



**Multi-Site Survey of Victims of Crime
and Criminal Justice Professionals
across Canada:**

**Summary of Probation Officer,
Corrections, and Parole Board
Respondents**



Policy Centre for Victim Issues



**Research and Statistics
Division**

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The views expressed in this report are those of the author and do not necessarily represent the views of the Department of Justice Canada.

These summaries are extracted from the *Multi-Site Survey of Victims of Crime and Criminal Justice Professionals across Canada*, completed by Prairie Research Associates Inc. on behalf of the Department of Justice Canada.

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Summary of Probation Officer, Corrections, and Parole Board Respondents



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Introduction

The *Multi-Site Survey of Victims of Crime and Criminal Justice Professionals* was conducted in 2002 under the direction of the Policy Centre for Victim Issues (PCVI) of the Department of Justice Canada in collaboration with the Research and Statistics Division. The PCVI implements the Victims of Crime Initiative which, through the Victims Fund, legislative reform, research, consultations and communication activities, works to increase the confidence of victims in the criminal justice system and responds to the needs of victims of crime as they relate to the Department of Justice.

The purpose of the *Multi-Site Survey of Victims of Crime and Criminal Justice Professionals* is to gather information on a wide range of issues concerning the criminal justice system as it pertains to victims and criminal justice professionals, with a particular emphasis on recent *Criminal Code* provisions, specifically Bill C-79, which was introduced in 1999. This legislation amended the *Criminal Code* in several areas, such as:

- ▶ giving victims the right to read their victim impact statements at the time of sentencing if they wish to do so
- ▶ requiring the judge to inquire before sentencing whether the victim has been informed of the opportunity to give a victim impact statement
- ▶ requiring that all offenders pay a victim surcharge of 15% where a fine is imposed or a fixed amount of \$50 or \$100 for summary or indictable offences, respectively, and can be increased by the judge (except where the offender can demonstrate undue hardship)
- ▶ clarifying the application of publication bans and provide a discretion to order, in appropriate circumstances, a publication ban on information that could disclose the identity of any victims as witnesses
- ▶ expanding the protection of victims and witnesses under the age of 18 years from cross-examination by a self-represented accused in sexual and personal violence offences
- ▶ allowing any victim or witness with a mental or physical disability to be accompanied by a support person while giving evidence
- ▶ ensuring that the safety of victims and witnesses are taken into consideration in judicial interim release determinations.

To a more limited extent, the survey also explored perceptions regarding amendments recently made to the *Corrections and Conditional Release Act* to provide victims with the opportunity to present prepared victim statements at parole board hearings.

Findings from this study will generate evidence to inform future legislative reforms and policy changes by providing insight on the use and awareness of recent reforms by criminal justice professionals as they pertain to victims of crime, the nature of information provided to victims during the criminal justice process, victims' experiences with the legal provisions and other services that are intended to benefit them throughout the criminal justice process, and barriers to the implementation of recent reforms for criminal justice professionals.

Given the breadth of findings in the final report the PCVI has prepared seven summary reports based on respondent groups in the survey¹. This report is a summary of the findings from probation officers, corrections and parole board respondents who participated in the study. Additional summaries are available that speak to the findings of Police respondents, Crown Attorney respondents, Defence Counsel respondents, Judiciary respondents, Victim Services Provider respondents, Victim Advocacy Group respondents, and Victims of Crime.

¹ The full report and copies of the other summaries are available at: <http://canada.justice.gc.ca/en/ps/voc/pub.html>. For copies contact the Policy Centre for Victim Issues, 284 Wellington Street, Ottawa, Ontario, K1A 0H8.



Methodology

The multi-site survey was conducted in 16 sites within the 10 provinces in Canada; the territories were not included in this study. The 16 sites represent five regions: Atlantic (Nova Scotia, Prince Edward Island, New Brunswick, and Newfoundland and Labrador), Quebec, Ontario, Prairie (Saskatchewan and Manitoba), and Western (British Columbia and Alberta). Each region included at least three sites of varying size (small, medium, and large), with consideration of diversity in geography (rural, urban, northern) and population (especially cultural and linguistic). A subcommittee of the Federal Provincial Territorial Working Group (FPTWG) on Victims of Crime guided the research team and recommended some of the locations selected for site visits.

Data for this study came from criminal justice professionals and victims of crime. A total of 112 victims of crime participated in in-depth interviews, which were conducted in order to obtain detailed data on each individual victim's experience in the criminal justice system. Victim services providers assisted in contacting victims and obtaining their consent to participate in the study, which may have introduced selection bias into the research.

Criminal justice professionals who participated in the study were from 10 different groups: judges, Crown Attorneys, defence counsel, police, victim services providers, victim advocacy groups, probation officers, and three types of parole representatives (from the National Parole Board [NPB], Correctional Service Canada [CSC], and the provincial parole boards in Quebec, Ontario, and British Columbia). They participated through either self-administered questionnaires or interviews. Relying on two forms of data collection allowed for the most complete method of gathering information on the research questions. The use of self-administered questionnaires ensured that a large proportion of the criminal justice professionals in each site could participate, while the use of interviews meant that more in-depth, qualitative data could also be obtained.

<i>Respondent group</i>	Large sites	Medium sites	Small sites	Total
Victim services	43	19	7	69
Police	18	8	12	38
Crown Attorneys	18	8	11	37
Judiciary	17	6	8	31
Defence counsel	20	4	15	39
Total	116	45	53	214

As Table 1 above shows, interviews were conducted with 214 criminal justice professionals from five respondent groups: victim services providers; police; Crown Attorneys; judiciary; and defence counsel. Interview results were captured as part of the quantitative data corresponding to that generated by the self-administered surveys. Self-administered questionnaires were also distributed to all 10 respondent groups. A total of 1,664 criminal justice professionals completed

the self-administered questionnaire. Overall (in interviews and self-administered questionnaires), a total of 1,878 criminal justice professionals participated in this survey.

TABLE 2: RESPONDENTS WHO COMPLETED SELF-ADMINISTERED QUESTIONNAIRES BY SITE SIZE				
<i>Respondent group</i>	Large sites	Medium sites	Small sites	Total Self-completed questionnaires
Victim services	180	39	30	249
Police	393	141	114	648
Crown Attorney	123	25	3	151
Judiciary	58	13	8	79
Defence Counsel	122	15	9	146
Advocacy Groups	37	4	6	47
Probation	161	26	19	206
Total	1,074	263	189	1,526

TABLE 3: PROBATION AND PAROLE RESPONDENTS WHO COMPLETED SELF-ADMINISTERED QUESTIONNAIRES	
<i>Respondent group</i>	Total number of respondents
National Parole Board	85
Provincial Parole Board	22
Correctional Service Canada	29
Total	136

As indicated in Tables 2 and 3, a total of 206 probation respondents completed self-administered questionnaires. In addition, the survey included 85 National Parole Board officers, 22 Provincial Parole Board officers, as well as 29 Correctional Service Canada personnel. Findings from their questionnaires are presented below (see appendix a for interview guides).



Findings from Probation Officer, Corrections and Parole Board Respondents

1. The Role of the Victim in the Criminal Justice Process

Survey respondents representing parole agencies (NPB, CSC, and provincial parole boards) were asked for their views of the victim's role in conditional release decisions. More than half (55%) think that the victim should be consulted in these decisions, while 40% believe that the victim should simply be informed. CSC respondents were also asked about the victim's role in the offender's incarceration: 41% approve of consulting the victim, whereas 28% support keeping the victim informed, and 14% believe that the victim should not play any role.

Overall, all criminal justice professionals believe that victims should be informed and involved in the criminal justice system. However, they also believe that victims do not fully understand the intricacies of the legal system and therefore should not be the ultimate decision-makers.

2. Post-Sentencing Victim Services

The Multi-Site Survey sought information about victim services provided post-sentencing. Probation officers, officials with CSC and federal and provincial parole personnel were asked about services they or others provided to victims during the post-sentencing phase.

According to those probation officers surveyed, a main service to victims is providing information related to offender's release on probation. A number of probation officers reported that they also provide the following types of services to victims: referring victims to other resources (38%); providing offender or disposition information (other than probation-related information) (13%); assisting victims with safety planning (11%); referring victims or providing information on victim services (10%); and generally serving as an information source (9%).

Corrections and parole personnel provide a number of services to victims as listed in Table 4 below. For many of these services at least two-thirds of survey respondents reported that their organization provides these.² All NPB respondents (100%) reported accompanying victims to parole board hearings, followed by 68% of provincial parole board respondent and 66% of Corrections personnel; and virtually all Corrections personnel (100%) and NPB (99%) provide victim notification once the victim has requested information.

² It is important to note that provincial parole board hearings vary from federal parole board hearings, for example, the National Parole Board policy permits a victim impact statement to be submitted, but provincial parole board policy may vary.

**TABLE 4:
WHAT SERVICES DOES YOUR ORGANIZATION PROVIDE FOR VICTIMS?**

<i>Percentage of respondents whose organization provides this service</i>	National Parole Board (N=85)	Correctional Service Canada (N=29)	Provincial parole board (N=22)
Assistance with making requests for information	93%	86%	46%
Victim notification once the victim has requested information	99%	100%	64%
Information about victim statements	85%	62%	36%
Assistance with preparing victim statements	44%	35%	27%
Assistance with requests to attend parole board hearings	91%	69%	27%
Accompaniment to parole board hearings	100%	66%	68%
Ensure that parole board members are aware of victim concerns	87%	66%	68%
Referrals to other victim services	52%	72%	41%

Note: Respondents who gave no response are not represented in this table.

In addition, at least two-thirds of corrections and parole respondents are aware of other victim services that assist victims post-sentencing and, more specifically, with the parole process. These other services, found in Table 5, appear to help fill in some gaps in services identified in Table 4. For example, while 46% of provincial parole board respondents reported that their organization assists victims with making requests for information, 93% are aware of other organizations that provide this assistance. Further, while a minority of respondents reported that their organizations assist with the preparation of victim statements over half of respondents reported that other organizations assist with victim statements. Table 5 provides the complete results for other services that assist victims post-sentencing.

**TABLE 5:
WHAT SERVICES DO OTHER VICTIM SERVICES ORGANIZATIONS PROVIDE TO ASSIST VICTIMS WITH THE PAROLE PROCESS?
BASE: RESPONDENTS WHO ARE AWARE OF OTHER VICTIM SERVICES ORGANIZATIONS THAT ASSIST VICTIMS POST-SENTENCING.**

<i>Percentage of respondents who report that other organizations provide this service</i>	National Parole Board (n=59)	Correctional Service Canada (n=24)	Provincial Parole Board (n=14)
Assistance with making requests for information	78%	79%	93%
Victim notification once the victim has requested information	58%	58%	79%
Information about victim statements	53%	75%	71%
Assistance with preparing victim statements	59%	83%	64%
Assistance with requests to attend parole board hearings	56%	58%	57%
Accompaniment to parole board hearings	64%	67%	36%
Ensure that parole board members are aware of victim concerns	29%	46%	71%

Note: Respondents who gave no response are not represented in this table.

While the above discussion concerns what assistance is available post-sentencing for victims, connecting victims to available services is an issue according to most corrections and parole respondents. When asked if they think there is a service gap between sentencing and corrections or parole, about 60% of respondents said yes. Each respondent group provided slightly different suggestions for improving the situation, but they all revolved around better provision of



information to victims. The main suggestions were that the criminal justice system should provide more information about services; victims should be advised of NPB and CSC services at sentencing; and more communication is needed between the NPB and CSC and other agencies.

3. Information for Victims

Information for Victims Post-Sentencing

Probation and parole survey respondents were asked about the information provided to victims after a sentence has been imposed. Probation was asked who provides victims with information related to the offender’s release on probation; the results are shown in Table 6. A majority of survey respondents reported that probation officers inform victims about the date and location of the offender’s release on probation (58%) and about conditions of probation (69%).

It is apparently less common for probation officers to provide victims with other types of information, such as breaches of a condition of probation (39%), proceedings for failure to comply with a condition of probation (29%), and outcomes of such proceedings (30%). Furthermore, about 40% of survey respondents reported that, to their knowledge, no one provides this information to victims.

TABLE 6: WHO PROVIDES VICTIMS WITH INFORMATION AFTER A SENTENCE OF PROBATION HAS BEEN IMPOSED?	
	Probation Officers (N=206)
<i>Date and location of offender’s release on probation</i>	
Probation officers	58%
Police	17%
Victim services	16%
No one	18%
Other	11%
Don’t know or No response	10%
<i>Conditions of probation</i>	
Probation officers	69%
Police	8%
Victim services	14%
No one	12%
Other	8%
Don’t know or No response	10%
<i>Any breaches of a condition of probation</i>	
Probation officers	39%
Police	11%
Victim services	6%
No one	41%
Other	3%
Don’t know or No response	8%

TABLE 6: (CONTINUED)	
WHO PROVIDES VICTIMS WITH INFORMATION AFTER A SENTENCE OF PROBATION HAS BEEN IMPOSED?	
	Probation Officers
<i>Proceedings for failure to comply with probation order</i>	
Probation officers	29%
Police	6%
Victim services	10%
No one	42%
Other	3%
Don't know or No response	20%
<i>Outcome of failure to comply proceedings</i>	
Probation officers	30%
Police	4%
Victim services	9%
No one	39%
Other	5%
Don't know or No response	21%
Note: For each item, respondents could provide more than one response, therefore, totals sum to more than 100%.	

Respondents representing CSC were asked whether they generally provide victims with various pieces of information about the offender's incarceration, upon the victim's request.³ A large majority (86%) reported that they generally inform victims about the date that the offender's sentence began and the length of the sentence. Fewer, but still a considerable majority, generally inform victims about dates of temporary absences or work releases (72%) and where the offender is incarcerated (66%). Just under half (48%) provide information about the offender's location during temporary absences or work releases.

Survey respondents representing the NPB, CSC, and provincial parole boards were asked about the information provided to victims at parole. Results are shown in Table 7. In general, victims are most likely to receive information about release dates and conditions of release, and least likely to receive information about the destination of the offender on release and whether the offender has appealed a Parole Board decision. However, there are various differences among the three agencies (see Table 7).

³ Note: victims must register with CSC to ensure information is provided to them.



**TABLE 7:
DO YOU GENERALLY PROVIDE THE FOLLOWING INFORMATION ABOUT THE OFFENDER TO
VICTIMS WHEN THEY REQUEST IT?**

<i>Percentage of respondents who indicated generally providing the following information to victims if requested...</i>	National Parole Board (N=85)	Correctional Service Canada (N=29)	Provincial parole boards (N=22)
Offender's eligibility for conditional release	93%	72%	50%
Hearing dates for conditional release	92%	45%	46%
Release dates	82%	69%	59%
Conditions imposed on release	89%	59%	59%
Reasons for a release decision	81%	7%	41%
Destination of offender on release	51%	45%	46%
Suspension or revocation of release	66%	N/A	36%
Whether offender has appealed a Parole Board decision	47%	7%	23%
Copy of decision by appeal division	47%	7%	55%
Travel permits granted to offender	N/A	59%	N/A
Changes to the offender's custodial status	N/A	66%	N/A

Note: Respondents could provide more than one response; totals sum to more than 100%.

Finally, all parole respondents were asked whether they generally inform victims about their rights and opportunities. When contacted by victims, the majority of NPB and CSC respondents inform victims of their opportunities at the parole stage; provincial parole board respondents were less likely to inform victims. Across all three respondent groups, victims are more likely to receive this information if they contact the organization. Complete results are in Table 8.

**TABLE 8:
DO YOU USUALLY INFORM VICTIMS OF THE FOLLOWING?**

Percentage of respondents who generally inform victims of the following...	National Parole Board (N=85)		Correctional Service Canada (N=29)		Provincial parole boards (N=22)	
	All victims	Victims who have contacted NPB	All victims	Victims who have contacted CSC	All victims	Victims who have contacted Parole Board
The right to request information about the offender's parole eligibility and release*	8%	89%	N/A	N/A	9%	59%
The right to request certain kinds of information about the offender**	N/A	N/A	21%	62%	N/A	N/A
The ability to provide new or additional information to the Parole Board that the victim considers relevant	9%	80%	17%	66%	9%	64%
That any information they provide will be shared with the offender	14%	78%	17%	59%	41%	41%
The opportunity to attend Parole Board hearings as observers	15%	82%	21%	62%	5%	23%
The opportunity to present a statement at the parole hearing in person or via audiotape or videotape	13%	85%	21%	59%	5%	36%

Note: Respondents who answered no, don't know or gave no response are not represented in this table.
* This question was not asked of CSC respondents.
** This question was only asked of CSC respondents.

4. Victim Impact Statements

Victim impact statements (VIS) are written statements in which victims can describe the effect of the crime on them and any harm or loss suffered as a result of the crime. The 1999 amendments to the *Criminal Code* allow victims to read their statements aloud during sentencing, require the judge to ask before sentencing whether the victim has been informed of the opportunity to complete a VIS and permit the judge to adjourn the sentencing, to give the victim time to prepare the statement.

Victims of crime can submit victim impact statements at sentencing and at parole. At parole, the victim can rely on the victim impact statement from sentencing and/or provide another statement to the parole board. The following discussion considers victim impact statements at parole.

Frequency of Submission

Survey respondents were asked whether, based on their experience, victims generally submit victim impact statements to the court. About 40% of probation officers believe that victims generally submit victim impact statements only in serious cases, such as sexual assault, other violent offences, and certain property crimes. About one-third think that victim impact



statements are submitted in most cases and one-quarter reported that in their experience, victims usually do not submit victim impact statements, regardless of the severity of the offence.

The results for frequency of submission of victim impact statements are provided in Table 9. These results include only those respondents who provided an answer to this question.

TABLE 9: DO VICTIMS USUALLY SUBMIT VICTIM IMPACT STATEMENTS AT SENTENCING? BASE: RESPONDENTS WHO PROVIDED A RESPONSE (DON'T KNOW AND NO RESPONSE EXCLUDED).							
	Victim Services (n=195)	Crown Attorneys (n=183)	Defence Counsel (n=174)	Judiciary (n=101)	Police (n=547)	Advocacy Groups (n=38)	Probation (n=88)
Yes, in most cases	48%	32%	38%	33%	34%	42%	34%
Yes, only in serious cases	32%	50%	45%	52%	46%	37%	41%
No	20%	18%	17%	16%	20%	21%	25%

Note: Some column totals do not sum to 100% due to rounding.

Frequency of Submission at Parole

As mentioned earlier, at parole, the victim can rely on the victim impact statement from sentencing and/or provide another statement to the parole board. Provincial parole board and NPB respondents were asked whether victim impact statements submitted at trial are always provided to the parole board. Less than one-quarter of national (24%) and provincial (18%) parole board respondents reported that they are. National and provincial parole board respondents were asked who provides the parole board with victim impact statements. They reported receiving the impact statements from a variety of sources: most often the victim (39% of NPB and 18% of provincial respondents); the court (33% of NPB and 18% of provincial respondents); the Crown Attorney (33% of NPB and 9% of provincial respondents); or CSC or parole officers (37% of NPB and 23% of provincial respondents).

Assistance with Victim Impact Statements

One way to assist victims with impact statements is to ensure that they know of their opportunity to submit one. As discussed above in Section 3.2 (Post-sentencing victim services), about one-quarter (27%) of provincial parole board and half (44%) of NPB respondents assist victims in preparing victim statements at parole. In addition, just over one-tenth (13%) of victim services providers surveyed assist victims with statements at parole.

Method of Submission

Most victims provide a written statement at parole. Videotape or audiotape statements appear to be used more by provincial parole boards than by the NPB. Table 10 gives the complete results.

TABLE 10:
WHAT ARE THE MOST COMMON METHODS OF SUBMITTING A VICTIM IMPACT STATEMENT AT PAROLE?
BASE: RESPONDENTS WHO PROVIDED A RESPONSE (DON'T KNOW AND NO RESPONSE EXCLUDED).

	Victim services (n=67)	NPB (n=84)	Provincial parole board (N=22)
Written statement only	69%	87%	86%
Victim reads statement	25%	11%	5%
Videotape or audiotape	13%	1%	18%
Other	8%	--	18%

Note: Respondents could provide more than one response; totals sum to more than 100%.

Parole Board Use of Victim Statements

As shown in Table 11 below, most national and provincial parole board respondents reported that they consider the following in their conditional release decisions: victim impact statements at sentencing, formal victim statements submitted to the parole board, and any other new or additional information provided by the victim in their conditional release decisions.

TABLE 11:
DOES THE PAROLE BOARD USE THE FOLLOWING INFORMATION IN MAKING CONDITIONAL RELEASE DECISIONS?

<i>Percentage who use the following information</i>	NPB (N=85)	Provincial parole board (N=22)
Victim impact statements used at trial	89%	73%
Formal victim statements to parole board	93%	82%
New or additional information provided by the victim	92%	86%

Note: Respondents who gave no response are not included in this table.

When asked to explain how they use this information, NPB respondents reported using it in a variety of ways, most commonly: in risk assessment and evaluation (47%); in determining conditions (28%); in measuring the impact of the crime on the victim (24%); and in assessing the offender's progress (15%). The majority (55%) of provincial parole board respondents stated that the victim information is just one factor they consider.

5. Restitution

Restitution requires the offender to compensate the victim for any monetary loss or any quantifiable damage to, or loss, of property. The court can order restitution as a condition of probation, where probation is the appropriate sentence, or as an additional sentence (a stand-alone restitution order), which allows the victim to file the order in civil court and enforce it civilly if not paid. The following discussion of restitution considers the current use of restitutorial difficulties with enforcement, and obstacles to requesting restitution. A majority (59%) of probation officers reported that restitution is usually ordered as a condition of probation in appropriate cases.



Problems with Enforcement

When asked if they think that restitution enforcement is a concern or a problem, two-thirds (62%) of probation officers reported that they do. The survey asked respondents to explain why they consider restitution enforcement to be a concern or a problem. The results are presented in Table 12 below. Probation officers gave several reasons for the difficulties with enforcement. The most common reason given by one-third of probation officers is that restitution orders are made in cases where the accused is not able to pay. In their survey responses, probation officers also pointed to the difficulty of convicting an offender on a breach of probation as an obstacle to enforcement (18%). While in theory, offenders can be charged with a breach of probation for failing to abide by their restitution order, such charges are rare because the Crown Attorney must prove that the offender wilfully broke the order. Even if the offender is charged with a breach, the typical consequence is a small fine much lower in value than the restitution order itself.

The other option is a stand-alone restitution order, where the victim has recourse to the civil courts to enforce payment. A small number of probation officers (4%) noted that the problem with this method of enforcement is that it requires the victim to engage in a difficult legal process and bear all the costs of enforcement. Table 12 provides the complete results.

TABLE 12: WHY IS RESTITUTION ENFORCEMENT A CONCERN OR A PROBLEM? BASE: RESPONDENTS WHO BELIEVE THAT RESTITUTION ENFORCEMENT IS A PROBLEM.			
Reasons	Crown Attorneys (n=100)	Defence Counsel (n=62)	Probation (n=128)
Accused are unable to pay	22%	47%	30%
Insufficient resources for enforcement	20%	16%	--
Civil enforcement difficult or victim responsibility	19%	8%	4%
Difficult to convict on breach of order	13%	--	18%
No penalty for failure to pay	6%	--	9%
Restitution usually not made unless paid at sentencing	--	13%	--
Probation is not involved	--	--	26%
Other	6%	11%	7%
No response	22%	10%	--

Note: Respondents could provide more than one response; totals sum to more than 100%.

6. Restorative Justice

In recent years, restorative justice approaches have become more widely used at all stages of criminal proceedings. Restorative justice considers the wrong done the person as well as the wrong done to the community. Restorative justice programs involve the victim(s) or a representative, the offender(s), and community representatives. The offender is required to accept responsibility for the crime and take steps to repair the harm he or she has caused. In this way restorative approaches can restore peace and equilibrium within a community and can afford victims of crime greater opportunities to participate actively in decision-making. However, concerns have been raised about victim participation and voluntary consent, and support to victims in a restorative process. This study included several exploratory questions to discover

the extent to which criminal justice professionals have participated in restorative justice approaches and their views on the appropriateness and effectiveness of these approaches.

Participation in Restorative Justice Approaches

Of the various respondent groups, 15% of probation officers surveyed reported that they have participated in a restorative justice approach. Please refer to Table 13.

TABLE 13: HAVE YOU EVER PARTICIPATED IN A RESTORATIVE JUSTICE APPROACH?							
	Victim Services (N=318)	Crown Attorney (N=188)	Defence Counsel (N=185)	Judiciary (N=110)	Police (N=686)	Advocacy Groups (N=47)	Probation (N=206)
Yes	12%	43%	58%	26%	17%	36%	15%
No	80%	52%	34%	74%	80%	64%	84%
Don't know	5%	4%	5%	--	2%	--	1%
No response	3%	1%	3%	--	1%	--	1%

Note: Some column totals do not sum to 100% due to rounding.

Table 14 below shows the most common explanations for respondents' lack of involvement in restorative justice. The most common reason given by probation officers is that restorative approaches are not available or not yet widely used in their province (59%). A sizeable proportion of probation officer respondents explained that restorative justice had never come up as an option or that they had never had a case suitable for restorative justice (22%). Other common explanations for respondents' non-participation in restorative justice were that such approaches do not protect the victim adequately and that such approaches do not act as a deterrent.

Certain respondent groups gave other reasons for their non-participation in restorative justice, which do not appear in the table below. For example, 5% of probation officers reported that it is not part of their job responsibility to become involved in restorative processes and 2% of probation officers said that restorative justice is not an appropriate or viable option in the cases they deal with.

TABLE 14: WHY HAVE YOU NOT USED OR PARTICIPATED IN A RESTORATIVE JUSTICE APPROACH? BASE: RESPONDENTS WHO HAVE NOT PARTICIPATED IN RESTORATIVE JUSTICE PROCESSES.							
	Victim Services (n=253)	Crown Attorneys (n=98)	Defence Counsel (n=62)	Judiciary (n=81)	Police (n=549)	Advocacy Groups (n=30)	Probation (n=172)
Not available	19%	57%	61%	43%	29%	40%	59%
No opportunity or no suitable case	21%	10%	15%	26%	24%	20%	22%
Do not adequately protect victim	10%	18%	--	5%	11%	23%	4%
Do not act as a deterrent	5%	10%	--	6%	13%	13%	3%
Don't know or No response	20%	14%	18%	6%	14%	10%	4%

Notes: Respondents could provide more than one response, but not all responses have been included in this table; totals sum to more than 100%.



7. Victim Safety Post-Sentencing

Victim safety is an important consideration at all stages of the criminal justice process, including probation. Respondents to the probation survey were asked several questions about victim safety at this stage. More than two-thirds of probation officers (68%) reported that they generally recommend in pre-sentence reports that conditions for the victim’s safety be placed on the offender. Approximately one-third said that they usually speak to victims who know the offender when preparing pre-sentence reports and a similar proportion said that they speak to all victims.

To ensure that conditions of probation are followed, at least half of respondents reported that they conduct collateral checks or monitor the offender directly; one-quarter said that they consult the victim about any breaches of conditions; and about one-tenth monitor criminal justice information systems and databases. Twenty-eight percent simply said that they verify compliance with probation conditions but did not explain specifically how this is done. Table 15 provides complete results.

TABLE 15:
HOW DO PROBATION OFFICERS ENSURE THAT CONDITIONS OF PROBATION ARE FOLLOWED?

Ways of ensuring conditions are followed	Probation (N=206)
Collateral contacts or checks	58%
Direct monitoring of offender	50%
Verify compliance with probation conditions	28%
Consult with victim about any breach of conditions	25%
Monitor criminal justice system information or databases	11%
Passive monitoring	2%
No response	8%

Note: Respondents could provide more than one response; total sums to more than 100%.

8. Victim Participation at Parole

When asked whether most victims participate in various aspects of the correctional process, overall the main finding is that victims either do not participate or participate only in serious cases. NPB respondents reported the highest level of victim participation in the area of requesting information about the offender’s parole eligibility and hearing; almost half said that most victims request this information in either most cases (27%) or only in serious cases (22%). For the remaining types of participation — providing new or additional information for use in conditional release, attending parole board hearings as observers, or presenting the statement in person or via audio or videotape — about one-third of NPB respondents reported that most victims participate only in serious cases. Few reported that most victims participate in most cases. CSC respondents perceive an even lower level of participation than NPB respondents in these areas.

Few provincial parole board respondents believe that victims generally participate. Even in serious cases, less than one-third reported that most victims participate. Table 16 below provides the complete results.

TABLE 16: VICTIM PARTICIPATION IN PAROLE OR CORRECTIONAL PROCESSES			
<i>Percentage of respondents who indicated that most victims participate by...</i>	NPB (N=85)	CSC (N=29)	Provincial parole board (N=22)
<i>Requesting information about the offender's parole eligibility and hearing</i>			
Yes, in most cases	27%	N/A	5%
Yes, only in serious cases	22%	N/A	27%
No	31%	N/A	27%
Don't know or No response	20%	N/A	41%
<i>Requesting information about the offender</i>			
Yes, in most cases	N/A	14%	N/A
Yes, only in serious cases	N/A	21%	N/A
No	N/A	48%	N/A
Don't know or No response	N/A	17%	N/A
<i>Providing new or additional information for use in conditional release decisions</i>			
Yes, in most cases	12%	--	5%
Yes, only in serious cases	29%	35%	32%
No	42%	48%	32%
Don't know or No response	17%	17%	32%
<i>Attending parole board hearings as observers</i>			
Yes, in most cases	4%	7%	--
Yes, only in serious cases	31%	17%	9%
No	53%	59%	73%
Don't know or No response	13%	17%	18%
<i>Presenting statement in person or via audio or videotape</i>			
Yes, in most cases	4%	--	9%
Yes, only in serious cases	32%	14%	18%
No	51%	62%	55%
Don't know or No response	14%	24%	18%
Note: Respondents could provide only one response; totals sum to more than 100%. Respondents who answered "don't know" or gave no response are not included in this table.			

About three-quarters of the national (73%) and provincial (77%) parole board respondents and 86% of CSC respondents believe that there are obstacles to victim participation in the parole or correctional process.⁴ The main barriers cited by NPB and CSC respondents are the lack of funding to assist victims who want to attend parole board hearings, and the lack of victim awareness of ways in which they can participate in the parole process and of the support services available. CSC respondents also emphasize that support services for victims in the parole process are insufficient. Provincial parole board respondents perceive lack of funding for victims to attend parole hearings as less of an obstacle. Instead, they consider the lack of victim awareness of their opportunities for participation and the support services available, insufficient support services, and lack of victim knowledge of when applications are required as the primary obstacles to victim participation. See Table 17 for the complete results.

⁴ National and provincial parole board respondents were only asked about the parole process, and CSC respondents were asked about the correctional or parole process.



TABLE 17:
WHAT ARE THE OBSTACLES TO VICTIM PARTICIPATION IN THE CORRECTIONAL PROCESSES?
BASE: RESPONDENTS WHO BELIEVE THERE ARE OBSTACLES TO VICTIM PARTICIPATION.

Obstacles	NPB (n=62)	CSC (n=25)	Provincial parole board (n=17)
Lack of funding for victims who want to attend hearings	76%	68%	35%
Victims are not aware of the ways they can participate	69%	76%	94%
Victims are unaware of support services available	61%	56%	65%
Support services for victims are insufficient	48%	60%	71%
Victims do not know when an application is required	42%	48%	65%
Registration requirements	16%	--	--
Distance, travel or transportation	11%	12%	--
Insufficient notice	8%	--	--
Information-sharing policy	8%	--	--
Fear or intimidation and/or unwillingness to face offender	5%	16%	12%
Other	8%	16%	29%
No response	2%	--	--

Note: Respondents could provide more than one response; totals sum to more than 100%.



Appendix A:
Self-Administered Questionnaire for Survey of
Probation Officers



Self-Administered Questionnaire for Survey of Probation Officers

1. Who, if anyone, provides victims with the following information: *(Check all that apply)*

	Police	Probation officers	Other (<i>Specify</i>)	No one to my knowledge	Don't know
The offender's release on probation (date and location)	1	2	_____	3	8
The conditions of probation	1	2	_____	3	8
Any breaches of a condition of probation	1	2	_____	3	8
Proceedings for failure to comply with probation order (date and location)	1	2	_____	3	8
Outcome of failure to comply proceedings	1	2	_____	3	8

2. Do probation officers provide any other services to victims?

1 Yes 2 No 8 Don't know

If yes, please describe the services _____

3. Do provincial regulations require that you include recommendations on conditions in pre-sentence reports?

1 Yes 2 No 8 Don't know

4. In pre-sentence reports, do you generally recommend that conditions for victim safety be placed on the offender?

1 Yes 2 No 8 Don't know

5. In preparing pre-sentence reports, do you usually speak to victims?

1 Yes, to all victims 2 Yes, to victims who know their offender 3 No 8 Don't know

6. How do probation officers ensure that conditions of probation are followed?

7. Is restitution usually ordered as a condition of probation in appropriate cases?

1 Yes 2 No 8 Don't know

If no, please explain _____

8. If restitution is a condition of probation, please indicate whether you do any of the following:

	<u>Yes</u>	<u>No</u>
Remind the offender of the obligation to pay restitution	1	2
Monitor the offender's payment of restitution	1	2
Collect restitution payments	1	2
Submit restitution payments directly to the victim or to someone acting on the victim's behalf	1	2
Notify the court of failure to pay restitution	1	2

9. Is restitution enforcement a concern or problem?

1 Yes 2 No 8 Don't know

Please explain _____

Questions 10 and 11 ask about victim impact statements. Please indicate "don't know" if you do not have sufficient personal experience to answer these questions.

10. Do victims generally submit a victim impact statement for use in sentencing?
(Check one)

1 Yes 2 Yes, in serious cases 3 No 8 Don't know

11. In cases where no victim impact statement is submitted, do judges generally ask whether the victim is aware of the opportunity to prepare and submit a victim impact statement?

1 Yes 2 No 8 Don't know

Restorative justice considers the wrong done to a person as well as the wrong done to the community. Restorative justice programs involve the victim(s) or a representative, the offender(s), and community representatives. The offender is required to accept responsibility for the crime and take steps to repair the harm he or she has caused.

12a. Have you ever participated in any restorative justice processes such as a healing circle, etc.?

1 Yes 2 No 8 Don't know



12b. If yes to Question 12a, please describe your involvement. (*Please check all that apply*)

Make recommendations on outcome, including conditions on offender 1

Monitor offender's compliance with conditions 2

Other (*please specify*) _____ 3

Other (*please specify*) _____ 4

Other (*please specify*) _____ 5

12c. If no to Question 12a, why have you **not participated in** a restorative justice approach? (*Check all that apply*)

- 1 Restorative justice approaches are not available
- 2 Restorative justice approaches do not protect the victim adequately
- 3 Restorative justice approaches do not act as a deterrent
- 66 Other (*Specify*) _____

13. Do you have any other comments?

**Thank you for taking the time to complete this survey.
Please return the questionnaire by faxing it back to us toll-free at:**



Appendix B:
Self-Administered Questionnaires for Surveys of
Parole Board Personnel



Self-Administered Questionnaire for Survey of Parole Board Personnel

1. Please identify your position.

- | | |
|---|---|
| <p>¹ Parole Board member</p> <p>³ Hearing officer</p> | <p>² Regional communications officer</p> <p>⁶⁶ Other (<i>specify</i>) _____</p> |
|---|---|

2. What role do you believe victims should have in conditional release decisions?

Victim should be Informed	Victim should be Consulted	Other (<i>specify</i>)	Victims should not have any role
1	2	66 _____	00

3. Does the Parole Board generally provide the following information about the offender to victims who request it?

	Yes	No	Don't know	IF NO – Who, if anyone, typically provides this information to victims?
Offender's eligibility for conditional release	1	2	8	_____
Hearing dates for conditional release	1	2	8	_____
Release dates	1	2	8	_____
Conditions imposed on release	1	2	8	_____
Reasons for a release decision	1	2	8	_____
Destination of offender on release	1	2	8	_____
Suspension or revocation of release	1	2	8	_____
Whether the offender has appealed a Parole Board decision	1	2	8	_____
Copy of decision by appeal division	1	2	8	_____

4. Does the Parole Board usually inform victims of the following? *(Please check one)*

	Yes, inform all victims	Yes, inform victims who have contacted the Parole Board	No	Don't know
The right to request information about the offender's parole eligibility and hearing	1	2	3	8
The ability to provide new or additional information to the Parole Board that the victim considers relevant	1	2	3	8
That any information they provide will be shared with the offender	1	2	3	8
The opportunity to attend Parole Board hearings as observers (including the need to make an application)	1	2	3	8
The opportunity to present a statement at the parole hearing in person or via audiotape or videotape (including the need to make an application)	1	2	3	8

5. Do most victims of crime participate in the parole process by doing the following? *(Check one)*

	Yes, in most cases	Yes, only in serious cases	No	Don't know
Requesting information about the offender's parole eligibility and hearing	1	2	3	8
Providing new or additional information for use in conditional release decisions	1	2	3	8
Attending Parole Board hearings as observers	1	2	3	8
Presenting a statement in person or via audiotape or videotape for use in conditional release decisions	1	2	3	8



6. Do you think that there are any obstacles to victims' participation in the parole process?

1 Yes 2 No 8 Don't know

6a. If yes, what are the obstacles? *(Please check all that apply)*

- Victims are not aware of the ways they can participate 1
- Victims do not know when an application is required (e.g., for attending hearings or presenting a statement) 2
- Support services for victims during the correctional or parole process are insufficient 3
- Victims are unaware of support services available 4
- There is a lack of funding to assist victims who want to attend parole hearings 5
- Other *(please describe)* _____ 66
- _____
- _____

7. What services, if any, does the Parole Board provide for victims?

	Yes	No	Don't know
Assistance with making requests for information (e.g., provide forms and/or information on how to submit requests)	1	2	8
Victim notification once the victim has requested information	1	2	8
Providing information about victim statements	1	2	8
Assistance in preparing victim statements	1	2	8
Assistance with making requests to attend Parole Board hearings as observers	1	2	8
Accompaniment to parole hearings	1	2	8
Ensure that Parole Board members are aware of victims' concerns	1	2	8
Other <i>(please specify)</i> _____	1	2	8

8. Are you aware of other victim service organizations that assist victims with the parole process?

1 Yes 2 No

8a. If yes, what services do these organizations provide?

	Yes	No	Don't know
Assistance with making requests for information (e.g., provide forms and/or information on how to submit requests)	1	2	8
Victim notification once the victim has requested information	1	2	8
Providing information about victim statements	1	2	8
Assistance in preparing victim statements	1	2	8
Assistance with requests to attend Parole Board hearings as observers	1	2	8
Accompaniment to parole hearings	1	2	8
Ensure that Parole Board members are aware of victims' concerns	1	2	8
Other (<i>please specify</i>) _____ _____	1	2	8

9. Does the Parole Board refer victims to available victim services?

1 Yes 2 No 8 Don't know

10. After an offender is sentenced, do you think there is a service gap in connecting victims to services available in corrections/parole?

1 Yes 2 No 8 Don't know

10a. If yes, what can be done to improve the situation? _____

11. Does the Parole Board generally grant victim requests to attend hearings as observers?

1 Yes 2 No 8 Don't know



12. When might the Board not permit a victim to attend a hearing?

The following questions are about victim impact statements submitted at trial.

13. Are victim impact statements submitted at trial always provided to the Parole Board?

- 1 Yes 2 No 8 Don't know

14. Who provides the victim impact statements to the Parole Board? *(Please check all that apply)*

- 1 Victim 2 Crown 3 Court 66 Other *(please specify)* 8 Don't know

The next question is about victim statements presented directly to the Parole Board.

15. What is the most common method for submitting a victim statement? *(Check one)*

- 1 Written statement only 2 Victim reads statement in person 3 Victim presents statement via audiotape or videotape 66 Other *(specify)*

Question 16 asks about the Parole Board's use of victim information.

16. Does the Parole Board use the following victim information in making conditional release decisions?

- | | | | |
|---|-------|------|--------------|
| Victim impact statements at trial | 1 Yes | 2 No | 8 Don't know |
| New or additional information that the victim considers relevant and provides to the Parole Board | 1 Yes | 2 No | 8 Don't know |
| Formal victim statements to the Parole Board | 1 Yes | 2 No | 8 Don't know |

16a. Please explain how the information is used.

17. Do parole officers usually provide the Parole Board with information about victim concerns in their assessment for decision?

- 1 Yes 2 No 8 Don't know

18. Does the Parole Board generally impose special conditions on the offender as part of the conditional release? *(Please check all that apply)*

- ₁ Yes, generally impose special conditions to protect specific victim (e.g., no contact order) ₂ Yes, usually impose other special conditions ₃ No ₈ Don't know

18a. If no, please explain. _____

19. Do you have any suggestions for additional services/service improvements that would assist victims and encourage their participation in the parole process?

20. Do you have any other comments?

Do you have responsibility for the following location(s)? *(Check all that apply.)*

- ₁ [SITE]

**Thank you for taking the time to complete this survey.
Please return the questionnaire by faxing it back to us toll-free at:**



Self-Administered Questionnaire for Survey of Provincial Parole Board Personnel

1. Please identify your position.

1 Parole Board member 66 Other (*specify*) _____

2. What role do you believe victims should have in conditional release decisions?

Victim should be Informed	Victim should be Consulted	Other (<i>specify</i>)	Victims should not have any role
1	2	66 _____	00

3. Does the Parole Board generally provide the following information about the offender to victims who request it?

	Yes	No	Don't know	IF NO – Who, if anyone, typically provides this information to victims?
Offender's eligibility for conditional release	1	2	8	_____
Hearing dates for conditional release	1	2	8	_____
Release dates	1	2	8	_____
Conditions imposed on release	1	2	8	_____
Reasons for a release decision	1	2	8	_____
Destination of offender on release	1	2	8	_____
Suspension or revocation of release	1	2	8	_____
Whether the offender has appealed a Parole Board decision	1	2	8	_____
Copy of decision by appeal division	1	2	8	_____

4. Does the Parole Board usually inform victims of the following? *(Please check one)*

	Yes, inform all victims	Yes, inform victims who have contacted the Parole Board	No	Don't know
The right to request information about the offender's parole eligibility and hearing	1	2	3	8
The ability to provide new or additional information to the Parole Board that the victim considers relevant	1	2	3	8
That any information they provide will be shared with the offender	1	2	3	8
The opportunity to attend Parole Board hearings as observers (including the need to make an application)	1	2	3	8
The opportunity to present a statement at the parole hearing in person or via audiotape or videotape (including the need to make an application)	1	2	3	8

5. Do most victims of crime participate in the parole process by doing the following? *(Check one)*

	Yes, in most cases	Yes, only in serious cases	No	Don't know
Requesting information about the offender's parole eligibility and hearing	1	2	3	8
Providing new or additional information for use in conditional release decisions	1	2	3	8
Attending Parole Board hearings as observers	1	2	3	8
Presenting a statement in person or via audiotape or videotape for use in conditional release decisions	1	2	3	8



6. Do you think that there are any obstacles to victims' participation in the parole process?

1 Yes 2 No 8 Don't know

6a. If yes, what are the obstacles? *(Please check all that apply)*

- Victims are not aware of the ways they can participate 1
 - Victims do not know when an application is required (e.g., for attending hearings or presenting a statement) 2
 - Support services for victims during the correctional or parole process are insufficient 3
 - Victims are unaware of support services available 4
 - There is a lack of funding to assist victims who want to attend parole hearings 5
 - Other *(please describe)* 66
- _____
- _____
- _____

7. What services, if any, does the Parole Board provide for victims?

	Yes	No	Don't know
Assistance with making requests for information (e.g., provide forms and/or information on how to submit requests)	1	2	8
Victim notification once the victim has requested information	1	2	8
Providing information about victim statements	1	2	8
Assistance in preparing victim statements	1	2	8
Assistance with making requests to attend Parole Board hearings as observers	1	2	8
Accompaniment to parole hearings	1	2	8
Ensure that Parole Board members are aware of victims' concerns	1	2	8
Other <i>(please specify)</i> _____	1	2	8

8. Are you aware of other victim service organizations that assist victims with the parole process?

1 Yes 2 No

8a. If yes, what services do these organizations provide?

	Yes	No	Don't know
Assistance with making requests for information (e.g., provide forms and/or information on how to submit requests)	1	2	8
Victim notification once the victim has requested information	1	2	8
Providing information about victim statements	1	2	8
Assistance in preparing victim statements	1	2	8
Assistance with requests to attend Parole Board hearings as observers	1	2	8
Accompaniment to parole hearings	1	2	8
Ensure that Parole Board members are aware of victims' concerns	1	2	8
Other (please specify) _____	1	2	8

9. Does the Parole Board refer victims to available victim services?

1 Yes 2 No 8 Don't know

10. After an offender is sentenced, do you think there is a service gap in connecting victims to services available in corrections/parole?

1 Yes 2 No 8 Don't know

10a. If yes, what can be done to improve the situation?

11. Does the Parole Board generally grant victim requests to attend hearings as observers?

1 Yes 2 No 8 Don't know

12. When might the Board not permit a victim to attend a hearing?



The following questions are about victim impact statements submitted at trial.

13. Are victim impact statements submitted at trial always provided to the Parole Board?
 1 Yes 2 No 8 Don't know
14. Who provides the victim impact statements to the Parole Board? *(Please check all that apply)*
 1 Victim 2 Crown 3 Court 66 Other *(please specify)* 8 Don't know
- _____

The next question is about victim statements presented directly to the Parole Board.

15. What is the most common method for submitting a victim statement? *(Check one)*
- | | | | | | | | |
|---|------------------------|---|----------------------------------|---|--|----|------------------------|
| 1 | Written statement only | 2 | Victim reads statement in person | 3 | Victim presents statement via audiotape or videotape | 66 | Other <i>(specify)</i> |
| | | | | | | | _____ |

Question 16 asks about the Parole Board's use of victim information.

16. Does the Parole Board use the following victim information in making conditional release decisions?
- | | | | |
|---|-------|------|--------------|
| Victim impact statements at trial | 1 Yes | 2 No | 8 Don't know |
| New or additional information that the victim considers relevant and provides to the Parole Board | 1 Yes | 2 No | 8 Don't know |
| Formal victim statements to the Parole Board | 1 Yes | 2 No | 8 Don't know |

16a. Please explain how the information is used.

17. Do parole officers usually provide the Parole Board with information about victim concern their assessment for decision?
 1 Yes 2 No 8 Don't know

18. Does the Parole Board generally impose special conditions on the offender as part of the conditional release? *(Please check all that apply)*
- | | | | | | | | |
|---|--|---|--|---|----|---|------------|
| 1 | Yes, generally impose special conditions to protect specific victim (e.g., no contact order) | 2 | Yes, usually impose other special conditions | 3 | No | 8 | Don't know |
|---|--|---|--|---|----|---|------------|

18a. If no, please explain _____

19. Do you have any suggestions for additional services/service improvements that would assist victims and encourage their participation in the parole process?

20. Do you have any other comments?

Do you have responsibility for the following locations(s)? *(Check all that apply.)*

[SITE]

**Thank you for taking the time to complete this survey.
Please return the questionnaire by faxing it back to us toll-free at:**



Appendix C:

Self-Administered Questionnaire for Survey of Correctional Service of Canada Personnel



Self-Administered Questionnaire for Survey of Correctional Service of Canada Personnel

1. Please identify your position.

- 1 Institutional victim liaison coordinator 2 District parole office victim liaison coordinator
 3 Community correctional victim liaison coordinator
 66 Other (*specify*) _____

We understand that not all respondents will have experience in the areas covered by some of the questions. Please answer all questions that you can.

2. What role do you believe victims should have in the following stages of the criminal justice process?

	Please describe role	Victims should not have any role
The offender's incarceration	_____	00
Conditional release decisions	_____	00

3. Do you generally provide the following information about the offender to victims when they request it? (*Please answer for your position within CSC*)

	Yes	No	Don't know	IF NO – Who, if anyone, typically provides this information to victims?
Date when offender's sentence began	1	2	8	_____
Length of the sentence	1	2	8	_____
Location where offender is incarcerated	1	2	8	_____
Dates of temporary absences or work releases	1	2	8	_____
Location of offender during temporary absences or work releases	1	2	8	_____
Offender's eligibility for conditional release	1	2	8	_____
Hearing dates for conditional release	1	2	8	_____
Release dates	1	2	8	_____
Conditions imposed on release	1	2	8	_____
Reasons for a release decision	1	2	8	_____
Destination of offender on release	1	2	8	_____
Whether the offender has appealed a Parole Board decision	1	2	8	_____
Copy of decision by appeal division	1	2	8	_____
Travel permits granted to offender	1	2	8	_____
Changes to offender's custodial status (including suspension or revocation of release)	1	2	8	_____

4. Are there any difficulties with providing victims any of the information listed in Question 3?

1 Yes 2 No 8 Don't know

4a. If yes, please explain. _____

5. Do you usually inform victims of the following? (*Please check one and answer for your position within CSC*)

	Yes, inform all victims	Yes, inform victims who have contacted CSC	No
The right to request certain kinds of information about the offender	1	2	3
The ability to provide new or additional information to the Parole Board that the victim considers relevant	1	2	3
That any information they provide will be shared with the offender	1	2	3
The opportunity to attend Parole Board hearings as observers (including the need to make an application)	1	2	3
The opportunity to present a statement at the parole hearing in person or via audiotape or videotape (including the need to make an application)	1	2	3

6. Do most victims of crime participate in the correctional or parole process by doing the following? (*Check one*)

	Yes, in most cases	Yes, only in serious cases	No	Don't know
Requesting information about the offender	1	2	3	8
Providing new or additional information for use in conditional release decisions	1	2	3	8
Attending Parole Board hearings as observers	1	2	3	8
Presenting a statement in person or via audiotape or videotape for use in conditional release decisions	1	2	3	8



7. Do you think that there are any obstacles to victims' participation in the correctional or parole process?

1 Yes 2 No 8 Don't know

7a. If yes, what are the obstacles? *(Please check all that apply)*

- Victims are not aware of the ways they can participate 1
- Victims do not know when an application is required (e.g., for attending hearings or presenting a statement) 2
- Support services for victims during the correctional or parole process are insufficient 3
- Victims are unaware of support services available 4
- There is a lack of funding to assist victims who want to attend parole hearings 5
- Other *(please describe)* _____ 66
- _____
- _____

8. What services, if any, does CSC provide for victims? *(Please answer for your position within CSC)*

	Yes	No	Don't know
Assistance with making requests for information about the offender (e.g., provide forms and/or information on how to submit requests)	1	2	8
Victim notification once the victim has requested information	1	2	8
Information about victim statements	1	2	8
Assistance in preparing victim statements	1	2	8
Assistance with making requests to attend Parole Board hearings as observers	1	2	8
Accompaniment to parole hearings	1	2	8
Ensure that Parole Board members are aware of victims' concerns	1	2	8
Other <i>(please specify)</i> _____			
_____	1	2	8

9. Are you aware of other victim service organizations that assist victims once the offender has been sentenced?

1 Yes 2 No

9a. If yes, what services do these organizations provide?

	Yes	No	Don't know
Assistance with making requests for information about the offender (e.g., provide forms and/or information on how to submit requests)	1	2	8
Victim notification once the victim has requested information	1	2	8
Information about victim statements	1	2	8
Assistance in preparing victim statements	1	2	8
Assistance with making requests to attend Parole Board hearings as observers	1	2	8
Accompaniment to parole hearings	1	2	8
Ensure that Parole Board members are aware of victims' concerns	1	2	8
Other (please specify) _____			
_____	1	2	8

10. Do you refer victims to other available victim services?

1 Yes 2 No 8 Don't know

11. Do other organizations or agencies refer victims to you?

1 Yes 2 No 8 Don't know

11a. If yes, what organizations refer victims to you? (Please check all that apply)

Police-based victim services	1
Crown-based victim services	2
Community-based victim services	
Crown	
Police	5
Other (please describe) _____	66



12. After an offender is sentenced, do you think there is a service gap in connecting victims to services available in corrections/parole?

- 1 Yes 2 No 8 Don't know

12a. If yes, what can be done to improve the situation?

13. Do you review parole officers' reports to the Parole Board to ensure that relevant victim concerns are included?

- 1 Yes 2 No 8 Don't know

14. In their reports to the Parole Board (assessments for decision), do parole officers generally recommend that special conditions be imposed on the offender?

(Please check all that apply)

- 1 Yes, generally recommend special conditions to protect specific victim (e.g., no contact order) 2 Yes, usually recommend other special conditions 3 No 8 Don't know

14a. If no, please explain.

15. Do you have any other comments?

**Thank you for taking the time to complete this survey.
Please return the questionnaire by faxing it back to us toll-free at:**



For More Information

The complete *Multi-Site Survey of Victims of Crime and Criminal Justice Professionals* report and the summary reports in this series can be ordered from the Policy Centre for Victim Issues, via mail or fax (see below).

These reports will be available online at <http://canada.justice.gc.ca/en/ps/voc/pub.html>

Summaries Available

*Multi-Site Survey of Victims of Crime and Criminal Justice Professionals:
Executive Summary*

*Multi-Site Survey of Victims of Crime and Criminal Justice Professionals:
Summary of Victims of Crime Respondents*

*Multi-Site Survey of Victims of Crime and Criminal Justice Professionals:
Summary of Victim Services Providers and Victim Advocacy Group Respondents*

*Multi-Site Survey of Victims of Crime and Criminal Justice Professionals:
Summary of Judiciary Respondents*

*Multi-Site Survey of Victims of Crime and Criminal Justice Professionals:
Summary of Crown Attorney Respondents*

*Multi-Site Survey of Victims of Crime and Criminal Justice Professionals:
Summary of Defence Counsel Respondents*

*Multi-Site Survey of Victims of Crime and Criminal Justice Professionals:
Summary of Police Respondents*

*Multi-Site Survey of Victims of Crime and Criminal Justice Professionals:
Summary of Probation Officer, Corrections, and Parole Board Respondents*

Policy Centre for Victim Issues
Department of Justice Canada
284 Wellington Street
Ottawa (Ontario)
K1A 0H8

Fax: (613) 952-1110

Research and Statistics Division
Department of Justice Canada
284 Wellington Street
Ottawa (Ontario)
K1A 0H8

Fax (613) 941-1845