



Exhibit: *National Inquiry into Missing and  
Murdered Indigenous Women and Girls*

Location/Phase: *Part II: Calgary*

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## Victim Services in Canada

Research and Statistics Division  
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## INTRODUCTION

Services for victims of crime in Canada are primarily the responsibility of the provinces and territories, as well as those federal agencies that engage with victims of crime. Across the country, the underlying goals and principles of victim services programming are largely consistent, with their development having been guided by the *Criminal Code of Canada*, the *Canadian Statement of Basic Principles of Justice for Victims of Crime* that was first endorsed by Ministers responsible for Justice in 1988 and updated in 2003, and most recently, the *Canadian Victims Bill of Rights*. However, the specific type and focus of programs and services to meet the needs of victims of crime varies among the provinces, territories, and relevant federal agencies. These programs and services have gradually been developed in response to the specific needs, priorities, legislation, and available resources within each jurisdiction and federal agency.

In addition, depending on the structure of government and non-government organizations in each jurisdiction, the specific nature of services considered to be a “victim service” often varies. In one jurisdiction, some services important to victims of crime may be delivered by agencies that meet a wide range of human service needs (e.g. existing government departments such as social services, health, etc.), while in other jurisdictions, formal “victim services” agencies may be mandated to deliver a more comprehensive range of services to respond to victims’ needs. Due to the varying approaches to victim services and programs across the country, comparisons between and among jurisdictions is difficult.

This document focuses on the programs and services considered to be part of the formal victim services programming in each jurisdiction and related agencies that provide critical services to victims of crime. While specific programming varies, victim services across Canada can generally be described within four service-delivery models (Department of Justice Canada, 2015), although each province and territory utilizes a different combination of these models:

- **Court-based services** are provided to victims specifically during their participation in criminal proceedings and can include providing information about the criminal justice process, the victim’s role in criminal proceedings, preparing and supporting victims who are required to testify in court, arranging testimonial aids, assistance to victims with preparing and presenting victim impact statements and information on the outcomes of proceedings.
- **System-based services** are provided to victims directly by the government include a range of victim services from the time of the offence through to the conclusion of court proceedings and their aftermath. Services can include referrals for counselling, court preparation and support, and information about available compensation or financial benefits programs, and the outcome of criminal proceedings.

- **Police-based services** often focus on assisting victims in the immediate aftermath of the crime and throughout the criminal justice process. Services typically include support, information, and referrals to other specialized agencies. Police-based victim services are delivered through the RCMP or local police services, and sometimes in partnership with community agencies and non-governmental organizations.
- **Community-based services** may take many forms, including general supports for victims of crime as well as specialized services for victims of specific crimes such as sexual assault or domestic violence. Community-based services are delivered by non-government organizations that receive funding from various sources including federal, provincial, and territorial governments and other agencies.

In addition to variations among the provinces and the territories, the nature and availability of specific services often varies within those jurisdictions, among communities depending on their size and location (i.e. urban, rural, northern, and remote areas). As well, each province, territory and relevant federal agency has a unique set of victim-related legislation, and a variety of training programs and standards regarding the delivery of victim services.

Victim services in the provinces and territories receive funding from a variety of sources, including victim surcharges paid by offenders. Victim surcharges are imposed as an additional penalty on federal and provincial/territorial offences, above any other penalty that is imposed on the offender. Provincial and territorial surcharge structures and rates vary among the jurisdictions. The *Criminal Code* sets the federal surcharge at 30 per cent of any fine imposed, or, if there is no fine, \$100 upon conviction for a summary offence and \$200 upon conviction for an indictable offence. The court has the discretion to increase the amount of the surcharge if it is appropriate in the circumstances and if the offender has the ability to pay. Federal surcharges are collected by the province or territory where the crime occurred to help fund programs and services for victims of crime.

Some provinces and territories fund victim services solely from surcharge revenue, while others supplement surcharge revenue with other funding. These differences, as well as the provincial/territorial surcharge structures and rates, are described in this document in the sections about victim services in each jurisdiction.

Beyond the victim services delivered by the provinces and territories, a variety of activities are undertaken at a national level to support victims. The Federal Victim Strategy (FVS), which is led by the Department of Justice (Policy Centre for Victim Issues) is the federal government's coordinated response to ongoing and emerging victims of crime issues. The overall goal of the FVS is to improve access to justice for victims of crime. The Policy Centre for Victim Issues (PCVI) works with other federal departments and provincial/territorial governments in order to implement the Strategy, and consults with victims, victim advocates, law enforcement and other stakeholders. The Policy Centre for Victim Issues assists the Programs Branch at the Department of Justice in implementing the Victims Fund.

In addition to PCVI, several other federal departments also engage with and provide services or information to victims of crime. This includes the Public Prosecution Service of Canada through its Crown Witness Coordinator Program in the territories; Public Safety Canada's National Office for Victims; Correctional Service Canada; Parole Board of Canada; and Employment and Social Development Canada through its Federal Income Support for Parents of Murdered or Missing Children grant. In addition, the Federal Ombudsman for Victims of Crime is appointed by the Government of Canada to promote access to federal victims programs and services and address complaints relating to victims issues. This document also provides an overview of the mandate of each of these federal agencies.

## VICTIM SERVICES IN THE PROVINCES AND TERRITORIES

### British Columbia

British Columbia's Ministry of Public Safety and Solicitor General funds or directly delivers a range of programs and services for victims of crime throughout the province. The Community Safety and Crime Prevention Branch (Victim Services and Crime Prevention Division - VSCP) is responsible for delivering programs and services to victims of crime as well as supporting local and provincial crime prevention initiatives. In addition, some specialized services for victims receive funding from other government departments.

#### Governing legislation:

- *Victims of Crime Act, 1996* (Government of British Columbia, 2017)
- *Crime Victim Assistance Act, 2001* (Government of British Columbia, 2017)
- *Victim Surcharge Levy Regulation* (Government of British Columbia, 2017)

#### Right and principles for victims of crime:

British Columbia's *Victims of Crime Act, 1996*, outlines the various rights afforded to victims involved in the criminal justice system. Specifically, the Act describes the victim's right to be treated fairly with courtesy and respect by all workers in the criminal justice system, the legal representation of victims, the presentation of the victim's perception of the impact of the offence, and the types of information that must be offered to victims.

#### Role of government:

- ✓ Policy development
- ✓ Program development
- ✓ Program funding
- ✓ Service delivery
- ✓ Training

#### Service-delivery models:

- ✓ Community-based
- ✓ Court-based
- ✓ Police-based
- ✓ System-based

#### Funding model:

The Community Safety & Crime Prevention Branch funds victim services with funding from three sources:



1. Voted Appropriation: The Branch has a budget that includes annual, core funding for victim services and violence against women programs.
2. Victim Surcharges: The *Victim Surcharge Levy Regulation* sets the provincial surcharge at 15 per cent of any provincial fine. Surcharges on both federal and provincial offences are housed in the Victim Surcharge Special Account, which is established under *The Victims of Crime Act, 1996* as a special account of the consolidated revenue fund.
3. Civil Forfeiture Grant Funding: The Community Safety & Crime Prevention Branch provides one-time grants from civil forfeiture funds to support community-driven projects that complement existing services and meet the unique needs of individual communities. Civil forfeiture is carried out in accordance with the *Civil Forfeiture Act*. The Act allows the director of civil forfeiture to commence legal proceedings against property that is linked to unlawful activity, in order to remove the tools and profits of unlawful activity and reinvest them in crime prevention and victims' compensation. All recoveries from successful forfeitures are deposited to the Civil Forfeiture Special Account and then used to pay for the office's activities, predominantly legal and court fees. Any funds in excess of operating costs are used to fund crime prevention programs and compensate victims of crime through grants.

#### Programs and services:

The following resources offer contact information and details about victim services programs throughout British Columbia:

- The Ministry's "**If You Are a Victim of a Crime**" web page provides information about services and resources available to victims of crime throughout British Columbia, as well as detailed information for victims about the criminal justice process:  
[www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime](http://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime).
- The Ministry's **Directory of Victim Services in British Columbia** includes contact information for all victim services programs across the province:  
[www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/bc-criminal-justice-system/if-victim/publications/victim-service-directory.pdf](http://www2.gov.bc.ca/assets/gov/law-crime-and-justice/criminal-justice/bc-criminal-justice-system/if-victim/publications/victim-service-directory.pdf).
- **VictimLinkBC** is a 24-hour service that provides information on and referrals to all programs and services for victims of crime in British Columbia (see details below).

#### Victim Service Programs Contracted by VSCP:

- **VictimLinkBC** is a toll-free confidential telephone service available across BC and the Yukon that provides information and referral services to all victims of crime, and immediate crisis support to victims of family and sexual violence. The service is available across the province 24 hours a day, 7 days a week. Services are provided in more than 110 languages, including

17 North American Aboriginal languages. The service can be contacted toll-free at 1-800-563-0808, TTY at 604-875-0885, by text to 604-836-6381, and by email to [VictimLinkBC@bc211.ca](mailto:VictimLinkBC@bc211.ca). Additional information is available online at: [www.victimlinkbc.ca](http://www.victimlinkbc.ca). (Model: system-based).

- **Victim Service Programs:** VSCP funds over 160 programs that provide emotional support, information, referrals and practical assistance to victims of crime:
  - **Police-Based Victim Service programs** serve victims of all types of crime and trauma, and assist police and communities in situations involving multiple injuries or deaths. There are 91 police-based victim service programs operating out of police detachments in B.C. (Model: police-based).
  - **Community-Based Victim Service programs** serve victims of family and sexual violence, ethno-specific and diverse communities, children, and Aboriginal peoples. These programs operate out of non-profit organizations. There are 70 community-based victim service programs. (Model: community-based).
- **Violence Against Women (VAW) Counselling and Outreach Programs:** VSCP funds over 240 programs:
  - **Stopping the Violence (STV) Counselling programs** provide individual and group counselling for women who have experienced childhood abuse, sexual assault and violence in their relationships. There are 94 STV Counselling programs.
  - **Children and Youth Experiencing Violence program (PEACE)** provides group and individual counselling for children ages three to 18 who have witnessed abuse, threats or violence in the home. There are 86 PEACE programs.
  - **Outreach Services** help women identify and access the services they need by providing information and referrals, and accompaniment and transportation to other necessary services. There are 55 outreach service programs.
  - **Multicultural Outreach Services** provide services to 10 communities in up to 24 languages to ensure immigrant and visible minority women receive assistance by workers who speak their own language and are familiar with their culture. There are 11 multicultural outreach service programs.

**Other victim service programs delivered by the Ministry:**

- **Crime Victim Assistance Program** provides financial benefits to eligible victims, immediate family members, and some witnesses to help offset financial losses and assist in recovery from the effects of violent crime. Benefits include counselling, protective measures, and income support. This program is administered directly by the Victim Services and Crime

Prevention Division, and the application form is available on the "If You Are a Victim of a Crime" web page. (Model: system-based).

- **Victim Safety Unit** provides registered higher risk victims with safety and notification services and ensures victims are aware of and have access to safety services. Once registered with the Unit, victims and protected parties receive ongoing information while an accused or offender is in the community (on bail or probation) and in custody. To register, victims should call the Unit toll-free at 1-877-315-8822. (Model: system-based).
- **Victim Court Support Programs** work closely with Crown counsel, justice personnel, and other victim service providers in seven locations to ensure victims, witnesses and their families are provided with information and support during court proceedings. (Model: system-based; court-based).
- **Victim Travel Fund** the Victim Safety Unit provides funds up to a maximum of \$3,000 for a family or victim of a serious crime to attend and participate in justice-related proceedings in B.C., if they live more than 100 kilometers from the location of the proceedings. Eligible expenses may include meals, accommodation and the most cost-effective form of travel. Victims must contact VictimLinkBC or the Victim Safety Unit to apply. (Model: system-based).
- **Victim Impact Statement Program** gives victims the option to provide a written description of how the crime has affected the victim to provide to the court for consideration at the time of sentencing. The form and guidelines for completing a victim impact statement are available on "If You Are a Victim of a Crime" web page. Local victim services programs also provide the forms and assist victims with the process. (Model: system-based, court-based).
- **Restitution** victim Services programs provide assistance to victims wishing to complete a Statement of Restitution (SOR), for consideration by the court at time of an offender's sentencing, to recoup financial damages which occurred as a direct result of a crime. The form and directions for completing a SOR are available in ten languages on the "If You Are a Victim of a Crime" web page. Once restitution has been ordered by the court, the Ministry's Restitution Program can provide victims with information and assistance in collecting restitution. The program encourages offenders to comply with orders, liaises with probation and parole officers and others about unpaid restitution, and gives general information (not legal advice) about civil court processes. (Model: system-based; court-based).

#### **Specialized victim services:**

The following are examples of specialized services for victims of crime operating in British Columbia.



- **Transition Houses** operate across British Columbia with funding from BC Housing. A total of 95 transition homes and safe houses provide emergency accommodation and support for women and children who are victims of interpersonal violence. (Model: community-based).
- **Domestic Violence Units** are an evidence-based model of co-located service delivery that pairs dedicated police officer(s), with community-based victim services and, in some communities, a child protection worker to improve case coordination and collaboration in highest risk cases of domestic violence. The centres operate in Abbotsford, Capital Region, New Westminster, North Shore (North Vancouver and West Vancouver), Surrey, Nanaimo, Kelowna, Vancouver and Prince George (Model: community-based, system-based).
- **Services for child and youth victims:**
  - **Child and Youth Advocacy Centres (CYAC)** are a collaborative response which facilitates a compassionate, integrated approach to the prevention, investigation, identification, prosecution and treatment of abuse involving children and youth. The centres operate in Maple Ridge, Surrey, Vancouver, Vernon, Victoria, and West Kootenay Boundary. There are also CYACs in various stages of development in Kelowna, Prince George and Kamloops. (Model: community-based; system-based).
  - **Youth Against Violence Line** is a province-wide, multilingual telephone help line that offers young people one-on-one support and information to help them deal with issues of youth violence or crime. Toll-Free: 1-800-680-4264 and online at [www.youthagainstviolenceline.com](http://www.youthagainstviolenceline.com). (Model: system-based).
- **Seniors First BC** (formerly BC Centre for Elder Advocacy and Support) works to prevent elder abuse across the province. Its Victim Services Program helps victims of abuse or a crime to access the justice system, and provides practical and emotional support. The agency also operates the Seniors Abuse Information Line (SAIL) to offer a safe place for older adults, and those who care about them, to talk about possible elder abuse and prevention. Toll-free 1-866-437-1940 and online at <http://seniorsfirstbc.ca>. (Model: community-based).
- **Services for male victims:**
  - **British Columbia Society for Male Survivors of Sexual Abuse** (Vancouver) provides therapeutic services for males who have been sexually abused. Its Victim Services program assists survivors with non-clinical issues regarding sexual abuse, including providing justice system information, support, liaison with justice system personnel, and court accompaniment. (Model: community-based).
  - **Vancouver Island Men's Trauma Centre** supports anyone who identifies as a man who has experienced emotional, sexual or physical trauma as a child or an adult. Its Victim



Services program offers short-term emotional support, information about the option of making a police report, education about the impact of trauma on victims and families, court preparation, and referrals to other services. (Model: community-based).

- **Services for Indigenous victims:**

VSCP funds 14 programs across BC specifically designed to serve Indigenous victims of violence, as well as an additional eight programs run by Indigenous organizations. Examples include:

- **Downtown Eastside Women's Centre** provides a safe space and programming for women and children in Vancouver's Downtown Eastside. Its Victim Services program offers culturally-safe, trauma-informed support to female victims of crime, recognizing that Indigenous women are disproportionately represented as victims of violence. (Model: community-based).
- **The BC Family Information Liaison Unit (BC FILU)** provides dedicated support to the families of missing or murdered Indigenous Women and girls to meet their information and referral needs. With office locations in both Vancouver and Prince George, the BC FILU operates as a mobile unit and FILU staff will travel to meet families in their home communities throughout the province. Services are available to all family members (blood and non-blood relations). Families may access services directly, or through referral by service providers or Commission staff. (Model: system-based).
- **Victim Court Support Programs** in the New Westminster and North Vancouver First Nations Courts work closely with Crown counsel, justice personnel, and other victim service providers to ensure victims, witnesses and their families are provided with information and support during court proceedings. (Model: system-based).
- VSCP provides civil forfeiture grants funding to support community-led projects focused on violence against Indigenous women and girls. Projects funded by grants have included those that support: gatherings for vulnerable Indigenous women to connect with elders and communities; healing and rebuilding from violence; raising awareness of child abuse, family violence and sexual exploitation; programs for men who abuse intimate partners; and training and education for front-line service providers.

- **Services for ethnic minority victims:**

- **Chinese Community Policing Centre** works to foster and strengthen positive relationships and facilitate communication between the Vancouver Police Department and Chinese speaking people. Its Victim Services program assists Chinese speaking victims of crime by offering assistance, counselling, support and referral to other agencies. (Model: community-based).
- **MOSAIC** (*Multi-lingual Orientation Service Association for Immigrant Communities*) is a registered charity serving immigrant, newcomer, and refugee communities in Greater

Vancouver. Its Victim Services program provides emotional support, information about rights, legal information and referrals, to meet the specific needs of multicultural and immigrant peoples. (Model: community-based).

- **Vancouver and Lower Mainland Multicultural Family Support Services Society** operates the Community Based Victim Assistance Program for immigrant and visible minority women and children who are victims of crime. The program offers assistance and orientation to the justice system, emotional support, and liaison with and referrals to other services. (Model: community-based).

#### **Training initiatives:**

Victim Services and Crime Prevention offers a variety of online training and other resources for service providers working with victims of crime and women and children impacted by violence. This includes training and resources on court support, domestic violence safety planning, child and youth safety planning, elder abuse, victim services, and human trafficking. Details about all available training programs as well as publicly available webinars can be accessed on the "Victim Services Service Providers Training" web page at:

<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/service-providers/training>.

## Alberta

The Alberta Ministry of Justice and Solicitor General (JSG) funds and directs programs and services for victims of crime throughout the province. JSG Victim Services provides grant funding to police-based and community-based agencies for the provision of services to victims of crime as they participate in the criminal justice system. Police-based Victim Services units provide information, support and referral to victims of crime throughout the province and are co-located in police offices. Community-based victim serving programs are responsible for providing specialized victim services in Alberta including services for victims of sexual assault and domestic violence.

### Governing legislation:

- *Victims of Crime Act, 1997* (Government of Alberta, 2012)
- *Victims of Crime Regulation* (Government of Alberta, 2013)

### Rights and principles for victims of crime:

The *Alberta Victims of Crime Act*, passed in 1997, sets out a number of principles that apply to the treatment of victims, including those related to safety, dignity, access to information, treatment during the criminal justice process, privacy, etc. In addition, the Victims of Crime Protocol (see below) outlines the standards of service that victims can expect in their contact with the criminal justice system in Alberta.

### Role of government:

- ✓ Policy development
- ✓ Program development
- ✓ Program funding
- ✓ Service delivery
- ✓ Standards and competencies
- ✓ Training

### Service-delivery models:

- ✓ Community-based
- ✓ Police-based
- ✓ System-base

### Funding model:

The *Victims of Crime Act* establishes the Victims of Crime Fund (VOCF) and outlines how the fund should be utilized. Surcharges on both federal and provincial offences are housed in the VOCF. The *Victims of Crime Regulation* sets the provincial surcharge at 15 per cent of any provincial fine and is collected in the same manner as fine. The VOCF funds are used to

administer the Act, offer financial and death benefits, and to provide grant funding to victim serving organizations.

#### **Programs and services:**

The Ministry's "**Help for victims of crime**" web page provides information about programs and services available to victims of crime throughout Alberta: <https://www.alberta.ca/help-for-victims-of-crime.aspx>

- **Police-based victim services units (VSUs)** are available across Alberta. They provide victims of crime with information about their case and criminal proceedings, practical emotional support, information about available medical, legal, and social services, referrals to other community agencies, and courtroom orientation and accompaniment. Additionally, police-based programs provide information to victims so that they can complete Victim Impact Statements, request restitution, and apply for financial benefits. VSUs are co-located in RCMP detachments and municipal police offices and receive referrals directly from police. (Model: police-based).
- **Victim Services Dogs** assist professionals who work with victims of crime in Alberta. These dogs may be brought in immediately after individuals are impacted by a crime, used in forensic interviews by police with a child victim or used to provide support to a victim testifying in court. There are a number of police based VSUs in the province that utilize victim services dogs and are often asked to travel to other jurisdictions to provide court support.
- **Financial Benefits Program** provides monetary benefit to victims of crime, based on injuries directly suffered from the crime. Victims may apply for financial benefits for harm resulting from an offence which occurred in Alberta and is listed in the *Victims of Crime Regulation*. Injury benefits, witness benefits, and death benefits are available through this program. Details and the application form are available on the Ministry website. (Model: system-based).
- **Restitution** is a court order that requires the offender to pay the victim for any out-of-pocket losses directly related to the crime. This program is funded by the Victims Fund (VF) through the Department of Justice Canada. The form and guidelines for completion are available on the Ministry website. Police and community-based victims service programs also provide restitution forms and assist victims in the process. (Model: system-based). In response to the Canadian Victims Bill of Rights, this program is being enhanced with the Restitution Enforcement Program pilot program that will become active early in 2018.
- **Victim Impact Statements (VIS)/Community Impact Statements (CIS)** give the victim or a community the chance to describe how they have been affected by a crime. If a person is found guilty, the statement will be considered by the judge at the time of sentencing. The form and instructions for completion are available on the Ministry website, and police-

based and community-based programs are available to assist victims with this process. (Model: system-based).

**Specialized victim services:**

Specialized victim services programs in Alberta all receive annual grant funding from the VOCF, and may also receive funding from other government ministries.

- **Family violence:**
  - **Domestic violence services** are provided by community-based organizations which receive project-based grant funding from the Ministry. Services provided include crisis intervention, information and guidance through the criminal justice system, assistance with VIS and restitution forms, and referrals to other community agencies. (Model: community-based).
  - **Transition House** services, including crisis and second stage shelters, are available in 32 communities across Alberta. Services provided may include: supporting women, children, and families fleeing violent circumstances, providing information and community referrals, and constructing a safety plan. (Model: community-based).
  - **Elder Abuse** services are designed for the unique needs of older adults and consider the complex dynamics of this form of family violence. Services may include information and guidance through the criminal justice system, assistance with VIS and restitution forms, and referrals to appropriate community agencies and supports. (Model: community-based).
- **Sexual assault services** are provided by community-based organizations which receive project-based grant funding from the Ministry. Services provided may include a 24-hour crisis telephone line, crisis intervention, court support, counseling for victims, and educational programs. (Model: community-based).
- **Child and Youth Advocacy Centres (CAC)** are a collaborative response which facilitates a compassionate, integrated approach to the prevention, identification, prosecution and treatment of abuse involving children and youth. CACs currently operate in Edmonton, Calgary, and Grande Prairie. (Model: police-based, community-based).
  - **Victim Services Dogs** are utilized in the Edmonton and Calgary CACs to assist in alleviating the trauma of children who have experienced abuse.
- **Family survivors of homicide:**
  - **The Calgary Homicide Support Society** aims to provide ongoing support, education, and assistance to families of homicide victims in Calgary and the surrounding area. (Model: community-based).

- **The Victims of Homicide Support Society of Edmonton** provides a self-help/support group designed to offer emotional support and information about surviving the loss of a loved one to murder. (Model: community-based).
- **Missing and Murdered Indigenous Women's Initiative (Homicide)** is developing and implementing a framework to ensure a consistent, culturally safe victim services response when providing support to the family survivors of homicide. These guiding principles will be embedded within the work of the VSUs and will be supported by the development of a variety of educational and informational materials. (Model: system-based).
- **Missing persons/Homicide specialized programming:**
  - **The KARE/Pro-Active Team** is a sub-unit of RCMP "K" Division's Serious Crimes Unit, which investigates and reviews files of missing vulnerable persons and historical homicides throughout Alberta. The team includes two specialized Victim Services Coordinators who serve the family members, friends, and partners of missing and murdered persons whose case falls under the mandate of Project KARE. (Model: police-based).
  - **Missing and Murdered Indigenous Women's Initiative Phase Two** is developing and implementing a framework to ensure a consistent, culturally safe victim services response when providing support to the families of missing persons. These guiding principles will be embedded within the work of the VSUs and will be supported by the development of a variety of educational and informational materials. (Model: system-based).
- **Services for Indigenous victims:**
  - **Indigenous Victims of Crime** can access services through both community-based and police-based programs located in Indigenous communities throughout Alberta. Programs provide culturally safe victim services response including information, support and referral. (Model: police-based, community-based).
  - **Indigenous Victim Outreach Services (IVOS)** are Ministry funded positions in police-based VSUs to provide targeted outreach to the Indigenous communities who are within their mandated service area. (Model: police-based).
  - **Family Information Liaison Unit (FILU)** is a federally funded initiative to address the information and support needs of families with missing and/or murdered Indigenous women and girls. This two year initiative runs parallel to the National Inquiry into Missing and Murdered Indigenous Women and Girls. (Model: system-based).
- **The Action Coalition on Human Trafficking Alberta (ACT Alberta)** works to increase awareness about human trafficking. ACT Alberta coordinates services for victims of



trafficking, manages a Victim Assistance Fund, and provides educational seminars to service providers and the general public. (Model: community-based).

#### **Special resources for victims:**

- **Victims of Crime Protocol** is intended to help victims of crime navigate and be fully engaged in the criminal justice system in Alberta, as well as to enhance their personal safety. It outlines what can be expected from the criminal justice process. Online at <https://open.alberta.ca/publications/3969471>.
- **Victims of Crime Handbook: Information for Immigrants and Refugees on Services for Victims of Crime** this handbook is meant to help immigrants and refugees in Alberta who are victims of crime, as well as those who seek to assist them. It describes programs, services and opportunities to assist victims of crime and is available in 12 languages. Online at <https://open.alberta.ca/publications/victim-of-crime-handbook-english>.
- **Language Translation Services** all victim serving organizations that receive funding through the Victims of Crime Fund have access to CanTalk Inc. for immediate, phone based interpretation and translation services. This allows programs the ability to communicate with victims when language is a challenge. CanTalk provides these services in over 110 languages, twenty-four hours a day, seven days a week.

#### **Training initiatives:**

Alberta's JSG Victim Services provides the following training initiatives for victim serving organizations:

- **eLearning Victim Advocate Certification** additionally, online training modules and resources are available to Victim Service Workers in Alberta at <http://victimservicesalberta.com/training-resources>.
- **Program Managers Training** is offered in collaboration with the Alberta Police-based Victim Services Association (APBVSA). This annual face-to-face training is comprehensive and provides Program Managers with the skills and knowledge required to successfully manage operations within a police-based VSU.
- **eLearning Board Governance Training** is provided to all police-based non-profit governance boards. This training is also open to paid staff and volunteers within a police-based VSU.
- **Indigenous Awareness Training** is offered annually to help participants develop their understanding about the culture, history and contemporary issues of Indigenous people so that they are able to provide a more culturally appropriate service to Indigenous victims of crime.

## **Saskatchewan**

The Saskatchewan Ministry of Justice funds or directly delivers a range of services for victims of crime and traumatic events throughout the province. The Ministry's mandate for victim services falls under its Victims Services Branch. Community-based organizations are funded to deliver many of the services for victims in Saskatchewan. Some specialized programs and services for victims are also funded and supported by the Ministry's Interpersonal Violence and Abuse Program Unit.

### **Governing legislation:**

- *Victims of Crime Act, 1995* (Government of Saskatchewan, 2017)
- *Victims of Crime Regulations, 1997* (Government of Saskatchewan, 2017)
- *The Victims of Interpersonal Violence Act* (Government of Saskatchewan, 2017)

### **Rights and principles for victims of crime:**

*The Victims of Crime Act, 1995*, includes The Declaration of Principles Respecting the Treatment of Victims of Crime. This declaration sets out a number of principles to guide persons working within the justice system in relation to the treatment of victims.

### **Role of government:**

- ✓ Policy development
- ✓ Program development
- ✓ Program funding
- ✓ Service delivery
- ✓ Training

### **Service-delivery models:**

- ✓ Court-based
- ✓ Community-based
- ✓ Police-based
- ✓ System-based

### **Funding model:**

The Victim Services Program in Saskatchewan is funded solely from surcharges paid by offenders. Surcharges on both federal and territorial offences are housed in the Victims' Fund, a special purpose fund created under *The Victims of Crime Act, 1995* and separate from general revenues. The Regulations set the provincial surcharge rates as follows: \$40 if the fine imposed is \$99 or less; \$50 for fines over \$99 and up to \$200; \$60 for fines over \$200 and up to \$350; \$80 for fines over \$350 and up to \$500; 40 per cent of the amount of the fine if the fine is over \$500; and \$50 if no fine is imposed. Provincial and federal surcharges can be satisfied by



participation in a fine option program, and provincial surcharges are excluded from being satisfied by default jail time.

#### **Programs and services:**

Contact information for all victim services programs in Saskatchewan are available on the Ministry's website at [www.saskatchewan.ca/victimsservices](http://www.saskatchewan.ca/victimsservices).

- **Police-based victim services** assist victims in the immediate aftermath of a crime or tragedy and throughout the criminal justice process. Services offered include crisis intervention, information, support, and referrals to other specialized programs and services. Programs are funded through municipal police services and community-based organizations that partner with RCMP detachments. Services are available province-wide. (Model: police-based).
  - **Facility Dogs** are available in two police-based victim services programs in Saskatchewan. These dogs may be brought in immediately after individuals are impacted by a crime, used during interviews by police with a child victim, or used to provide support to a victim testifying in court.
- **Victim/Witness Services** program provide court orientation and support to children and other vulnerable witnesses who are required to testify in court. Programs are based in regional Prosecutions offices, and services are available province-wide. (Model: court-based).
- **Victims Compensation Program** reimburses victims for reasonable expenses resulting from criminal acts of personal violence. Victims may apply for compensation for harm resulting from a *Criminal Code* offence of personal violence, listed in the *Victims of Crime Regulations, 1997*, that occurred in Saskatchewan and was reported to the police. The program is administered by the Victims Services Branch. (Model: system-based).
- **Victim Impact Statement Program** makes it possible for victims to complete a victim impact statements (VIS) to be considered by the Judge at the time of an offender's sentencing. The form and guidelines for completing a VIS as well as a Community Impact Statement are available on the Ministry's website. Local victim services programs also provide the forms and assist victims with the process. (Model: system-based).

#### **Specialized victim services:**

A variety of specialized services for victims of crime are available in Saskatchewan.

- **Domestic violence:**
  - **Domestic Violence Victim Services** programs are funded in North Battleford, Saskatoon, and Regina to provide specialized supports to victims of domestic violence after a

- report, including for those victims involved in the specialized Domestic Violence Court processes that operate in those cities. (Models: community-based; police-based).
- **Transition House** services are funded in 12 communities to provide emergency accommodation and support for women who are victims of interpersonal violence and abuse and their children. (Model: community-based).
  - **Family Violence Outreach** services are funded in 14 communities to assist women who may not use a shelter or need help in accessing a shelter or other services. Services include supporting women, children and families in violent or potentially violent circumstances, and education on abuse and information about services available in the community. (Model: community-based).
  - **Children Exposed to Violence** programs are funded in nine communities. These programs assist children and youth who have witnessed or experienced interpersonal violence or abuse, with a goal of preventing them from becoming future victims or perpetrators of violence and abuse. (Model: community-based).
  - **Sexual assault:**
    - **Sexual assault services** are funded in 6 communities, and may include a 24-hour crisis telephone line, direct supports, and counseling for victims. (Model: community-based).
    - **Legal Support for Victims of Sexual Offences Pilot Project** with funding from the Department of Justice Canada's Victims Fund and in partnership with the Public Legal Education Association of Saskatchewan (PLEA), a four-year, province-wide pilot project has been developed. It will provide free legal information to victims of sexual abuse/violence to help them understand the processes and choices available to them for interacting with the criminal, family, or civil justice systems, and to take action to support their interests. (Model: community-based).
  - **Child and Youth Advocacy Centres** the Regina Children's Justice Centre and the Saskatoon Centre for Children's Justice are child-friendly facilities that support integrated investigations of child abuse. Each centre is operated, managed, and funded jointly by staff of the local police service and the Ministry of Social Services. Each centre has one Victim Services Responder assigned to it from the local police-based victim services program to provide specialized, on-site support to victims and their families. The Regina centre also has access to a Facility Dog through Regina Police Service to assist in supporting children and families. (Models: police-based; system-based).
  - **Services for Indigenous victims:**
    - **Indigenous Resource Officer** positions are funded within six police-based victim services programs to support Indigenous victims of crime and their families. (Model: police-based).

- **Indigenous Family Violence Programs** are funded in six locations to help Indigenous families living in urban areas deal with violence and abuse. (Model: community-based).
- **A Family Information Liaison Unit (FILU)** has been established with federal project funding to assist families with finding the information they seek about their murdered or missing loved ones as a parallel activity of the National Inquiry into Missing and Murdered Indigenous Women and Girls. Services will be available to families whether or not they participate in the Inquiry. (Model: system-based; community-based).
- **Missing Persons Liaisons** are funded as part of the police-based victim services programs in Regina, Saskatoon, and Prince Albert. These positions support families of missing persons in their respective cities, and provide advice, guidance, and training to police-based victim services throughout the province on supporting families of missing persons. (Model: police-based).
- **A Homicide Loss Support Group** is funded by Victims Services Branch through the Greystone Bereavement Centre in Regina. The monthly support group brings together adults who have experienced a loss due to homicide. (Model: community-based).
- **Supports for Families of Missing Persons** includes specialized counselling and support groups to address the unique needs of families of missing persons, including the uncertainty of ambiguous loss.
- **Restitution** the Ministry assists victims in preparing a Statement on Restitution (SOR) to be considered by the Judge at the time of an offender's sentencing. The form and guidelines for completing a SOR are available on the Ministry's website. Local victim services programs also provide the forms and assist victims with the process. Once restitution has been ordered by the court, victims are assisted in collecting restitution by two programs operated by the Victims Services Branch (model: system-based):
  - **The Adult Restitution Program (ARP)** working within criminal justice processes, provides information to victims about restitution, monitors payments and works with offenders to help ensure payments are made, and works with probation officers and prosecutors to enforce restitution orders.
  - **The Restitution Civil Enforcement Program (RCEP)** assists victims with enforcing restitution orders through civil processes. Victims can authorize the program to use civil measures to collect the restitution on their behalf.
- **Language Translation Services** Victims Services Branch holds an agreement with CanTalk Inc. to provide immediate, phone-based interpretation and translation services in over 110 languages for police-based victim services, domestic violence victim services, and victim/witnesses services programs. This provides programs the ability to communicate with victims when language is a challenge.

**Training initiatives:**

The Victims Services Branch, in partnership with Saskatchewan Polytechnic, has developed an Applied Certificate Program in Victim Services Coordination. This standardized training program is delivered jointly by the two organizations to all new service-delivery staff of police-based and domestic violence victim services programs in the province. The Applied Certificate Program is also offered on Saskatchewan Polytechnic's calendar for registrations from the public as students of the institution.

**Program evaluation:**

- A survey of clients served by police-based victim services programs in 2015-16 indicated that 94 per cent of clients who responded said their needs were met (44 per cent said that programs "more than met" their needs), and 95 per cent reported that they were satisfied with the services and supports they had received (59 per cent were "very satisfied"). This ongoing client survey shows that client satisfaction rates have remained consistent at between 92 and 99 per cent since 2006-07.
- Saskatchewan's two restitution programs were evaluated by the Department of Justice Canada in partnership with the province's Ministry of Justice:
  - Key learnings of the 2008-09 ARP evaluation included: the ARP should be continued; the program is unique to Saskatchewan and should be duplicated in other provinces; support for victims is also needed through the civil process of enforcing restitution; and victims need improved information and assistance with all aspects of restitution. The Ministry responded by developing the RCEP to assist victims with civil enforcement, and by adding a second full-time position in the ARP program to allow staff time to address other key learnings.
  - The report on the RCEP pilot project evaluation was completed in 2010, and recommendations were made regarding program documentation, administration, and public awareness. The Ministry addressed these recommendations, most notably by moving the RCEP from the Fine Collections Branch to the Victims Services Branch in order to share resources and operate more seamlessly with the ARP.

## Manitoba

The Manitoba Department of Justice delivers services for victims of crime throughout the province. The Department's mandate for victim services falls under its Victim Services Branch and includes support to victims of domestic violence, child victims and witnesses, victims of the most serious crimes as outlined under Manitoba's *Victims' Bill of Rights*, and families of murdered and missing Indigenous persons. Non-government organizations also receive funding through the Branch to provide specialized services to victims of domestic violence, and sexual assault, vulnerable victims including children, and Indigenous persons. Additional specialized services for victims are funded by other government departments and agencies.

### Governing legislation:

- *The Victims' Bill of Rights* (Government of Manitoba, 2017)
  - *The Domestic Violence and Stalking Act* (Government of Manitoba, 2017)
  - *Designated Offences Regulation* (Government of Manitoba, 2017)
  - *Victims' Rights Regulations* (Government of Manitoba, 2017)

### Rights and principles for victims of crime:

*The Victim's Bill of Rights, 2001*, describes the rights for victims of crime in Manitoba. Victims have the right to be treated with respect throughout the criminal justice process including the right to information concerning their case.

### Role of government:

- ✓ Program funding
- ✓ Program development
- ✓ Policy development
- ✓ Service delivery
- ✓ Training

### Service-delivery models:

- ✓ Community-based
- ✓ Court-based
- ✓ Police-based
- ✓ System-based

### Funding model:

Manitoba Justice Victim Services is generally funded solely from surcharges paid by offenders, with the exception of benefits under the Compensation for Victims of Crime program, which are funded from the government's general revenue. The *Victims' Rights Regulation* sets the provincial surcharge rate at 25 per cent of the fine imposed. If there is no fine, the justice shall impose a surcharge of not more than \$100. Surcharges on both federal and provincial offences



form the Victims' Assistance Fund, a separate account of the Consolidated Fund established under *The Victims' Bill of Rights*. Provincial and federal surcharges can be satisfied through serving default jail time, while federal surcharges can be satisfied through participation in the Fine Option Program.

#### **Programs and services:**

Details about all victim services programs in Manitoba, including contact information, are available on the Department's website at <https://www.gov.mb.ca/justice/victims/index.html>, along with details about Manitoba's *Victims Bill of Rights*.

- **Manitoba Justice Victim Services** helps victims of the most serious crimes as listed *Manitoba's Victims' Bill of Rights*; victims of domestic violence; child victims and witnesses; and victims of all crimes under the *Canadian Victims Bill of Rights*. In Winnipeg, services are divided into specialty units based on the nature of the crime. From seven offices in rural Manitoba, victim services workers provide services to victims for all of the above categories of crime. In general, Victim Services helps people access their rights, understand their responsibilities, and connects them to other services or agencies. (Model: system-based).
- **Victims' Rights Support Service** deals with criminal court cases involving victims of serious crimes as defined under *Manitoba's Victims' Bill of Rights*. Victim service workers guide victims through the process of dealing with police, prosecutions, courts and corrections officials, and advise about victims' options, rights and responsibilities under the bill. (Model: system-based).
- **Victim/Witness Assistance Program** provides support services to crime victims and individuals who are subpoenaed as Crown witnesses in Provincial Court and Court of Queen's Bench in Winnipeg. (Model: court-based).
- **Child Victim Support Service** helps victims and witnesses of abuse under age 18, adult survivors of sexual abuse, and other vulnerable victims who are involved in the criminal court process in Winnipeg. Services provided include explaining the court process and procedures, court preparation and support, and referrals to other relevant community agencies. (Model: system-based).
- **Domestic Violence Support Service (DVSS)** helps victims of domestic violence when criminal charges have been laid, and assists individuals who receive police services for domestic violence incidents that do not result in charges or arrests in Winnipeg. Training is also provided to community service agencies so that they may become designated to provide assistance to protection order applicants. DVSS operates as part of the Victim Services Branch, and its web page includes links to numerous publications for victims on domestic violence, stalking, and protection orders. (Model: system-based).

- **Cellphone Emergency Limited Link-Up Program (CELL)** is a joint initiative between Bell MTS, social service agencies, police services, and Manitoba Justice. By lending free cellular telephones to high-risk domestic violence and stalking victims at times of extreme risk, the program enhances their short-term safety. Victims who have their own cell phones may also register for the program using their personal phone numbers. This program alerts 911 that the caller is in a high-risk domestic violence situation and provides crucial information about the victim and offender to aid in the police response. Calls are then prioritized by police and acted upon quickly. This program is available throughout Manitoba, and victims should contact Victim Services for more information. (Model: system-based; community-based).
- **SafeTracks** Victim Services leases three SafeTracks devices for use by victims who are at extreme risk of domestic violence. SafeTracks is a hands-free two-way device that if activated goes directly to Northern 911. This device allows the victim's location to be tracked every minute, even while moving, which is useful in scenarios where a victim is abducted. (Model: system-based).
- **Victim Services Accredited Facility Dog Milan** is an Accredited Intervention Dog with Manitoba Justice Victim Services. She helps victim services workers support child victims in meetings and interviews, and sits alongside victims as they testify in court. (Model: system-based).
- **Compensation for Victims of Crime Program** provides compensation to victims who suffer personal injury, hardships or expenses as a result of certain crimes. These crimes are outlined in the *Victims' Rights Regulation*. The program is also available to specific relatives and dependants of victims of homicide in Manitoba. Program details and application forms are available on the Department's website. (Model: system-based).
- **Restitution** can be applied for by victims for monetary losses incurred as a direct result of a crime. The SOR and guidelines are available on the Department's website, along with tips on how to collect restitution that has been ordered by the court. (Model: system-based).
- **Victim Impact Statements (VIS)** apply to victims of all crimes. These statements allow victims to tell the court how they've been affected by crimes. The statements include a description of the emotional, physical and financial harm caused. The VIS forms and guidelines are available on the Department's website, and victim services workers provide information and guidance on how to prepare Victim Impact Statements. (Model: system-based).
- **Police-based victim services** operate in three regions: Winnipeg Police Service, Brandon Police Service, and Pembina Valley Victim Services which is based in Morden and serves four communities. The two latter agencies receive grant funding from the Victims Assistance Fund, while the Winnipeg program is funded as part of the police service

budget. These programs assist victims by providing support, information, and referrals to appropriate agencies. (Model: police-based).

**Specialized victim services:**

- **Domestic violence:**
  - **Family Dynamics** fast tracks referrals from Manitoba Justice Domestic Violence Support Service so that families (with children) who have experienced domestic abuse receive direct access to appropriate counselling services in a timely way. Families are assisted to move toward achieving greater stability for themselves and their children by receiving support and enhancing their communication and problem resolution skills.
  - **The Salvation Army's Peace of Mind Program** provides support to female victims of domestic violence in Winnipeg. Referrals come from the Domestic Violence Support Service, community agencies, and Child and Family Services. The program receives grant funding from the Victims' Assistance Fund. (Model: community-based).
  - **Women's shelters** are funded through the Family Violence Prevention Program. The program funds ten women's shelters that provide safe, emergency accommodations for women and their children who have experienced family violence. Some shelters also provide men with counselling and accommodation in a hotel as necessary. The program also funds four residential second-stage programs that offer safe, protective and affordable interim housing and services for women leaving abusive relationships. These programs also provide individual and group counselling, parenting support and information. (Model: community-based).
  - **Family Violence Prevention Program:** the Government of Manitoba offers information on family violence and available resources online at <https://www.gov.mb.ca/fs/fvpp>.
- **Sexual Assault** services are delivered by community-based organizations and health providers, with funding from a variety of sources including health authorities and others. Services include a provincial 24-hour crisis telephone line, counselling, emotional support, medical support, legal advocacy, and referrals to other relevant community agencies. (Model: Community-based). The Government of Manitoba also maintains a website with information about sexual violence: <http://www.gov.mb.ca/youarenotalone>.
- **The Laurel Centre** provides long-term individual and group therapy to women who are victims of child or adolescent sexual abuse and is the only agency in Manitoba that has the specific mandate of addressing the long-term effects of child sexual abuse including addiction and mental health challenges. The program receives grant funding from the Victims' Assistance Fund – Criminal Property Forfeiture allocation.



- **SARAH** provides sexual assault crisis support services for victims of sexual assault in eastern Manitoba (Pinawa, Pine Falls and Beausejour). The program receives grant funding from the Victims' Assistance Fund – Criminal Property Forfeiture allocation.
- When sexual assault cases proceed through the criminal justice system, Manitoba Justice pays for independent lawyers to represent the interests of sexual assault survivors if defence counsel applies to the court for access to the victim's counselling records or other information.
- **Klinic Community Health Centre -Trafficked Persons Hotline** provides ongoing training and support to counsellors answering the 24/7 crisis line and provides a referral network and response protocol for trafficked persons in partnership with police and community partners.
- In 2016, *The Intimate Image Protection Act (IIPA)* came into force and designated the **Canadian Centre for Child Protection (C3P)**, through its Cybertip.ca program, to be the first contact for Manitobans of any age whose intimate images have been shared without consent. C3P receives funding through the Victims' Assistance Fund.
- **Snowflake Place for Children and Youth** is a **Child Advocacy Centre (CAC)** which focuses on the needs of children and youth who have experienced abuse. The centre is designed to facilitate multi-system collaboration and foster best practices in child abuse investigations, to ensure that child victims receive sensitive and immediate support in child friendly settings that put their needs first. The multi-disciplinary team is able to engage with the child victim and their non-offending caregivers at Snowflake Place where interviews are conducted, case planning and meetings occur, and supportive services are provided. The Centre is funded by the Department of Families, and the Department of Justice Canada. (Model: Police-based, community-based, system-based).
- **Services for Indigenous victims:**
  - **Manitoba Justice Victim Services' Family Liaison Contact (FLC)** provides support and information to families of missing and murdered Indigenous women and girls including those individuals whose matters fall under the purview of Project Devote. The Devote investigative team is a joint investigative unit between the RCMP and Winnipeg City Police that is intensively examining unsolved cases dating back to 1961. The FLC assists family members throughout Manitoba to access services and information, link families to police and other agencies, support families through court processes, build open lines of communication with police and prosecutors to keep families up to date on developments in their case, and connect families with counselling agencies and services that offer culturally safe programs. (Model: system-based).

- **Ka Ni Kanichihk – Medicine Bear Program** provides culturally-specific therapeutic approaches and counselling to both individuals and families of missing and murdered women. With grant funding from the Victims' Assistance Fund, the program engages community Elders and Traditional Healers ensuring families have access to a broad range of medicines, teachings and ceremonies. (Model: community-based).
- **Ka Ni Kanichihk – Heart Medicine Lodge (Sexual Assault Program)** offers support to Indigenous women and girls who have been subjected to sexual abuse. The program receives grant funding from the Victims' Assistance Fund. (Model: community-based).
- **The North End Women's Centre** supports women, ages 18-70, who have been sexually, mentally, or physically assaulted. It uses culturally driven teachings to help women move beyond the trauma state. The Centre receives grant funding from the Victims' Assistance Fund. (Model: community-based).
- **The Eyaa-Keen Centre** provides culturally appropriate trauma treatment and support to Indigenous women and men who have been impacted by crime. Eyaa-Keen also provides Elders to attend meetings organized by Manitoba Justice Victim Services staff for victims of crime. The Centre receives grant funding from the Victims' Assistance Fund. (Model: community-based).
- **Sage House (Sisters Offering Support)** employs an outreach worker to proactively engage and connect with women involved in the survival sex trade. The program offers early intervention through non-judgemental first response and provision of basic needs. Given the disproportionate number of Indigenous women involved, traditional healing approaches are utilized with the assistance of an Indigenous Elder. The program also provides: referral and transition to other services including Victim Services, mentorship and volunteer opportunities and life and employment skill development. The program receives grant funding from the Victims' Assistance Fund – Criminal Property Forfeiture allocation.
- Manitoba established a **Family Information Liaison Unit (FILU)** through support from the Department of Justice Canada by adding a FLC (a Victim Services employee embedded with the Winnipeg Police Service) and two Community FLCs (one hired by Ka Ni Kanichihk and the other by Manitoba Keewatinowi Okimakinak (MKO) through Victim Services' federal funding allocation). The FILU team has organized healing events for families.
- **The Nisichawayasihk Cree Nation (NCN) Family and Community Wellness Centre Inc.** runs a nineteen (19) week bereavement support group (Osihtoskamakewewin) for families of missing and murdered persons in the Thompson area. The program receives grant funding from the Victims' Assistance Fund – Criminal Property Forfeiture allocation. The Centre delivers a variety of programs across the spectrum of prevention, early intervention and positive proactive services and seeks to address the inter-generational effects of trauma on the First Nation and Métis people in Thompson and the surrounding area.

- **Age and Opportunity (A&O)** assists older victims of crime in Winnipeg with information, practical assistance and the emotional support needed to participate in the criminal justice system in Manitoba. A&O receives funding from several government departments, including from the Victims' Assistance Fund. (Model: community-based).
- **Manitoba Organization of Victim Advocates (MOVA)** supports family survivors of homicide by providing information about the criminal justice system and their options in relation to these processes and services. MOVA provides one-on-one telephone support or visitation, as needed, immediately after the crime, as well as emotional support, monthly meetings with a therapists and/or referral services to victims. MOVA receives grant funding from the Victims' Assistance Fund. (Model: community-based).
- **The Aurora Family Therapy Centre** offers a Family Bereavement Support program for family members of homicide victims and missing persons. With grant funding from the Victims' Assistance Fund, services offered include individual and group therapy with the aim of reducing the psychological trauma and suffering of the participants. The groups led by a highly skilled therapist and an Indigenous Elder. The individual and group session are offered in Winnipeg, and group sessions are offered in Thompson. (Model: community-based).

#### **Program evaluation:**

An evaluation of Manitoba's *Victims Bill of Rights* was conducted in 2006. The report outlined eight recommendations that largely focused on public awareness, information sharing, service delivery in remote and rural areas, and consideration of resource issues.

## Ontario

The Ministry of Attorney General's mandate for victim services falls under Ontario Victim Services (OVS) in the Victims and Vulnerable Persons Division (VVPD). OVS provides direct services to victims of crime across the province, and also funds community-based organizations that deliver support services to victims. OVS also provides oversight of provincial victim services in communities across Ontario to ensure proper planning and implementation at the community, regional, and provincial levels. The Attorney General receives advice on victims' issues from the Office for Victims of Crime, an independent advisory agency established under the *Victims' Bill of Rights, 1995*. A variety of specialized services for victims of crime are funded by other provincial government ministries.

### Governing Provincial legislation:

- *Victims' Bill of Rights, 1995* (Queen's Printer for Ontario, 2017)
- *Compensation for Victims of Crime Act* (Queen's Printer for Ontario, 2017)
- *Provincial Offences Act, Ontario Regulation 161/00* (Queen's Printer for Ontario, 2017)

### Rights and principles for victims of crime:

Ontario's *Victims' Bill of Rights, 1995* supports and recognizes the needs of victims of crime. The bill includes a set of principles that guide how justice system officials should treat victims at different stages of the criminal justice process and the information that victims are entitled to receive. It outlines that victims should be treated with courtesy, compassion, and respect for their personal dignity and privacy.

The bill also contains provisions that a victim of sexual assault should, if the victim so requests, be interviewed during the investigation of the crime only by police officers and officials of the same gender as the victim, and that a victim's property that is in the custody of justice system officials should be returned promptly to the victim, where the property is no longer needed for the purposes of the justice system.

The bill also states that a person convicted of certain crimes is liable for damages to the victim for emotional distress, and bodily harm resulting from the distress. The Act makes it clear that a victim of domestic assault, sexual assault or attempted sexual assault is presumed to have suffered emotional distress.

### Role of government:

- ✓ Policy development
- ✓ Program development
- ✓ Program funding
- ✓ Service delivery
- ✓ Training

**Service-delivery models:**

- ✓ Community-based
- ✓ Court-based
- ✓ Police-based
- ✓ System-based

**Funding model:**

Victim services programming in Ontario is funded through both surcharges paid by offenders and the Consolidated Revenue Fund. The *Ontario Regulations 161/00* under the *Provincial Offences Act* establishes that the provincial victim fine surcharge rates are based on the amount of the fine imposed, as outlined in the following table:

Fine Range - \$			Surcharge - \$
0	-	50	10
51	-	75	15
76	-	100	20
101	-	150	25
151	-	200	35
201	-	250	50
251	-	300	60
301	-	350	75
351	-	400	85
401	-	450	95
451	-	500	110
501	-	1000	125
Over 1000			25% of actual fine

Surcharges on both provincial and federal offences are housed in the Victims' Justice Fund, which is established under the *Victims' Bill of Rights* as a special purpose account within the Consolidated Revenue Fund. Surcharges cannot be satisfied through participation in a Fine Option Program in Ontario.

**Programs and services:**

- **Contacting victim services in Ontario:**
  - Contact information for programs and services for victims of crime are available on the OVS website: <https://www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.php>.
  - OVS also offers a **Victim Services Directory** that is searchable by Ontario communities to assist victims: <http://services.findhelp.ca/ovss/>.
  - OVS also provides funding for a provincial **Victim Support Line (VSL)**, a multilingual telephone service that provides information for victims of crime about services available throughout Ontario. The support line is available 24 hours daily at 1-888-579-2888 and 416-314-2447. The VSL also connects victims who wish to receive release notifications about provincially incarcerated offenders to the Victim Notification Service for registration.
  - **Victim Crisis Assistance Ontario (VCAO)** is funded by the OVS to provide crisis intervention services to victims of crime and tragic circumstances in the immediate aftermath of a crime, 24 hours a day, seven days a week. Additionally, this program provides safety planning, needs assessments, customized services plans, and referrals to other community supports. (Model: community-based).
  - **Police-based victim services** The Ontario Ministry of Community Safety and Correctional Services has a guideline which recommends that all police services work in partnership with community-based victim assistance providers to promote the development of an integrated service delivery framework. (Model: police-based).
  - **Victim/Witness Assistance Program (V/WAP)** provides information, assistance, and support to victims and witnesses to increase their understanding of, and participation in, the criminal court process, including specialized Domestic Violence Courts. Services include court preparation and orientation, the provision of case specific information, emotional support and crisis intervention, needs assessment and referrals to community agencies. Services are provided on a priority basis to the most vulnerable victims and witnesses of violent crime, including domestic violence, human trafficking, child abuse, sexual assault, elder abuse, hate crimes, serious crimes involving persons with a disability and the families of victims of homicide and motor vehicle fatalities. (Model: system-based; court-based).
  - **Victim Impact Statements (VIS)** provide victims the opportunity to submit a written statement to the court detailing how they have been impacted by a crime, for consideration

at the time of an offender's sentencing. Victims can obtain a copy of the VIS form from police, the Crown Attorney, or V/WAP. Victims can also access the forms online at the Ontario Court Forms website. (Model: system-based; court-based).

- **Financial assistance programs:**

- **Criminal Injuries Compensation Board (CICB)** assesses financial compensation for victims and family members of deceased victims of violent crimes committed in Ontario. The CICB is an adjudicative tribunal created under the *Compensation for Victims of Crime Act*. It can compensate victims for pain and suffering, loss of income, treatment expenses, funeral expenses and other costs that result from being a victim of the crime. The application form and instructions are provided on the CICB website. (Model: system-based).
- **Financial Assistance for Families of Homicide Victims** program helps eligible parents and spouses/common-law partners of homicide victims by providing up to \$10,000 per homicide. To be eligible to receive a financial benefit, the crime must have been committed in Ontario on or after January 1, 2006, the applicant must currently reside in Ontario, must not have received an award of \$10,000 or more from the CICB for pain and suffering related to this homicide and the applicant cannot have a conviction or any pending charges related to the homicide. The victim must not have contributed to his or her death through criminal activity or other behaviour. The application form and guidelines are available on the program website. (Model: system-based).
- **Victim Quick Response Program (VQRP)** provides immediate assistance to victims of violent crime. Victims who have no other financial means can access emergency accommodations, personal care items, cell phones, transportation, funeral expenses and counselling services. This program can be accessed through VCAO service providers across the province, however, some police-based victim services and Indigenous service providers also provide these services. In addition to the VQRP benefits that are available to victims of violent crime, victims of human trafficking have access to enhanced VQRP benefits including such things as tattoo removal, replacement of government documents, and treatment at a recovery facility. (Model: system-based).
- **Vulnerable Victims and Families Fund** helps vulnerable victims of crime and the families of homicide victims to participate more fully in the criminal court process. This program provides financial and court-based supports that enable those who meet eligibility requirements to attend key court proceedings, access interpretation services when they are observing a criminal proceeding, and access accommodations for persons with disabilities. The program is available in all 54 court districts in Ontario. Applications can be made by contacting a local V/WAP office. (Model: court-based; system-based).



- **Restitution** victims of crime can ask the court to order restitution be paid by an offender as part of their sentence. Restitution is intended to reimburse victims for actual expenses resulting from the crime. V/WAP and victim services programs can provide the forms and assist with their completion. Victims can also access the forms online at the Ontario Court Forms website at <http://ontariocourtforms.on.ca/en/victim-impact-forms>. (Model: system-based; court-based).

#### Specialized victim services:

- **Domestic Violence:**

- **Family Court Support Worker Program (FCSWP)** is funded by OVS to provide direct support to victims of domestic violence who are involved in the family court process. Family Court Support Workers update the victim on the court process, assist in court preparation, provide safety planning, and accompany the victim to court proceedings. (Model: community-based).
- **Partner Assault Response (PAR) programs** assist victims of domestic violence while their partners are involved with PAR, which is a specialized community-based group education/counselling program for offenders who have been mandated by the court to attend the PAR program in response to a criminal charge involving domestic violence. The 12-session program, funded by the OVS, provides offenders with an opportunity to examine their beliefs and attitudes towards domestic abuse, and to learn non-abusive ways of resolving conflict. Some offenders are ordered to attend PAR by Ontario's Domestic Violence Courts. Victims are offered help with safety planning, referrals to community resources, and information about the offender's progress in the program. (Model: community-based). The Ministry also funds Indigenous programs for domestic violence offenders developed and delivered by Indigenous community service providers.
- **Crisis Help Lines:** The Ministry of Community and Social Services (MCSS) funds three phone lines to assist women who are victims of domestic violence and those who are know someone who is being abused. They are: the Assaulted Women's Help Line; Fem'aide! (for Francophone women); and Talk4Healing (for Indigenous women). Contact information for each crisis help line is available online at [www.mcass.gov.on.ca/en/mcass/programs/community/helpingWomen/whotocall.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/community/helpingWomen/whotocall.aspx). (Model: community-based).
- **Emergency Shelters** are widely available across Ontario to provide emergency shelter and crisis support services for women and their children who have experienced abuse. Services include crisis phone counselling, assistance with safety planning, providing information on rights, options and available services, referrals, etc. The MCSS is the primary source of provincial funding for emergency shelters. A listing of all emergency shelters is available online at [www.sheltersafe.ca/ontario](http://www.sheltersafe.ca/ontario). (Model: community-based).



- **Counselling programs** offer community-based counselling, support and referral services for women and their dependents who have experienced abuse and/or sexual assault. Services include crisis/support counselling; short-term, mid and long-term clinical counselling; and sexual assault counselling. (Model: community based)
- **Transitional and Housing Support programs** are funded by MCSS and help women who have experienced or are experiencing abuse connect with community supports and find and maintain housing in order to assist them in living free of violence. Based on the principles of person centred planning, self-determination and choice, women are supported in the development of safety and transition plans, which includes short and long-term goals. Services referrals, advocacy and support in areas such as: housing, job training and educational upgrades, parenting support, applying for income support, immigration process, and legal process (Model: community based).
- **Sexual Assault/Domestic Violence Treatment Centres** are hospital-based centres that provide 24/7 emergency care to women, children and men who have been sexually assaulted or who are victims or survivors of domestic violence (intimate partner) abuse. Services include emergency medical care and follow-up; collection of forensic evidence; crisis intervention; counselling; and referral to community resources. Information for the 31 centres, funded by the Ministry Health and Long-term Care, is online at [www.satcontario.com/en/view.php?key=42&menu=37&lang=en](http://www.satcontario.com/en/view.php?key=42&menu=37&lang=en).
- **Legal Aid for victims of domestic violence:** individuals experiencing domestic violence and in need of legal assistance can call Legal Aid Ontario toll-free at 1-800-668-8258 for a free two-hour consultation with a private lawyer about legal rights. Also, those who are financially eligible and are experiencing domestic violence may qualify for a Legal Aid Ontario certificate, which can be taken to any family lawyer for representation in certain situations. Program details are available online at [www.legalaid.on.ca/en/getting/type\\_domesticviolence.asp](http://www.legalaid.on.ca/en/getting/type_domesticviolence.asp). (Model: system-based).
- **Sexual assault:**
  - **Sexual Assault/Rape Crisis Centres** are funded through OVS and assist female survivors of sexual assault, both recent and historical, previously limited to 16 years of age or older. Effective 2018/19, the program is being extended to the 'mature minor' cohort in the 12-16 age group. Services include counselling, information, a 24-hour telephone crisis line, accompaniment (e.g. to court, hospital, police station, etc.) peer counselling, and referrals to other relevant community services. (Model: community-based).
  - **Support Services for Male Survivors of Sexual Abuse** is a program funded through OVS that provides services and supports for male survivors of sexual abuse, both recent and historical. The program is delivered by agencies across the province. Services include individual and group counselling, peer support, referrals to other community support agencies, and a 24-hour, multilingual, toll-free phone line for immediate crisis and

referral services. The Ministry also funds an Indigenous specific program in response to the Ralph Rowe legacy in northern Indigenous communities delivered by Nishnawbe Aski Nation. (Model: community-based).

- **Independent Legal Advice for Survivors of Sexual Assault Pilot Program** funded by OVS, is currently available for survivors of sexual assault sixteen years of age or older living in the City of Toronto, the City of Ottawa, or the District of Thunder Bay. Under this pilot program, survivors may be eligible to receive up to four hours of free independent legal advice to help make informed decisions about next steps. Legal representation is not provided (e.g., the lawyer cannot speak on behalf of survivors in court). A voucher request form to access the program is available on the OVS website. People who identify as women and people with non-binary gender identity living in the City of Toronto who would benefit from a women-centred space, also have the option of accessing legal advice through the Barbra Schlifer Commemorative Clinic. (Model: system-based; community-based).
- **Funding to Retain Representation for Third Party Records Applications** is available to survivors of sexual assault through legal aid or the Ministry of Attorney General. (Model: system-based).
- **Sexual Assault/Domestic Violence Treatment Centres** see details under “Domestic Violence.”
- **Services for child and youth victims:**
  - **Child Witness programs** are funded by MCSS and provide early intervention services to children and mothers who have experienced woman abuse. Services include individual and group counselling for children as well as support for mothers in order to assist them in helping their children heal from the effects of witnessing violence. (Model: community based).
  - **The Child Victim/Witness Program (CV/WP)** offers support and services to child victims and witnesses during the criminal court process in nine Ontario communities. Where a CV/WP is not available, the local V/WAP office provides the service. (Model: community based; court-based).
  - **Child and Youth Advocacy Centres (CYACs)** are a partnership among agencies that provides a multidisciplinary team approach to the investigation, intervention, treatment and prevention of child abuse. Multidisciplinary team members can include law enforcement, child protection, health and counselling services, and advocacy. A CYAC is a comfortable, child-friendly setting that is both physically and psychologically safe where services are coordinated to support diverse populations of children, youth and families. CYACs receive funding from various sources, which may include the Ministry of the Attorney General, Ministry of Children and Youth Services, the Department of Justice

Canada, and private fundraising. In Ontario, there are currently six CYACs in operation, and eight in development. (Model: community-based, police-based, system-based).

- **The Internet Child Exploitation (ICE) Counselling Program** provides referrals to short-term counselling for child and youth victims of Internet exploitation and to their impacted family members. It will help find local counsellors, and pay up to \$1,500 towards counselling for child or youth victims, and up to \$800 towards counselling for immediate family members. The program is funded by OVS and administered by Boost Child & Youth Advocacy Centre. (Model: community-based).
- **Services for Indigenous victims:**
  - **Indigenous healing and wellness services:** through Ontario's Indigenous Healing and Wellness Strategy (IHWS), five ministries provide funding for a continuum of 18 Indigenous-led healing, health and wellness programs across the province, both on and off reserve. Traditional Indigenous knowledge and cultural practices provide the foundation for IHWS programs, which aim to promote individual, family and community healing; reduce family violence and violence against Indigenous women and children; and improve health outcomes in Indigenous communities. Programs include Shelters and Healing Lodges, Mental Health and Addictions Treatment and Healing Centres, Community Wellness Workers, Family Violence Healing Program, Mental Health programs, and Crisis Teams. (Model: community-based)
  - **The Ontario Family Information Liaison Unit (FILU)** operated by the Indigenous Justice Division (IJD) with funding from the Department of Justice Canada, offers trauma-informed information supports to family members of missing or murdered Indigenous women and girls. The service delivery model is carefully tailored to meet the needs of affected family members. The FILU Team Lead is based in Toronto, within IJD offices. Regional FILU staff are based in satellite offices in Thunder Bay, Sudbury and Sioux Lookout, with a fourth community-based office in Toronto in preparation.  
[https://www.attorneygeneral.jus.gov.on.ca/english/family\\_information\\_liaison\\_unit.php](https://www.attorneygeneral.jus.gov.on.ca/english/family_information_liaison_unit.php) (Model: system-based).
  - **Enhancing existing Indigenous-specific victim services:** Ontario announced a provincial strategy to end violence against Indigenous women (*Walking Together*) in 2016. The long term strategy sought to achieve an overall decline in the prevalence of violence against Indigenous women, and collaboratively develop, design and deliver responsive, effective and culturally relevant services for Indigenous communities. As part of this strategy, MAG secured stable funding to support Indigenous victim services previously funded under the Ending Violence Against Aboriginal Women (EVAAW Fund) grants and other short term funding streams to existing victim service providers. (Model: community-based).



- **Creation of new Indigenous-specific victim services:** Ontario has funded the creation and/or expansion of 27 Indigenous-specific victim services programs across the province through reconciliation related initiatives. These programs are developed, designed and delivered by Indigenous communities to take into consideration factors such as language barriers, remote geographic locations of communities, and the legacy of systemic discrimination within the justice system. (Model: community-based).
- **The Senior's Safety Line** is available province-wide, with funding from the MCSS, to provide safety planning and supportive counseling for older adults who are being abused or at-risk of abuse. Toll-free 1-866-299-1011. (Model: community-based).
- **The Language Interpreter Services (LIS) program** provides funding for interpreter services to enable service providers to communicate with clients who have limited English or French language skills, or are deaf, oral deaf, deafened or hard of hearing, who are victims of domestic violence, sexual violence, as well as those who have been exploited through human trafficking. LIS are available at no cost for eligible service providers in communities across Ontario 24 hours a day, 7 days a week in over 70 spoken languages as well as American Sign Language – English (ASL), or Langue des signes Québécoise – French (LSQ). This is a program of the Ontario Ministry of Citizenship and Immigration, and program details are online at <http://languageinterpreters.on.ca>. (Model: system-based).
- **The Support Dog Initiative** offers victims/survivors of sexual assault, human trafficking and child victims the comfort of a specially trained support dog in the immediate aftermath of the crime and during the court process. This initiative is currently operating in select jurisdictions across Ontario. (Model: system-based, community-based, police-based).

#### **Training initiatives:**

- Ontario Victim Services funded the development of a free online training program in English and French for service providers who support victims of human trafficking across Ontario. These include people in the victim services, legal and law enforcement communities, as well as the labour, licensing enforcement, child support, health, welfare, and social sectors.
- Ontario Victim Services funds Luke's Place and Action ontarienne contre la violence faite aux femmes to provide ongoing training and support in English and French for the delivery of consistent, specialized services by Family Court Support Workers across the province.
- The Ministry of Children and Youth Services (MCYS) funded the development of a **Sexual Violence and Harassment Toolkit for the Child Welfare Sector** which provides youth, child protection workers, and caregivers with resources and information about addressing issues related to the experiences of children and youth in and leaving care with sexual violence and harassment. The toolkit was disseminated to the child welfare sector (e.g. child welfare societies, representative organizations, and residential services providers) including a

webinar to review the toolkit in March 2018. The toolkit can be accessed online:  
<https://www.leap21.ca/>.

- The MCYS is funding the development of a collaborative course for child protection staff and staff working in the Violence Against Women sector. This joint training model will promote further collaboration between the two sectors when providing services to children and families experiencing domestic violence.
- The Ministry of Community and Social Services funds Ontario Association of Interval and Transition Houses (OAITH) and Aboriginal Shelters of Ontario (ASOO) to provide training and capacity building support for Indigenous and non-Indigenous service providers who support women victims/survivors of violence and their families.



## Québec

The Ministère de la Justice du Québec (Justice Québec), through the crime victims assistance office, or BAVAC (*Bureau d'aide aux victimes d'actes criminels*), promotes the rights of victims as recognized under the *Act respecting assistance for victims of crime*, as well as the consultation and coordination of the actions of individuals, departments and agencies that provide services to victims. Justice Québec also works collaboratively to establish, maintain, and develop community-based crime victim assistance centres (*centres d'aide aux victimes*, CAVACs) in various locations around Québec. Furthermore, it promotes the development and dissemination of information, awareness and training programs on the rights and needs of victims. Finally, it finances other services for victims, particularly in matters of domestic violence, sexual violence and child abuse.

### Governing legislation:

- *An Act Respecting Assistance for Victims of Crime* (Gouvernement du Québec, 2017)
- *Crime Victims Compensation Act* (Gouvernement du Québec, 2017)
- *Code of Penal Procedure* (Gouvernement du Québec, 2017)

### Rights and principles of victim protection:

The *Act respecting assistance for victims of crime* includes the rights and responsibilities of victims of crime following an indictable offence committed in Québec. These rights include the right to reasonable compensation, to be informed of their rights and remedies, of their role in the criminal justice process and of the existence of victim support services. It also provides that victims have the right to be treated with courtesy, fairness and understanding, and with respect for their dignity and privacy.

The *Act* also provides that the victim of a crime has a duty to cooperate as fully as possible with the relevant law enforcement authorities with respect to the criminal act of which they are a victim.

### Role of Justice Québec:

- ✓ Policy development
- ✓ Program development
- ✓ Program funding
- ✓ Organization and coordination of activities

### Service delivery models:

- ✓ Community
- ✓ Systemic

### Funding model:

Victim services programs in Québec are funded by several departments and agencies, depending on the purpose of the program. For example, shelters and sexual assault resources are funded by the Ministère de la Santé et des Services sociaux (MSSS), while some prevention initiatives are funded by the Ministère de la Sécurité publique (MSP).

Justice Québec funds various programs and initiatives related to judicial proceedings. Funding for these programs is provided through the Crime Victims Assistance Fund, or FAVAC (*Fonds d'aide aux victimes d'actes criminels*). The FAVAC is an extra-budgetary entity that gets some of its revenue from surcharges imposed under the *Criminal Code*, a share in the proceeds of crime, and a provincial fine surcharge on all offences under the laws of Quebec, except for municipal by-law offences. These are collected through the enforcement of the *Code of Penal Procedure*.

The monies collected through the enforcement of the *Code of Penal Procedure* are established as follows: \$20 if the total amount of the set fine is \$100 or less; \$40 if the total amount of the fine is greater than \$100, but less than \$500 and 25% of the amount if the fine is more than \$500.

### Programs and services:

- **Justice Québec** provides information for all victims of crime on a special section of its website: <https://www.justice.gouv.qc.ca/en/victims>. This section contains information on the rights and responsibilities of victims, possible remedies including restitution in the criminal court, and information on spousal abuse, sexual violence, and homophobia and transphobia-related violence. The website also contains various victims forms, such as:
  - **Victim Impact Statements and Community Impact Statements** describe to the court the impact of an offence on an individual or a community. The judge reviews these statements when determining the sentence. Crime victim assistance centres (CAVACs) may also distribute forms and provide technical assistance to complete them. (Model: Systemic)
  - **Restitution orders issued by a criminal court** allows victims of crime to apply to the court for an order to have the accused, upon sentencing, pay compensation to the victim. The monies paid are intended to offset a victim's actual expenses resulting from the crime. CAVACs may also distribute forms and offer assistance to complete them. (Model: Systemic)
  - **The request to terminate a lease on grounds of violence or sexual assault** allows victims to terminate their lease because the violent behaviour of a spouse or former spouse, or because a sexual assault, even by a third party, threatens their safety or the safety of a child living with them. CAVACs may also provide assistance to complete this application. (Model: Systemic)

- **CAVACs** provide free, confidential and voluntary front-line services to victims, their families and witnesses. CAVACs provide support throughout the judicial process, providing information about the criminal justice system, the consequences of criminal victimization, and the flow of court records. In addition, CAVACs provide technical assistance for matters such as compensation for victims of crime and may help victims complete their *Victim Impact Statement*. Sixteen organizations, including two non-profit Indigenous organizations (Inuit and Cree), receive funding from FAVAC through BAVAC and provide services at more than 180 points of service, 46 of which serve Indigenous populations. The contact details of each CAVAC and the numerous documentary resources available to victims are available on the CAVAC website (<http://www.cavac.qc.ca/english/index.html>). (Model: Community)
- **The Program for the granting of financial assistance to support research, information, awareness and training in connection with assistance for victims of crime** enables organizations working with victims, including Indigenous peoples, to obtain financial assistance for various initiatives to assist victims of crime. Annually, \$1.5 million is distributed to develop different tools, training or research projects.
- **The Québec government's compensation for victims of crime program (*programme d'indemnisation des victimes d'actes criminels*, IVAC)** is intended to compensate certain victims of crime in Québec for any physical and psychological injuries they may have suffered. The types of crimes and injuries eligible for compensation are described in the *Crime Victims Compensation Act*. The compensation for victims of crime program (IVAC) directorate administers the program. This directorate reports to the Commission des normes, de l'équité, de la santé et de la sécurité du travail du Québec (CNESST). Justice Québec must analyze, implement and monitor changes in the compensation system and the interpretation of the Act. Details about the program and application forms are available on the IVAC website, [www.ivac.qc.ca](http://www.ivac.qc.ca), and CAVACs can also provide assistance in completing an application. (Model: Systemic)
- **Victim services offered by the Québec police** are funded primarily through budgets allocated to local police services. The *Sûreté du Québec* (provincial police) has a dedicated victims' office called the *Module d'assistance aux victimes* (MAV). This office provides information and coordination for victims during investigations conducted by the *Sûreté du Québec*. In partnership with CAVACs, the MAV refers victims to the local CAVAC office for psychological assistance tailored to individual needs. In addition, agreements have been reached between 26 municipal police forces, 7 Aboriginal police forces and the 17 CAVACs to provide police referral services. Through these agreements, 51 CAVAC officers work directly at police stations to provide services to victims within hours or days of a crime being reported to the police. (Model: Community and Policing)

**Specialized victim services:**



- **Domestic violence:**
  - **SOS violence conjugale** is a confidential, toll-free line that provides information on and referrals to first- and second-stage shelters. The organization also runs domestic violence awareness campaigns. The resource line can also refer victims, their families or caseworkers to specialized services across Québec. Open 24/7, the resource line can be reached by phone or email. It is funded entirely by FAVAC. (Model: Community)
  - **Women's shelters** for victims of violence are accessible across Québec, including in Indigenous communities. These organizations provide not only emergency shelter to women and children fleeing domestic violence but also information on the cycle of spousal abuse, emotional support and referral to other community organizations. Furthermore, **second-stage shelters** are also available to facilitate the transition of women who have left home for an extended period of time. These shelters are funded by the Ministère de la Santé et des Services sociaux (MSSS). (Model: Community)
- **Sexual violence:**
  - The Québec government's **toll-free sexual assault line** provides information to victims, their families and caseworkers, as well as referrals to designated centres and local sexual violence resources (*Centres d'aide et de lutte contre les agressions à caractère sexuel*, CALACS) and CAVACs. The line is funded entirely by FAVAC. (Model: Systemic)
  - **Sexual assault centres (*Centres d'aide et de lutte contre les agressions à caractère sexuel*, CALACS)** provide services to women and adolescent girls who are victims of sexual assault in Québec. These services are funded by the MSSS; for details, please visit their website at: <http://www.rqcalacs.qc.ca/index-en.php>. (Model: Community)
  - **The Marie-Vincent Foundation sexual assault centre** assists children and teenagers who have been victims of sexual assault or violence, and their families, with specialized treatment services in the Greater Montréal Area. The centre also offers training and knowledge-sharing workshops to educate organizations outside Montréal. The centre is funded in part by the FAVAC and the MSSS. (Model: Community)
  - Québec's **integrated abuse services (*Services intégrés en abus et maltraitance*, SIAM)** offers one-stop services in youth protection, police investigations, criminal prosecution, health and social services and local CAVAC and CALACS. SIAM is the first institutional child support centre in Québec. The centre is funded by the MSSS and the FAVAC. (Model: Systemic)
  - **The Association of families of murdered and missing persons (*L'Association des familles de personnes assassinées ou disparues*, AFPAD)**, funded by FAVAC, is a non-profit organization whose main mission is to help the families of victims overcome isolation, to develop links of solidarity between them and make it easier for them to

contact the necessary resources so they can access the information and the tools they need to rebuild their life. (Model: Community)

- **The Centre for Services in Restorative Justice (*Centre de services de justice réparatrice, CSJR*)** is a community organization that provides restorative justice services and activities to help people affected by crime to regain power over their lives. In particular, it organizes victim-offender meetings (face-to-face or in groups) that bring together victims, offenders and community members, as well as the “Power of Our Voices” workshop for Indigenous communities. This organization is funded in part by FAVAC. (Model: Community)
- **The Québec Family Information Liaison Unit (QFILU/UQLIF) for families of missing and murdered Indigenous women and girls** offers the families of missing and murdered Indigenous women and girls help in finding information about a loved one. The unit forges links with communities and families in order to provide better information about available resources and services. The services offered are culturally appropriate and reassuring. UQLIF is funded by Justice Canada in collaboration with Justice Québec (through BAVAC).

**Program evaluation:**

BAVAC evaluated its police referral program in 2014. The results (online at <http://www.crexe.enap.ca/fr/publications.aspx?publication=3131>) helped BAVAC to improve the program.



## New Brunswick

In New Brunswick, the Department of Justice and Public Safety Victim Services delivers system-based services for victims of crime from 15 offices around the province and supports one specialized community-based service for Indigenous victims of domestic violence. Additional specialized services for victims of domestic violence and sexual assault are funded by the Women's Equality Branch of the Executive Council Office through community-based organizations. Three police services also operate victim services programs with local police force and city funding.

### Governing legislation:

- *Victims Services Act* (Government of New Brunswick, 2017)
- *New Brunswick Regulation 91-67* (Government of New Brunswick, 2017)
- *New Brunswick Regulation 96-81* (Government of New Brunswick, 2017)

### Rights and principles for victims of crime:

The *Victims Services Act* sets out a number of principles that apply to the treatment of victims of crime in New Brunswick, including those related to safety, dignity, access to information, treatment during the criminal justice process, privacy, etc.

### Role of government:

- ✓ Policy development
- ✓ Program development
- ✓ Program funding
- ✓ Service delivery
- ✓ Training

### Service-delivery models:

- ✓ Community-based
- ✓ Police-based
- ✓ System-based

### Funding model:

The New Brunswick Department of Justice and Public Safety's Victim Services programming is funded from surcharges paid by offenders and in part by general revenue funds. The *Victims Services Act*, Regulation 91-67, establishes the provincial fine surcharge to be 20 per cent on all provincial statute violations where a fine is levied. Surcharges on both provincial and federal offences are housed in the Victims Services Fund which is established under the Act as a separate account in the Consolidated Fund. Youth offenders can satisfy the victim surcharge through participation in the Fine Option Program.

### Programs and services:

- **Department of Justice and Public Safety Victim Services** Contact information and program details are available on the Department's website at [http://www2.gnb.ca/content/gnb/en/departments/jps/public\\_safety/content/safety\\_protection/content/victim\\_services.html](http://www2.gnb.ca/content/gnb/en/departments/jps/public_safety/content/safety_protection/content/victim_services.html).
- **Victim Services Program** offices are located in 15 New Brunswick communities, and are the primary provider of victim services in the province. Staff and volunteers provide support and information throughout the criminal justice process, as well as referrals for counselling and other services, court preparation and support, assistance in completing documents, and details on the court outcome and correctional systems. (Model: system-based).
- **Professional Counseling Services** are funded by Victim Services to meet the needs of eligible clients who have been assessed by Victim Services staff as requiring therapeutic counselling intervention in a timely manner. Eligible clients are referred to therapists who have met the 'Professional Services' qualifications. Professional counselling services are provided for court support and short term counselling is available to victims through the 'Compensation for Victims of Crime Program' (Model: system-based).
- **Compensation for Victims of Crime** provides benefits to victims of violent crime to assist with expenses incurred as a direct result of the crime which are not covered by other means. The provision for victim compensation is outlined in the *New Brunswick Victim Services Act*. Victim Services assists victims in determining whether they qualify for benefits and helping them complete the applicable forms. (Model: system-based).
- **Restitution** to reimburse victims for expenses resulting from a crime can be requested by victims to be included in the sentence if someone is found guilty. Police inform victims of their right to apply for restitution, and information on how to request restitution is available on the Department's website. Victim Services offices can also assist. (Model: system-based).
- **Victim Impact Statements (VIS)** can be submitted by victims to tell the court how a crime has affected them. Information about VIS is available on the Department's website, and Victim Services offices can assist with the process. (Model: system-based).
- **Police-based victim services** are based in three locations: Fredericton Police Force, Saint John Police Force, and the Codiac RCMP (Moncton), and are funded primarily by the respective police force/city. Program staff and volunteers respond to victims of crime and provide assistance throughout the criminal justice process, and liaise with the provincial Victim Services Program offices to provide a continuum of service. Services offered include information on the court process, emotional support, and referrals to other relevant community agencies. (Model: police-based).

**Specialized victim services:**

- **Domestic violence:**
  - **The Domestic Violence Outreach Program** improves women's access to community services and service providers, provides help and information to women in need as well as increase awareness of the issue of domestic violence in the community. Funded by the Women's Equality Branch, the program is an important resource for family violence services, and guides victims to the services they need. There are 14 domestic violence outreach workers funded by the New Brunswick government across the province, and contact information is available online at [http://www2.gnb.ca/content/gnb/en/departments/women/Violence\\_Prevention\\_and\\_Community\\_Partnerships/content/Domestic\\_Violence\\_Outreach\\_Program.html](http://www2.gnb.ca/content/gnb/en/departments/women/Violence_Prevention_and_Community_Partnerships/content/Domestic_Violence_Outreach_Program.html). (Model: community-based).
  - **Transition House** services provide emergency accommodation and support to women and children fleeing violence. With funding from the Women's Equality Branch, there are available 13 transition houses across New Brunswick. [http://www2.gnb.ca/content/gnb/en/departments/women/Violence\\_Prevention\\_and\\_Community\\_Partnerships/content/Transition\\_Houses.html](http://www2.gnb.ca/content/gnb/en/departments/women/Violence_Prevention_and_Community_Partnerships/content/Transition_Houses.html). (Model: community-based).
  - **Child Advocacy Centre (CAC)** The Boreal Child Advocacy Program operates in Moncton to help children and adolescents who are victims of sexual violence, as well as their families, by providing specialized treatment. To assess, intervene, and provide therapy and support for child victims of sexual abuse and the most severe and complex cases of physical abuse and neglect The CAC emphasizes the co-operative integration of processes when providing services which address the needs of the child/youth and their families/caregivers. (Model: community-based).
- **Services for Indigenous victims:**
  - **The Aboriginal Domestic Violence Outreach Program** serves the First Nations communities of Eel Ground, Esgegoôpetitj, and Metepenagiag. With project funding from the Department of Justice Canada in partnership with Victim Services, the program provides community-based resources and services for victims of intimate partner violence. An outreach co-ordinator also assists Indigenous women living off First Nations. (Model: community-based).
  - The **Gignoo Transition House** provides emergency accommodation and support to First Nation women and children from across New Brunswick who are experiencing domestic violence. This is one of the 13 transition houses operating in New Brunswick with funding from the Women's Equality Branch. (Model: community-based).
  - **The Family Information Liaison Unit (FILU)** funded by the Department of Justice Canada, supports and assists families of missing or murdered Indigenous women and girls by acting as a liaison to gather information they are seeking from system agencies, and



ensuring that this information is provided to them in a trauma-informed and culturally sensitive manner. Services are available to all family members (blood and non-blood relations) whether or not they are participating in the National Inquiry into Missing and Murdered Indigenous Women and Girls. (Model: system-based).

- **The Fredericton Sexual Assault Centre** is the sole sexual assault centre in New Brunswick. It responds to adult victims of sexual assault and offers a wide variety of programming including accompaniment to the police station/hospital/court, 24-hour telephone crisis line, individual counselling, group supports, school-based sexual violence prevention programs, and public education initiatives. While the Centre does not received core funding from one source, it receives funds from the Women's Equality Branch of the Executive Council Office related to the establishment of the Provincial Strategy on Sexual Assault Services. Information is available online at <http://fsacc.ca>. (Model: community-based).

#### **Training initiatives:**

New Brunswick Victim Services offers an E-Learning Program through the Justice Institute of BC for Victims Services program staff and volunteers

The Victim Services program manages and delivers various training initiatives throughout the year to front line Victim Services Coordinators depending upon provincial priorities.

## Nova Scotia

The Department of Justice is responsible for the delivery of the majority of victim services in Nova Scotia from a head office in Halifax, four regional offices and three sub-offices located across the province. Some police services also offer supports for victims during the investigation stage, in coordination with the Department of Justice's Victim Services. In addition, specialized services for victims of domestic violence and sexual assault are funded by the Department of Community Services through community-based organizations.

### Governing legislation:

- *Victims' Rights and Services Act* (Province of Nova Scotia, 2001)
- *Criminal Injuries Compensation Regulations* (Province of Nova Scotia, 2009)
- *Regulations Amending the Schedule to the Act Listing Criminal Offences* (Province of Nova Scotia, 2009)
- *Victim Fine Surcharge Rate Regulations* (Province of Nova Scotia, 2009)

### Rights and principles for victims of crime:

The Nova Scotia *Victims' Rights and Services Act, amended 1992*, outlines a list of rights to be accorded to all victims navigating the criminal justice system. This includes rights related to appropriate treatment during the criminal justice process, access to services, access to information about their case and the criminal justice system, safety, etc.

### Role of government:

- ✓ Policy development
- ✓ Program development
- ✓ Program funding
- ✓ Service delivery
- ✓ Training

### Service-delivery models:

- ✓ Community-based
- ✓ Police-based
- ✓ System-based

### Funding model:

The Nova Scotia Department of Justice's Victim Services programming is funded in part from surcharges paid by offenders and in part by general revenue funds. The *Victim Fine Surcharge Rate Regulations* establish the provincial fine surcharge of 15 per cent of the fine imposed on provincial summary offences. The surcharge does not apply to the *Young Persons Summary Proceedings Act* or parking offences. Surcharges on both provincial and federal offences are housed in the Victims Assistance Fund, which was established under the *Victims' Rights and*



*Services Act* as a special account in the Consolidated Fund. Surcharges cannot be satisfied through participation in a Fine Option Program.

**Programs and services:**

- **Department of Justice Victim Services Programs** Contact information and program details are available on the Department's website at [https://novascotia.ca/just/victim\\_services/programs.asp](https://novascotia.ca/just/victim_services/programs.asp).
  - **Provincial Victim Services Program** assists victims and their families in the aftermath of a crime. Delivered from four regional offices and three sub-offices around the province, this program provides information about the criminal justice system, case specific information, court orientation, court accompaniment, safety planning, emotional support, and information on other relevant community services. (Model: system-based).
  - **Child Victim/Witness Program** provides support to child victims and other vulnerable witnesses who are involved in the criminal justice system. Services provided include court orientation, arranging meetings with the Crown Attorney, and attending court with the victim/witness. (Model: system-based).
  - **Criminal Injuries Counselling Program** can provide financial assistance to pay for counselling services to help victims deal with trauma resulting from a violence crime. The application form and guidelines are available on the Department's website. Program staff in the Victim Services head office in Halifax, as well as Provincial Victim Services program staff, can also provide auto-filled forms to assist with their completion and simplify the process for victims. (Model: system-based).
  - **Victim Impact Statement Program (VIS)** offers victims of crime the opportunity to present a statement to the court (for consideration in sentencing) outlining the financial, physical, and psychological/emotional impact of the crime. VIS forms and guidelines are available from any Provincial Victim Services office, and staff can assist victims in completing the statement and submitting it to the court. Community Impact Statement forms and guidelines are also available through this program. (Model: system-based).
  - **Restitution** can be ordered by the court for offenders to reimburse victims for a monetary loss as the direct result of a crime. Victim Services can assist victims in preparing a Request for Restitution form to be considered at the time of the offender's sentencing. The form and guidelines are available on the Department's website, along with information to help victims collect restitution that has been ordered. A Restitution Coordinator is available to assist when restitution has been ordered. (Model: system-based).

- **Police-based victim services** operate in some communities with funding from the respective police agency's budget, and services are coordinated with the Provincial Victim Service Program:
  - **Halifax Regional Police Service** a Victim Services Unit is comprised of civilian employees and volunteers who work collaboratively with police officers. This unit provides support services to victims of crime, with proactive outreach to victims of domestic violence, sexualized violence, and serious crime. (Model: police-based).
  - **RCMP** some RCMP detachments across Nova Scotia operate victim services programs to provide victims with information, emotional support, and referrals. Services are delivered by volunteers as well as one paid employee in the Halifax region, with training support from a Program Manager for RCMP "H" Division. (Model: police-based).

#### **Specialized victim services:**

- **Transition House services** for women and children fleeing violence are available in 10 communities across the province. Funded by the Department of Community Services, the services include emergency housing, safety planning information, access to support groups, and information on community services. (Model: community-based).
- **Sexual Assault Centres** operate in three communities across Nova Scotia (Antigonish, Halifax, and Truro). A 24-hour telephone crisis line, counselling, support groups, and referrals to other relevant community agencies are the primary services delivered by these agencies. Contact information at <https://novascotia.ca/coms/svs/sexual-assault-centres>. The centres are funded by the Department of Community Services. (Model: community-based).
- **Independent Legal Advice for Victims/Survivors of Sexual Assault Pilot Project** with funding from the Department of Justice Canada, Victim Services, in partnership with 211 Nova Scotia, has implemented a province-wide pilot project to provide adult victims and survivors of sexual assault with up to four hours of free independent legal advice. The assault must have occurred in Nova Scotia and the client must be 16 years + to be eligible to access the project. The project can be accessed at any time after the incident has occurred. Intake is done through an independent agency, 211 Nova Scotia, available 24/7. Participants do not have to report to police or take legal action if they use this service. Upon completing intake, 211 will issue a certificate and the client can select a lawyer from a roster of 19 specially-trained lawyers to obtain legal advice. The pilot was launched in November of 2017 and will operate to March 31, 2020. (Model: system-based; community-based).
- **The SeaStar Child and Youth Advocacy Centre** operates in Halifax. A collaborative project between the IWK Health Centre, government, and community partners, the SeaStar Child and Youth Advocacy Centre delivers a full range of coordinated services for children and

youth in the Halifax area who have experienced abuse, all in one comfortable, child- and youth-friendly setting. (Model: community-based).

- **Services for Indigenous victims:**
  - **The Family Information Liaison Unit (FILU)** supports and assists families of missing or murdered Indigenous women and girls by acting as a liaison to gather information they are seeking from system agencies, and connecting them to help in the community. Services are available to family members whether or not they are participating in the National Inquiry into Missing and Murdered Indigenous Women and Girls. Funded by the Department of Justice Canada, this is a partnership between Victim Services and the Nova Scotia Native Women's Association. (Model: system-based; community-based).
  - **The Mi'kmaw Legal Support Network Victim Support Service** is a project that is funded by the Department of Justice Canada. The VSS project provides direct in-person support to Aboriginal victims of crime to encourage their participation in the criminal justice process. The Mi'kmaw Legal Support Network (MLSN) exists as a justice support system for Aboriginal people who are involved in the criminal justice system in Nova Scotia. (Model: community-based).

**Training initiatives:**

- **Domestic Violence Educator Training** has been provided every year since 2003, based on the train-the-trainer model, at an in-person annual event to approximately 100 Justice partners including trainers from Police, Crown Attorneys, Victim Services, Court Services, Correctional Services, Legal Aid, 911, 211, Transition Houses, Men's Intervention Services, Child Protection Services and other community agencies.
- **Domestic Violence Training** is available for service providers online. Contact Nova Scotia Victim Services at (902) 424-3309 for information.
- **Canadian Victims Bill of Rights Training** for services providers is available online. Contact Nova Scotia Victim Services at (902) 424-3309 for information.

## Newfoundland & Labrador

Newfoundland and Labrador's Department of Justice and Public Safety operates Victim Services to assist victims of crime any time after an offence has occurred and throughout their involvement in the criminal justice system. Additionally, specialized services for victims of sexual assault and domestic violence are provided by community-based organizations with funding from other provincial government departments and agencies.

### Governing legislation:

- *Victims of Crime Services Act* (Queen's Printer, 2016)

### Rights and principles for victims of crime:

Newfoundland and Labrador's *Victims of Crime Services Act* supports and recognizes the needs of victims of crime. The Act includes a set of principles that guide how justice system officials should treat victims during the criminal justice process, including treating victims with courtesy, compassion, and respect for their personal dignity and privacy.

### Role of government:

- ✓ Policy development
- ✓ Program funding
- ✓ Program delivery
- ✓ Service delivery
- ✓ Training

### Service-delivery models:

- ✓ Community-based
- ✓ System-based

### Funding model:

Newfoundland and Labrador's Victim Services programming is partially funded from surcharges paid by offenders, as well as direct tax dollars allocated by the Province for this purpose. The *Victims of Crime Services Act* establishes the provincial fine surcharge rate at 30% of any fine ordered on offences under Provincial Acts and Regulations, excluding parking offences and offences contrary to a municipal or city by-law or regulation. Surcharges on both provincial and federal offences are housed in the Province's General Revenue Account for the purpose of funding programs and services for victims of crime. While the Province does not currently have a Fine Option Program, our legislation provides for a Fine Option program.

### Programs and services:



Contact information for all victim services programs in Newfoundland and Labrador, along with numerous resources to assist victims of crime, are available on the Department's website at [www.victimserviceshelp.ca](http://www.victimserviceshelp.ca).

- **Victim Services Newfoundland and Labrador** is a free and confidential justice service for victims of crime. Services include information about the criminal justice system, court preparation and support, case specific details about a victim's case, and referrals to other community supports. Eleven regional offices serve specific regions of the province. Outside of these 11 communities, Regional Coordinators provide services by travelling when possible, or over the telephone. Overall, the program offers services depending on the age of the individual:
  - **Adults** Victim Services provides services to victims who are 16 years or older. Priority is given to victims of violent crimes. Services are available to those who feel they have been victimized regardless of whether a complaint has been made to the police or a charge has been laid. (Model: system-based).
  - **Children/Youth** services are available to child/youth victims and witnesses under the age of 16 who may be required to testify in criminal proceedings. Charges must be laid and caregiver consent is required. Children's caregivers are also eligible for services. (Model: system-based).
- **Professional Counseling Services** are funded by Victim Services to meet the needs of eligible clients who have been assessed by Regional Victim Services staff as requiring therapeutic counselling intervention in a timely manner. Eligible clients are referred to therapists who have met the Professional Services' qualifications. (Model: system-based).
- **Victim Impact Statements (VIS) and Community Impact Statements (CIS)** are voluntary statements, prepared by a victim and/or community, for consideration by a judge at the time of the sentencing of an offender in a criminal matter. Forms and guidelines for the VIS and CIS are available on the Department's website. Specialized VIS forms are also available for children and youth wishing to provide information to the court. Local Victim Services staff can provide the statement forms and assist with their completion. (Model: system-based).
- **Restitution** allows the victim to describe the financial losses he or she suffered as part of the crime for consideration by the judge at time of sentencing of an offender in a criminal matter. Restitution may be ordered for the offender to reimburse the victim. Statement of Restitution (SOR) forms can be obtained from the police, Crown Attorney, and Victim Services, and the SOR and instructions on completion are available on the Department's website. (Model: system-based).



- **Financial assistance for victims** is provided by Victim Services related to travel for three specific purposes; victims should contact a Victim Services Regional Coordinator to discuss eligibility:
  - **Presenting victim impact statements** funding is provided for travel and associated expenses for eligible victims who wish to present their victim impact statement at a sentencing hearing.
  - **Attending counseling sessions** funding is provided for travel and associated expenses for eligible victims to attend counseling sessions which have been approved to receive counseling funding through Victim Services' Professional Counseling Services.
  - **Court Preparation** funding is provided for travel and associated expenses for eligible victims to enable them to attend a court orientation/case meeting with the Victim Services Regional Coordinator and Crown Attorney.
- **Specialized victim services:**
- **Emergency Supports for Victims of Violence** provides emergency supports for any victim of violence and includes transportation to a safe location and accommodations. Persons or families in need of support are instructed to contact the nearest shelter. This service is funded by the Department of Advanced Education, Skills and Labour. Online at <http://www.aesl.gov.nl.ca/income-support/victimsofviolence.html>. (Model: system-based).
- **Services for Indigenous victims:**
  - **The Family Information Liaison Unit (FILU)** supports and assists families of missing or murdered Indigenous women and girls by acting as a liaison to gather information they are seeking from system agencies, and connecting them to help in the community. Services are available to family members whether or not they are participating in the National Inquiry into Missing and Murdered Indigenous Women and Girls.

#### **Training initiatives:**

With funding from the Department of Justice Canada, Victim Services holds a three-day in-service training session each year for all Regional Coordinators from across the province. The training focusses on professional and personal development of staff to enhance the provision of quality services to victims of crime, their families and the community. Additionally, other justice partners are invited to attend specific sessions. These joint sessions build capacity and enhance relationships.



## Prince Edward Island

Prince Edward Island's Department of Justice and Public Safety operates Victim Services to assist victims of crime throughout their involvement in the criminal justice system. In addition, some specialized programs and services for victims are delivered by non-government organizations with government funding.

### Governing legislation:

- *Victims of Crime Act* (Government of Prince Edward Island, 2015)
  - *Victims of Crime Act Regulations* (Government of Prince Edward Island, 2012)
  - *Victims of Family Violence Act and Regulations* (Government of Prince Edward Island, 2015)

### Rights and principles for victims of crime:

A Statement of Principles contained in the Act sets out a number of principles to guide persons in providing justice for victims of crime.

### Role of government:

- ✓ Policy development
- ✓ Program development
- ✓ Program funding
- ✓ Service delivery
- ✓ Training

### Service-delivery models:

- ✓ Community-based
- ✓ System-based

### Funding model:

The Victim Services Program in PEI is funded both from surcharges paid by offenders and from general revenue. In 2016-17, approximately 39 per cent of program expenses were funded from general revenue, 10 per cent from provincial surcharge revenue, 18 per cent from federal surcharge revenue, and 33 per cent from the Department of Justice Canada for special projects.

Federal and provincial surcharges are deposited in PEI's consolidated revenue fund, but earmarked for Victim Services in the Victim Assistance Fund that was created under the Act. The Regulations establish the provincial surcharge at \$25 for every conviction on a provincial offence. Provincial surcharges cannot be disposed of or satisfied by participation in a fine option program or by way of imprisonment in default of payment.

### Programs and services:

Under the Department of Justice and Public Safety, Victim Services delivers the following programs and services to victims of crime:

- **Victim Services** from two offices on PEI, staff assist victims throughout their involvement in the criminal justice system. Services include: information, emotional support and short-term counselling, assistance if their matter goes to court including preparing witnesses, information and assistance with victim impact statements and community impact statements, information and assistance with applications for orders under the *Victims of Family Violence Act*, information to help victims recover financial losses resulting from the crime, and referrals and links to other services and criminal justice system agencies. Contact information for Victim Services offices is available on the Department's website at [www.princeedwardisland.ca/en/information/justice-and-public-safety/victim-services](http://www.princeedwardisland.ca/en/information/justice-and-public-safety/victim-services). (Model: system-based).
- **Criminal Injuries Compensation** victims can apply to be reimbursed for eligible expenses if they are injured because of a crime that has been reported to the police. The types of crimes and injuries eligible for compensation are defined in the *Victims of Crime Act* and Regulations. Local Victim Services staff can assist with applications, and program information is available on the Department's website. (Model: system-based).
- **Victim Impact Statements and Community Impact Statements** local Victim Services staff can assist with the preparation of victim impact statements (VIS) and Community Impact Statements to be considered by the Judge at the time of an offender's sentencing. Information about both processes are available on the Ministry's website. (Model: system-based).

#### **Other Victim Service Programs delivered by the Ministry:**

- **Restitution** the form and guidelines for requesting restitution are available from Police. Victim Services can also assist victims in the process. (Model: system-based). Programs to improve collection include a simplified process for filing Section 738 orders, waiving of filing fees, and a Deputy Sheriff position focussed on collection and enforcement of standalone restitution orders.

#### **Specialized victim services:**

- **Domestic violence:**
  - **Emergency Shelters** two shelters operate on PEI for women experiencing violence and their children. Anderson House is the provincial emergency shelter located in Charlottetown, and the Chief Mary Bernard Memorial Women's Shelter, located on Lennox Island First Nation, provides on-reserve, region-wide emergency housing to Aboriginal and non-Aboriginal women and their children (Model: community-based).

- **Outreach Services** PEI Family Violence Prevention Services Inc. delivers outreach services from four locations on PEI. Outreach coordinators provide one-on-one and group support, referrals, safety assessment and planning, advocacy, accompaniment to court and meetings, information, and public education to abused women and possible victims of abuse. (Model: community-based).
- **Services for Indigenous victims:**
  - **The Family Information Liaison Unit (FILU)** supports and assists families of missing or murdered Indigenous women and girls by acting as a liaison to gather information they are seeking from system agencies, and connecting them to help in the community. Services are available to family members whether or not they are participating in the National Inquiry into Missing and Murdered Indigenous Women and Girls.
  - **Aboriginal Victim Assistant Program** works closely with a Victim Services worker to help deliver certain services to specific populations which, because of cultural and/or language differences, could benefit from the availability of Victim Assistants in their own community. Aboriginal victim assistants assist in providing services that are more reflective of culture, and help to remove cultural barriers to accessing services.
- **The PEI Rape and Sexual Assault Centre** provides services to adult and youth survivors of recent or historic childhood sexual abuse or sexual assault across PEI. Services include individual and group therapy, public education, support, and information. (Model: community-based).
- **The Island Help Line** is a 24-hour bilingual, confidential service for all Islanders providing information, support, active listening, and crisis counselling on matters including family issues, child abuse, addictions, suicide, and others. Toll-free 1-800-218-2885. (Model: system-based).

#### **Training initiatives:**

- Training for new and existing staff is available through a number of formats including orientation to Policy and Procedures, job shadowing, specific training regarding the Victim of Family Violence Act and Spousal Assault Risk Assessment, access to on line modules from other provinces, and ongoing professional development opportunities.
- In 2016-17, training was provided to victim service providers to enable them to assess and respond to potential risks of domestic violence and child abuse. This included:
  - Interagency Training on Domestic Violence and Filicide with Dr. Peter Jaffe; and
  - Spousal Assault Risk Assessment and Management Training – SARA-V3 certification (all Victim Services Workers are now certified).



- New training is currently being developed for victim service providers on Neurobiology of Trauma and Forensic Analysis: Obtaining the Best Evidence from a Complainant and Presenting that Evidence before a Court.

## Yukon

The Yukon Department of Justice delivers a range of services for victims of crime throughout the territory. The Department's mandate for victim services falls under its Victim Services Branch. The Government of Yukon also provides public education, prevention activities and support to community agencies through the Department of Justice, Women's Directorate, Department of Health and Social Services, and other departments. In addition to the services provided by the territorial government, women's organizations, non-governmental agencies, First Nations and community groups also provide services for victims of crime.

The Victim Services Branch also administers the Crime Prevention and Victim Services Trust Fund on behalf of a Board of Trustees. It is used to support Yukon community groups, First Nations and municipalities for a wide range of short-term grassroots projects aimed at preventing crime and supporting victims.

### Governing legislation:

- *Victims of Crime Act* (Government of Yukon, 2010)
- *Victims' Rights Regulation* (Government of Yukon, 2011)
- *Crime Prevention and Victim Services Trust Act* (Government of Yukon, 2015)

### Rights and principles for victims of crime:

*The Victims of Crime Act*, passed in 2011, includes *The Victims' Bill of Rights*. The rights for victims of crime outlined in the Bill relate to receiving information, being able to express their views, privacy, treatment during the criminal justice process, etc.

### Role of government:

- ✓ Service delivery
- ✓ Policy development
- ✓ Program development
- ✓ Program funding
- ✓ Training

### Service-delivery models:

- ✓ System-based
- ✓ Community-based

### Funding model:

The Victim Services Branch is a Government of Yukon program, and the annual budget is appropriated by the Yukon Legislative Assembly. Surcharges paid by offenders of both federal and territorial offences are credited to the Victim Services Fund account of the Crime Prevention and Victim Services Trust, which was created under the *Crime Prevention and Victim Services Trust Act*. This Act also sets the territorial surcharge at 15 per cent of the fine imposed for every conviction on a territorial offence. If no fine is imposed, the Court will determine and

order the surcharge amount. Offenders can be imprisoned should they fail to pay a territorial surcharge. Short-term community projects are funded from the Trust, following application to and decision by the Board of Trustees. In addition to victim surcharges, there are a number of sources of revenue for the Trust, with the most significant being grants from the Klondike Visitor's Association.

#### **Programs and services:**

The Victims Services Branch delivers the following programs and services for victims of crime, with contact information available on the Department's website at <http://www.justice.gov.yk.ca/prog/cor/vs:>

- **Victim Services** Staff are based in three communities, and services are provided in all other Yukon communities and three northern BC communities on an itinerant basis. Victims can access services whether or not a report has been made to police or a charge has been laid. Services include support at the time of crisis and throughout the criminal justice process; support at court including the Domestic Violence Treatment Option court process, referrals to other agencies; and assistance to develop a safety plan, apply for protective court orders, prepare Victim Impact Statements and Community Impact Statements, and apply for emergency funding. Victim Services staff work closely with the Public Prosecutions Service of Canada Crown Witness Coordinator Program and the RCMP to offer support from the time the offence is reported through to conclusion in the criminal justice system. (Model: system-based).
- **Victims of Crime Emergency Fund (VCEF)** The VCEF can provide immediate emergency or practical assistance to victims of crime. The fund is designed to address immediate safety and practical needs of victims of crime who are not able to get support from other sources. Eligible victims may be able to access funding for expenses such as short-term counselling, emergency accommodation and child care, certain transportation costs, medical expenses, etc. Local programs can assist with applications, and Fund details are available on the Department's website. (Model: system-based).
- **Victim Impact Statements and Community Impact Statements** local Victim Services staff can assist with the preparation of victim impact statements (VIS) and Community Impact Statements to be considered by the Judge at the time of an offender's sentencing. Forms and information about both processes are available on the Department's website. (Model: system-based).

#### **Specialized victim services:**

- **Transition Houses** for women who are victims of domestic violence and their children operate in three communities: Dawson City, Watson Lake, and Whitehorse. These services are funded by the Department of Health and Social Services. (Model: community-based).

- **Services for Indigenous victims:**
  - **The Family Information Liaison Unit (FILU)** has been established within the Victim Services Branch in partnership with the Yukon Aboriginal Women's Council to provide dedicated, family-centered, culturally-safe assistance by gathering requested information on behalf of family members of missing or murdered Indigenous women and girls. FILU can assist families who are searching for information related to their loved-one's case. For matters under investigation or before the courts, FILU can connect with the RCMP to provide updates, provide support and assistance during the court process, and connect families to other agencies and resources. (Model: system-based; community-based).
- **Services for children and youth:**
  - **Project Lynx** is a **Child Advocacy Centre** initiative in Yukon that coordinates a team of multi-disciplinary interagency partners in the delivery of services to children/youth. The vision of the project is to facilitate a child-focused collaborative and integrated consent-based service for child/youth victims, and/or witnesses of crime, which is aligned with current national best practices for Child Advocacy Centres. (Models: system-based; community-based).
  - **Child and Adolescent Therapeutic Services** operated by the Department of Health and Social Services, provides confidential counselling services to children and youth who have been victims of sexual and physical abuse, neglect, and those children who have witnessed family violence. (Model: system-based).
- **VictimLinkBC** is a confidential telephone service that provides information and referral services to all victims of crime, and immediate crisis support to victims of family and sexual violence. The services is available across B.C. and Yukon 24 hours a day, 7 days a week. Services are provided in more than 110 languages, including 17 North American Aboriginal languages. The service can be contacted toll-free at 1-800-563-0808, TTY at 604-875-0885, by text to 604-836-6381, and by email to [VictimLinkBC@bc211.ca](mailto:VictimLinkBC@bc211.ca). Additional information is available on the services' website at: <http://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc>. (Model: system-based).

#### **Training initiatives:**

- The Victim Services Branch manages and delivers various training initiatives throughout the year depending upon local and territorial priorities.
- The Government of Yukon, through the Victim Services Branch is working together with the Northern Institute of Social Justice (project lead) and with the Governments of Northwest Territories and Nunavut to develop an "Essential Skills for Northern Victim Service Workers" module based training program. This project is nearing completion.



## Northwest Territories

The Government of the Northwest Territories Department of Justice – Community Justice and Policing Division has the responsibility to oversee the NWT Victim Services program and the Family Information Liaison Unit. Working in partnership with other Government Departments and local First Nations to support Victims of Crime. Funding is provided to regional community based Victim Services programs that utilize local First Nation knowledge and understanding to provide primary support to Victims of Crime in a culturally sensitive and respectful way. In addition, these programs work with local partnering agencies to provide community awareness, prevention and safety initiatives.

### Governing legislation:

- *Victims of Crime Act R.S.N.W.T. 1988, c.9 (Supp.)* (Territorial Printer, 2016)
  - *Victims of Crime Regulations R-013-92* (Territorial Printer, 2016)

### Rights and principles for victims of crime:

The *Victims of Crime Act* promotes a number of principles regarding victims of crime, including courteous and compassionate treatment, prompt redress, availability of information to victims, and assistance to victims in bringing their views and concerns to the criminal justice system.

### Role of government:

- ✓ Policy development
- ✓ Program delivery
- ✓ Program funding
- ✓ Service delivery
- ✓ Training

### Service-delivery models:

- ✓ Community-based
- ✓ System-based

### Funding model:

Victim services programming receives funding from the Government of Canada, the Government of the Northwest Territories, and surcharges paid by offenders. The *Victims of Crime Regulations* establishes the territorial surcharge to be 15 per cent of the fine imposed on a territorial offence, and \$25 where no fine is imposed. A judge can waive the surcharge if the offender satisfies the judge that the surcharge would result in undue hardship to the offender. All or part of surcharges can be disposed of or satisfied by participation in a fine option program or can be satisfied through jail time.

Surcharges on both territorial and federal offences are housed in the Victims Assistance Fund, which is established under the *Victims of Crime Act* in an account within the Consolidated Revenue Fund.

#### **Programs and services:**

Contact information for all victim services programs in the Northwest Territories is available on the Department's website at [www.justice.gov.nt.ca/en/victim-services](http://www.justice.gov.nt.ca/en/victim-services).

- **Victim Services** is provided by eleven victim services community based providers from eight regional offices around the territory. These programs offer support to victims and their families that can assist in dealing with the emotional and physical consequences of crime, and the associated justice processes. Services provide include information on the criminal justice process, court orientation and accompaniment, practical assistance, and referrals to other community support agencies. (Model: community-based).
- **The Victims of Crime Emergency Fund** is designed to provide limited financial assistance to help victims of serious violent crimes with their emergency needs. Serious violent crimes include: assault, assault causing bodily harm, sexual assault, homicide, and forcible confinement. Other crimes may be approved. Funds may be used for crime scene clean-up, home repairs, transportation costs, child and/or dependent care, accommodations and meals, short-term counselling, and medical expenses. Other expenses may be approved. Applications are available on the Department's website, and victim service providers can assist with completion. (Model: system-based).
- **The Victim Notification Program** allows [victims](#) to apply to receive information about an offender serving a territorial sentence convicted of a crime against them. The program is administered by the territorial [Corrections service](#), and all [correctional facilities](#) have Victim Notification representatives. The application form is available on the Department's website. (Model: system-based).
- **Victim Impact Statements (VIS)** allow victims to provide a statement to the court explaining how they have been impacted by a crime. RCMP members in the Northwest Territories are tasked with providing VIS to victims after a crime has been reported. Local victim services workers can also provide VIS forms and assist with their completion. The form and guidelines are available on the Department's website. (Model: system-based).
- **Victim Restitution** can be requested in instances where a victim has incurred financial losses and damages as a direct result of a crime. The RCMP is responsible for informing victims of their right to request restitution and the provision of the Statement on Restitution (SOR) form. Local victim services providers can also provide SOR forms and assist with their completion. The form and guidelines are available on the Department's website. (Model: system-based).

- **The Victims Assistance Fund** is a special-purpose fund used for community-based projects and activities that directly support or benefit victims of crime, including: training, direct services that assist victims, public awareness and information, research, distribution of information, and promotion of services for victims. (Model: system-based).

#### **Specialized victim services:**

- **The Canadian Victims Bill of Rights (CVBR)** Coordinator works with Victim Services workers to provide training and support on the implementation of the CVBR and integrating information about these new rights into the training and support to victim services. (Model: system-based).
- **Transition House** services for women and children fleeing violence are available in five communities in the Northwest Territory (Hay River, Yellowknife, Fort Smith, Inuvik, and Tuktoyaktuk). These services are funded by the Department of Health and Social Services, and include emergency housing, a 24-hour telephone crisis line, information on the cycle of violence and dynamics of abuse, crisis counselling, and referrals to other community supports. Contact information is available online at [www.hss.gov.nt.ca/en/services/family-violence](http://www.hss.gov.nt.ca/en/services/family-violence). (Model: community-based).
- **Services for Indigenous victims:**
  - **The Family Information Liaison Unit (FILU)** funded by the Department of Justice Canada, supports and assists families of missing or murdered Indigenous women and girls by acting as a liaison to gather information they are seeking from system agencies, and ensuring that this information is provided to them in a trauma-informed and culturally sensitive manner. In addition, FILU staff support proactive referrals, based on the needs and wishes of the client, to community programs and resources that can promote wellness and healing. Services are available to all family members (blood and non-blood relations), whether or not they are participating in the National Inquiry into Missing and Murdered Indigenous Women and Girls. (Model: system-based).

#### **Training initiatives:**

- Funding is provided annually for each victim services provider to attend specialized individual personal training and capacity building events.
- All victim services providers are brought together for one main training event annually as well as to share knowledge, to develop and strengthen the NWT Victim Services program and to build capacity.
- The Ministry is working together with the Northern Institute of Social Justice (project lead) and with the Governments of Nunavut and Yukon to develop an "Essential Skills for

Northern Victim Service Workers" module based training program. This project is nearing completion.

- In August of 2017, The Yukon provided modules 1, 2, 3a, 3b and 3c., and advised that modules 4, 5 and 6 were still being developed. To date, those remaining modules have not been received.



## Nunavut

The Community Justice Division of the Department of Justice administers three programs to assist victims of crime: the Victims Assistance Fund to support community-based projects and culturally relevant activities that provide services and assistance to victims; the Victims Travel Support Program; and the Victim Care Program. Some additional specialized programs for victims are funded by the Department of Family Services.

### Governing legislation:

- *Victims of Crime Act* (Government of Nunavut, 2010)

### Rights and principles for victims of crime:

Nunavut's *Victims of Crime Act* promotes a number of principles regarding victims of crime, including courteous and compassionate treatment, prompt redress, availability of information to victims, and assistance to victims in bringing their views and concerns to the criminal justice system.

### Role of government:

- ✓ Policy development
- ✓ Program funding
- ✓ Program development
- ✓ Training

### Service-delivery models:

- ✓ Community-based
- ✓ System-based

### Funding model:

The Victims Assistance Fund (VAF) is a special purpose fund maintained with revenue from victim fine surcharges. The *Victims of Crime Act* establishes the territorial fine surcharge to be 20 per cent of the fine imposed on a territorial offence, and \$25 where no fine is imposed. A judge can waive the surcharge if the offender satisfies the judge that the surcharge would result in undue hardship to the offender. Surcharges cannot be disposed of or satisfied by participation in a fine option program.

### Programs and services:

The Community Justice Division administers the following programs to assist victims of crime. Services can be accessed at [victimservices@gov.nu.ca](mailto:victimservices@gov.nu.ca) or toll-free 1-866-456-5216:

- **Victims Assistance Fund (VAF)** supports the development of victims' services at a community level and provides funding to community based justice projects that provide alternative to court solutions for crime, including land programs for teaching cultural

knowledge and healing for both offenders and victims. A call for proposals for project funding is sent out to all Nunavut municipalities twice each year. Examples of projects that have been funded include Peer Victim Support Leader Training, Healthy Relationships Workshops, Youth Cultural Healing Journey programs, etc. (Model: system-based; community-based).

- **Nunavut Victim Travel Support Program** enables those impacted by homicide and other violent crimes in Nunavut to travel and participate in court proceedings that are held outside their home communities. Funding is dedicated to assist clients with travel, accommodations, food, and other costs associated with travel to court proceedings. The program is funded by the Department of Justice Canada's Victims Fund. (Model: system-based).
- **Victim Care Program**, also funded by the federal Victims Fund, provides victims with information, support, and referrals, and provides public education and awareness resources on victims' issues. (Model: system-based). Direct services victims include assistance with the following:
  - **Victim Impact Statements (VIS)** allow victims to provide a statement to the court explaining how they have been impacted by a crime. They can be considered by a judge at the time of the sentencing of an offender in a criminal matter.
  - **Restitution** can be requested to be paid by an offender in instances where a victim has incurred financial losses and damages as a direct result of a crime. This will be considered by the judge at time of sentencing of an offender in a criminal matter.
  - **Victim Registration** for victims of federal offenders to receive information and services from Correctional Service Canada and Parole Board of Canada.
  - **Court Orientation & Accompaniment** support for victims in navigating the justice system, including explanations of the court process and outcomes, and assisting the victim to participate.
  - **Information** on the Family Abuse Intervention Act, Emergency Protection Orders, Community Intervention Order, and diversion processes.

#### **Specialized victim services:**

- **Services for Indigenous victims:**
  - **The Family Information Liaison Unit (FILU)** supports and assists families of missing or murdered Indigenous women and girls by acting as a liaison to gather information they are seeking from system agencies, and connecting them to help in the community. Services are available to family members whether or not they are participating in the National Inquiry into Missing and Murdered Indigenous Women and Girls.

- **Domestic Violence:**
  - **The Spousal Abuse Counseling Program** offered by the Pulaarvik Kablu Friendship Centre in Rankin Inlet is an innovative family violence program which has been designed by community members. Funded by the Community Justice Division, this program offers counselling for both victims and abusers in domestic violence situations. Online at <http://pulaarvik.ca/counselling/spousalAbuse.html>. (Model: community-based).
  - **Transition House Services** for women and children fleeing domestic violence are available in six communities in Nunavut. Services provided include emergency accommodations, information on the cycle of violence, and referrals to other community support agencies. These services are generally funded by the Department of Family Services, and can be contacted through local Family Services offices or victim services programs. (Model: community-based).

#### **Training Initiatives:**

- **Essential Skills Training** the Community Justice Division provides free essential skills training to frontline service providers and volunteers who work with victims of a crime.
- The Ministry is working together with the Northern Institute of Social Justice (project lead) and with the Governments of Northwest Territories and Yukon to develop an “Essential Skills for Northern Victim Service Workers” module based training program. This project is nearing completion.
- **Our Life’s Journey: the Inuit Counsellors’ Training & Peer Support Program** is delivered through Ilisaqsivik Society in Clyde River. This program provides certificate training in Self-Actualization Therapy, Traditional Inuit Therapy, Individual and Group Therapy and Client-Centered Therapy to counsellors, providing them with the knowledge, skills and abilities to counsel clients suffering from addictions, trauma, loss and grief, abuse and violence and suicide ideation. Funding sources have included the Victims Assistance Fund.

## VICTIM SERVICES IN FEDERAL DEPARTMENTS AND AGENCIES

A number of federal government departments and agencies deliver services and provide information to victims of crime:

### Crown Witness Coordinator Program, Public Prosecution Service of Canada

As part of its mandate, the Public Prosecution Service of Canada (PPSC) is responsible for the prosecution of all *Criminal Code* offences in the three territories. The PPSC's Crown Witness Coordinator Program is intended to bridge the cultural gap between the court system and First Nations and Inuit victims and witnesses engaged in the court process in the North.

Based in the PPSC's regional offices in each of the territorial capitals, 17 Crown Witness Coordinators (CWCs) and three CWC Supervisors work closely with PPSC prosecutors and travel to communities during court circuits to address the needs of victims and witnesses. The CWCs work closely with the territorial victim services programs to coordinate services to victims and witnesses.

The main role of CWCs is to help victims and witnesses understand the court process, their rights and responsibilities in the process, and the roles of the court participants. They provide court updates, accompany witnesses to court, provide support during and after testimony, and assist with trial preparation. CWCs also act as liaisons between Crown counsel and victims and witnesses, to ensure that their concerns are considered during the justice process. Their work includes identifying victims' support needs and ensuring victims are referred to appropriate territorial support agencies to address those needs.

The CWCs in each territory can be contacted through the respective PPSC Regional Offices, with contact information online at: <http://www.ppsc-sppc.gc.ca/eng/cct>.

### Victim Services Program, Correctional Service Canada

Correctional Service Canada (CSC), governed by the *Corrections and Conditional Release Act* (CCRA), is the federal government agency responsible for the custody and community supervision of offenders who are serving a sentence of two years or more. Victims of federal offenders have a right to receive certain information from the CSC about the offender who harmed them, and the CSC operates the National Victim Services Program to assist victims.

Under the CCRA, an individual is considered a victim of crime if they have suffered physical or emotional harm, property damage or economic loss as the result of the commission of an offence. When a victim is deceased or incapable of acting on their own behalf, the following individuals may exercise a victim's rights:

- The victim's spouse or common-law partner;
- A relative or dependant of the victim; and



- Anyone who has custody of the victim, or is responsible for the care or support of the victim or the victim's dependant

To receive information from CSC about the offender who harmed them (known as victim notification), victims must register with the CSC. Since the CSC and Parole Board of Canada jointly coordinate their victim services, victims may submit one form if they wish to register with both organizations. A person can register as a victim to receive information directly or can authorize someone else to act as their representative.

Located in each of the CSC's five regional offices, dedicated Victim Services Officers are available to:

- register victims to receive information about the offender who harmed them;
- provide registered victims with notifications about offenders, including information about the sentence, eligibility dates, and review dates for temporary absences or parole;
- receive victim statements in which victims can express how the offender's crime has impacted their lives, for consideration by the CSC through the course of the offender's sentence; and
- provide referrals and answer questions about CSC.

Victim Services Officers can be contacted at the regional offices by phone toll-free at 1-866-806-2275, or by email at [victims-victimnes@csc-scc.gc.ca](mailto:victims-victimnes@csc-scc.gc.ca). Some information and services can also be accessed by registered victims on the secure, online Victims Portal that is administered jointly by the CSC and PBC, at <https://victimsportal-portailvictimnes.csc-scc.gc.ca>. The CSC also offers information on its Victim Services Program online at [www.csc-scc.gc.ca/victims/index-eng.shtml](http://www.csc-scc.gc.ca/victims/index-eng.shtml).

Victims may learn more about how to make a complaint about infringement or denial of a victim's right by CSC by visiting <http://www.csc-scc.gc.ca/victims/003006-0005-eng.shtml>.

### Parole Board of Canada

Parole is a bridge between incarceration and return to the community. It is a form of conditional release, and contributes to the protection of society by allowing some offenders to continue serving part of their sentence outside of the institution in the community under supervision.

The Parole Board of Canada (PBC) is an independent administrative tribunal which reports to Parliament through the Minister of Public Safety. It has exclusive authority, under the *Corrections and Conditional Release Act* (CCRA), to grant, deny, and revoke parole for offenders serving sentences of two years or more. The PBC also makes parole decisions for offenders

serving sentences of less than two years in all provinces and territories except Ontario and Quebec, which have their own parole boards.

Under the CCRA, the PBC considers a person to be a victim of crime if:

- they have been harmed as a result of a criminal offence;
- they are a spouse, conjugal partner, relative of, or person responsible for a victim who has died or is not able to act for themselves (e.g. the victim is ill or a child);
- they have custody for, or are responsible for, dependants of a victim who is deceased or is unable to act for themselves;
- the person who harmed them has not been prosecuted or convicted, but they have made a complaint to the police or Crown Attorney.

Victim information services at the PBC are provided by Regional Communications Officers (RCO) who work at PBC offices across the country. RCOs can be contacted through the PBC's toll-free Victim Information Line at 1-866-789-4636. Some information and services can also be accessed by registered victims on the secure, online Victims Portal that is administered jointly by the PBC and Correctional Service Canada (CSC), at <https://victimsportal-portailvictimes.csc-scc.gc.ca>.

The PBC also offers information on victims and the parole process on its website at [www.canada.ca/en/parole-board.html](http://www.canada.ca/en/parole-board.html).

As outlined in the *Canadian Victims Bill of Rights*, victims of crime have a right to certain information about decisions made by the PBC regarding the person who harmed them. To receive information about the offender who harmed them (known as victim notification), victims must register with the PBC or the CSC. Because the PBC and CSC jointly coordinate their victim services, victims may register with either organization. A person can register as a victim to receive information directly or can authorize someone else to act as their representative.

Victims also have a right to participate in the parole process of the offender who harmed them. The PBC facilitates access to the parole process for victims in the following ways:

- Victims may submit information to the PBC at any time related to safety concerns, the offender's risk to re-offend, or the effect the crime has had on them, their family, or the community. A victim can also request that special conditions be imposed on the offender's release for the PBC to consider.
- Victims may attend the PBC parole hearing of the offender who harmed them as an observer. Victims are accompanied to parole hearings by a RCO.
- Victims may present a statement to PBC Board members at the offender's parole hearing that outlines the continuing impact the offence has had on them, as well as any risk or safety concerns they feel the offender may pose. Victim statements can also submit in written, video, or audio format for presentation to Board members during the

parole hearing. The PBC provides guidelines on what to include in a victim statement on its website at [Canada.ca/victims-and-parole](http://Canada.ca/victims-and-parole).

- See below to learn more about the Department of Justice Canada's travel fund that registered victims can access for financial assistance for them and their support person to attend parole hearings.
- Should victims not be able to attend a hearing they may request to listen to an audio recording of that hearing.
- Victims may request copies of PBC decisions, and decisions and reasons of the Board's Appeal Division.

A victim who believes their rights have not been respected under the CVBR can submit a formal complaint to the PBC by completing the PBC Victim Complaint form. Before doing so, victims are encouraged to first speak with a RCO, as they are there to assist victims, and may be able to address the issue or concern quickly and informally.

#### National Office for Victims, Public Safety Canada

The National Office for Victims (NOV) at Public Safety Canada, acts as a central resource offering information and support to victims of federal offenders. It is a single, national point of contact that victims can call toll-free at 1-866-525-0554 from anywhere in Canada and the United States to obtain information about the federal correctional system and conditional release.

The NOV consults regularly with victims, their advocates and other stakeholders; provides advice to the Minister of Public Safety and senior officials on correctional and conditional release matters related to victims ensuring that victims' perspectives are reflected in the development of federal correctional policy and legislative initiatives; and provides a coordination function within the Public Safety portfolio of agencies. It also promotes awareness of victim services available from CSC and the PBC and compliments the work of the Policy Centre for Victim Issues at Justice Canada. In addition, the NOV develops information products for dissemination to victims of federal offenders, victim service and the general public that are available online at [www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/ntnl-ffc-vctms-en.aspx](http://www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/ntnl-ffc-vctms-en.aspx). The NOV works with the provinces and territories to exchange information about victims' services, for example, acting as the Public Safety Portfolio's liaison for the provinces' and territories' Family Indigenous Liaison Units and promotes existing services across the country.

Victims may learn more about how to make a complaint about any infringement or denial of a victim's right by the NOV by visiting <https://www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/ntnl-ffc-vctms-mk-cmplnt-en.aspx>.



### Policy Centre for Victim Issues, the Department of Justice Canada

The Department of Justice Canada's Policy Centre for Victim Issues is mandated under the Federal Victims Strategy to give victims of crime an effective voice in the criminal justice system. It works to do this by helping victims and their families understand their role in the criminal justice system and the laws, services and assistance available to support them; ensuring that the perspectives of victims will be fully considered in the development of relevant federal laws and policies; and increasing awareness about the needs of victims of crime and effective approaches to respond to those needs. The PCVI maintains a close working relationship with the provinces and territories, which have primary responsibility for the delivery of victim services in Canada.

While the PCVI's primary mandate does not specifically include the direct delivery of services to victims, it supports victims by:

- providing public legal education and information about the role of victims in the criminal justice system and related legislation, through fact sheets, pamphlets, handbooks, and on its website at [www.justice.gc.ca/eng/cj-ip/victims-victimes](http://www.justice.gc.ca/eng/cj-ip/victims-victimes);
- helping victims and service providers locate services across Canada by offering the national Victim Services Directory online [www.justice.gc.ca/eng/cj-ip/victims-victimes/vsd-rsv](http://www.justice.gc.ca/eng/cj-ip/victims-victimes/vsd-rsv); and
- administering the Victims Fund, a grants and contributions fund that supports projects that raise awareness and enhance services and assistance to victims of crime across Canada. The Victims Fund includes two direct financial support programs for victims delivered by the Department of Justice Canada:
  - **Financial assistance to attend a parole hearing:** victims who have been approved by PBC to attend a hearing of the offender who harmed them, either to observe or to present a victim statement, can apply to the Victims Fund for travel funding assistance. Financial assistance is also available for a support person to accompany a victim or to provide child or dependant care to enable a victim to attend hearings. Program details and application forms are available online at <http://www.justice.gc.ca/eng/fund-fina/cj-ip/fund-fond/attend-audience.html>.
  - **Financial assistance for Canadians victimized abroad:** Canadians who have been the victim of a serious violent crime in a foreign country may be eligible for financial assistance, where they face serious situations of undue hardship where no other source of financial assistance is available. After reporting the crime to the Canadian Embassy or Consulate as well as local police, victims should then apply to the Department of Justice Canada. Program details and application forms are available online at [www.justice.gc.ca/eng/fund-fina/cj-ip/fund-fond/abroad-etranger.html](http://www.justice.gc.ca/eng/fund-fina/cj-ip/fund-fond/abroad-etranger.html),



and the Victims Fund Manager can be contacted toll-free at 1-888-606-5111 or by email at [Victims-Abroad-Fund-Manager@justice.gc.ca](mailto:Victims-Abroad-Fund-Manager@justice.gc.ca).

#### Federal Income Support for Parents of Murdered or Missing Children, Employment and Social Development Canada

The Federal Income Support for Parents of Murdered or Missing Children grant is an income support grant available to applicants who have suffered a loss of income from taking time away from work to cope with the death or disappearance of their child or children, as a result of a probable Criminal Code offence. Administered by Employment and Social Development Canada, program details and application forms are available online at [www.canada.ca/en/employment-social-development/services/parents-murdered-missing-children.html](http://www.canada.ca/en/employment-social-development/services/parents-murdered-missing-children.html).

#### Office of the Federal Ombudsman for Victims of Crime

The Office of the Federal Ombudsman for Victims of Crime (OFOVC) operates at arm's length from the federal government, with a mandate of ensuring that the federal government meets its responsibilities to victims of crime.

The OFOVC helps victims of crime and their families in Canada by:

- promoting access by victims to federal programs and services that exist to help them;
- addressing and/or reviewing complaints made by victims about federal government departments, agencies, employees, laws or policies;
- referring victims to federal programs and services in their city or province/territory that may be able to assist them;
- identifying issues that have a negative impact on victims; and
- Promoting awareness of victims' issues and the federal laws that benefit victims.

Victims can contact the OFOVC and/or make a complaint about federal agencies and legislation by telephone at toll-free 1-866-481-8429; by email at [victimfirst@ombudsman.gc.ca](mailto:victimfirst@ombudsman.gc.ca); or by mail to:

Office of the Federal Ombudsman for Victims of Crime  
P.O. Box 55037  
Ottawa, Ontario K1P 1A1

The OFOVC also provides information on its mandate and services, victim services available across Canada, and the criminal justice system on its website at <http://www.victimfirst.gc.ca>.