

Exhibit: National Inquiry into Missing and

Murdered Indigenous Women and Girls

Location/Phase: Part II: Calgary

Witness: Leanne Gardiner

Submitted by: Karin Taylor, NWT

Add'l info: P02 P01 P0101

Date: MAY 28 2018

Initials

I/D

Entered

63

6

Northwest Territories (NWT) Victim Services Program 2016-2017

Federal Project #8396493

"A Framework for Enhancing Victim Services in the NWT: 2016-2021

Interim Report for the Period: April 1, 2016 – March 31, 2017

This Agreement provided the Government of the Northwest Territories (GNWT), Department of Justice, Community Justice & Policing Division, with funding from Justice Canada for five years (2016-2017) to enhance victim services in the Northwest Territories.

This interim report outlines activities completed between April 1, 2016 and March 31, 2017.

The Department of Justice wishes to thank the Policy Centre for Victims Issues of the Department of Justice Canada for continued support to victims of crime and their families in the Northwest Territories (NWT).

Program Background

The Government of the Northwest Territories, Department of Justice – Community Justice & Policing Division has the responsibility to oversee the NWT Victim Services program. Two positions: the Manager and the Coordinator of NWT Victim Services work within the Division and are the primary support to eight regional community-based programs that employ eleven Victim Services providers. Working in partnership with local First Nations and utilizing their traditional knowledge and understanding of their own people, services are provided in a culturally sensitive and respectful manner.

What makes our Territories so beautiful and majestic, its vast untouched land with so many diverse people and cultures, is also one of our biggest challenges when providing frontline assistance to victims of crime and tragedy.

The logistics of providing services to 33 small communities spread over a land area approximately 1, 144, 000 km² that borders two territories, the Yukon, and Nunavut, and three Provinces along its southern border, British Columbia, Alberta and Saskatchewan with many of the communities accessible by air travel or winter roads only, has its challenges.

We are a wonderful mix of indigenous and non-indigenous people. January 2017 NWT Bureau of Statistics released the population for the Northwest Territories at 44, 263 with half the population being indigenous, * 9 percent are Métis, mostly concentrated on the south side of Great Slave Lake, 11 percent are Inuvialuit, the people of the far North, the Dene make up 30 percent of the territorial population.

With this small population there are 11 official languages: Chipewyan, Cree, Tlicho, Gwich'in, North Slavey, South Slavey, Inuktitut, Inuvialuktun, Inuinnaqtun, French and English. Many elders speak only their language and require translation by family or community members.

Victims of Crime Emergency Fund

The Victims of Crime Emergency Fund (VCEF) is a limited emergency financial assistance program to assist NWT victims of serious violent crime. It is not a compensation or restitution fund. The majority of VCEF applications were due to family and spousal violence.

Rates of family violence and assault are high here in the Northwest Territories. The funding received for the Victims of Crime Emergency Fund is vital to assisting individuals impacted by these crimes. Over the last five (5) years this program has assisted on average 74 individuals and their family members a year with items such as emergency safety phones, emergency travel, emergency food, emergency clothing, emergency childcare, accommodation, counselling, limited emergency repairs to secure the safety of the victim's residence, some limited medical expenses (replacing eyeglasses) and crime scene cleanup.

Most often assistance provided by this fund has a big impact on individuals that are in the midst of crisis. Working with Victim Services support they may be organizing their safety plan, often they haven't a source of income and something as simple as a cell phone with minutes can be the difference in their safety. They may be staying with a family member or shelter. No matter what the circumstance we receive much appreciation for the help people receive from this fund.

Manager, NWT Victim Services

The Manager, NWT Victim Services oversees the territorial implementation and advancement of federal victims' initiatives in the Northwest Territories (NWT).

The manager works to ensure a comprehensive approach for victim support programs and services are carried out according to GNWT acts and policies including the Protection Against Family Violence Act and the Victims of Crime Act. He/she works within the Legislative and policy framework of the federal government in accordance with the Canadian Victims' Bill of Rights (CVBR) and the Policy Centre for Victims Issues of Justice Canada and assists the NWT Justice Department to implement the CVBR. The manager takesing a key role in the implementation of the CVBR and provides input on victims' legislation territorially and federally.

Using the Canadian Statement of Basic Principles for Victims of Crime (2003) as a guiding policy framework for this position, the Manager, NWT Victim Services is the

lead for developing policy and support services for victims of crime in the NWT and provides advice, assistance and reporting to the Department in the development of legislation and policy initiatives. In partnership with others, he/she prepares briefing packages for the Minister/Premier; the Assistant Deputy Minister, Solicitor General; Ministry Executive, communities, RCMP and the Public Prosecution Service of Canada.

The Manager represents the NWT Victim Services program at the national level, through the FPT Working Group for Victims of Crime. This involves monitoring and advancing victim initiatives, reporting on NWT services to meet the needs of victims and their families and accessing and reporting on federal funding. The purpose of pan-territorial and federal collaboration is to bring the concerns of Victim Services to the national table, and to bring the benefit of learning about effective initiatives in other jurisdictions to the NWT for review and possible implementation if feasible.

Coordinator, NWT Victim Services

The Coordinator, NWT Victim Services is the first point of contact and assists with operation and management of all eight community-based territorial Victim Services programs.

The Coordinator Collects data, travels to communities and works with Victim Services Providers, community leaders, community partnering organizations to insure funding, training and support are provided. Work-plans are developed annually and training is done in consultation with the program providers. The Coordinator provides assistance while fulfilling the service mandate for victims of crime in the Department of Justice including assisting the Manager with the development, operation and implementation of government policy, programs and initiatives that govern victim services throughout the NWT.

The Coordinator assists the Manager in representing the NWT Victim Services program at a Pan-territorial and National level, through the Federal/ Provincial/ Territorial Working Group for Victims of Crime as needed. This work involves monitoring and advancing victim initiatives, reporting on NWT services to meet the needs and rights of victims and their families, and accessing and reporting on federal funding. The purpose of pan-territorial and federal collaboration is to bring the issues/concerns of Victim Services and crime prevention to the national table and to bring the benefit of learning about effective initiatives in other jurisdictions to the NWT for policy development and program services.

The Coordinator works within the legislative and policy framework of the federal government in accordance with the Canadian Victims' Bill of Rights (CVBR) and the Policy Centre for Victims Issues of Justice Canada and provides assistance to the

Manager of Victim Services, the CVBR Coordinator and NWT Justice Department to implement the CVBR.

The Coordinator, NWT Victim Services, had the opportunity to assist with three major training events organized by the Division. The first a NWT Restorative Justice Training the Trainer that took place October 2016, this involved assisting with developing a manual and participating in training for the NWT Community Justice Coordinators and Committee Members. The second assisting in organizing and participating in two Critical Incident Stress Management training modules, (Intro-CISM and Demobilize, Defusing and Crisis Management Briefing), through the Justice Institute of British Columbia for all the NWT Victim Services Providers which included first responders with the RCMP. The third was with the Working Group for Essential Skills for Northern Victim Service Project which is nearing completion. February 2017 volunteers completed the pilot test. It is now in the final draft stage. These training opportunities brought together partnering organizations, community leaders and a chance to learn best practices, while building capacity in the NWT.

With limited resources we have to be resourceful and collaborative. We do a fair amount of community travel and each time we are asked to represent our Division with all the good work that falls under our umbrella. This means each of us must understand the work within our Division and Department of Justice. The Coordinator of NWT Victim Services traveled to Inuvik, Fort McPherson, Hay River, Hay River Reserve and Fort Good Hope, NT this past year. This travel was in collaboration with representatives from Department of Health and Social Services, Education, Municipal and Community Affairs and community leaders. These trips are packed with lots of awareness initiatives, and cultural activities. It's an opportunity to exchange knowledge and gain better understand of each region. Picking cranberries and wild tea, helping with fish nets, tanning hides is all part of the experience. We share our knowledge about the work of Community Justice & Policing and changes that provide better support to Victims of Crime through the CVBR.

Coordinator, Canadian Victims Bill of Rights (CVBR)

The Coordinator's work centres around awareness initiatives with the Victim Services Providers and community partnering organizations. She does her work over the phone, by email and has plans for some community travel -

The addition of this position in April 2017 is beneficial to victims of crime, partner organizations and members of the general public. The Coordinator works to enhance the knowledge of and response to the provisions of the CVBR by victims of crime service providers and NWT residents.

The Coordinator has been busy. Transitional activities into this position included Critical Incident Stress Management (CISM) training, reviewing the CVBR, and a review of Public Safety Canada's *Information Services for Victims of Crime* material. Other tasks included research and development of a CVBR PowerPoint presentation for training purposes, and participation in an FPT teleconference as an observer. Travel to Inuvik and Fort Good Hope to provide CVBR awareness is in the planning stage.

Capacity-Building, Public Awareness, Training

Three (3) major training events took place this past fiscal year in the Community Justice and Policing Division. Six (6) public awareness fact sheets / pamphlets / booklets were updated to include new information on the CVBR in a gender neutral format. The suite of publications required a complete design layout update with translation and reprinting.

Publications:

Staying Safe – focuses on Family Violence and provides useful tools and understanding that help individuals coping with this crisis.

Court Orders for Safety – provides clear information to assist in better understanding of Court Orders for Safety.

Are You a Victim of Crime or Tragedy? – pocket size guide for first responders (Police, RCMP, Health providers) to give to Victims. This is a pocket size foldout that provides Victims with contact information and the type of services provided by NWT Victim Services.

NWT Victim Services – full size with more information on NWT Victim Services for the general public.

FACT SHEET NWT Victims of Crime Emergency Fund (VCEF) – this is a quick reference for public and victims of crime to better understand this fund and the financial assistance it can provide.

Sexual Assault – this is a very popular help booklet developed for NWT teens in 1992, revised in 2009 and then once more in 2016. It is very well done and other jurisdictions have asked to borrow it.

Training:

The first training took place October 2016 this was a NWT Restorative Justice, Training the Trainer week long course. Though this was funded under the Aboriginal Justice Strategy it involved participation of NWT Victim Services. This

was a great opportunity to strengthen the understanding of participants of the important role that NWT Victims of Crime have in this process.

The second were two Critical Incident Stress Management training modules, (Intro-CISM and Demobilize, Defusing and Crisis Management Briefing), through the Justice Institute of British Columbia. This has been requested by all the NWT Victim Services Providers for several years as many communities are impacted with devastating crime and tragedy that require trauma teams to go in and support community members. The Victim Services workers needed this training in order to look after their own mental health so they can provide effective service to victims. There were enough seats available that we were able to include first responders from the RCMP.

The third was with the Working Group for Essential Skills for Northern Victim Service Workers Project which is nearing completion. January and February 2017 volunteers completed the pilot test. It is now in the final draft stage.

These training opportunities brought together partnering organizations, community leaders and a chance to learn best practices, while building capacity in the NWT.

Community Travel:

This year our Division traveled to 21 of the 33 communities in the Northwest Territories. This is valuable in understanding the communities and the challenges they face and providing awareness of NWT Victim Services and other important initiatives like Restorative Justice and the work within our Division and Department of Justice. This travel was in collaboration with representatives from Department of Health and Social Services, Education, Municipal and Community Affairs and community leaders. These trips are packed with lots of awareness initiatives, and cultural activities. It's an opportunity to exchange knowledge and gain better understanding of each region. Picking cranberries and wild tea, helping with fish nets, tanning hides is all part of the experience. We share our knowledge about the work of Community Justice & Policing and changes that provide better support to Victims of Crime through the CVBR.

NWT Victim Services Outreach Programs

The eight NWT Victim Services programs provide services and information regionally throughout the Northwest Territories. Services such as practical assistance with Victim Impact Statements, Victims of Crime Emergency Fund (VCEF) applications, helping victims to request No Contact Orders, court accompaniment or accompaniment to the RCMP detachment, the hospital or health center, immediate emergency emotional support to victims and their families, referrals for ongoing community resources and GNWT Departmental support services, safety planning

and collaboration with federal and territorial justice partners and initiatives (such as national awareness weeks, (Victims of Crime, Family Violence, Addictions, Mental Health, Victim Services) and community justice initiatives. Several Victim Services providers submit proposal applications to the Victims Assistance Fund (VAF) as a way of enhancing their core funding and delivering further victim support to participate in special events and programs and to provide training to those who support victims.

Outreach Services are available in all NWT communities through telephone contact by Advocates of the eight programs, and occasionally through in-person contact. Program funding levels are not sufficient to allow travel by air. Road and ice road travel is not always possible when victims' calls for support are received, given safety considerations. It is an ongoing challenge to provide a consistent level of victim services regionally, especially in the most remote Beaufort Delta region communities of the NWT. The GNWT appreciates the enhanced program dollars for the Inuvik Victim Services-Beaufort Delta Outreach Provider, and the Program enhancements that are provided to each of the eight programs to assist with outreach, public awareness and training.

Working with such a diverse culture in this very large Territory with limited resources means we have to be really resourceful, imaginative and collaborative. Community partners like members of the RCMP, Health & Wellness providers, Teachers, Councillors and Elders are usual involved when planning community awareness initiatives. Lots of volunteers pitch in so events are enjoyed by the whole community.

Victim Services providers hear first-hand when helping Victims of Crime and working in their communities what are the most important awareness initiatives they need to focus on each year.

Two of the common challenges facing many communities in the North are the effects of drugs and alcohol and family violence. These both have a huge adverse effect on the whole community. Because these are tough subjects, getting awareness messages out can be challenging.

Many of the communities have their own Radio shows in the local language. Victim Service Providers will host weekly call in shows that take on these difficult subjects and find great ways to insure their target audience is attending or tuning in with things like useful prizes. This works because in most of the communities the cost of everything is very high. For example if the target audience is local men on the subject of Family Violence, dish soap, laundry soap, shampoo, shaving supplies make great prizes and a popular radio program (a 950 ml of dish soap is \$12.79 in Fort Good Hope, NT). If local females are the target audience, baby formula and diapers make great prizes.

Community Programs apply for additional funding through the Victims Assistance Fund to provide amazing “On the Land Healing and Self-care Workshops”. These include Elders and families learning traditional knowledge, through storytelling, picking medicine, moose hide tanning, gathering and making food as a community. These programs go a long way in providing meaningful cultural learning blending old and new knowledge.

Many programs focus on building awareness and prevention initiatives within the communities. Elder Abuse, Family Violence, Sexual Consent, Victim Blaming, Bullying, Cyber Bullying and Healthy Relationships are all common themes.

Events like *Victims & Survivors of Crime Week* happen annually and bring communities out for BBQ’s or Feasts. *Family Violence Awareness Week* is an important week across the North. There are many Northerners helping Northerners where ever you go.

The Eight Community Programs

Yellowknife, NT has two full-time Victim Service Providers that cover the outreach communities of **Dettah, Lutselk’e and N’Dilo, NT**. This community program is operated out of the **Native Women’s Association of the NWT**.

Hay River, NT has one full-time and one part-time Victim Service Provider that **Hay River Reserve and Kakisa, NT**. This community program is operated out of the **Katlodeeche First Nation office**.

Inuvik, NT has two full-time Victim Service Providers that cover the outreach communities of **Aklavik, Fort McPherson, Paulatuk, Sachs Harbour, Tsiigehtchic, Tuktoyaktuk and Ulukhaktok, NT**. This community program is operated out of the **Inuvik Justice Committee** office.

Fort Good Hope, NT has one full-time Victim Service Provider that share’s covering the outreach communities of **Colville Lake, Deline and Norman Wells, NT**. This community program is operated out of the **K’asho Got’ine Charter Community** office.

Tulita, NT has one full-time Victim Service Provider that share’s covering the outreach communities of **Colville Lake, Deline and Norman Wells, NT**. This community program is operated out of the **Tulita Dene Band Council** office.

Behchoko, NT has one full-time Victim Service Provider that cover the outreach communities of **Gameti, Wekweeti and Whati, NT**. This community program is operated out of the **Tlicho Government** office.

Fort Simpson, NT has one full-time Victim Service Provider that covers the outreach communities of **Fort Liard, Jean Marie River, Nahanni Butte, Trout Lake and Wrigley, NT**. This community program is operated out of the **Liidlii Kue First Nation** office.

The **Fort Smith, NT** community program is operated out of the **Fort Smith Métis Council** and has one full-time Victim Service Provider that covers outreach clients from any of the communities. There are six busy womens shelters in the NWT. One is located in Fort Smith. Most often when there is a case of conflict of interest, (due to the fact the Victim Services provider might be related to victims), there is agreement among program staff that they will support each other to address this difficult situation. Victims can call Victim Services Providers from another program when this occurs.

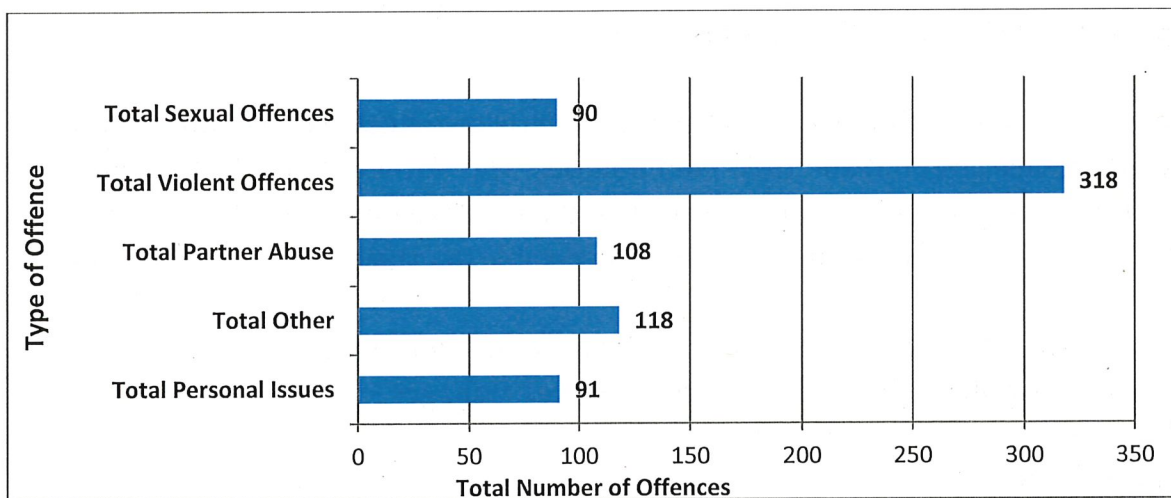
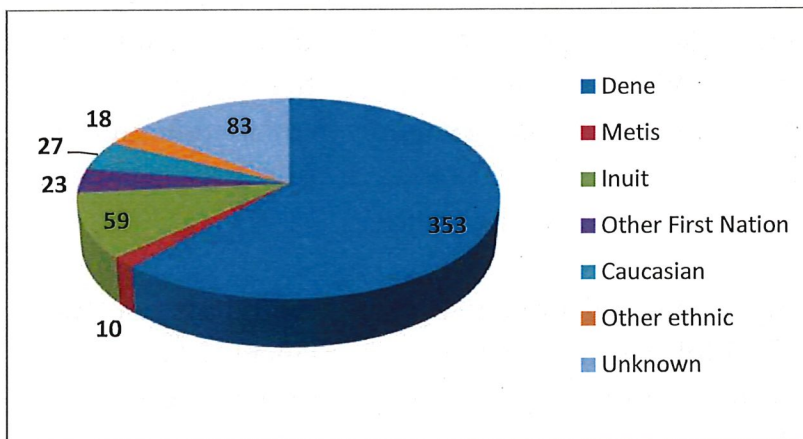
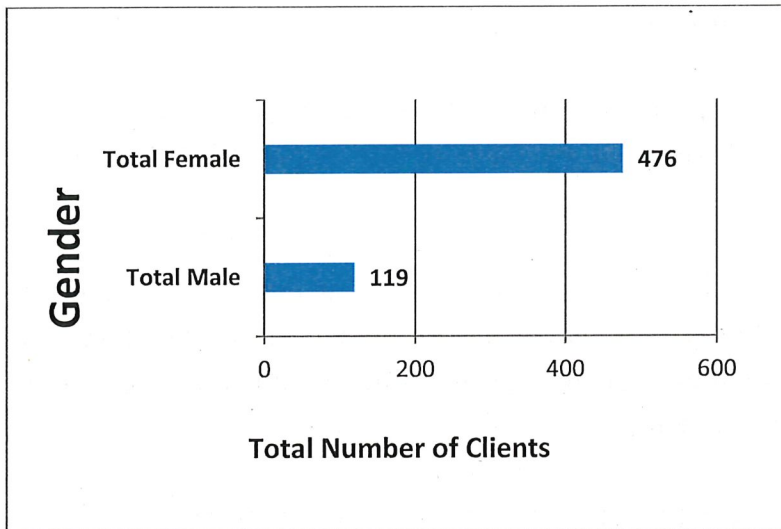
Summary of Statistical Reporting 2016-2017

The primary source of referrals is the RCMP, followed closely by self-referrals, then diminishing numbers by Crown, Medical, Other Victim Services, Shelter, and Social Services. The numbers reported below are a collective of all eight (8) NWT Victim Services Programs across the Northwest Territories. They do not include all reported crimes to the RCMP nor do they have to be reported to the RCMP in the cases of unreported Crimes (such as Family Violence, Sexual Assault). We are unable to accurately track and report some statistics due to capacity and other public helpers have the responsibility of overseeing (Victim Impact Statements VIS, Testimonial Aids). We spend a significant amount of time on VIS assistance.

Clients	Overall Totals
Brief Service Contacts	2290
New Clients	595
Continuing Cases	1432
Total	4317
Services	
Advocacy	944
Assess Need for Testimonial Aids	8
Consult with PPSC	177
Consult with Other	615
Consult with RCMP	3
Total Territorial Court Preparation/Accompaniment:	111
Crisis Intervention	52
Dedicated support person	50
Emotional Support	1582
Information	2627

Interpreter/Translation	16
Next of Kin Notification	9
Assistance with Other Forms	71
Referrals for Ongoing services	295
Transportation	33
Assistance with VCEF Forms	48
VCEF Information provided	68
Victim Impact Statement Preparation/Assistance	76
Help for VIS in Court:	29
Witness Screen Used	6
ODARA	1
Total	5692
Victim Services Office in person	551
Other office in person	231
Victim's/Friend's house in person	122
public location in person	325
Emergency Call-Out	33
Email	716
Phone	2580
Total	4558
Public Education	141
Media event/Liaison	23
Community Liaison/Networking	543
Total	707
Referrals to Other Agency	
RCMP	62
Crown/ PPSC	24
Social Services	12
Shelter	28
Medical	13
Alcohol/Drug Services	1
Legal Services	33
Counselling Services	90
Traditional Services	1
Other	45
Victim Services	96
Total	405

Client Profile



Summary of Victim Services Trends in the NWT

The majority of victims receiving assistance from NWT Victim Services are adult, Aboriginal women. This data is collected by each of the eight (8) NWT Victim Services Programs monthly.

There are multiple issues that concern communities. We hear directly through our community visits and day to day contact with the Victim Services Providers that family violence, drug and alcohol abuse, sexual assault, suicide and suicide attempts are some of the top concerns. These affect the whole community.

This past year's funding was used to provide two Critical Incident Stress Management training modules, (Intro-CISM and Demobilize, Defusing and Crisis Management Briefing), through the Justice Institute of British Columbia. This training is really important for NWT Victim Services Providers to gain a better understanding of working with teams and providing support to their communities and regions when critical incidents happen. We are hoping to build on these two modules and provide further training in CISM in the future.

Every year the NWT deals with suicides and attempted suicides, this past year two small communities dealt with multiple suicides and attempted suicides. For communities and helpers this can take its toll. We encourage Victim Services Providers to keep this in mind and do as much self-care as possible. That being said we are collectively exploring possibilities for receiving or providing effective support for NWT Victim Services Providers.

Family members of Homicide victims can now receive financial assistance to travel and attend hearings outside their communities. The Native Women's Association of the NWT was provided funding from the Victim Assistance Fund. This has been greatly appreciated by families who have been able to utilize it over this past year.

Prepared by Maxine Stanzell – NWT Victim Services Coordinator
Reviewed by Colin White – NWT Victim Services Manager

2017 June 15