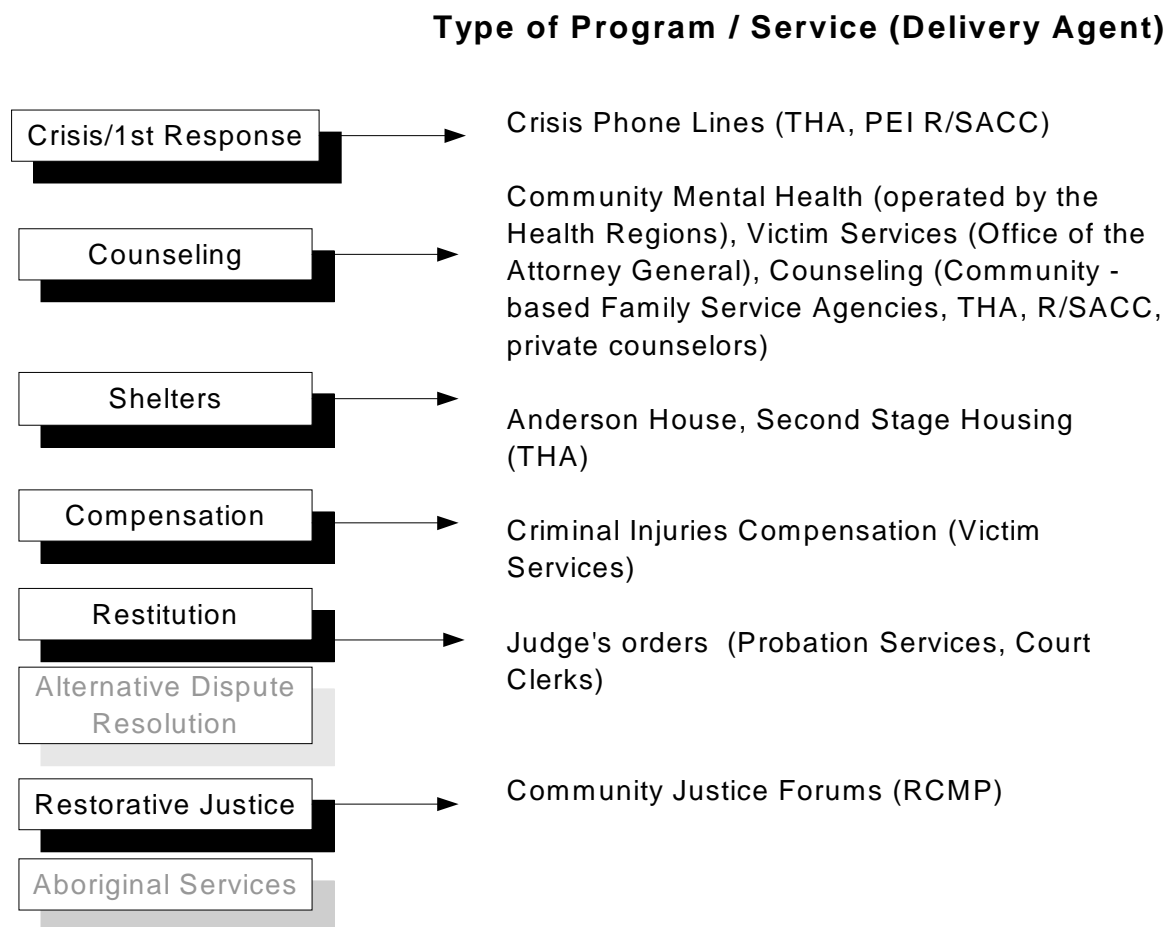


Figure 6

The illustrations above identify three key community organizations that provide services and support to victims of crime: the THA, the PEI R/SACC, and SODD. These organizations also act as advocacy services, an important support for victims.

As described above, there are linkages between Victim Services and community organizations complementing core services that are the responsibility of the government. In PEI, this focused approach is reflected in the table below, which provides another view of the interaction between government and community programs and the services they offer.

Table 2: Services and Programs: PEI				
Type of Service	Type of Program			
	Court-based	Police-based	Gov't programs	Community-based
Referrals			√	√
Assistance with impact statements			√	
Crisis intervention			√	√
Court explanation/escort			√	
Follow-up information			√	
<i>Not applicable</i>	√	√		

Additionally, government provides the services annotated in the preceding illustrations, and provides support throughout the entire criminal justice process. Crisis intervention provided through government is activated only when requested by police or victims, but community organizations also provide this service to specific types of victims, as well as offering complementary specialized services.

2.3 Alberta

Alberta has a multiple program model, with government, police, and more than 10 other community organizations delivering programs and services to victims of crime. As illustrated below, most types of activities in Alberta are funded via the Victims of Crime Fund, mainly made up of the provincial surcharge. In addition to the activities shown below, the Victims of Crime fund financially supports police-based programs and community agencies, as well as administration of the *Victims of Crime Act*.

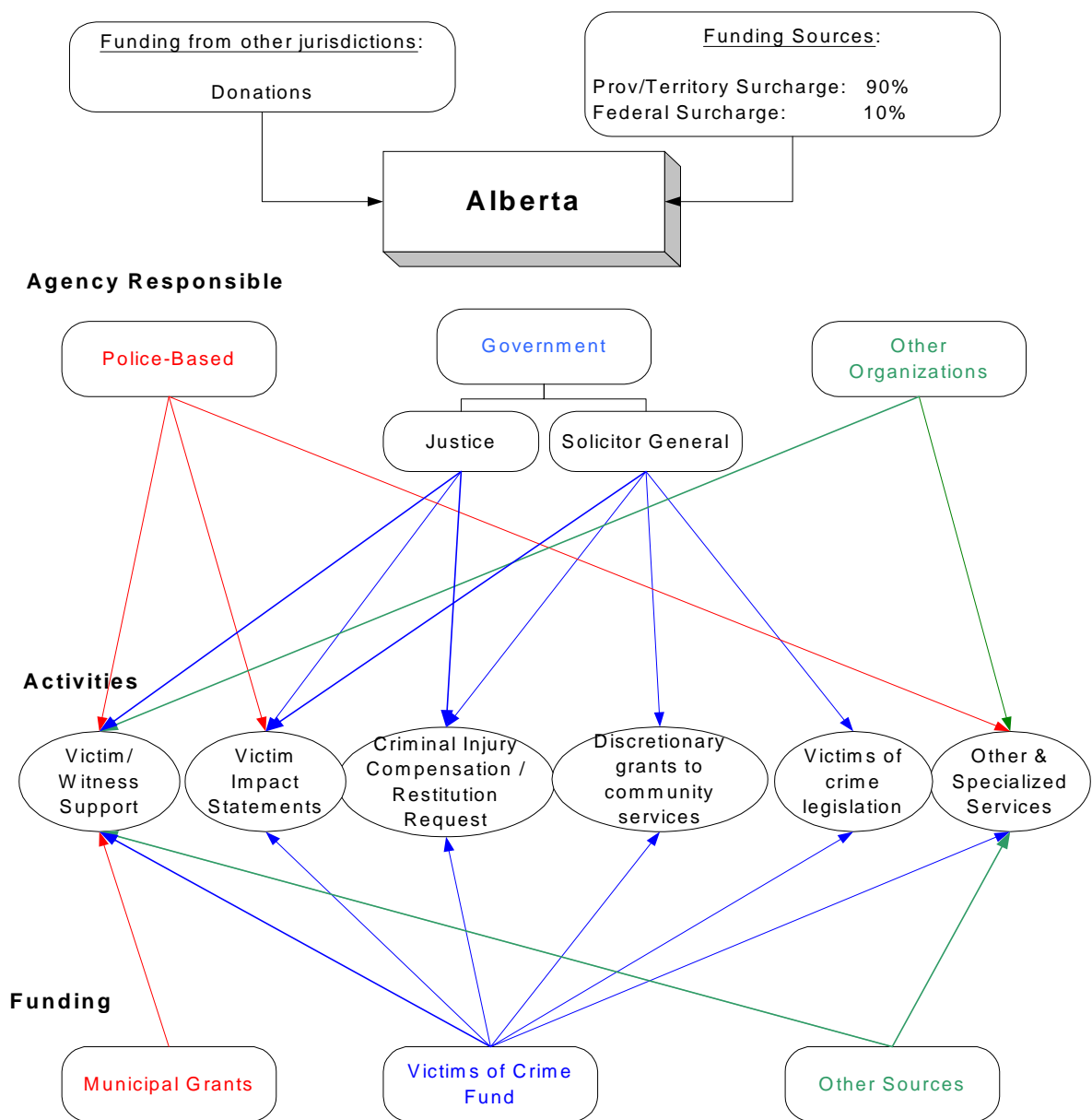


Figure 7

In Alberta, victim surcharges are monitored by Alberta Justice, Court Services Division, along with other court related charges. Within this system, federal and provincial surcharges are tracked separately, although provincial surcharges are consolidated with the fine itself into one figure. Then, each month, provincial surcharges are calculated and separated from fines. As mentioned above, most funding comes from the provincial surcharge (90%), while 10% is from the federal surcharge. Additional funding for victim services is rare.

As illustrated above, police and community organizations are the main delivery agents of specialized services in Alberta. Figure 8 below shows relationships between these delivery agents in meeting the needs of particular groups.

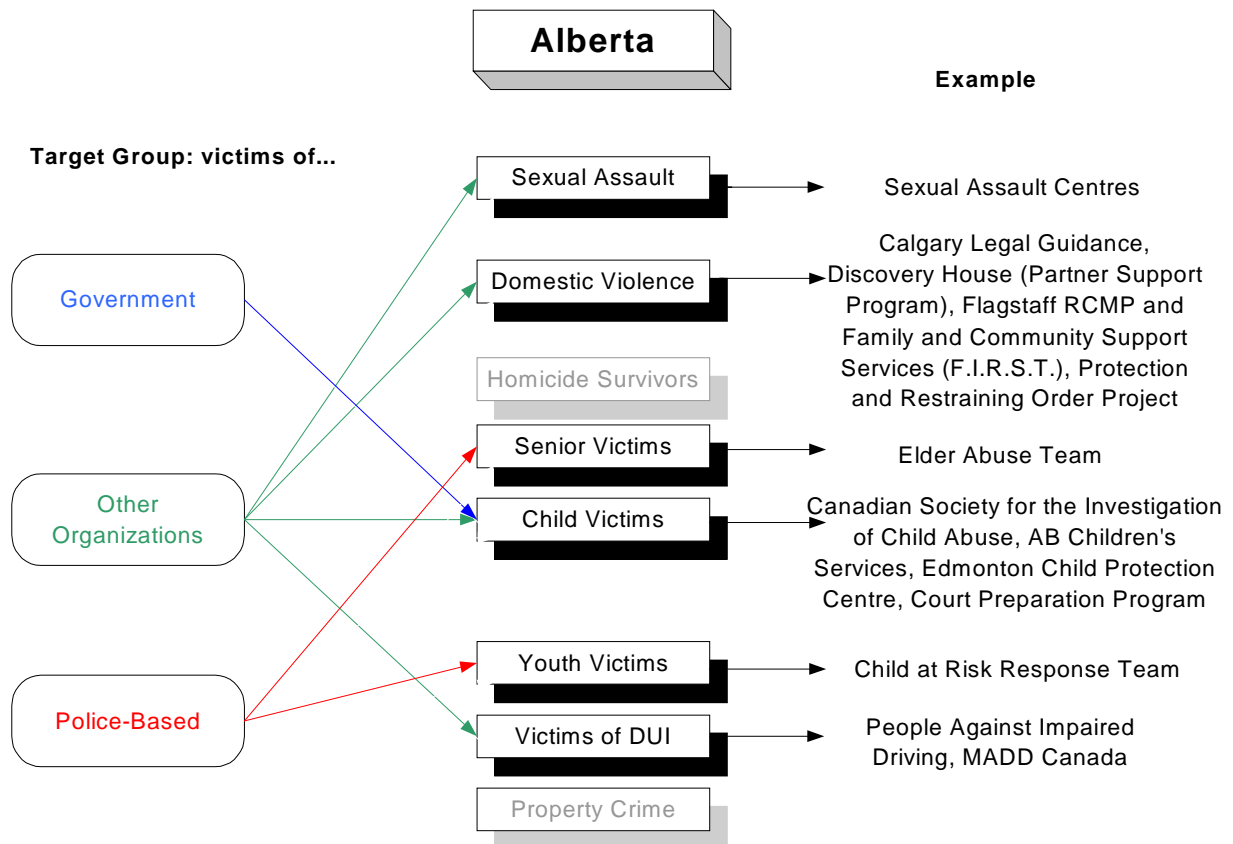


Figure 8

In Alberta, additional specialized services are provided by many community organizations and police-based programs. The government is also involved either directly, as a supplementary provider of services (e.g., mental health services), or indirectly, through the funding of non-profit or community victim assistance programs. Figure 9 provides examples of specialized services available in Alberta and the main delivery agents.

Specialized Services: Alberta

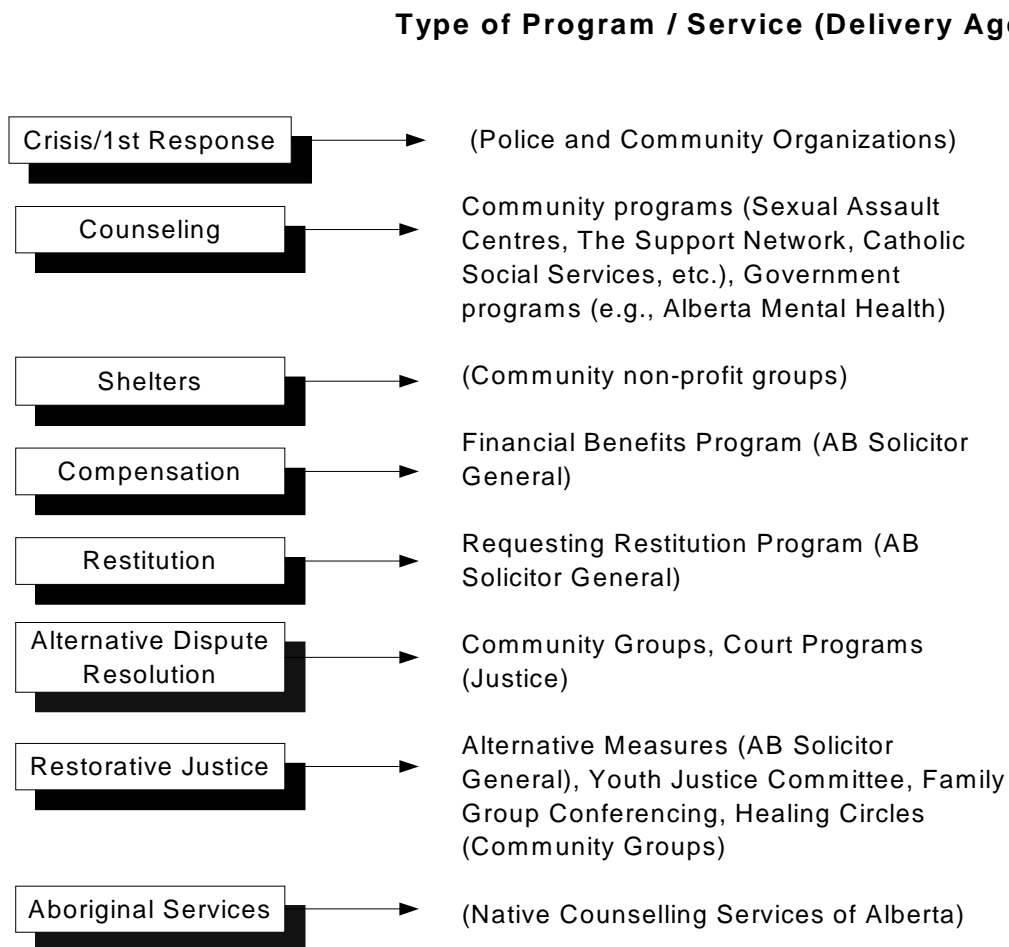


Figure 9

Police-based victim services also team up with community organizations to provide advocacy. In Alberta, some of the main advocates for victims of crime are:

- Alberta Association of Sexual Assault Centres
- Alberta Police Based Victims Services Association
- Alberta Association of Women's Shelters.

As described above, there are complex links between victim services provided by government, police, and community organizations. They may be linked by addressing a particular type of

crime, or by serving a particular type of victim (e.g., children). At the same time, a single program (government, police, or community-based) can provide a variety of services to a variety of victims.

Table 3 shows the relationship between court-based, police-based, and community-based programs in Alberta. The depth of service is reflected in multiple programs providing a service; the complementary nature of Alberta’s victim services structure is illustrated in the table below. Note that while government is responsible for many victim services, court-based, police-based, or community-based programs often deliver them.

Table 3: Services and Programs – Alberta				
Type of Service	Type of Program			
	Court-based	Police-based	Gov’t programs	Community-based
Referrals	√	√		√
Assistance with impact statements	√	√		
Crisis intervention		√		√
Court explanation/escort	√	√		√
Follow up information	√	√		√
<i>Not applicable</i>				

In Alberta, court-based services also include paralegal assistance for the Crown; police-based services also provide education and awareness services. Government programs include the Financial Benefits Program and Public Assistance Units. Government, community, and police-based programs are also linked through funding (from the AB Solicitor General, AB Mental Health, Community Development, fundraising, grants, and municipalities, for example).

2.4 Newfoundland and Labrador

Newfoundland/Labrador has a system-based program model, with government acting as the main delivery agent for many victim services. Community organizations supplement this service, providing specialized services to specific groups or for specific purposes.

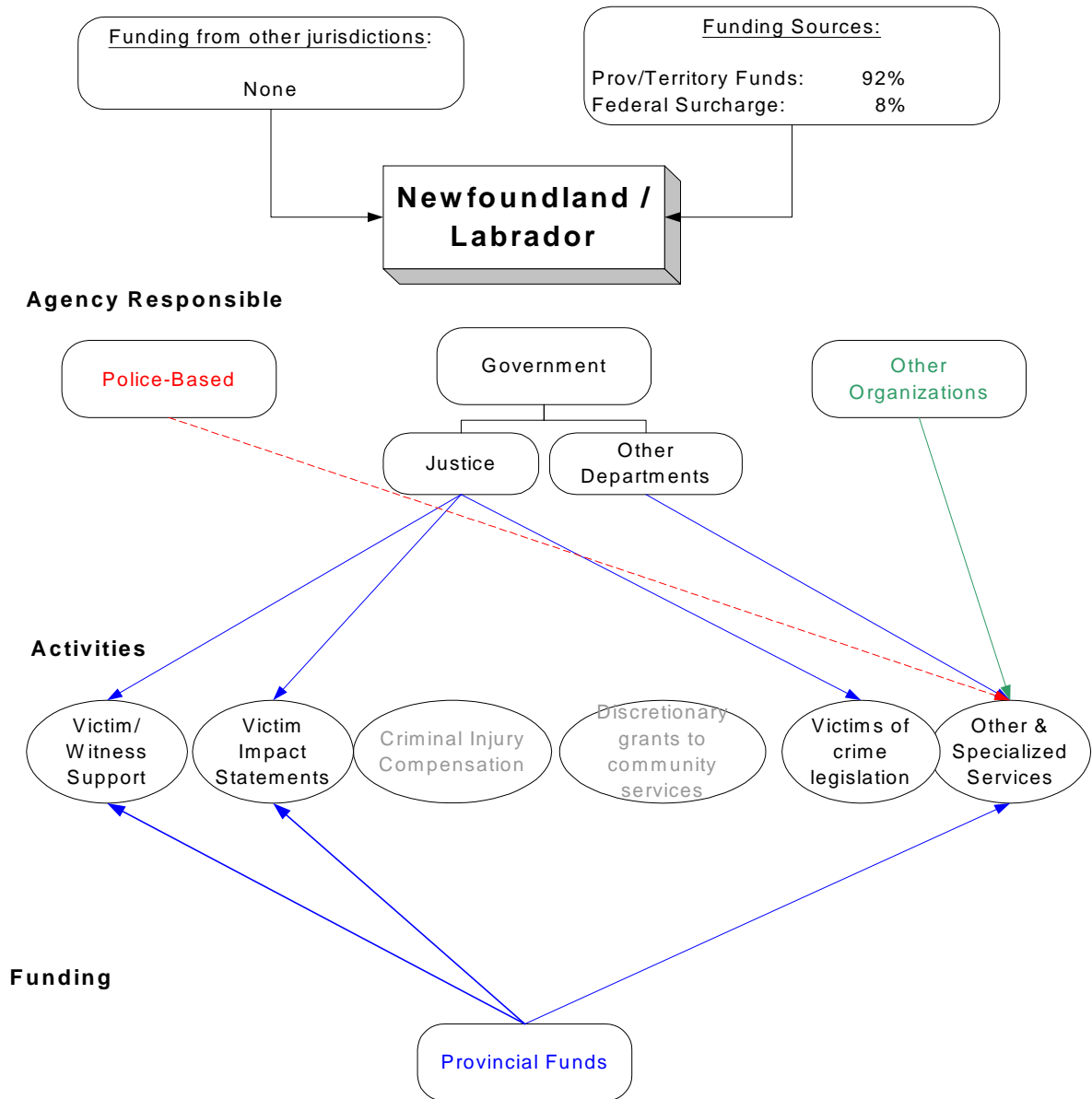


Figure 10

Police-based services are indicated by a dashed line, because only a weak link to specialized services was reported - the RCMP community forum on restorative justice.

In this area, the majority of funds come from the province (92%), while the remaining 8% comes from federal surcharges. The federal surcharge becomes part of the provincial revenue, and is

monitored by the Department of Justice. Specific surcharge revenue is monitored by a separate fine management system.

As illustrated above, community organizations partner with government to provide specialized services; Figure 11 below shows this relationship. While Victims Services supports all victims, community organizations supplement these services for particular groups, or by providing complementary programs.

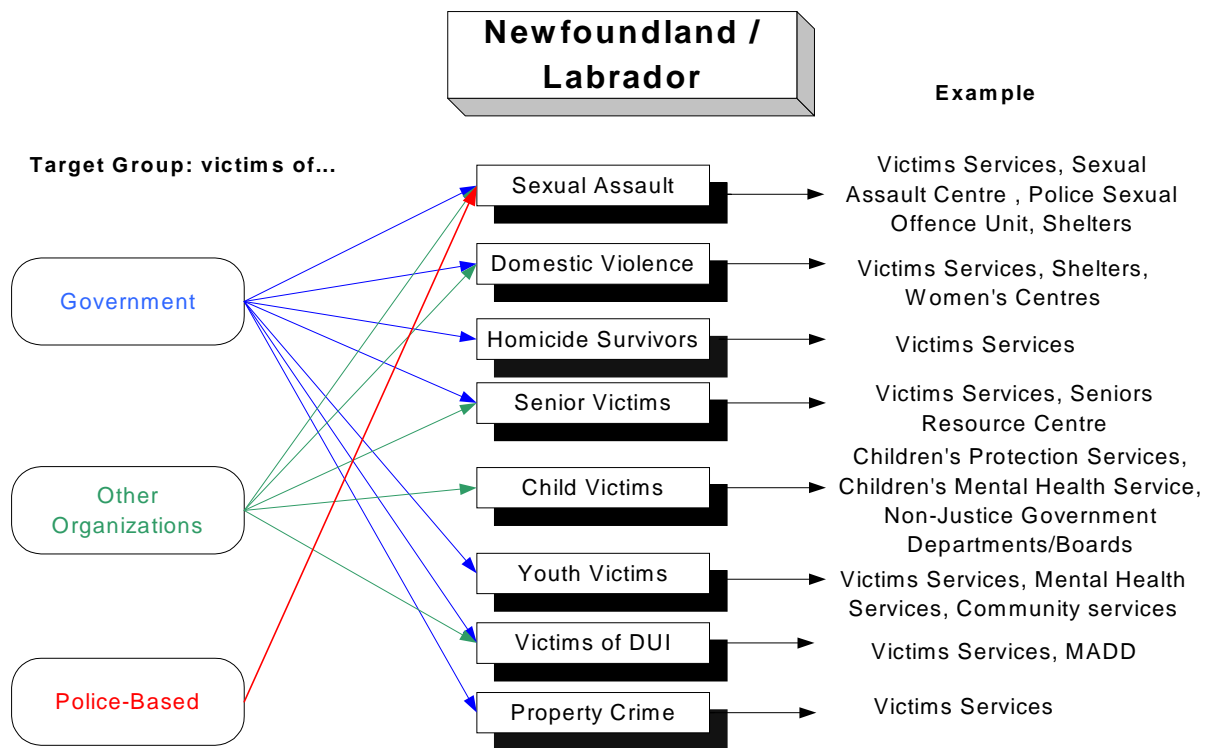


Figure 11

Newfoundland/Labrador also has specialized and supplementary services available to victims of crime. Both government and community organizations may provide such services, such as counseling, crisis response, or alternative justice services. Figure 12 below shows the links between government, community, and police service providers.

Specialized Services: Newfoundland / Labrador

Type of Program / Service (Delivery Agent)

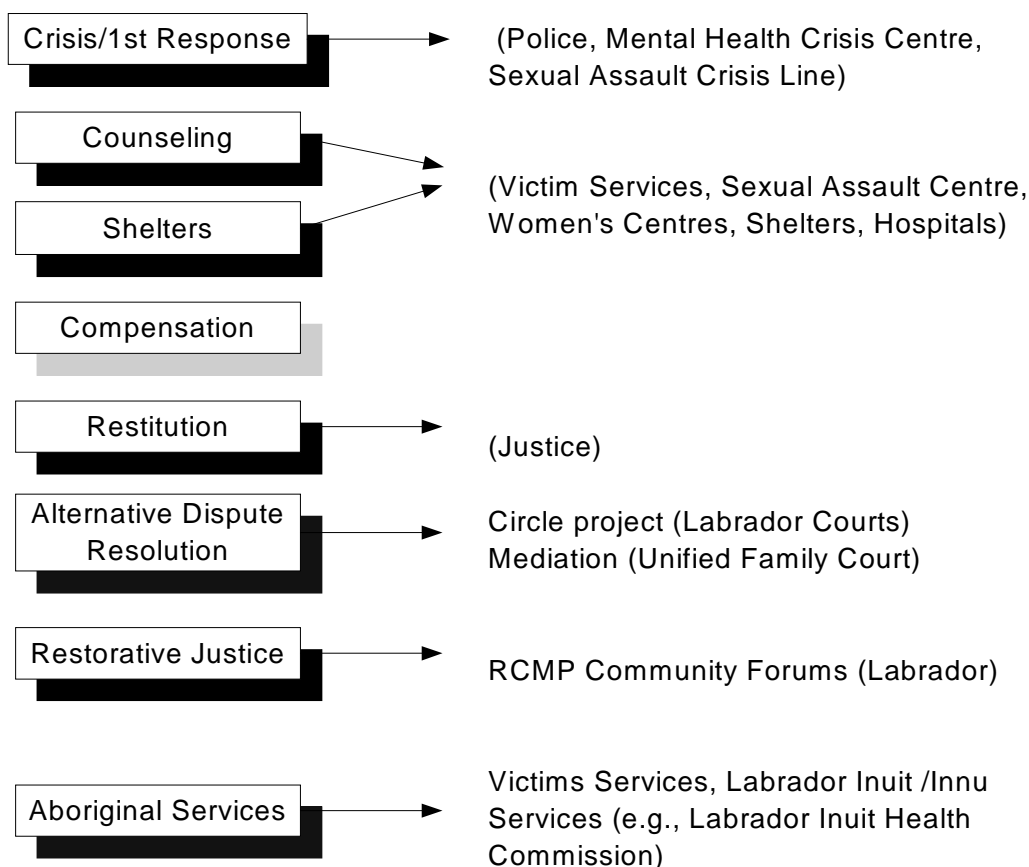


Figure 12

Many community organizations also provide advocacy services for victims of crime. In Newfoundland/Labrador, the main organizations providing advocacy include shelters (for battered women), women's centres, sexual assault centres, and the Provincial Association Against Family Violence.

With a system-based program model, this jurisdiction's victim services structure has a foundation of government-delivered programs and services, with community organizations

adding special services for certain groups. This is indicated in the table below, which reflects the government-based system.

Table 4: Services and Programs: Newfoundland/Labrador				
Type of Service	Type of Program			
	Court-based	Police-based	Gov't programs	Community-based
Referrals			√	√
Assistance with impact statements			√	
Crisis intervention			√	√
Court explanation/escort			√	
Follow up information			√	
<i>Not applicable</i>	√	√		

In addition to providing services to victims, government programs provide for other activities, such as public education and corrections follow-up. Community-based programs, as discussed in the preceding diagrams and illustrations, also provide services like counseling and advocacy.

2.5 New Brunswick

New Brunswick provides another example of a system-based victim services model. The New Brunswick Department of Public Safety provides victim services, which are funded through the Victims Fund.

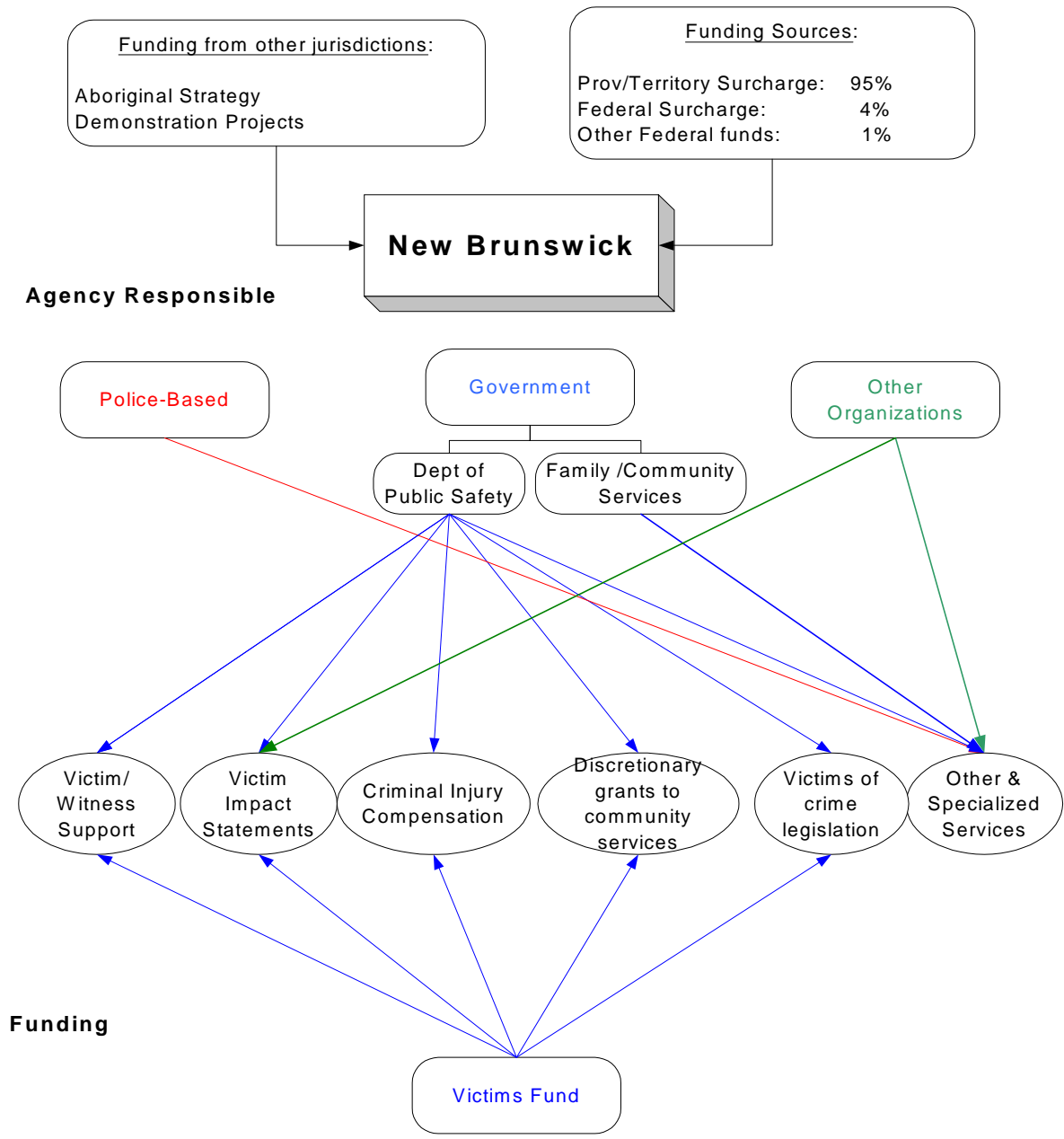


Figure 13

Four municipal police forces provide dedicated victim services that link with Department of Public Safety Victim Services in their areas to provide a continuum of service. A number of community agencies provide specific services to victims, resulting in a system with comprehensive coverage for victims, with many delivery agencies providing depth of service in several areas.

In New Brunswick, victims' surcharges are collected by the Department of Justice and placed into the Victims Fund, which combines federal and provincial surcharges. This fund is administered and monitored by the Department of Public Safety. As noted above, the majority of these funds come from the provincial surcharge (95%), while federal surcharges (4%) and other federal funds (1%) make up the rest. Additional funds would include funding for demonstration projects or for projects supporting the Aboriginal Strategy.

As illustrated above, government, police, and community organizations provide specialized services for victims. As shown in Figures 14 and 15 below, services provided are comprehensive, meeting the needs of many specific groups as well as providing supplementary services to all victims. The Department of Public Safety provides a variety of services to all victims of crime. While government plays a role in providing services to certain groups (such as children, youth, and seniors) and organizing compensation or restitution, community organizations provide specialized services for victims of sexual assault, domestic violence, and impaired drivers. Community organizations are also involved in counseling, shelters, prevention, and crisis intervention services.

Figure 14 documents some of the programs and services designed specifically for target groups, but it is understood that these special items are in addition to government programs and services that serve all victims of crime, including these target groups.

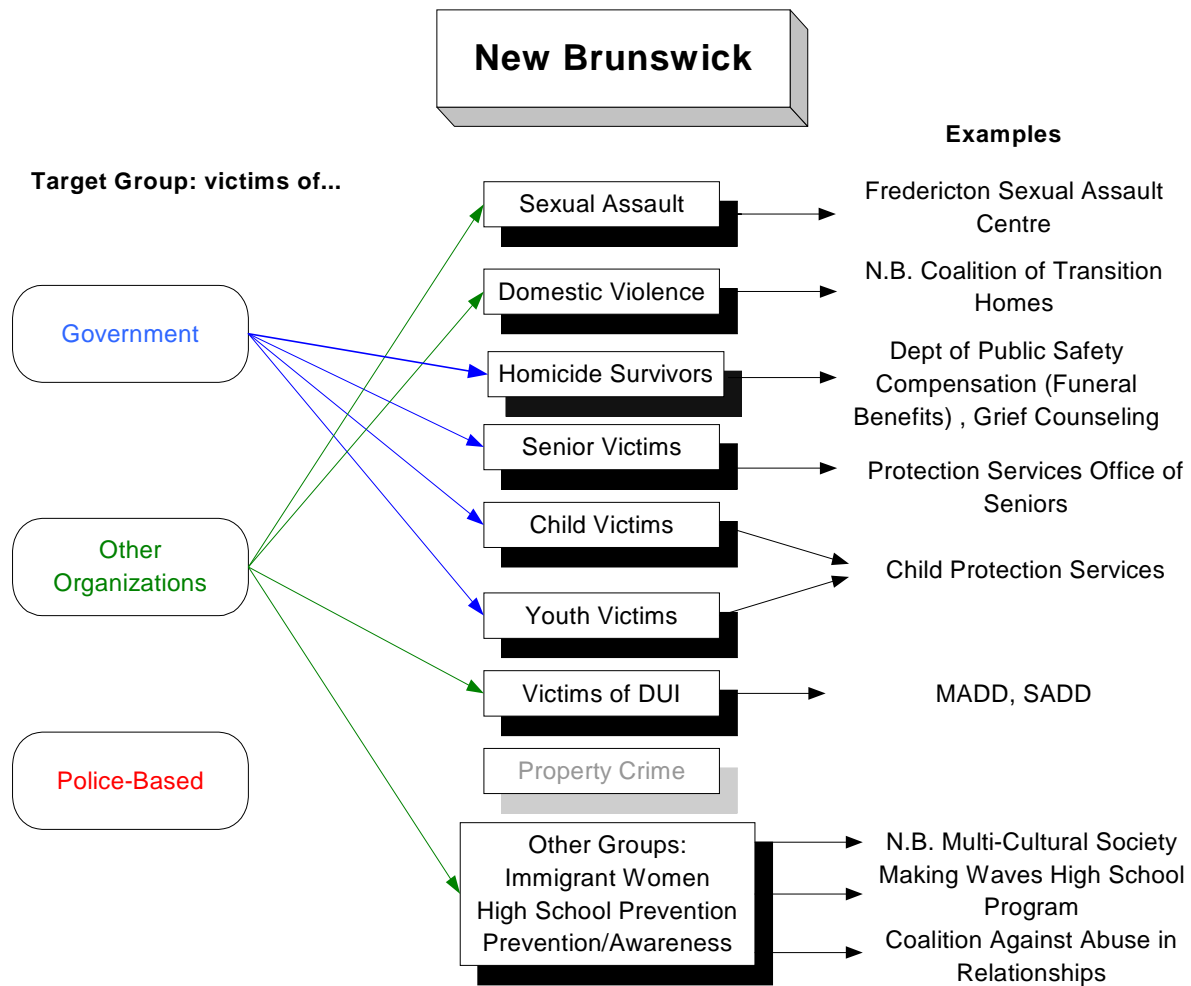


Figure 14

As mentioned above, both government and community organizations provide specialized services. Figure 15 provides some *examples* of the types of services available in New Brunswick.

Specialized Services: New Brunswick

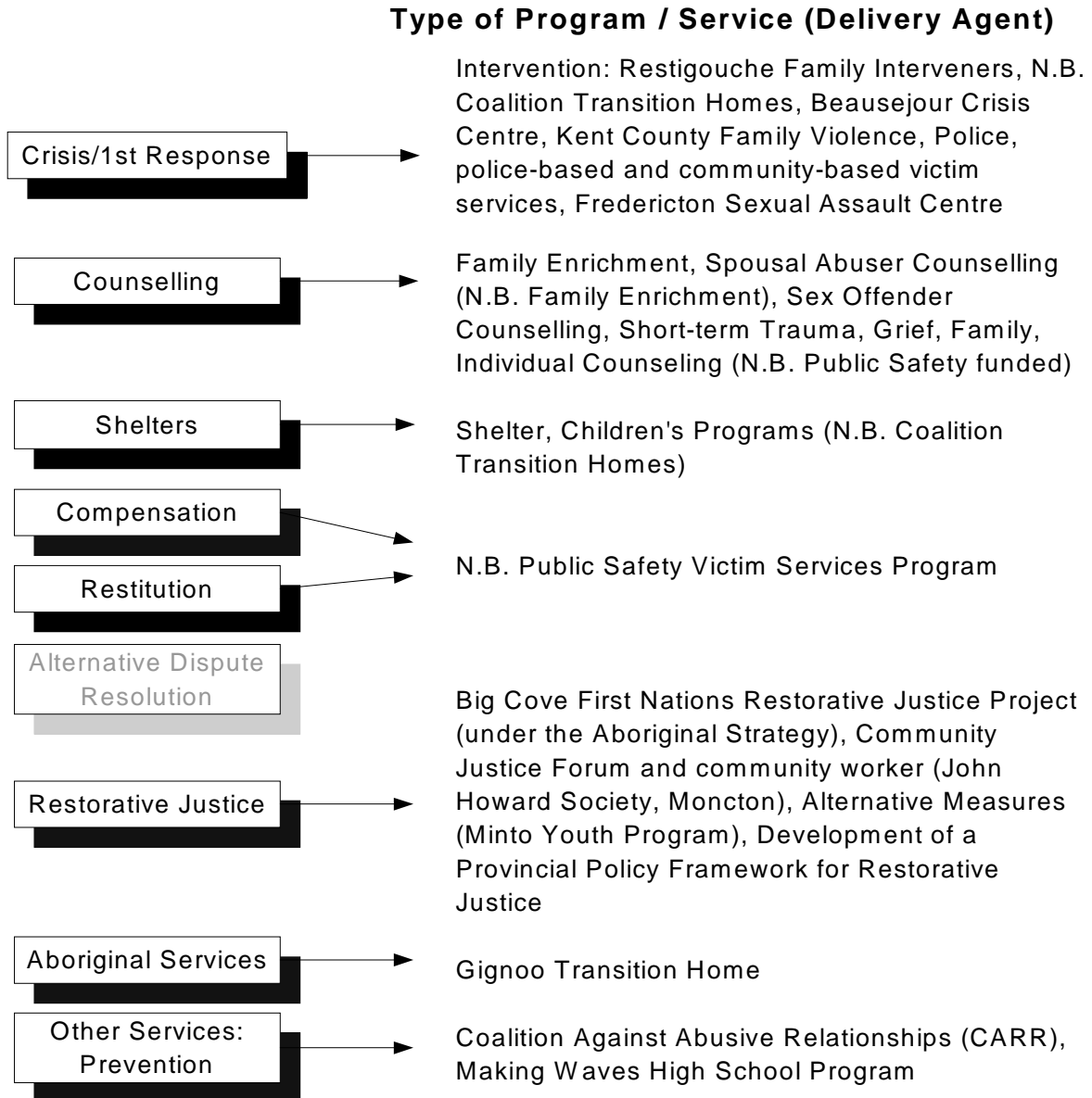


Figure 15

Along with the types of services mentioned above, community organizations are involved in public awareness efforts and research activities. Advocacy could also be considered a special service for victims of crime. Several community organizations are active in this role, including:

- MADD
- N.B. Coalition of Transition Homes
- Fredericton Sexual Assault Centre
- Muriel McQueen Fergusson Foundation for Family Violence / Muriel McQueen Fergusson Research Centre on Family Violence
- CARR
- Making Waves
- N.B. Caring Communities Program.

Table 5 provides a macro view of the different types of programs and their interaction in providing services. In New Brunswick, the system (government)-based program model can be seen in the comprehensive service coverage. The range of service providers is also reflected, as police and community organizations also have programs to provide for victims of crime. Note that as in other jurisdictions with both court-based and government programs, there is much interaction between the two. In New Brunswick specifically, they are one and the same, since part of the responsibility of the Department of Public Safety is to provide court-based services, as well as a range of services for victims who do not go to court.

Type of Service	Type of Program			
	Court-based	Police-based	Gov't programs	Community-based
Referrals	√	√	√	√
Assistance with impact statements	√		√	√
Crisis intervention	√	√	√	√
Court explanation/escort	√		√	
Follow-up information	√	√	√	
<i>Not applicable</i>				

In New Brunswick, the Department of Public Safety Victim Services provides a range of services including assistance in the preparation of victim impact statements, referrals, and payment for trauma and short term counseling by registered private therapists, assistance with transportation, crime compensation investigation and administration, court and restorative justice/circle sentencing support, case management, and compensation programs. The four police-based victim services liaise with the Department of Public Safety to provide a continuum. In addition to providing complementary programs and services, community-based programs also increase awareness of issues surrounding victims of crime.

2.6 Nova Scotia

Nova Scotia’s victim services structure could also be classified as a system-based model. Government provides key victim services via the Department of Justice, and funds them through the Victims Fund or general revenue. Justice also provides several specialized services, with supplementary community-based or police-based programs delivered to specific groups or meeting special needs.

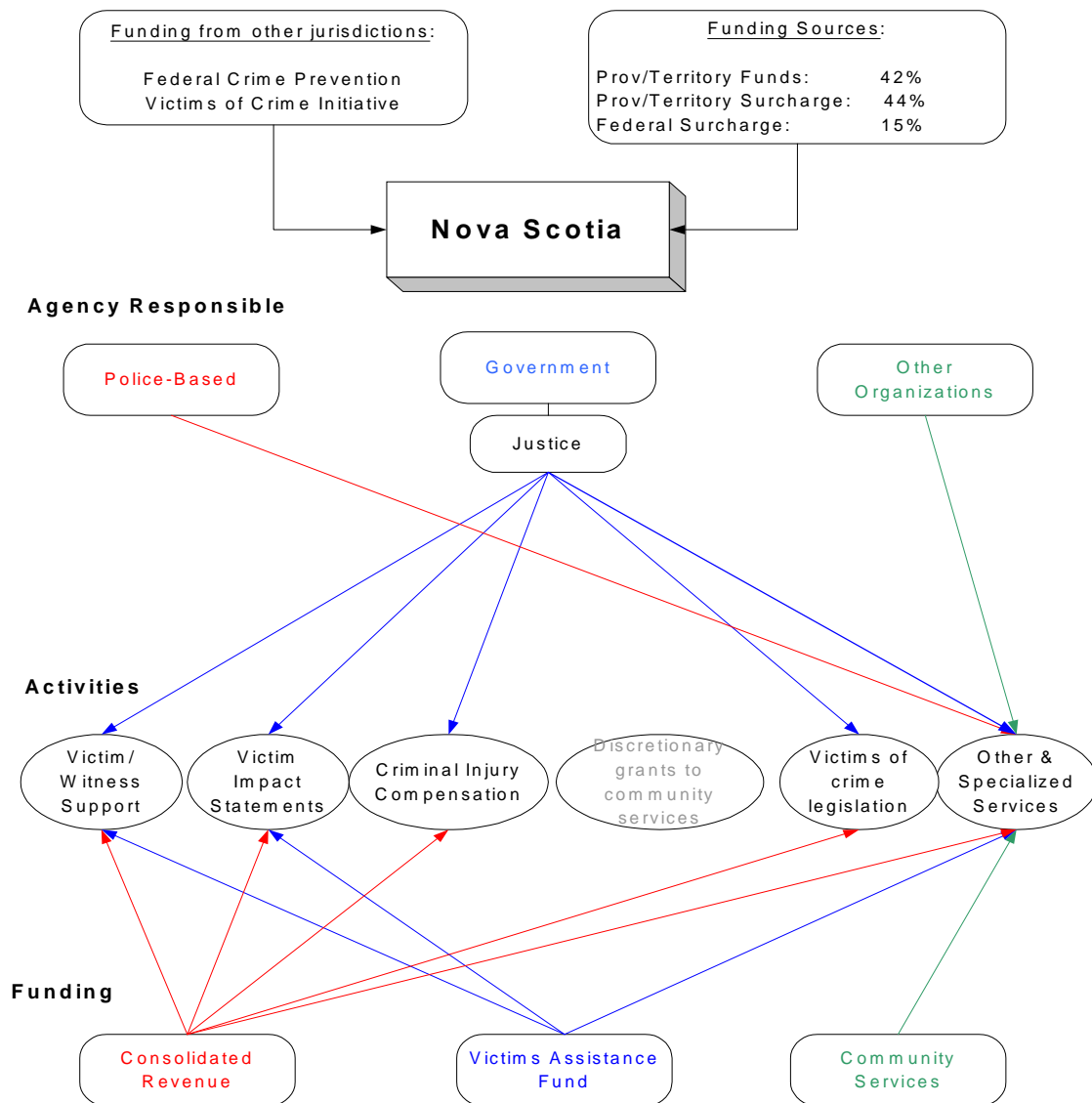


Figure 16

In Nova Scotia, most programs are funded with provincial Justice funds or, specifically, by the Victims Assistance Fund. Surcharges are kept in a separate fund, managed by Victims Services. Other funding may be provided for special projects (e.g., from NCPC for Crime Prevention).

As shown in Figure 17, government, police, and community organizations provide specialized services for victims. The illustration below itemizes some particular programs designed to meet the needs of certain target groups. In particular, there are supports in place specifically for victims of sexual assault, domestic violence, and victims of drunk drivers.

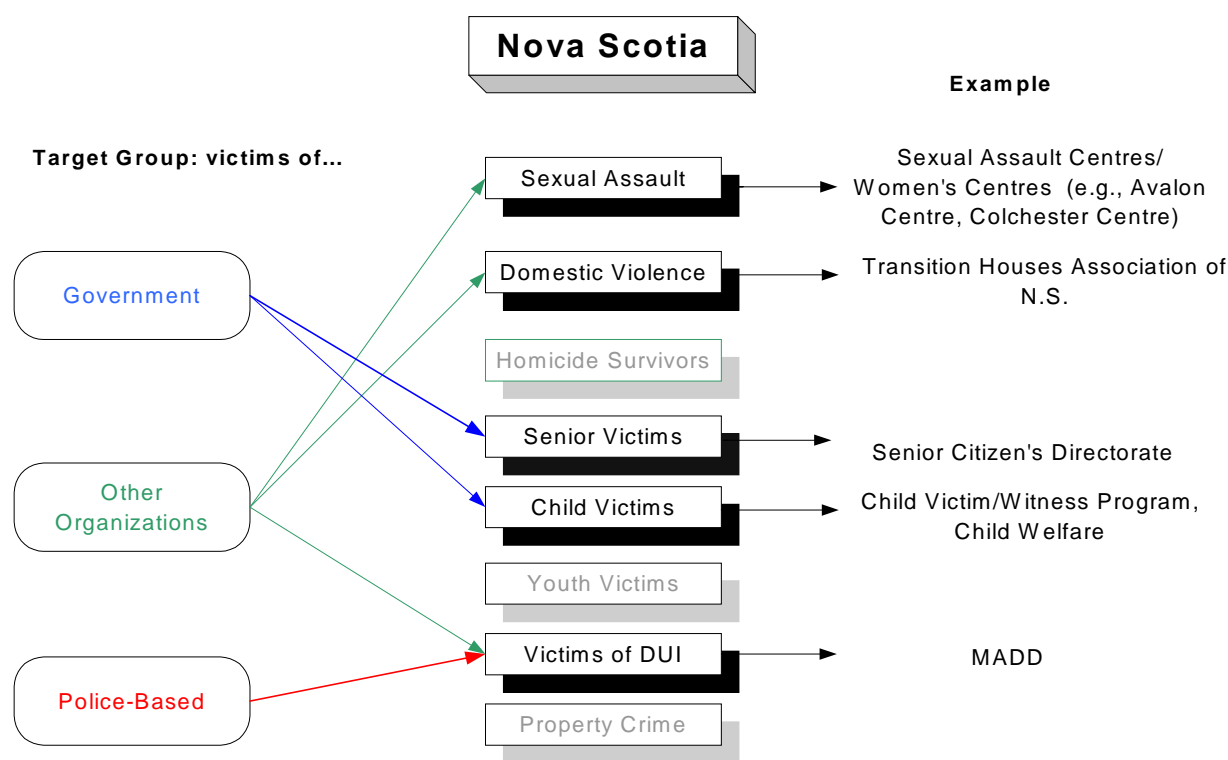


Figure 17

While some programs or services target specific groups, Nova Scotia victim services may be better described as structured around a comprehensive program for all victims of crime. A wide variety of programs serve many types of victims of crime. As shown below, government, police, and community organizations contribute to supplementary or special services for victims of crime, allowing them to meet a wide variety of needs.

Specialized Services: Nova Scotia

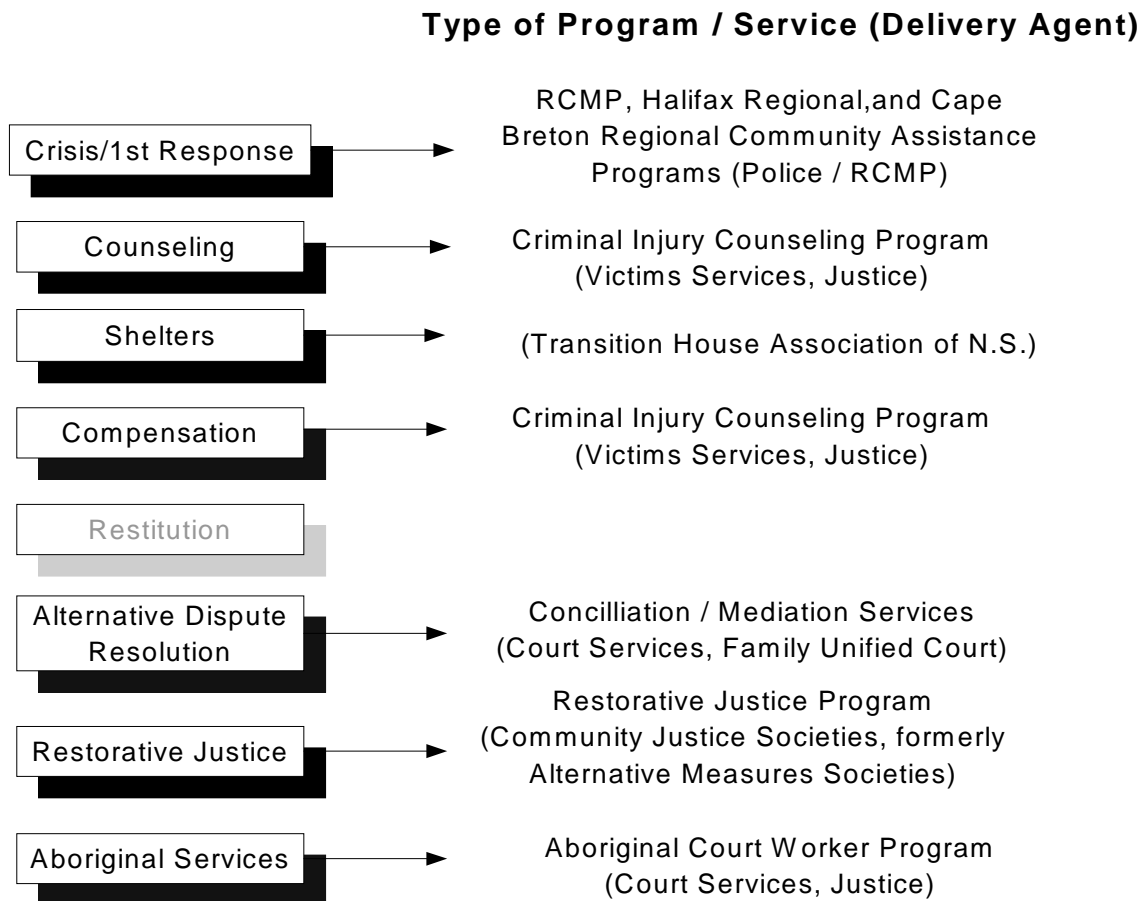


Figure 18

There is a close relationship between the Department of Justice and community organizations that cooperate and supplement government services (e.g., court accompaniment) for victims of crime. Additionally, transition houses, sexual assault centers, and women’s centres are some of the main organizations that provide advocacy services for their clients.

Table 6 below reflects the system-based structure of victim services in Nova Scotia. Government-based programs provide key services, with police-based and community-based programs offering alternative and/or complementary services for victims.

Table 6: Services and Programs: Nova Scotia				
Type of Service	Type of Program			
	Court-based	Police-based	Gov't programs	Community-based
Referrals		√	√	√
Assistance with impact statements			√	
Crisis intervention		√		√
Court explanation/escort			√	√
Follow-up information		√	√	
<i>Not applicable</i>	√			

In addition to the duties listed above, police-based programs provide crime prevention information, and RCMP detachments provide assistance with Peace Bond applications. Overall, the Department of Justice plays a central role, coordinating efforts of the police, Crown, courts, and community organizations as they relate to victims of crime.

2.7 Manitoba

Manitoba's victim services structure could be described as a multiple program model, with government and police providing key victims services, while community organizations provide supplementary and specialized services. The majority of services are funded by general revenue or the victims surcharge fund.

Manitoba's provincial and federal surcharges are monitored by victim services through a separate fine management system. About 87% of funding comes from provincial general revenues. Surcharges make up the remaining 13%. The provincial surcharge represents 11%, while the federal surcharge (kept in a separate fund) makes up about 2% of the total funds.

As illustrated above, many organizations provide specialized services. Figure 20 draws relationships between programs offered by government, police, and community organizations that address the needs of particular groups.

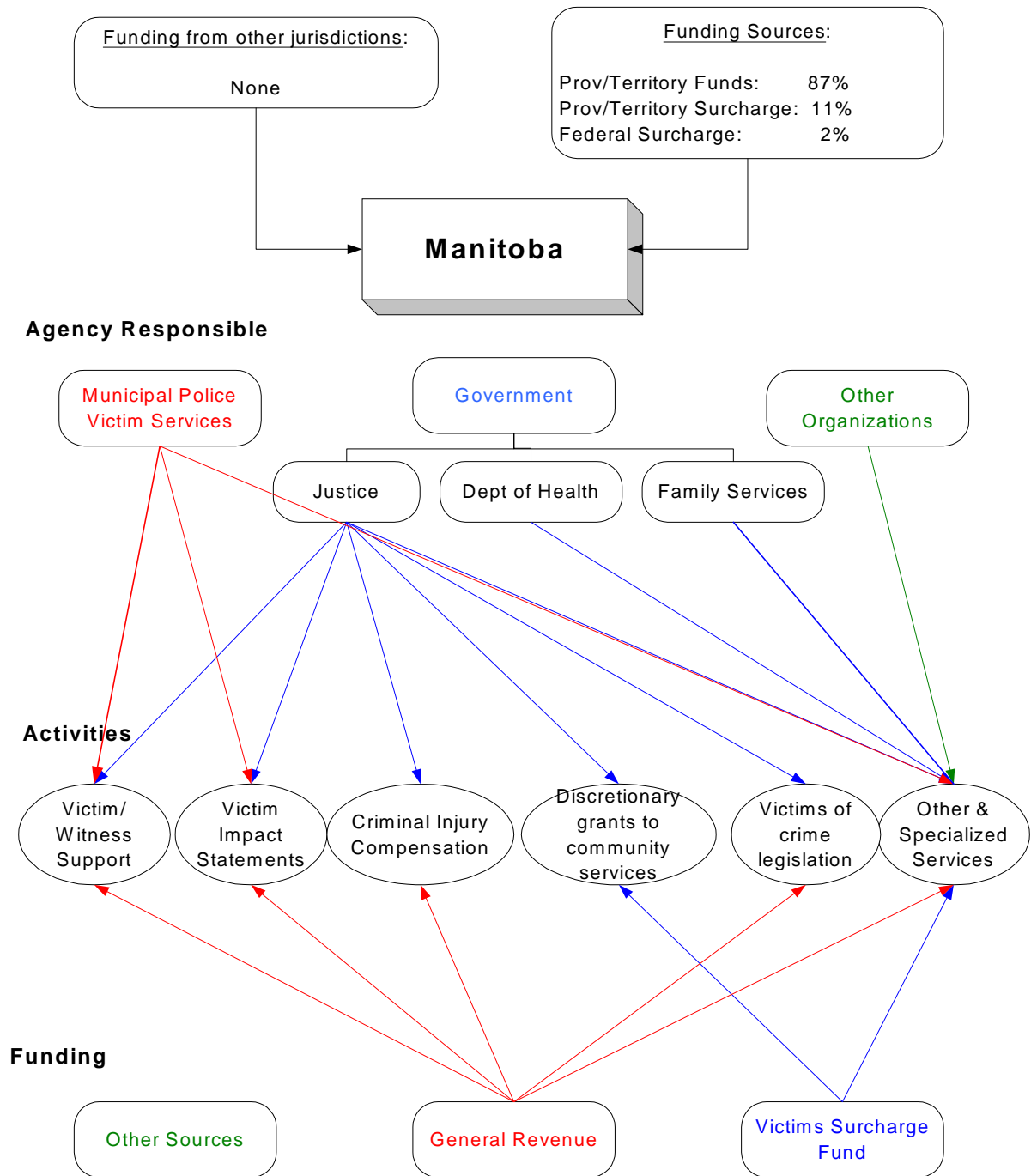


Figure 19

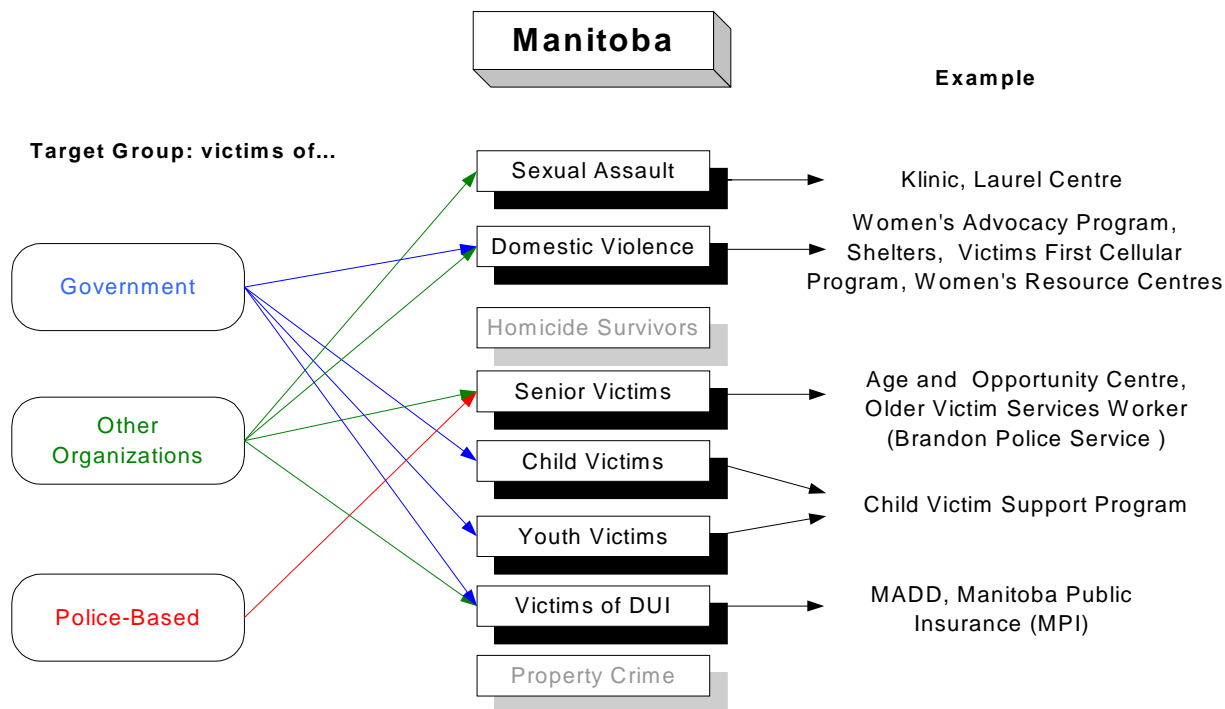


Figure 20

As mentioned earlier, all victims have access to government and police-based services, but Figure 20 above provides examples of programs designed for targeted groups. Police-based victim services are particularly comprehensive in their range of clientele, and in rural areas, these may be the primary victim service delivery agents.

In addition to addressing the needs of a particular group, Manitoba has a variety of special programs to augment its core victim services. As illustrated below, government departments, courts and corrections, police, RCMP, and community organizations come together to provide special services and alternative justice programs.

Specialized Services: Manitoba

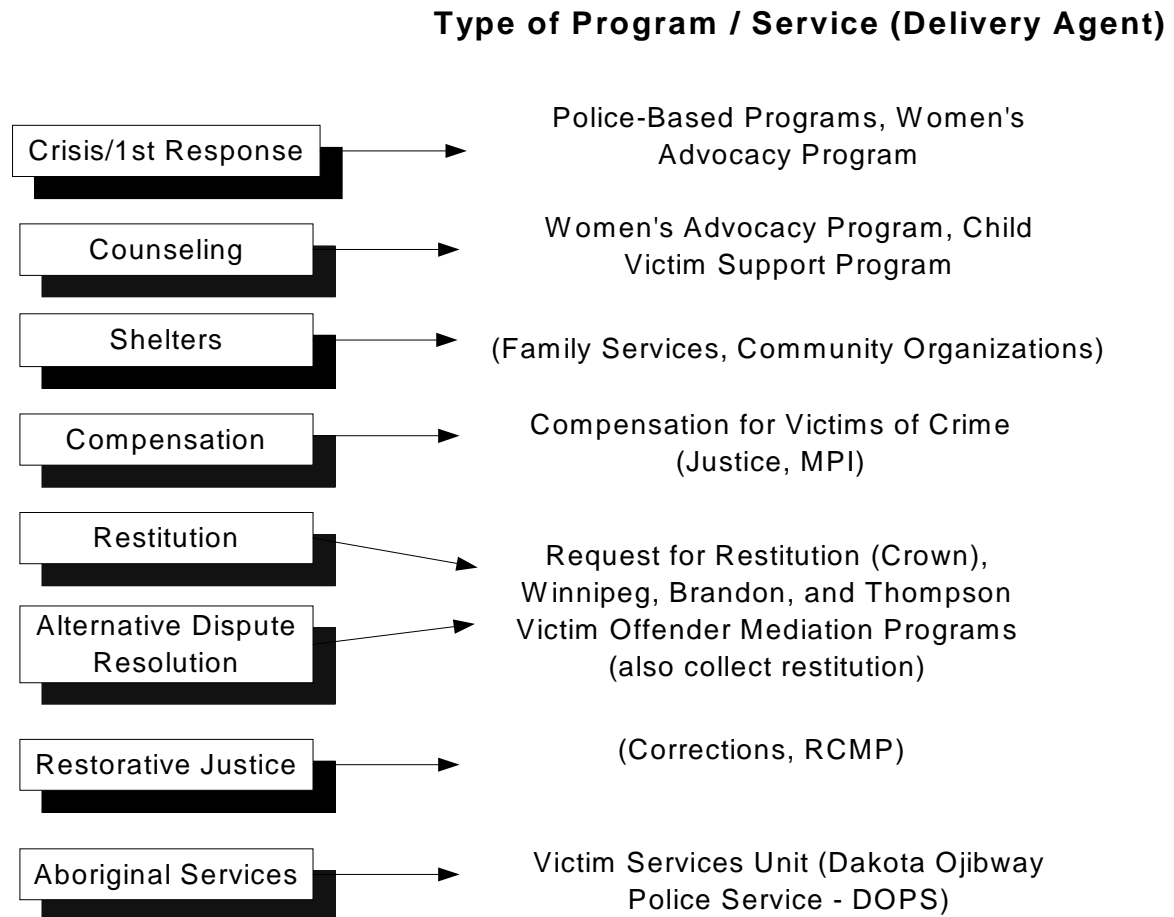


Figure 21

Advocacy is another important service provided for victims of crime. In Manitoba, the Manitoba Organization of Victim Advocates (MOVA) and the Women's Advocacy Program (WAP) are primary sources of advocacy services.

Table 7: Services and Programs - Manitoba				
Type of Service	Type of Program			
	Court-based	Police-based	Gov't programs	Community-based
Referrals	√	√	√	√
Assistance with impact statements	√	√	√	√
Crisis intervention		√	√	
Court explanation/escort	√	√	√	√
Follow-up information	√	√	√	
<i>Not applicable</i>				

Table 7 above provides another view of the interplay between departments and the services they provide. The table reflects how government and court-based programs provide core services, and shows the high level of involvement of police-based programs. Community-based programs are also key.

2.8 Ontario

Ontario has a multiple program model, but like Manitoba, there is a strong government presence. Government departments provide most key victim services, which are provincially funded. Police and a wide range of community organizations provide specialized services to meet the needs of certain groups.

Limited information is available on the details of Ontario's jurisdictional resources. However, general revenues, and provincial and federal surcharges fund most programs; special projects or specialized services may receive government grants.

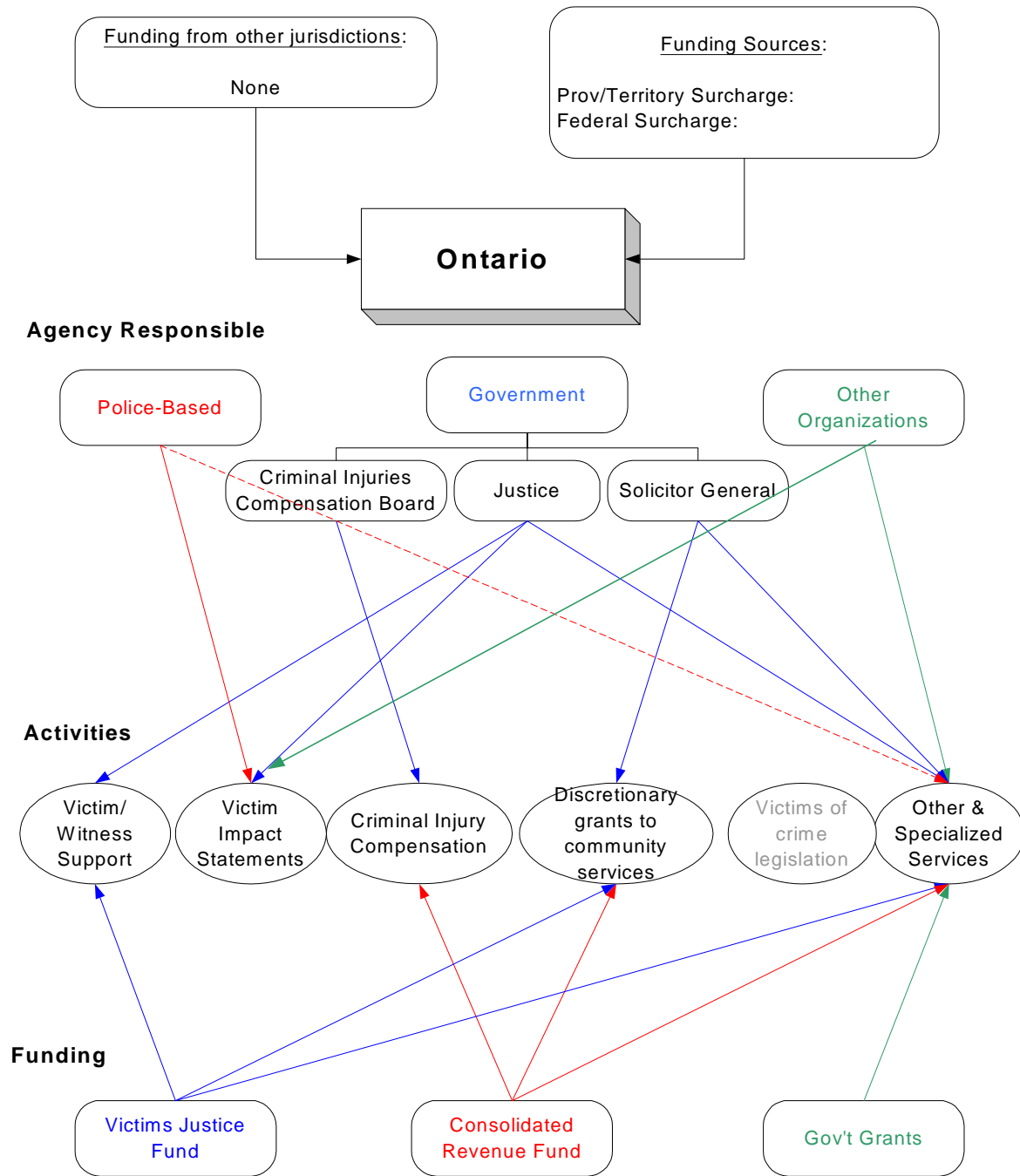


Figure 22

As illustrated below, both government and non-government organizations provide services designed to meet the needs of particular groups (e.g., victims of sexual assault, child witnesses).

The Victim Witness Assistance Program (V/WAP) serves all victims, but prioritizes victims with acute trauma (e.g., sexual assault, child abuse, domestic violence, homicide, impaired driving causing death).

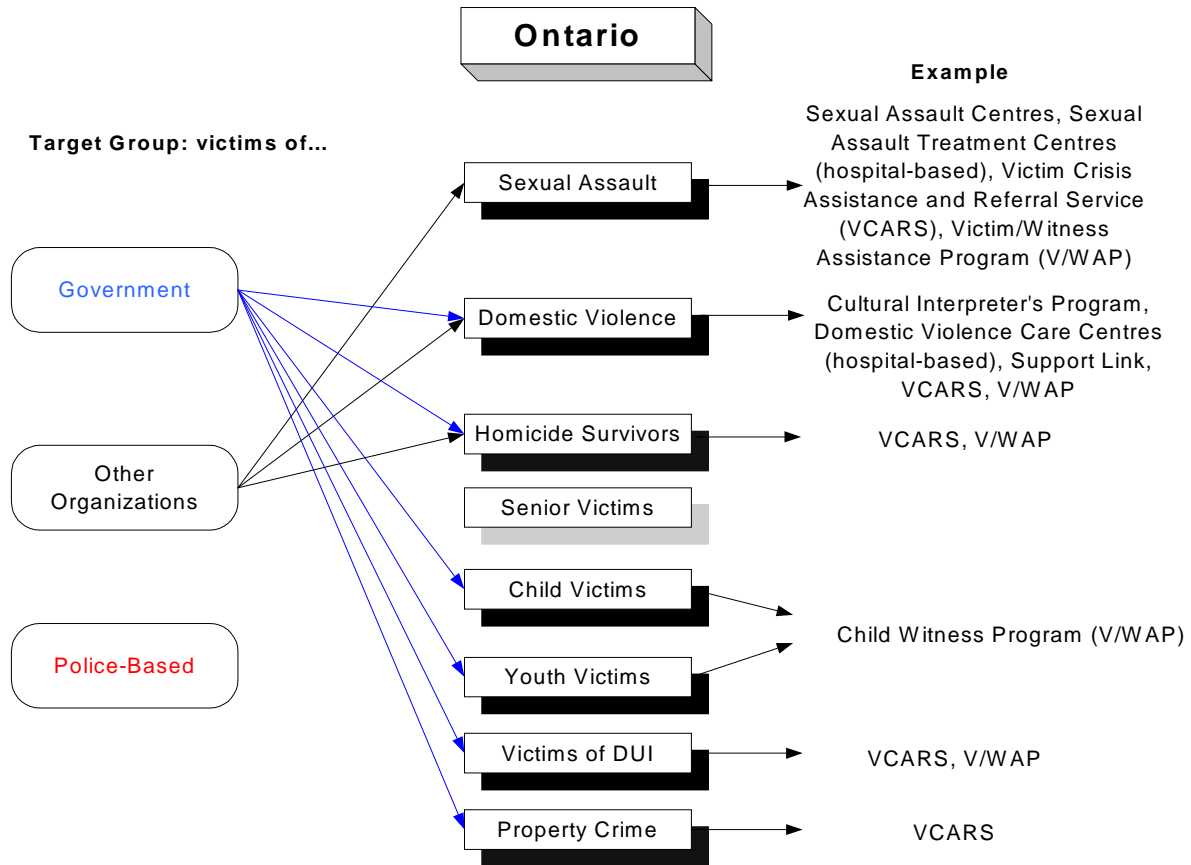


Figure 23

Government and non-government organizations also ensure a variety of special services are available for all victims of crime. Figure 24 provides examples of these supplementary services.

Specialized Services: Ontario

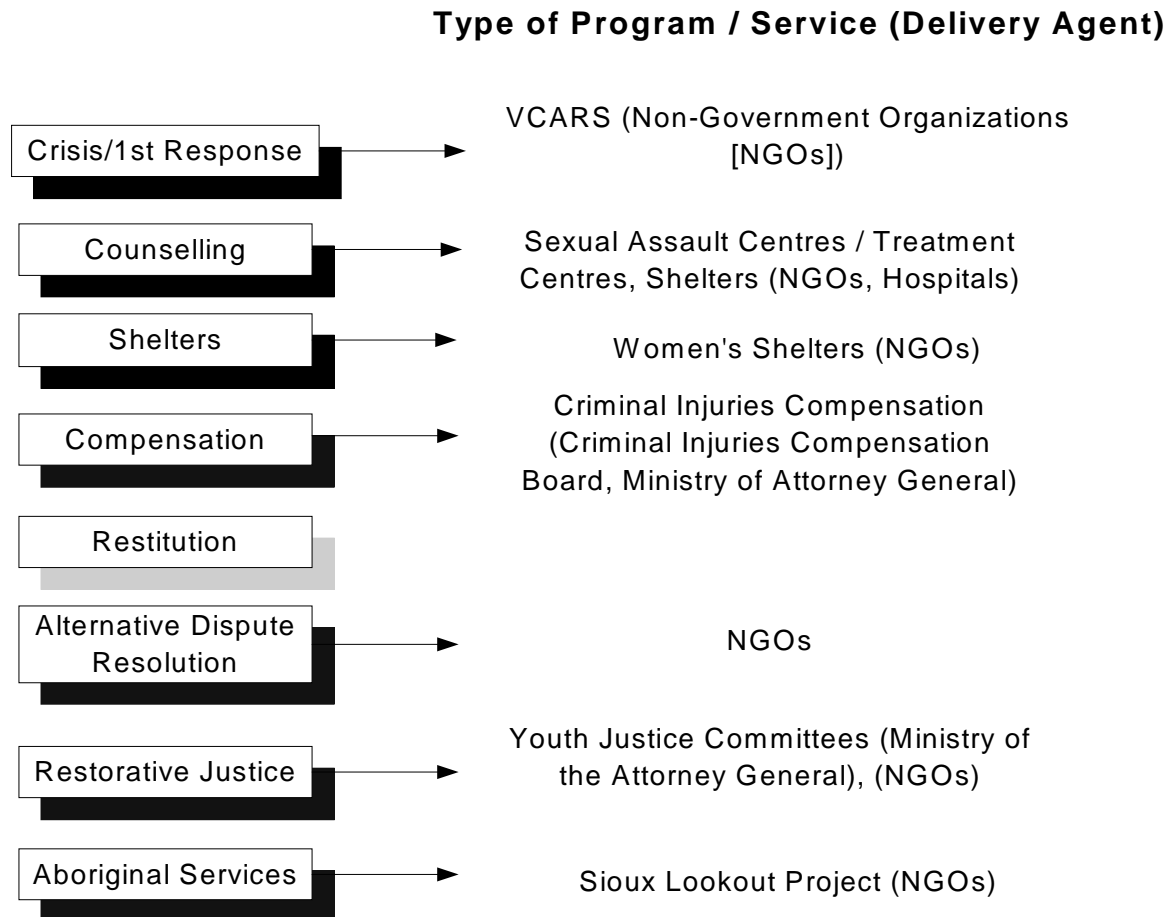


Figure 24

In addition to providing special services and meeting the needs of particular groups, community organizations are key advocates for victims of crime. Sexual assault centres, rape crisis centres, women’s shelters, and the Child Witness Network are some of the main organizations providing advocacy services.

In order to reconcile Table 8 (below) with Figure 22, keep in mind that while government agencies may be responsible for services, court-based programs can deliver them. Police-based programs, which are not reflected in some of the more specialized services listed above, do provide services (such as crisis intervention/first response, victim impact statements, court assistance, follow-up information, and referrals). Similarly, community-based organizations

serve a variety of clients in a variety of ways, meeting needs or making referrals as the circumstances warrant.

Table 8: Services and Programs: Ontario				
Type of Service	Type of Program			
	Court-based	Police-based	Gov't programs	Community-based
Referrals	√	√		√
Assistance with impact statements	√	√		√
Crisis intervention	√	√		√
Court explanation/escort	√	√		√
Follow-up information	√	√		√
<i>Not applicable</i>				

2.9 Northwest Territories

The Northwest Territories displays a multiple program model of community delivered victim services. While some specialized services are delivered by community organizations, most core services are the responsibility of either the federal or territorial government, and funds to support the services come from both levels of government.

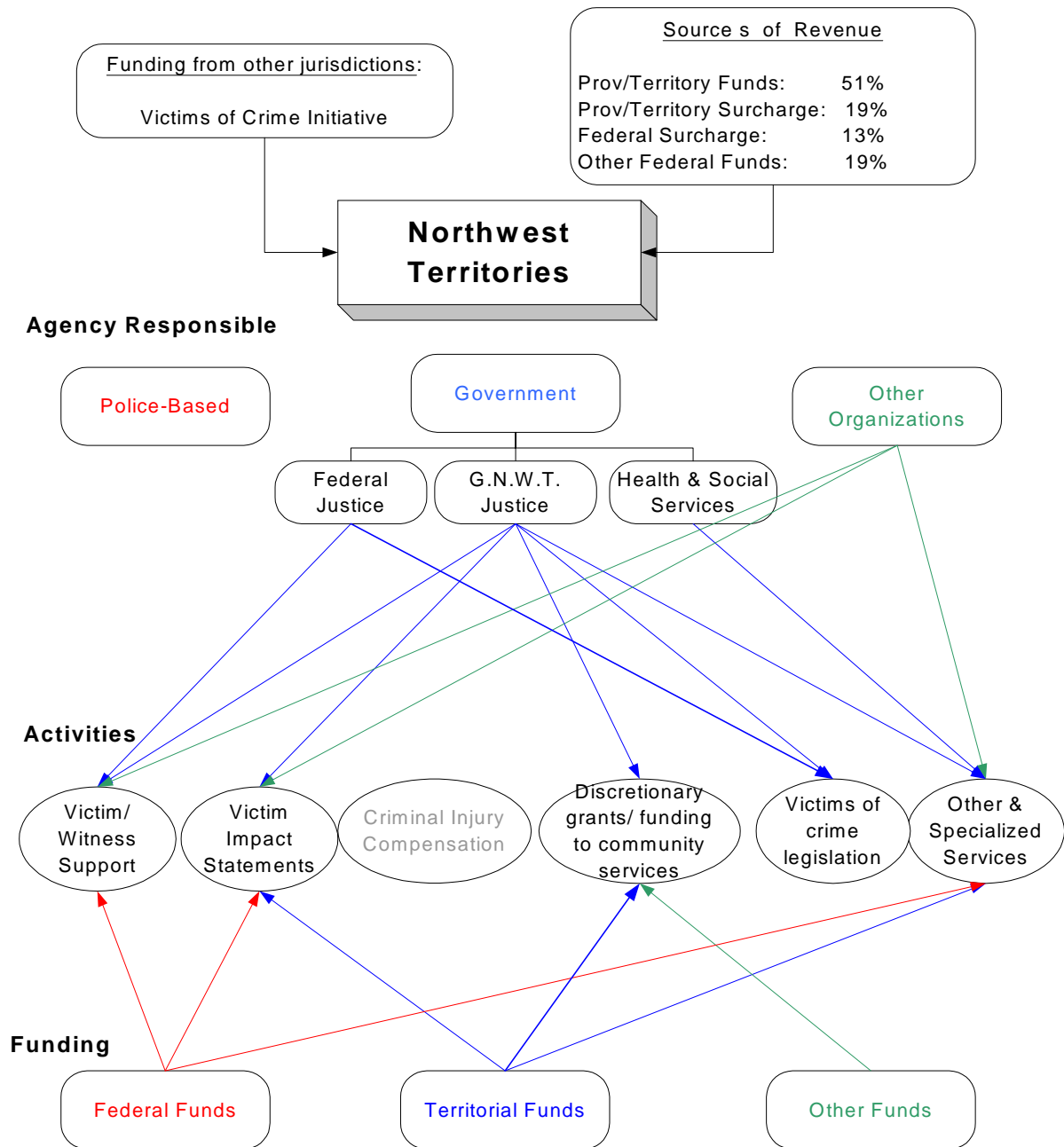


Figure 25

As illustrated in the figure above, the Northwest Territories’ funding comes from a variety of sources. The majority are territorial funds (51%), while the remaining sources are territorial surcharges (19%), federal funds (19%), and federal surcharges (13%). The territorial Department of Justice is responsible for the federal surcharge, and manages it in a separate fund (the Victim

Assistance Fund). Likewise, a fine management system tracks territorial surcharges, which are also deposited in the VAF, which is used to fund short-term victim projects delivered by community-based organizations. The Government of the Northwest Territories then funds community-based organizations to deliver a broad range of victim services, through contribution funding from general revenues.

As illustrated above, community organizations play a role in providing broad-based services for victims of crime, and will serve all target groups listed below. Figure 26 draws the relationships between some specialized programs offered by government and community organizations for particular groups.

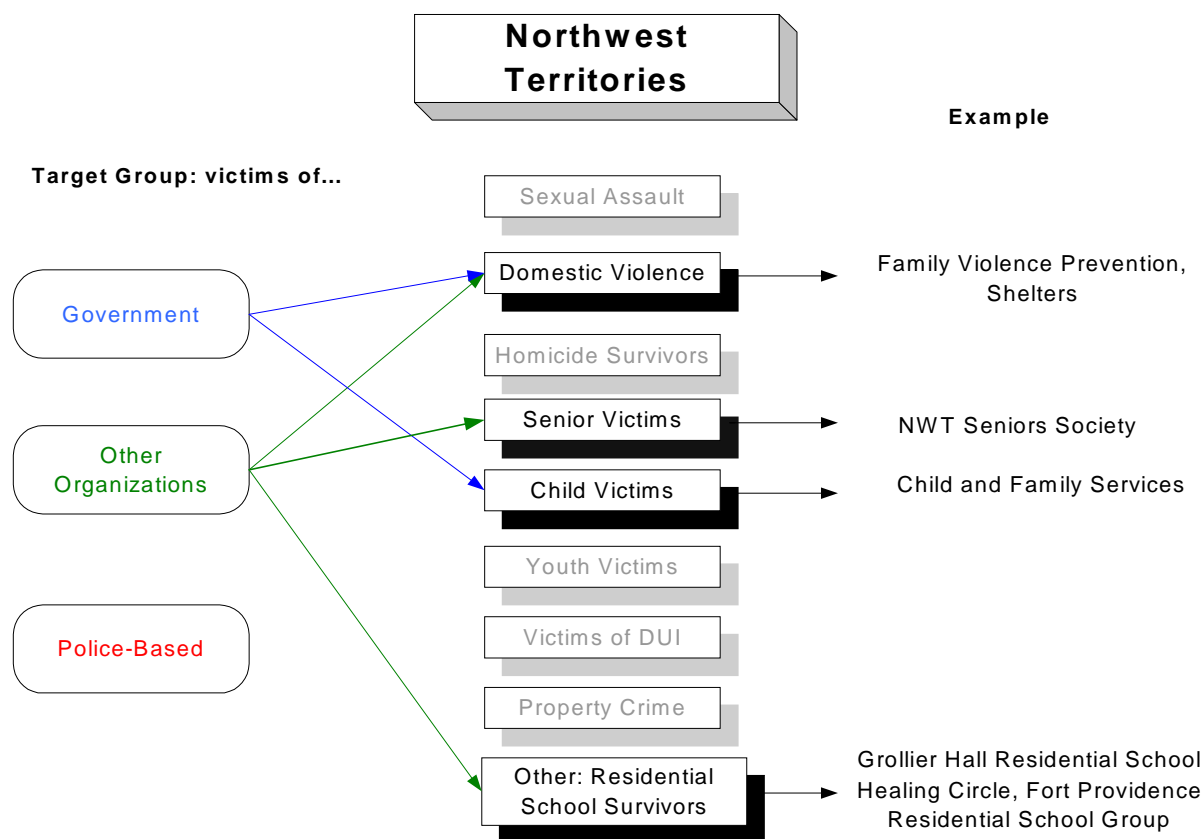


Figure 26

In addition to addressing the needs of a particular group, the Northwest Territories has a number of services that are available to all victims of crime, but address specific needs or provide alternate treatments to those typically offered within the criminal justice system. As described below, government and community organizations provide services such as counseling, crisis

intervention (first response), shelters, alternative dispute resolution, and restorative justice activities.

Specialized Services: Northwest Territories

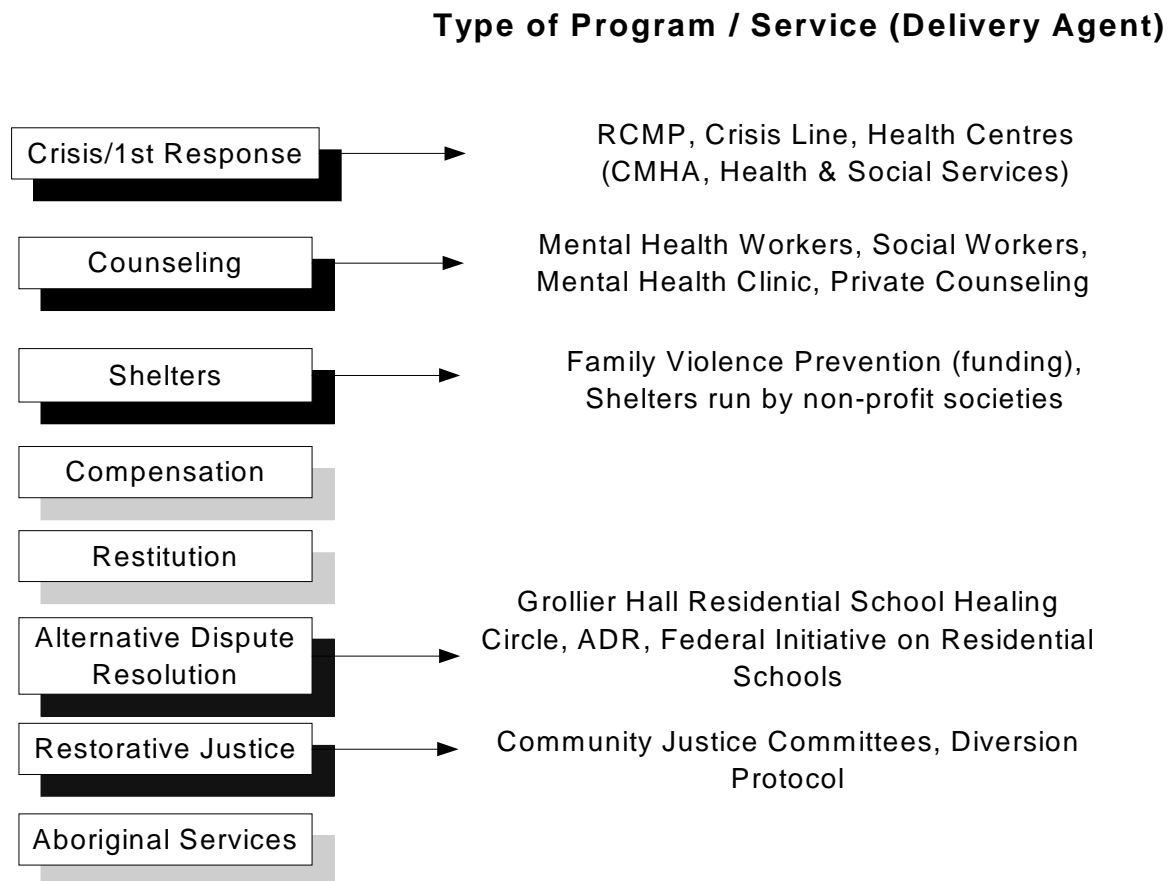


Figure 27

In addition to providing specialized services, information, and referrals, community groups funded to supplement government organizations may act as key advocates for victims of crime. In the Northwest Territories, three of the main organizations providing advocacy services (in addition to broad-based services) are:

- Hay River Community Health Board
- Native Women’s Association of the NWT
- Status of Women of the NWT
- SEDNA Association

- Grollier Hall Residential School Healing Circle
- Uncle Gabe’s Friendship Centre.

Table 9 provides a macro view of the victim services available in the Northwest Territories. In this jurisdiction, government and court-based programs team with community organizations to provide key services for victims of crime. Police-based services are absent, as law enforcement agencies are not the *primary* delivery agents of victim services in this area.

Table 9: Services and Programs - Northwest Territories				
Type of Service	Type of Program			
	Court-based	Police-based	Gov’t programs	Community-based
Referrals			√	√
Assistance with impact statements			√	√
Crisis intervention				√
Court explanation/escort	√			√
Follow-up information				√
<i>Not applicable</i>		√		

As described in Figure 25 above, government is responsible for victim services in the Northwest Territories. However, government organizations consistently team up with non-government organizations by funding them to deliver broad-based victim services in a way that best meets the needs of the victim.

2.10 British Columbia (BC)

British Columbia has a multiple program model of victim services. Police-based and community-based specialized victim assistance programs and Sexual Assault/Women Assault Centres receive provincial funding through transfer agreements (contracts for services). Funding for a large number of police-based programs is cost-shared with the municipalities in which the programs operate. Crown Counsel Victim Services receive provincial funding and are part of Crown Counsel operations throughout the province. Additional services to victims are provided through Correction Branch probation officers as well as the Victim Notification Unit and victim notifiers in provincial correctional institutions throughout the province, to ensure victims are notified of changes in the custodial status of offenders.

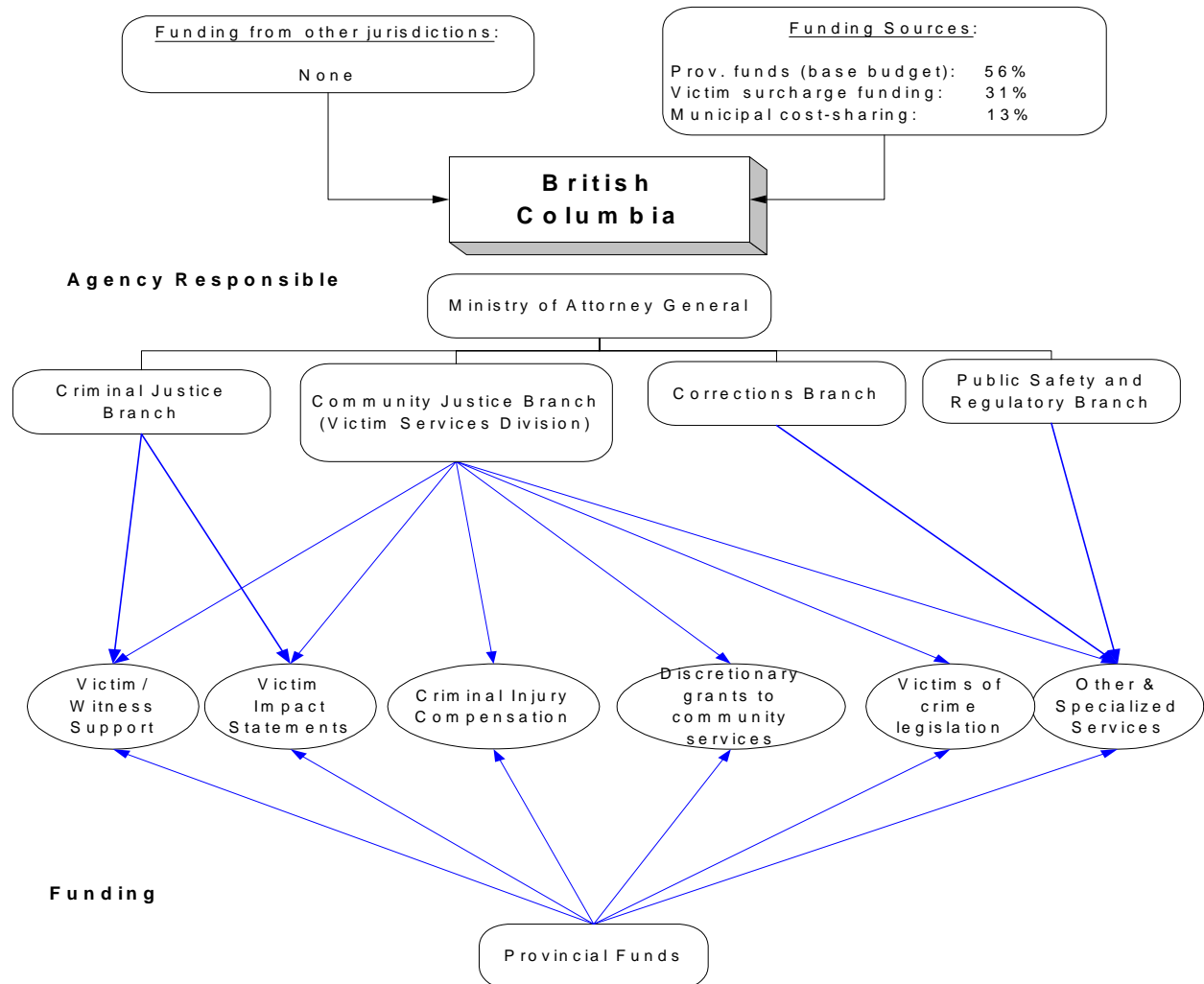


Figure 28

Specifically, the Community Justice Branch is responsible for programs including the 1-800 Victim Info. Line, police-based programs, community-based specialized programs, sexual assault / women's assault centres, criminal injury compensation programs, the Wife Assault program and Violence Against Women In Relationships (VAWIR) coordination centres, the Cell Phone Initiative, and is responsible for the *Victims of Crime Act*, which covers victim surcharges. The Criminal Justice Branch contains Crown Victim/Witness services. The Corrections branch is responsible for victim notification (VAWIR), Assaultive Men's Treatment programs, the Victim/Offender Reconciliation Program, VINES (an automated telephone notification service), and the Victim Notification Unit. The Victim Notification Unit is linked to the Public Safety and Regulatory Branch's Protection Order Registry.

In BC, government funds core services for victims of crime, as illustrated above. The majority (56%) represents base budget for program funding from the provincial government. An additional 13% of funding comes from cost-sharing agreements with municipalities, and 31% is available through victim surcharge revenues. Victim Services Division monitors provincial and federal surcharge revenues that are deposited into the Victim Surcharge Special Account and do not become part of general revenues.

Community funding also supports police-based and community-based specialized programs, sexual assault and women's assault centres, and the Cell Phone Initiative.

There are 79 police-based victim assistance programs that receive government funding through transfer agreements, and are operationalized within RCMP detachments or municipal police departments (46 of these programs are cost-shared with the municipalities). The province also funds 39 community-based specialized victim assistance programs and 21 sexual assault or sexual assault/women assault centres that operate through non-profit community agencies (three of which are for male survivors of sexual abuse). There are 70 Crown Victim/Witness Services (CV/WS) caseworker positions operating within Crown Counsel offices as part of Crown Counsel operations, and 25 notifiers operate within the Corrections Branch Victim Notification Unit, with an additional 10-15 victim notifiers working in provincial correctional institutions.

While the core services provided to victims of crime by police-based programs, community-based programs, and CVWS are the same, their mandates focus on providing these services to different victim groups. Police-based programs provide services to all victims of crime, including those cases where charges do not proceed or where an offender is not identified. Crown Victim/Witness Services provides court-related assistance to victims and immediate family members in cases involving serious physical or psychological injury or fatality, and ensures all victims of crime have an opportunity to provide a victim impact statement. Community-based specialized programs provide assistance to victims of sexual assault, child sexual abuse, adult survivors of child sexual assault, violence against women in relationships, and stalking. Additional specialized community-based programs address the needs of Aboriginal victims and victims from culturally diverse groups.

A toll free Victim Information Line refers victims to the appropriate victim assistance program(s) in their community.

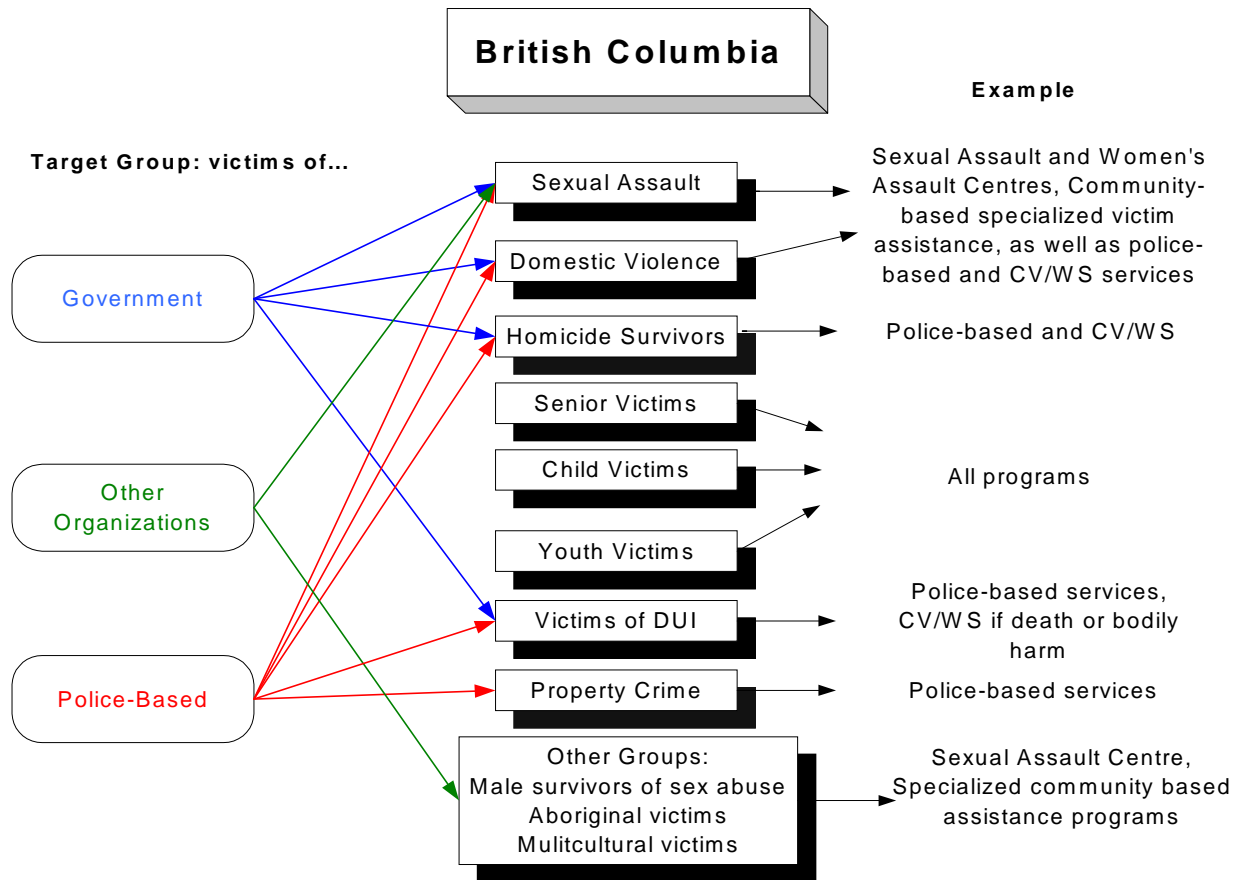


Figure 29

In addition to addressing the needs of a particular group, additional services may be provided as set out in Figure 30, below.

Specialized Services: British Columbia

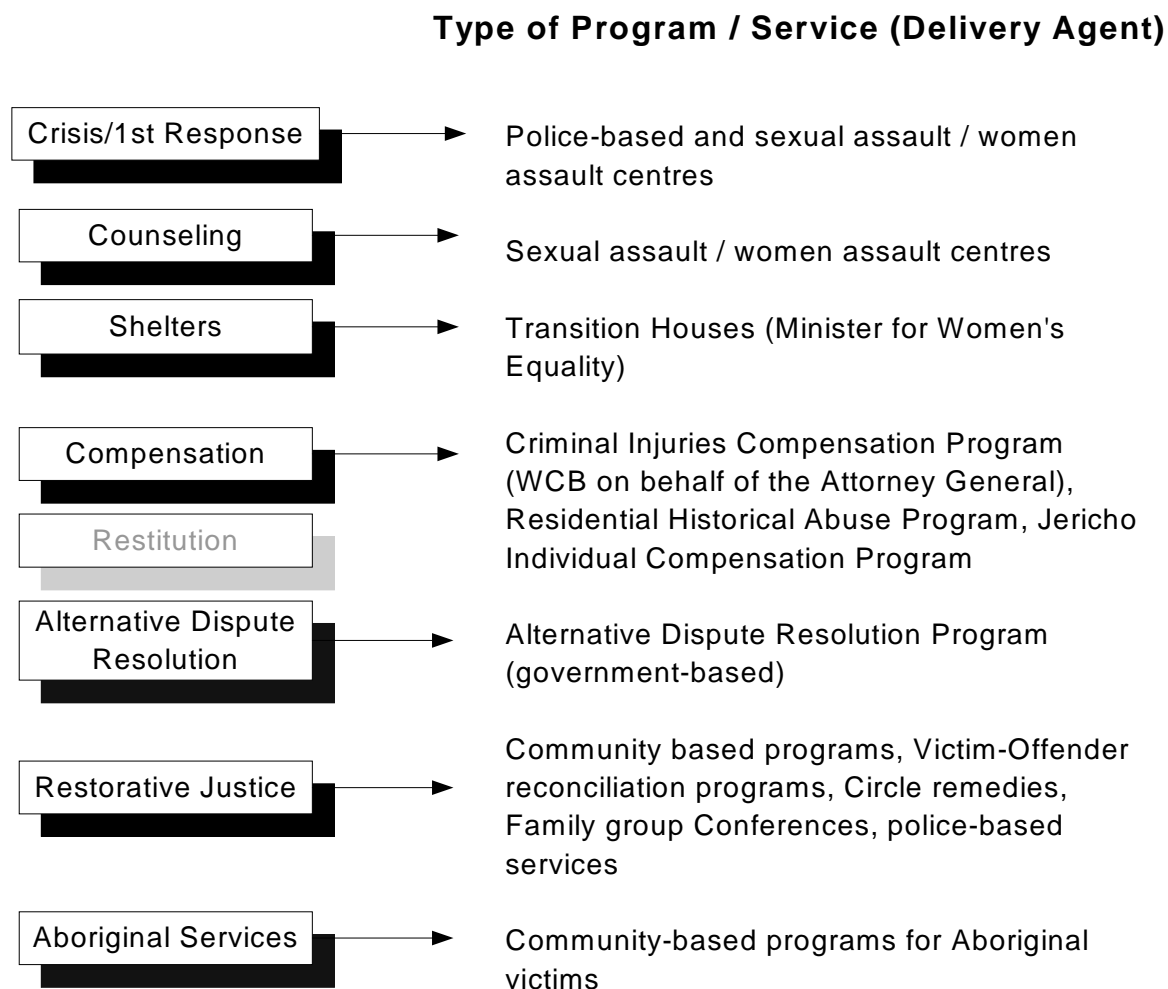


Figure 30

Community organizations are primary advocates for victims in BC. Key advocacy services are provided by:

- BC Association of Specialized Victim Assistance and Counselling Programs
- MADD
- CAVEAT (Citizens Against Violence Everywhere Advocating its Termination) BC
- Police Services of BC

For a multiple program model to work, there must be close working relationships between government, police-based victim services, and community groups. These close relationships become evident in Table 10 below, and multiple service providers provide the depth of services for victims of crime. Keep in mind that government is responsible for all program types that provide core services to victims of crime, and for that reason are not reflected in the table.

Table 10: Services and Programs: British Columbia				
Type of Service	Type of Program			
	Court-based	Police-based	Gov't programs	Community-based
Referrals	√	√		√
Assistance with impact statements	√	√		√
Crisis intervention	√	√		√
Court orientation/accompaniment	√	√		√
Follow up information	√	√		√
<i>Not applicable</i>			√	

Specifically, core services in BC include:

- information regarding the justice system, legislation, available services
- information regarding the status of the case, charges, court dates, and outcomes
- referrals to appropriate community agencies and resources
- assistance with victim impact statements and Criminal Injury Compensation forms
- emotional support
- court orientation and accompaniment
- practical assistance, such as transportation to appointments, coordinating safe housing, or other assistance as required and where resourced.

In addition, where resources allow, police-based victim assistance programs may provide assistance with crime scene cleanup, personal and home security checks, public education programs, as well as long-term support and assistance through the justice process.

Community-based victim assistance programs provide assistance to victims who choose not to report, or have not yet decided whether to report an offence. Where a victim chooses not to report a recent sexual assault to police, staff at the centre can (with the consent of the victim) provide information regarding the offence to police while protecting the privacy of the victim.

2.11 Yukon

The Yukon has a system-based program model of victim services, with government responsible for the funding and provision of victim services. Police and community-based organizations supplement core services with special programs or alternate treatments not typically offered within the criminal justice system. The relationship between the federal government and the Yukon for providing services to victims is especially close in this territory.

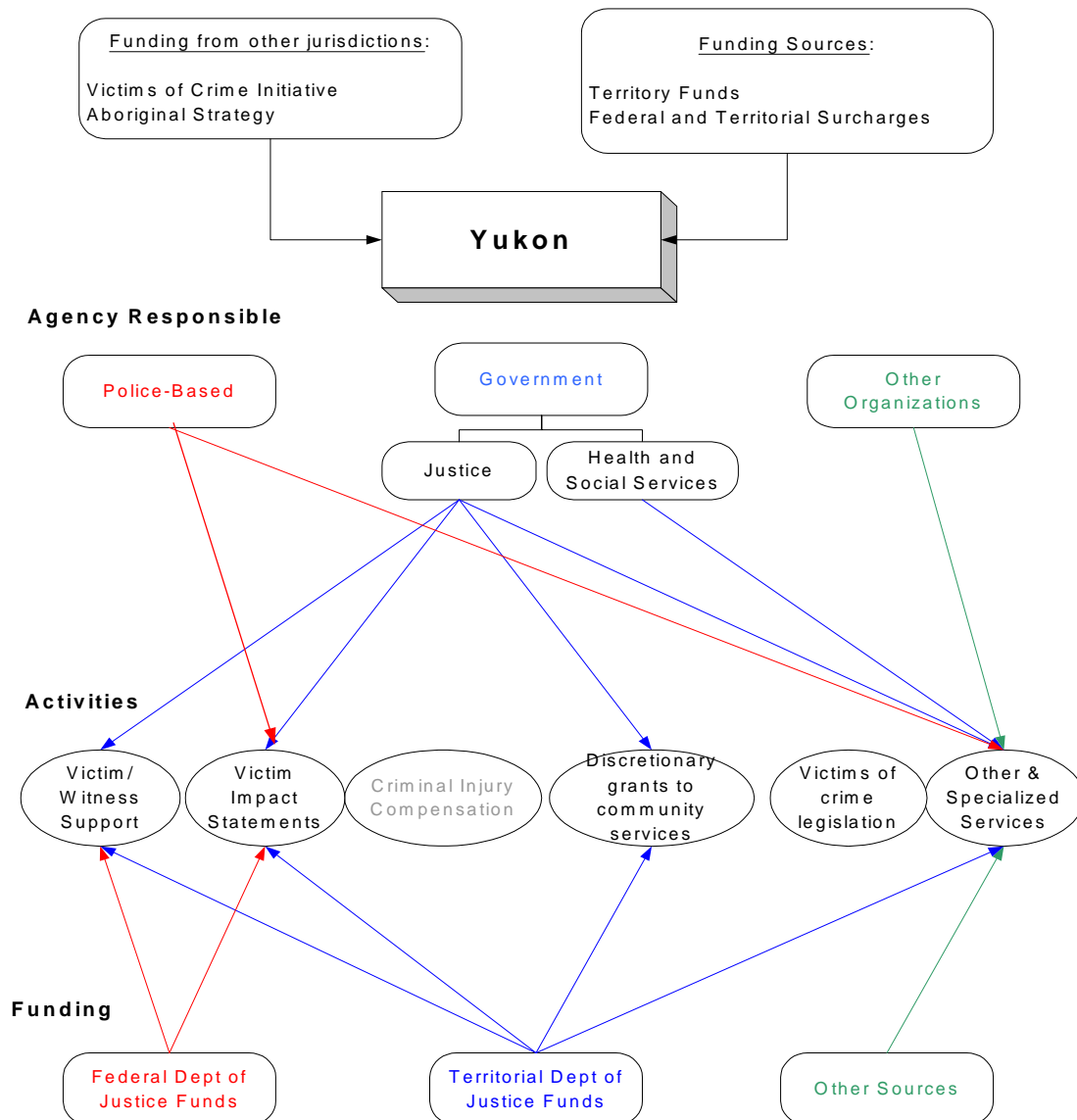


Figure 31

In the Yukon, government workers are key delivery agents of victim services, and are funded from general revenues. Other programs are funded through the Crime Prevention and Victim Services Trust Fund. This trust contains both federal and territorial surcharges, and is administered by a community board, distinct from government. The surcharges are monitored through a separate fine management system, and federal and territorial surcharges are kept separately. This trust may be supplemented by other funds (e.g., gambling schemes, proceeds of crime).

As illustrated above, community organizations often provide specialized services. Figure 32 outlines the interaction between programs offered by government and community organizations that address the needs of particular groups.

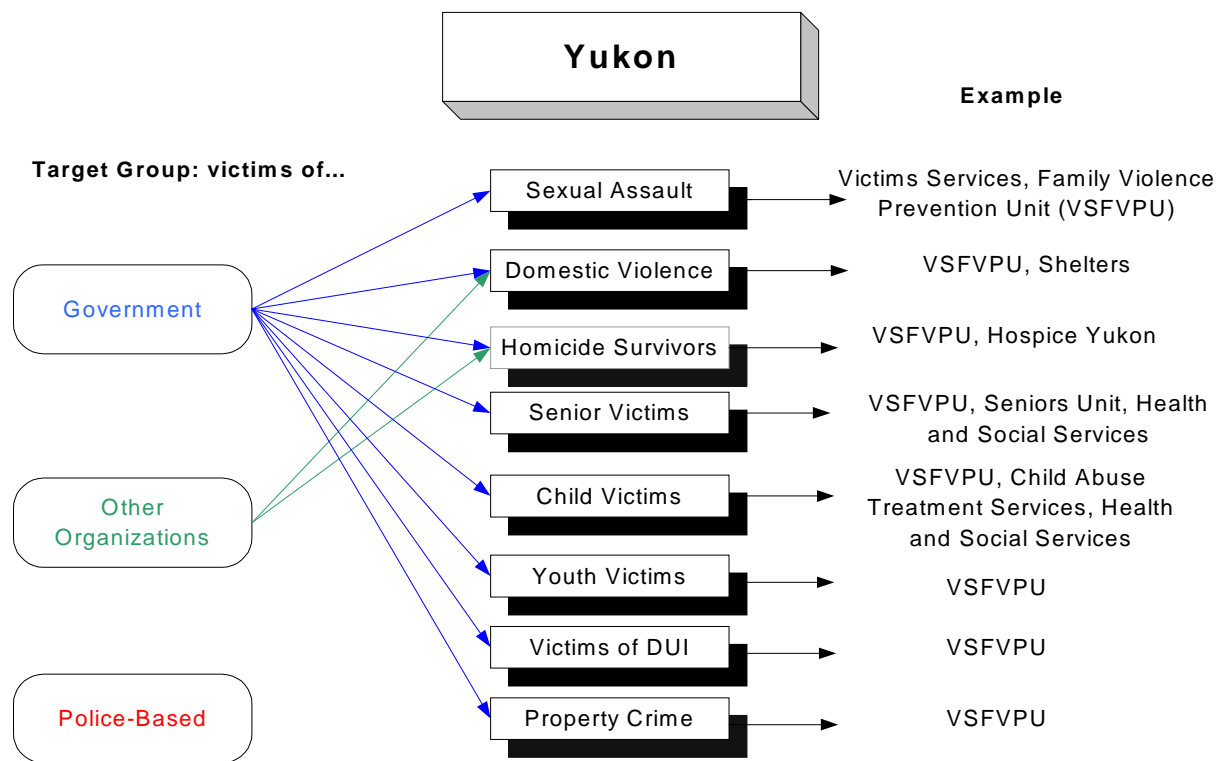


Figure 32

In addition to addressing the needs of a particular group, Victim Services, police-based services, and community organizations work together to provide a comprehensive list of specialized services and alternative justice programs to victims of crime in the Yukon territory.

Specialized Services: Yukon

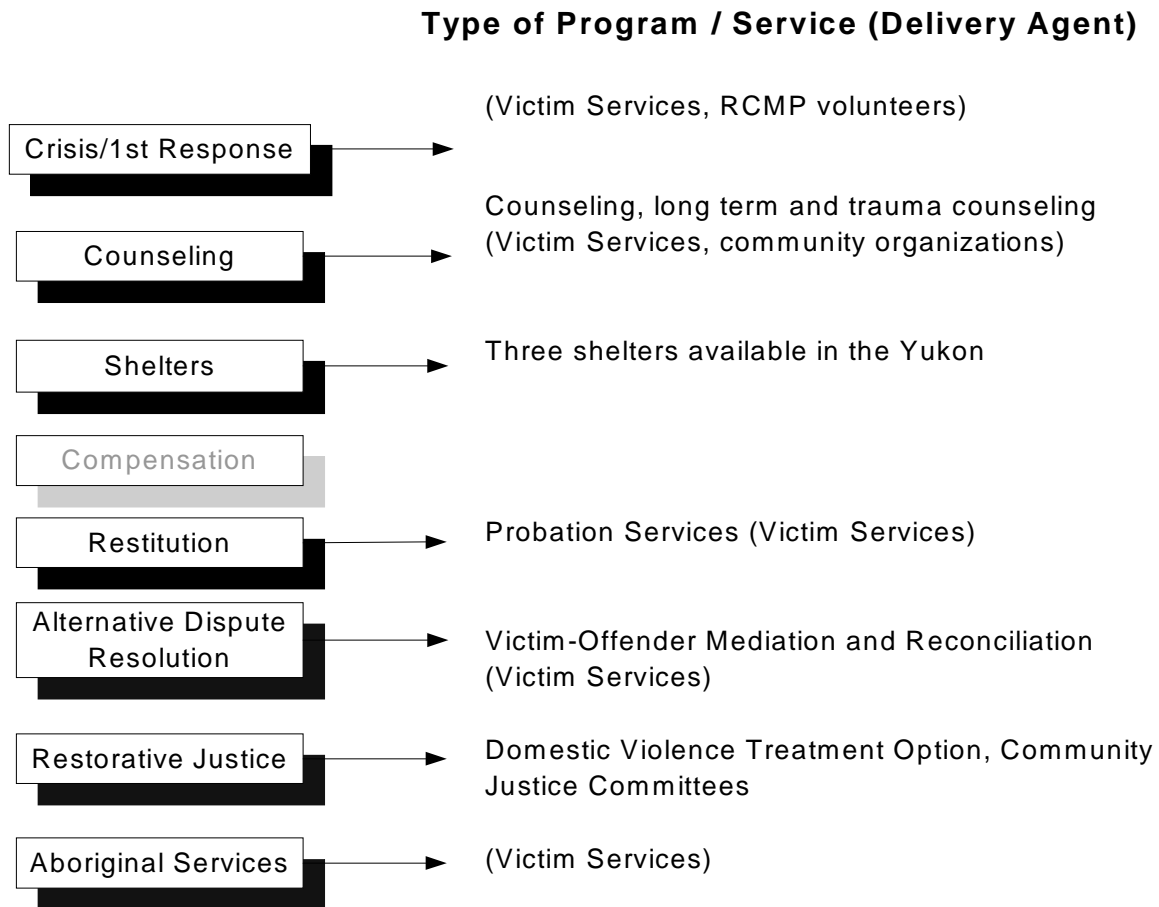


Figure 33

Community organizations provide many services to victims of crime. Some services have been listed above, but these centres typically serve a variety of clients in many different ways to best meet their needs. One important service for victims is advocacy. In the Yukon, all three shelters, as well as the Victoria Faulkner Women’s Centre are key advocates for victims.

In the Yukon, there is a close working relationship between the federal and territorial departments of Justice. Similarly, the Yukon Victims Services branch has close ties with law enforcement, as they are linked through the Family Violence Prevention Unit. These close relationships become evident in Table 11 below, and provide the depth of services for victims of crime.

Table 11: Services and Programs – Yukon				
Type of Service	Type of Program			
	Court-based	Police-based	Gov't programs	Community-based
Referrals	√	√	√	√
Assistance with impact statements	√	√	√	
Crisis intervention	√	√	√	√
Court explanation/escort	√	√	√	
Follow-up information	√	√	√	
<i>Not applicable</i>				

3. INFORMATION AND RECORD-KEEPING

The amount of information collected on victims who access victim services or prepare a victim impact statement can vary across provinces and territories. It is very important to investigate what type of information is collected, in what form it is kept (e.g., hardcopy or computer files), and who is responsible to maintain the files.

As noted in Table 12 below, most provinces and territories keep information on the numbers of clients accessing government sponsored victim services. Often, a Victim Services Branch is responsible for the information; however, in Manitoba, Nova Scotia, and BC the information is stored in more than one place, with community organizations or police keeping their own records.

Table 12: Is information kept on the number of victims who use government sponsored victim services?			
	Yes, all services	Yes, some services	Department
Alberta		√	Alberta Solicitor General
PEI	√		Victim Services, Office of the Attorney General
Yukon	√		Victim Services, Family Violence Prevention Unit, Yukon Department of Justice
New Brunswick			Department of Public Safety
Newfoundland / Labrador	√		Victim Services, Department of Justice
Manitoba		√	Police-based victim services; Women's Advocacy Program; Child Victims
Northwest Territories		√	Northwest Territories Department of Justice
Ontario		√	Victim / Witness Assistance Program
Nova Scotia		√	Victims Services Division, police, and community organizations
Saskatchewan	√		Saskatchewan Justice, Social Services
BC		√	Victim Services Division and Criminal Justice Branch

Victim impact information is kept in most jurisdictions, but not in Ontario and the Northwest Territories. Usually, the same government department that monitors information on victim service use keeps records. Two jurisdictions that have hard copy files only (Alberta and Saskatchewan) caution that minimal information is recorded. Remaining provinces have at least some form of computerized files, usually in the form of a database. BC currently keeps hard copy files, but is moving toward computerization.

Table 13: Information on victims who file and submit victim impact statements			
	Information kept	Hard Copy	Computerized
Alberta	Number of statements returned to police and filed with the court	√	
PEI	Yes	√	√
Yukon	Yes	√	
New Brunswick	Yes	√	√
Newfoundland / Labrador	Yes	√	
Manitoba	Yes		√
Northwest Territories	No		
Ontario	No		
Nova Scotia	Yes	√	√
Saskatchewan	Yes	√	
BC	Yes	√	