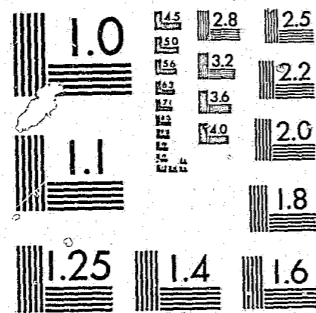


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VICTIMS AND WITNESSES OF CRIME IN CANADA

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RESEARCH AND
STATISTICS SECTION

POLICY PLANNING
AND DEVELOPMENT
BRANCH

Victims and Witnesses of Crime in Canada

by

Dick Weiler

and

Jean-Guy Desgagné

of the

Canadian Council on Social Development

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Deputy Minister of Justice and
Deputy Attorney General of Canada
Ottawa, Canada
K1A 0H8

Sous-ministre de la Justice et
sous-procureur général du Canada

May 7, 1984

Dear Sir/Madam:

In 1983, the Department of Justice commissioned the Canadian Council on Social Development to conduct a survey of services to victims and witnesses of crime in Canada. This work included an inventory of services to victims of crime in Canada and an analysis of the main trends in the development of victim services in Canada up to March 1983. The findings of this study were communicated to the Federal Provincial Task Force on Victims of Crime.

The inventory of services was not published but it is made available to interested persons through the computerized data source on victims located within the Library and Reference Centre, Ministry of the Solicitor General in Ottawa.

On the other hand, the analysis of the inventory of services, entitled "Victims and Witnesses of Crime in Canada" has been published by the Department of Justice due to its interest to a broad range of people and groups involved in the area of victim and witness assistance.

I have enclosed a copy of this report and I trust that you will find it informative and useful.

Yours sincerely,

Roger Tassé
Deputy Minister of Justice

Enclosure

U.S. Department of Justice
National Institute of Justice

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Cat. No. JS 42-21/1984

ISBN 0-662-53013-6

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Deputy Minister of Justice and
Deputy Attorney General of Canada

Sous-ministre de la Justice et
sous-procureur général du Canada

Ottawa, Canada
K1A 0H8

Le 7 mai 1984

Monsieur/Madame,

En 1983, le ministère de la Justice a accordé un contrat de recherche au Conseil canadien de développement social pour qu'il effectue une étude sur les services aux victimes et témoins de crime au Canada. Cette étude a permis de dresser un inventaire complet des services disponibles au Canada pour les victimes et témoins de crime, et d'analyser les principales tendances ayant marqué le développement de ces services jusqu'en mars 1983. Les résultats de l'étude ont ensuite été communiqués au Groupe de travail fédéral-provincial sur les victimes de crime.

Le répertoire des services n'a pas été publié. Toutefois, il est disponible aux personnes intéressées via le service informatisé d'information sur les victimes de crime situé au Centre de Consultation du Ministère du Solliciteur Général à Ottawa.

D'autre part, l'analyse du répertoire des services intitulé "Victimes et témoins de crimes au Canada" a été publiée par le ministère de la Justice en raison de l'intérêt que cette analyse présentait pour un grand nombre de personnes et de groupes impliqués dans ce domaine.

J'ai inclus une copie du rapport qui, je crois, saura vous être utile.

Veillez agréer, Monsieur/Madame, l'expression de mes sentiments les meilleurs.

Le sous-ministre de la Justice,

Roger Tassé

Pièce jointe

Canada



This report reflects the generous contributions of many individuals representing both public and voluntary sector criminal justice and social development interests. These contributions included provision of written information, response to questionnaires employed in a national victim services survey and personal interviews. We are grateful to all those who have assisted the Council in this effort.

Richard Weiler
Canadian Council on Social Development

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Chapter 1 - Introduction

The victim of crime has often been seen to have not received due societal concern. This has resulted in recent years, in considerable development in research and planning as well as in services designed to deal with the needs of victims. This report is intended to inform those interested in the planning and development of services to crime victims of these recent developments. Its objectives include:

- * To provide a summary of the Canadian experience in determining the needs of victims and victim service requirements - especially as they have emerged since 1980.
- * To indicate, through descriptions and selected illustrations, various trends in service development and victim based service projects.
- * To identify a number of issues which will require attention in the future evolution of services to crime victims.
- * To provide assistance to readers in seeking further information. This is accomplished in a number of ways. References to various pieces of research, demonstration projects and ongoing programs are often employed as illustrative examples throughout the paper. Further there are numerous references in the paper to sources of information related to research and service delivery of victim services. The document also includes a number of appendices identifying and describing key victim witness research and project initiatives. They also include an updated inventory of specialized victim witness projects including transition homes, sexual assault centres and crime compensation programs.

Thus, the document is intended to assist the reader in gaining an updated appreciation of Canadian experience as well as knowledge of information resources should further material be required.

I. VICTIM NEEDS

The consequences of a crime on a victim are dependent on a number of factors. These include the type and severity of the crime, the victim's age and physical condition, the effect of the crime on his/her mental and physical health, the reaction of family and friends and subsequent involvement of the victim with

the criminal justice system. Needs resulting from victimization can be immediate and/or longlasting. They can be physical, social, psychological, property-related or financial in nature.

II. VICTIM SERVICES

There are a number of factors which can lead to confusion in exploring the victim services field:

- a. The variety of ways in which researchers have categorized victim services - including grouping by population of interest, e.g. children, women; by type of organization providing services, e.g. police or court based; by type of general victim need to be served, e.g. emotional trauma, physical damage, financial loss, etc; or according to the specific phase of an individual's involvement in the criminal justice system, e.g. services provided at the time of victimization, court related support.
- b. The different meanings given to the same word by different writers. For example, "counselling" is often used to describe a service. But the term may refer to the characteristics of a location - reception centre - not the services provided in the location, or it may be used to describe a method of providing service, e.g. "telephone hotline" not the service(s) themselves.
- c. There are different ways of defining crime: some would include a wide range of situations not included/covered by our criminal code as crimes, e.g. occupational accidents; some suggest that crimes should include not only those actions where the criminal justice system centres on a violation of the criminal code but also those actions which while similar in nature are dealt with through other legislation, e.g. some violations of highway traffic legislation and family laws.
- d. There is often a failure to distinguish among services directed to victims, to victims as witnesses and to witnesses.

These definitional problems were noted both in the literature and in the results of the detailed survey undertaken by the Canadian Council on Social Development (C.C.S.D.) in 1981.

Experience suggests that these distinctive perspectives and approaches employed in considering victim services will, in large part, remain due to the varied service planning frameworks employed in the criminal justice and social development fields and the diverse approaches adopted by communities and organizations in developing services. Such differences would not be construed as

major barriers in sharing a general understanding of development in this field.

For purposes of the report, we have adopted the following definitions:

- * "Victim services" will be employed to cover those services required by victims of crime provided by public or voluntary based organizations which deal with needs directly resulting from the victimization, the person's relationship with the criminal justice system and a person's role as a victim/witness in the legal process.
- * A "service framework" which emphasizes financial assistance, personal care and court related services employed in a victim services survey undertaken in 1983 by the CCSD (discussed in Section IV of this Chapter). It included:

<u>Service Groupings</u>	<u>Specific Services</u>
Financial Assistance	-witness fees, offender restitution, victim compensation, insurance claims, financial assistance
Personal Care	-personal escort services to court, personal escort services to police stations, legal or paralegal counsel, follow-up counselling, crisis intervention, food/shelter, 24-hour hotline, child care, medical care, property repair, support to families of victims, escort service to social/health agencies
Support within the Legal System	-notification of court schedules, notification of case dispositions, description of court procedures, witness reception, transportation to court, providing investigation status, preparation for testimony, victim/witness protection.

These terms will be employed extensively where

consideration of service trends are presented.

- * "Crimes" applies mainly to those actions which contravene the criminal code of Canada. However, we have also included child abuse, which generally is dealt with through provincial child welfare legislation.

This report is based on the analysis of:

- * The literature relating to victim services in Canada.
- * Our understanding of the 1981 C.C.S.D. survey on services to victims and witnesses in Canada.
- * Consideration of developments in this field since 1980.
- * Data arising from a more recent survey conducted by C.C.S.D. for the Department of Justice (1983) on the state of victim services in Canada.

III. 1981 VICTIM SERVICES SURVEY

This report is, in part, a follow-up to a document prepared for and published by the Ministry of the Solicitor General of Canada -- "Services to Victims and Witnesses of Crime in Canada" -- (based on a country wide survey conducted by the C.C.S.D.). The following is a summary of that report.

In 1981, the C.C.S.D. was requested to undertake a study regarding the "State of the Art" of victim services in Canada. This work, which was the first of its kind in Canada, focussed on the emerging service system to crime victims in Canada. More specifically, the study was undertaken:

- * To identify and analyze current service trends and programs aimed at assisting crime victims in Canada.
- * To consider the relevance to the Canadian scene of key service trends and models of victim services evolving in other countries - particularly the United States of America.
- * To identify possible adjustments to existing policies and programs relating to services for victims of crime in Canada.

Given the range of organizations involved in providing services of interest to victims, the survey included consideration of many organizations located in both the social development and justice field.

The survey included an extensive literature review, distribution of questionnaires to approximately 800 organizations, and the interviewing of experts in the fields of criminal justice, social development and victim based programs in both Canada and the United States.

The results of this study lead the Council to identify five areas of interest regarding the provision of victim services in Canada. They included:

- * Services dealing with the direct crisis resulting from victimization. Those included services provided by organizations primarily concerned with specific groups of citizens, i.e. the disabled, elderly, natives, immigrants, abused children, sexually assaulted women and abused spouses.

While many organizations demonstrated interest in their constituents' service needs should they be victimized, only those specifically concerned with abused persons have established specialized victim services.

In many communities across Canada, generalized crisis intervention programs are available through community agencies. While prepared to provide victims with assistance, few agencies indicated that "specialized" victim services were available.

Police based crisis services were highlighted. The study identified a number of major projects which, while different in design, basically involved the development of this capability in assisting police. Examples included projects in Calgary and Edmonton.

- * Services directed to assisting victims and witnesses to participate effectively in the criminal justice system while protecting their rights.

This service area was weak. There was some evidence of police interest in informing victims of the status of their cases and the existence of written materials to guide witnesses. One major "witness" based project was identified in Alberta. However this survey did not identify major service trends provided by the courts or crown attorneys directed to meeting the requirements of victim/witnesses.

- * Services aimed at compensating victims for personal damages incurred as a result of a crime.

The survey did identify and describe the various crime compensation programs which were available in both territories and all but two provinces.

* Services aimed at achieving restitution, reconciliation or both between the offender and the victim.

The survey identified the extensive use of restitution in Prince Edward Island and efforts toward increased use of this sentence in other jurisdictions, e.g. Ontario. Also victim/offender programs were identified in a number of provinces.

* Services that assist the victim to locate and use appropriate existing services.

This resulted in identification of numerous trends among police departments and specialized victim based services, such as sexual abuse centres, in providing appropriate coordination and support.

The report considered the variations in the composition of services, location and objectives of projects focussed on victims, witnesses and victim/witnesses. It presented a comparative description of similar developments in the United States. However, it cautioned against transferring American experience to the Canadian reality given a number of distinctive factors in our society including:

- a. the differences in the nature and rate of crime;
- b. the distinctive federal and provincial responsibilities compared to the American division of responsibilities between the federal and state levels of government;
- c. the distinctive processes of identifying judges and other legal officials in both countries;
- d. the more extensive range of public supported health services available to Canadians.

The report concluded with a brief discussion of trends and suggestions for change regarding a number of issues in this field including federal provincial responsibilities; the need for a national clearinghouse; expansion of crime compensation programs to include property crime; adjustments in federal government funding mechanisms - especially the Canada Assistance Plan; importance of guidelines for local community planning for victim services; and a proposed redefinition of the role of police to permit more active involvement in supporting victims; and finally policy makers.

IV 1983 VICTIM SERVICES SURVEY

This more recent survey was intended to update the above mentioned study. The objectives of this survey included:

- * Provision of data to the Federal/Provincial Task Force on Justice for Victims of Crime.
- * Development of an information base suited to provide support to those involved in the planning, evaluation and management of victim services.
- * Provision of recommendations regarding the state of information, means of organizing and storing information, and approaches which might be entertained in developing a federal information service regarding victim services.

The survey was conducted with considerable effort directed to drawing on involvement and support of many public and private organizations. It was also more extensive than the 1980 survey in that it included:

- * A more detailed description of victim and victim/witness assistance projects in Canada.
- * An effort to identify the information requirements of those planning and delivering victim services.
- * Greater emphasis on locating programs and services among organizations responsible for the courts and crown attorneys' offices.
- * An attempt to identify specific services directed to victim/witnesses, whether they be located in specialized victim/witness programs or within the overall context of an organizations' activities.

The survey involved consideration of existing information on victim services, interviews with those prominently involved in the design, study or management of victim/witness programs; contact by questionnaire with approximately 2,000 social development and criminal justice based organizations, (including sample follow-up telephone interviews); and selected on-site visits. Results of this survey are incorporated in the discussion of recent developments of responses to victims which are summarized in the following chapters.¹

Chapter 2 deals with the wide range of activities which have contributed to the provision of information, the organizational climate and legal developments supportive of victim services.

Chapter 3 is directed at summarizing a number of recent developments in victim services found in both the criminal justice and social development fields. It also relates by specific

¹ Detailed information resulted from this survey is available through the Victim Resource Centre located in the library of the Solicitor General Canada in Ottawa.

illustrations, to types of projects providing services to crime victims.

Chapter 4 identifies a number of general trends in the present and possible future state of victim services. A number of issues which require resolution in the future development of services are discussed.

The booklet is completed with a series of appendices. These are intended to assist the reader in identifying relevant up-to-date information regarding crime victims. Topics include research, communications, victim services and information resources.

Chapter 2 - Recent Developments Towards Victims Services

In the past couple of years, a nationwide increase in interest and commitment exploring the needs of crime victims and developing services to meet those needs has been evident. This commitment has been reflected in:

- * A major federal government initiative to promote improvements in information and services.
- * The development of an "infrastructure" involving many in the public and voluntary sectors concerned with victims.
- * Considerable increase in research in the field.
- * Legal adjustments to protect the rights of victims.
- * The development of victim services.

This chapter will deal with the "non service related" activities.

I. FEDERAL GOVERNMENT INITIATIVE

In July of 1981, the federal government undertook a commitment to mount a major 18 month enhanced "victims" initiative. This commitment included the efforts of a number of federal departments concerned with this subject under the leadership of the Ministry of the Solicitor General and Department of Justice. It involved an increased commitment of both resources and collaborative action directed to:

- * Better assessing victims' needs and related gaps in service delivery.

- * Promoting improved services for victims of crime.
- * Developing and providing information to victims, witnesses and professionals. Information related to legal options, assistance available for victims of crime, the needs of victims and ways of dealing with victims more sensitively.
- * Undertaking policy directed research projects.

This incentive provided consultative and financial support required to facilitate a number of major research, educational, planning and service development activities across Canada. Most initiatives were undertaken in collaboration with provincial and local authorities.

II. THE INFRASTRUCTURE

An increasing "network" of persons concerned with victim needs has been evolving in Canada. In large part this has been the consequence of the development of numerous organized groups responsible for specific tasks. In part, it is the result of many educational initiatives of the past few years. Major activities directed to the needs of victims in the past few years have focussed on research, communication, policy and program formulation. These have been designed to involve an extensive network of professionals and volunteers concerned with victim needs. Many of the activities - be they national, provincial or community-based were founded by task-oriented groups. These groups assumed various advisory, coordination, planning and management responsibilities. Federal and provincial activities have tended to be dominated by government officials from the criminal justice field.

1. The federal government has developed an interdepartmental committee on justice for victims of crime. This is responsible for: (a) coordination of federal policies and activities; (b) assistance to the federal/provincial task force concerned with victims; (c) sharing policy information with those responsible for federal, provincial and community developments; (d) sensitization of professionals to victim needs, and; (e) development of public education initiatives. This committee involves the departments of the Solicitor General, Justice, National Health and Welfare, Secretary of State, Status of Women, National Defence and the R.C.M.P. Other departments are included when appropriate.

2. There are nine provincial review committees that have developed across Canada. These mechanisms are composed primarily of representatives of concerned provincial government organizations responsible for victim services, federal government representatives and in some instances non-government interest groups. These consultative bodies undertake a variety of

responsibilities according to the priorities in their respective province. In a couple of provinces, the activity has been primarily directed to recommending a comprehensive policy framework within which various government departments would assume responsibility for introducing adjustments directed to improving the existing system's victim and witness services. In other instances, the committees were primarily concerned with the scope, and responsibility for services and the short- and long-term plans for development of specialized victim projects e.g. in Manitoba, the committee focussed on the development of a province-wide comprehensive program to assist abused spouses.

3. Many types of community-based consultative mechanisms have also developed. These usually include representatives of community groups and organizations from both the social development and criminal justice fields interested in the needs of victims. These groups, through meetings, public workshops, study sessions and other activities, have been involved in education, research regarding victim service requirements, and planning and coordination of the development of required victim services.

4. A significant action involving the federal and provincial governments has been the development of the federal/provincial task force on Justice for Victims of Crime. This body was established by Ministers responsible for criminal justice. Its mandate was to:

- (a) conduct an in-depth examination of the current needs of victims and their experiences with the criminal justice system;
- (b) explore issues such as long-term funding implications, appropriate legislative options, coordinating mechanisms and funding alternatives, community involvement, and other topics which may be considered important in the development of victim services;
- (c) advise Ministers on how to communicate and sensitize the public and criminal justice professionals as to the needs of victims;
- (d) recommend ways by which the two levels of government can ensure the efficient sharing of information and expertise in this area.

The task force's efforts provide the basis for development of long term government strategies in this field.

A number of other initiatives have been partially pursued regarding the organization of those concerned with victims. (To date these have not proven successful.) Some encouraged the development of a national based self-help organization composed of crime victims that would participate in providing public

education, advocacy for public policy and service provision directed to victim service needs and crime prevention. Another approach considered, involved the development of a national organization composed primarily of service planners, providers and victims concerned with service needs of victims. It would assume responsibilities similar to those undertaken by the National Organization for Victim Assistance in the U.S.A., i.e. encouraging developments in public awareness, policy and services to needs of victims, and to maintain a supportive informational network for those concerned with the provision of victim services. Finally, there has been some activity among a number of representatives of national voluntary organizations concerned with victims directed to increased collaborative efforts in considering the development of a common, victim-focussed initiative among their members. This would assume responsibility for producing a country-wide consultation directed at assessing the feasibility of developing a "victim" focussed organization and in developing a national "clearinghouse" capacity under the auspices of the voluntary sector. While none of these initiatives have yet materialized, there has been considerable interest demonstrated among many voluntary organizations at national, provincial and community levels in establishing policies, initiating public or professional education planning, coordinating and delivering victim services.

The lack of clarity at present concerning a longer term national strategy in dealing with victims, the task and time-focussed responsibilities of many of those groups dealing with various aspects of victims' concern, and the lack of an ongoing, formalized organization of professionals, volunteers and victims concerned with the needs and the rights of victims are causing problems. It is not possible at this time to determine the form(s) in which those concerned with victims will continue advocating, planning and developing victim services in Canada.

Considerable resources and effort have been directed to the development of educational activities. Initiatives are usually supported by the federal and provincial governments. Initiatives include conferences, workshops, audio visual materials and publications have been directed primarily to those responsible for research, design and management of organizations in the criminal justice and social development systems.

Conferences have played a major role in the development of commitment to victims among government officials and professionals in the past few years. The objectives have included provision of information on patterns of victimization, victim needs, appropriate service response and professional methods in responding to victim needs. Finally, they have served to provide opportunities for the increasing number of those committed to service interests of victims to develop and maintain ongoing communication. The numerous conferences held during the past few years have involved professionals from across the country in

varied experiences and have had considerable Canadian representation:

- * Several of the major international meetings on victim services have been supported. The first being the joint meeting hosted by the American Organization of Victim Service (NOVA) and two Canadian national voluntary organizations, The Canadian Association for the Prevention of Crime and the Canadian Council on Social Development. More recently, the 33rd International Course on Criminology involving social scientists, planners and service providers from around the world met in Vancouver to consider the needs of victims.
- * Numerous regional and community based meetings have been conducted where the emphasis has been on service needs of specific groups of victims such as natives, senior citizens and sexually abused women. For example, a recent meeting involving approximately two hundred professionals from the Maritimes dealt with the problems of abused women. This workshop, held in Moncton, focussed on assessing the quality of existing services and means of facilitating improved inter-disciplinary efforts among professionals.
- * Other conferences and workshops have been directed at assisting volunteers and professionals in understanding specific techniques/skills involved in dealing with victims. For example, a recent two-day workshop involving over 150 participants from New Brunswick considered the application of crisis intervention methods in family violence situations. A major component was the consideration of approaches, (specifically, techniques developed in the London and Restigouche project) employed in family violence projects in Canada.
- * Other community conferences and workshops have been directed at sensitizing, educating and informing community leaders and agency personnel of the victim issue. These efforts, while varied in design, have aimed at encouraging greater community action on behalf of victims. They have generally been preceded by considerable planning directed at identifying the appropriate subjects, program design and audience. A series of such specially tailored workshops was conducted in Nova Scotia in 1982. The events in Truro and Sydney focussed on property crime whereas the Halifax program focussed on victims of sexual crime. Each varied in its program design, composition of and expected roles of participants.

- * Other community events have been integral components of an overall "community development" exercise directed to initiating victim services. A two-day workshop held last fall in Ottawa involving professionals, volunteers and agency representatives, was specifically intended to increase awareness about crime victim needs, and existing services in Ottawa and to determine ways of improving services available to victims. There were a number of specific actions arising from this meeting including a local police department initiating a victim training program for staff and the initiation of discussions regarding the development of a victim services coordinating committee.

Such educational endeavours have been important in encouraging action on behalf of victims, in information sharing, and in developing a network of persons across the country with a common interest in the needs of victims. Many of these meetings have resulted in the preparation of public reports.

These efforts have been complemented by numerous publications and audio visual materials directed at educating both professionals and the public in various elements of the crime victim situation. As will be noted later in this paper, there has been considerable effort taken by many organizations concerned with victims to improve information services. This has been in response to the increased recognition that many victims are not aware of relevant services already available to them.

III. RESEARCH

The recent increased interest in research in this field is reflected in a generally supported research strategy stressing the need to develop a Canadian data base on crime victims, their needs, available resources and gaps in services. These studies, which could be central to the future design and evaluation of programs would involve the active support and collaboration of local community agencies. Where possible, they should also reflect the views of specific groups of victims regarding their experiences and needs. The following information has been gleaned from the many recently conducted national, provincial and community based studies.

National Studies

The federal government has directly assumed or supported extensive research projects. These have included:

- * Identification of the trends of crime, impact on victims and perceived needs for services. These include both a national urban victimization

survey concerned with the victims of crime in general and an analysis of sexual crimes against children. (Both are discussed in this section of the paper.)

- * A number of reviews have been undertaken directed to identifying and describing trends in service delivery to victims and witnesses of crimes. These exercises have included efforts to survey the present service system in regard to services directed to victims of crime in general, such as those conducted by C.C.S.D. They also include a number of more detailed surveys directed to services to specific groups of victims including sexual assault, child abuse and abused spouses. Finally, crime compensation as a specific type of service to victims has been assessed in some detail. Reference to some of these works is presented throughout the report.

A Canadian Urban Victim Survey

The most significant research relates to a major victimization survey conducted by the Ministry of the Solicitor General with the assistance of Statistics Canada. The research was conducted in seven major centres; greater Vancouver, Edmonton, Winnipeg, Toronto, Montreal, Halifax, Dartmouth and St. John's. It involved interviews with over 60,000 persons providing us with the most comprehensive picture available to date of the extent of reported and unreported crimes in 1981, the risk of criminal victimization, the impact of crime, public perception of crime, the criminal justice system and victims' perceptions of their experiences.

A number of general patterns have already been identified on the basis of initial analysis of the survey data:

(1) Reported and Unreported Crime

The survey demonstrated that over one half of crimes were not reported. Rates of reporting varied according to the type of crime; theft, over 70% reported theft of a motor vehicle; sex, women had higher reporting rates than males for sexual assault; and age, persons over 65 were more likely to report crimes than were younger victims. Reasons given for not reporting crimes included the view that the crime was "too minor", that police could do nothing about the situation, that it was inconvenient, or that the criminal justice system was too complex and intimidating. Reasons for not reporting sexual assaults varied from the usual pattern. These victims stressed concern with negative attitudes of criminal justice officials and a fear of revenge by offenders.

(2) Risk of Victimization

There would appear to be a much higher incidence of crimes committed than is evident from official crime statistics. It is also evident, consistent with the general perception, that crime is generally equated with violence. Crimes in Canada are rarely violent, most crimes being property related.

(3) The Victims of Crime

Crime patterns appear to be tied to sex differences; women are seven times more likely than men to be victims of sexual assault, whereas men are twice as likely to be victims of robbery and assault. Age is also a factor. Contrary to public opinion, however, elderly citizens are rarely crime victims. In fact, persons under 25 are most susceptible. There are also varied patterns of crime related to income and lifestyle.

(4) Fear of Crime

The survey suggests that women and elderly citizens report greater fear of criminal action than the general population (as reflected, for example, in fear of walking alone in one's own neighbourhood).

(5) Perception of Police Behaviour

The majority of respondents were prone to have positive opinions of the police in matters of law enforcement, promptness in responding to calls, and approachability. Victims, however, were less positive about police response, with least satisfaction regarding information on crime prevention matters. The most unhappy group of crime victims were sexual assault victims.

(6) Awareness of Crime Compensation Programs

These programs were generally not well known. This lack of understanding was shared by victims who would be eligible for such benefits. Many of the minority who were aware of the programs were misinformed as to the eligibility criteria.

Thus, this national survey, while restricted to urban settings, demonstrates that the majority of crime victims do not report the crime and are either unaware of, or misinformed as to, victims services available. These results are consistent with most community-based surveys addressing these matters.

A number of specific summaries dealing with the above subjects are being prepared for public distribution. Contact the Communications Division, Program Branch of the federal Ministry of the Solicitor General for further information.

Badgley Committee

The federal government has also embarked on a major piece of research related to sexual offences against children and youth. The work is being undertaken by a committee of experts under the chairmanship of Dr. Robin Badgley of the University of Toronto. The Committee was jointly established by the federal Ministers of Justice and National Health and Welfare.

The committee is to ascertain the incidence and prevalence of sexual abuse against children and youth and of their exploitation for sexual purposes by way of prostitution and pornography. The committee is also examining the question of access by children and youth to pornographic material. Finally, the committee is examining the relationships between the enforcement of the law and other mechanisms used by the community to protect children and youth from sexual abuse and exploitation.

This work will require the committee to address certain areas of the criminal code and related legislation dealing with the above matter. More specifically, the group is examining:

1. The elements of the offences with special attention to issues of age, consent and related considerations of evidence and publicity.
2. The incidence and prevalence of sexual offences against children and youth in Canada. Where possible, comparisons are to be made with the incidence and prevalence of sexual offenses in general.
3. Whether such offences are likely to be brought to the attention of the authorities, whether they are likely to be prosecuted and, if so, their outcome.
4. The effectiveness of criminal sanctions and methods other than the application of criminal sanctions in dealing with types of conduct involved in these offences.

The results of this extensive study should be publically available within the next year. The report should provide considerably greater understanding of these crimes and indications of the appropriate preventive and treatment services required.

Community-Based Studies¹

Numerous provincial and community-based studies have focussed on the gaps in services required by victims. While the results are not always consistent, certain general trends and suggested remedies are becoming evident. The following summarizes the results of many of these recent initiatives. The material is organized according to the local agency responsible for or

¹ More specific information identifying relevant studies and their source can be acquired by contacting the Consultation Section of the Programs Branch of the federal Ministry of the Solicitor General.

primarily affected by the respective studies.

Most community-based assessment studies have been conducted in order to identify the pattern of crime in a community and to provide appropriate data upon which sound decisions as to what services are needed can be established. Some reviews have attempted to include baseline information necessary in determining the effectiveness of programs to be implemented.

Information collected usually involves data provided by victims. Some assessments have relied on one set of data while others have involved victims both soon after and some time after the crime. Information is generally related to the impact of the crime and perceived service needs. Data from witnesses is sometimes included, focussing on their experiences in relating to the criminal justice system. Information is usually collected regarding the extent and location of local services appropriate to victim needs. The data assists in determining where improved coordination, referral and information, as well as new services, are required.

Some reviews have also contacted selected representatives from criminal justice and social development organizations in order to gain an appreciation of their concerns, difficulties, and possibilities in developing service responses to victims. A few reviews have attempted to develop criminal justice system indicators required to develop baseline data for evaluation purposes. Abt Associates, for example, have proposed that the following may provide the framework for ongoing evaluation data:

Police related:

1. proportion of reported crimes cleared by charges;
2. length of time victim property is retained as evidence;
3. exploitation of home security;
4. frequency of call backs to the same residence.

Court related:

5. proportion of family violence cases in which charges are laid;
6. proportion of general cases in which charges are withdrawn by victims;
7. proportion of cases withdrawn due to victim non-attendance;
8. proportion of cases in which suspect is convicted;

9. proportion of convictions in which restorative sanctions are imposed.

Police Departments

Police are often the most significant contact with victims. Victims' general reaction to the police is very positive. Police are seen to respond quickly to calls, are polite, courteous, sympathetic to the victim's situation and work at apprehending the offender. However, victims often indicate that the police have difficulty in providing "victim service" requirements. Competing demands on their time, their professional capability and other factors, often result in limitations in meeting victims' expectations. Service gaps which have been noted include a lack of follow-up information on the progress of the investigation, lack of knowledge of available services to better deal with victims' needs and the lack of specialized capability to deal adequately with the victim's crisis.

Numerous suggestions have been made for changes to deal with these gaps:

(a) Information on the investigation:

- creation of an information booklet describing the criminal justice process and court procedures, (often materials are provided to victims by police);
- establishment of a policy directing police officers to clearly explain procedures to complainants on initial calls;
- development of identification cards providing the name of the involved police officers, telephone number and the victim's file number. These cards are given to victims;
- establishment of a procedure to systematically inform victims when an offender is apprehended or upon the closing of the relevant case;
- development of a "notification" service within the police department which would keep victims informed as to the progress of their case.

(b) Referral to appropriate services:

- advise police officers through formal training sessions, of the existence of services available to victims;
- ensure that occurrence reports include reference to notifying the victim of available services;
- assign police officers or volunteers to forward information to victims on available services;
- prepare information packages describing existing services to be provided to victims during

investigation.

(c) Crisis situations:

- review policies and/or practices regarding victim assistance and where possible, define alternative means of dealing with domestic complaints;
- provide in-service training for police officers;
- develop backup capability which is available to police officers on call.

The above suggestions have been considered and partially or totally implemented in many communities through the development of policy, adjustments in procedures, introduction of specific services and in some cases, the development of victim based projects providing various services within police departments.

Court

The judicial system is the component of the criminal justice system where justice is carried out. Many victims/witnesses have encountered difficulty in relation to this institution not only because of the adversarial nature of the system but also because of the lack of support available in understanding, preparing for and accessing the system. The primary responsibility for supporting the victim/witness rests with the office of the Crown Attorney. Numerous studies related to the needs of victim/witness have recommended adjustments including:

a) Provision of Support to Victims

- * Development and distribution of materials describing the legal process and role of the witness and identification of further sources of services and information.
- * Development and preparation of materials which define the rights of victim/witnesses regarding their relationship with police, legal aid, opportunities for alternative processes, e.g. diversion, restitution, and role as witnesses.
- * Establishment of procedures whereby the crown would be expected to inform the victim of any change in court sessions, plea bargaining results, sentence and rationale for such.
- * Establishment of a "witness management program" which would be responsible for informing witnesses regarding scheduling of cases, informing witnesses of witness fees and expense reimbursements, assisting

witnesses in locating involved police officers or crown attorneys when required.

- * Development of a "toll free" legal information telephone system which would provide information and crisis support for victim/witnesses.
 - * Undertaking of a study regarding the needs of victim/witnesses in the court setting with a view to recommending procedural adjustments and modifications of the roles and responsibilities of court based personnel which would better accommodate the victim/witness.
 - * Development of an agency which would provide a range of victim/witness services - including linkage and support in the victim's relationship with the crown and court.
- b) Provision of witness fees and other forms of support
- * Provision of direct payment of witness fees, especially in areas which are served by circuit courts.
 - * Examine the fairness of present fees schedules and accompanying expenses incurred by witnesses, with a view to altering amounts if justified and possible.
- c) Sentencing
- * Develop policies and procedures whereby the victim is routinely consulted in assessing the actual financial loss or damage inflicted by the criminal incident. The "victim impact" review, conducted by either a probation officer assigned by the court or by crown attorney staff, would be either a component of the pre-sentence report or separately provided to the judge.
 - * Increase the use of restitution where appropriate, and, where possible, assign the court with the direct responsibility both for collection from offenders and payment to victims.
 - * Examine possibilities of implementing a mediation-based program involving the victim and offender, especially in crimes related to property offenses.
 - * Increase the use of peace bonds in cases where domestic disputes are possible and no danger is considered imminent.

It is worth noting that each of the above suggestions

has been introduced in various communities in Canada. The choices made often reflect the specific design of the study of relevance of various approaches to a community. The selection also can reflect the extent of involvement and level of interest present in a community. Finally, this specific involvement and commitment of local organizations often influences the designation of responsibilities.

Community Service Agencies

The roles assumed by the community in meeting the needs of victims can also be of major significance. Often victims who do not report a crime are dependent on these services. Furthermore, assistance which is not available through the police or courts must often be provided through these services. Studies have revealed considerable variations in the extent and types of services required. One general theme which is however apparent, is the lack of information on community services, including those which would be specifically relevant to certain victims of crime, e.g. programs for abused wives. Thus, various studies have recommended developments in this sector including:

- * Development of support services - often available at the scene of the crime - which might include emergency response, emergency transportation, crisis intervention, advice on police and investigative procedures, and information regarding available services.
- * Refinement of hospital services so as to provide victims - especially sexually assaulted victims - with needed support. Adjustments could include diminishing the time in waiting for services, provision of emotional support and providing follow-up contact.
- * Development of follow-up programs directed to informing victims of available services which might be required.
- * Establish an effective monitoring mechanism to ensure coordination of services to victims.

Summary

Again, the above suggestions have been developed in various communities across the country. Responsibilities for these services vary according to the community's particular interest and commitments. Thus, some communities have organized these services in community-based agencies such as the John Howard Society. Others have developed a collaborative partnership involving both police and non-police based resources, as is the case in the victim services project in Ottawa where efforts of both the Salvation Army and the police department are harmonized. Still other communities have given the direct responsibility for

provision of services to both police and civilian experts through the police department, as is the case with the Domestic Response Team in Metropolitan Toronto and the Family Consultant Service in London.

Evaluations of specific victim/witness projects have also been initiated. Only a small number have been completed. Unfortunately, the limited number of reviews, varied types of projects evaluated, and the variety of methods employed, do not allow for general conclusions to be drawn. However, of these reviews which have been completed, a number are of superior quality. Given the major interest in evaluation encountered in the recent survey among many organizations concerned with victims, a listing of some of the more well-known victim needs, assessments and program evaluations is provided in Appendix 2.

While considerable effort has been directed at conducting research regarding patterns of victim needs, service requirements and effectiveness of services provided, it is important to recognize that present data, especially those developed within specific community-based studies, reflect considerable inconsistencies. The differences are accounted for by the difficulties related to undertaking research in an area as complex as the criminal justice system. Moreover, methods and survey instruments have differed. At times different study foci populations of interest and variations in the analyses of data have also limited the opportunity to generalize on findings.

In addressing the basic concern of the needs of victims, studies have focussed on the impact of crime on victims and their general needs, the needs of victims in relating to police and the courts, and the presence and effectiveness of existing services.

Studies of the financial costs of crime to victims have shown coverage costs ranging from \$10 to \$1,000. While the amounts are generally not large, many victims were not insured for the loss. Many also indicated a preference for some return of the loss through restitution orders rather than jail sentences or fines of offenders.

Only a small percentage of those victims receiving physical injury due to violent crime indicate a need for either medical or dental care (The Canadian Urban Victim Survey states approximately 10%). General patterns of emotional trauma are more difficult to discern. However, research suggests that the major reactions are anger, nervousness and some confusion. While the majority of victims are upset with the crime, few tend to develop specific longer-term fears such as entering one's home, going out at night or being alone. Most victims have dealt with their emotional trauma through their own social networks, not through formal services. However, a full understanding of this matter is not yet possible due to the limited number of victims of personal

crimes surveyed to date.

Perhaps one of the most significant findings in the research to date is the consistently high percentage of victims reporting a need for more information regarding the investigation process and status of cases. Thus, many reviews and studies have indicated that the major service priority of most crime victims was related to information needs. These include:

- * Information related to specific aspects of the case in which they are involved. This would include information related to charges, hearings, adjournments, disposition of the case and return of stolen property.
- * Introductory information on the relevant substantive law, the criminal justice process and the rules of such key players as the victim, witness, accused, police, prosecutor and judge.
- * Information on services which are available to victims in meeting their needs. These services can be present in both the criminal justice and social development systems.

Thus, while our knowledge of this field is rapidly developing, care should be taken in considering existing information when planning for the development of services for crime victims.

IV. DEVELOPMENTS IN THE LAW

There has been an increasing interest in legal adjustments directed to improving the employment of the law in specific areas of crime, e.g. family violence, ensuring that the criminal justice system is responsible to the victim, and defining the responsibilities of victims in the legal system.

One of the most evident adjustments is found in recent amendments to the Criminal Code relevant to assaults and sexual offenses. These changes alleviate some of the difficulties confronting victims of sexual assault, especially in their relationship with the criminal justice system.

There has been considerable activity and interest among politicians and officials at federal and provincial levels in developing policies directed to ensuring more active response of police to certain types of crimes. This is especially true in regard to ensuring charging of assault victims in domestic violence situations. At the national level, a report on "Violence in the Family" by the Standing Committee on Health and Welfare, parliamentary discussions, and the recent initiatives undertaken for the Status of Women, all suggest more direct action in

treating spouse and family abusers as criminal offenders. The R.C.M.P., together with provincial Attorney Generals, have actively pursued the development of a consistent national arrest policy for spouse assault. Finally, provinces such as Manitoba, have gone public in their endorsement of a more active arrest policy in this field.

There has been increasing interest and discussion regarding possible amendments to the Criminal Code, development of other legislation, or possible application of existing laws (in particular the new Charter of Rights) directed to enhancing rights of victims. This interest reflects the influence of a number of American experiences where victims rights legislation has recently been actively pursued, increased public awareness of the possible role of the law in providing citizens with a new range of rights, especially as is evidenced in the growing awareness of the possible implications arising from our new Charter of Rights and public interest in the major federal government initiative directed to a comprehensive review of the criminal code. These interests have been noted by both politicians and others concerned with victims; they have been reflected in recent publications and they have been included as a legitimate area of concern in the current criminal code review.

Opinions on the extent to which rights should be protected vary according to the person's perception of the extent of society's responsibility for an individual's victimization, including the victim's right to publically supported services and the responsibility of the criminal justice system to victims. "Rights" may include the right to protection for the victim, right to reparation for injury, loss, trauma, suffering and other consequences, the right to regain the state of physical, psychological, social and financial well-being present before the crime, the right to be fully informed, to have the victim's family protected by the criminal justice system in resolving conflicts arising from a criminal action and the right to a social system with less injustice and conflict.

Chapter 3 - Recent Service Trends

Our society has emphasized the responsibility of the state for bringing the offender to justice. Essentially the criminal justice system has emphasized the role of offenders in the system including their detection, apprehension, and disposition of their cases, their incarceration and ultimately their rehabilitation. Further, efforts to reform the criminal justice system have generally been directed towards protecting the rights of the accused and towards the treatment of offenders. This historical approach in our legal system has tended to diminish the extent to which society has accommodated both the

personal needs of victims and their active role as participants in the criminal justice process.

I. HISTORICAL SERVICE TRENDS

While these biases have been evident in the development of the criminal justice system, there were trends suggesting increased concern with the plight of the victim through the sixties and seventies. This is evident in the number of services provided by public and voluntary organizations located in both the social development and criminal justice fields. These have included:

- * The development of a national crime compensation program. This cost-shared program exists in both territories and all but one of the provinces. It is intended to provide financial aid to victims. Eligibility is limited to victims of violent crimes.
- * The development of specialized programs to meet the needs of the abused spouse. These initiatives directed to women and children "in transition" from an unacceptable domestic situation usually involving ongoing physical abuse. These programs have typically attempted to provide emergency shelter, crisis and legal counselling and referral assistance.
- * Programs directed to provide assistance to sexually assaulted women. These programs have primarily related to rape crisis victims. They have generally focussed on the provision of specific services for the individual, including crisis intervention, personal counselling, legal advice and other personal support services. They also have included an educational component, usually directed to increasing public awareness of the phenomena and increasing sensitivity and expertise of professionals in both the social development and criminal justice systems in dealing with these problems.
- * Programs directed to assist abused children. This societal commitment has its roots in much of the Canadian social welfare legislation and programs created over the past 100 years intended to assist children requiring attention. Recently, specific and focussed concern has been directed to the abused child. These efforts have been reflected in major social, health, education, legal policy and program initiatives involving provincial government departments, child welfare agencies, hospitals and various professional associations.

There was also increased support provided to the victim through programs within the criminal justice system specifically directed to encouraging direct compensation be provided by the offender to the victim. This has included:

- * The use of restitution by the courts as a sentencing option available under the Criminal Code of Canada. This initiative, which is exercised at the discretion of the presiding judge, involves the payment of money or services by the offender to victims. The extent of use of this option has varied among provinces, e.g. Prince Edward Island included restitution orders as a component of almost two thirds of its probation caseload in 1980. Many restitution orders are integral components of broader based diversion, restitution and mediation programs.
- * The development of programs directed to encouraging victim/offender reconciliation programs. These initiatives attempt to mediate and reconcile the victim with the offender.
- * Some specialized programs directed to the social, personal and information needs of victims in general developed in the seventies. These initiatives were often established in conjunction with large urban police departments such as London and Edmonton. Finally, there has always been a service network available to accommodate many victim needs through the ongoing activities of many service organizations. This would include the direct support provided by police departments and other related social and health services.

Despite all of these developments, there has been increasing concern among many Canadian experts in the criminal justice system for the need to more aggressively define and meet the service requirements of the victims of crime.

Reasons for this concern were varied and included:

- * The influence of the American experience in this area during the seventies where extensive public and private support was provided in the development of a range of victim and witness based services.
- * Increased recognition of the extent of difficulty in linking the victim of crime with both short and long term service requirements as a direct consequence of the victimization experience (often related to domestic violence). Lack of "on site" crisis support,

difficulties in coordinating service needs with the existing social service network were among the problems being identified by police and organizations concerned with serving victims.

- * Concern that victim/witnesses be treated in a sensitive manner in order to maintain an effective criminal justice process. This would include encouraging their participation in reporting crimes and their constructive assistance in the investigation, and where necessary, participation in the court experience.

II. RECENT SERVICE TRENDS

In conducting the 1983 survey on victim services, an attempt was made to determine the extent of formal commitment in the provision of services by the major organizations in both the social development and justice fields. The following summarizes a sectoral perspective of these findings:

Social Development

Health Services

The public health system, which is essentially responsible for health promotional and preventive health care matters, has demonstrated increasing interest in identification of certain classes of victims, specifically, abused children and victims of family violence situations. Community-based public health staff are often actively involved in the development of services of value to crime victims, e.g. the development of mental health programs such as crisis intervention programs. However, other than this form of collaborative involvement with other agencies in the identification and development of services to victims, these health agencies are not involved in the provision of services specifically for crime victims.

Canada has also developed a complex and varied system of community mental health programs. These programs, often located in public organizations such as hospitals, public health organizations or in voluntary agencies, are generally active in provision of crisis intervention, and short- and long-term counselling often required by crime victims.

There is increasing evidence of interest in victimology among many mental health professionals. The majority who are involved with victim needs participate in the design and development of other community based victim services, provide back-up consultation and, where appropriate, provide victims with direct services (albeit in the context of generically designed mental health services).

Hospitals, whether they emphasize general care or focus on psychiatric needs, remain the primary institution providing emergency, acute and chronic health care services. They continue to be the major provider of immediately required health services to victims. There is an increasing trend to sensitize and train professionals and adjust practices so as to better deal with specific crime victim groups such as rape victims, sexually abused children and abused spouses. Also, hospital staff are often very involved in community planning and service coordination efforts directed to victims. Some hospitals are involved in tailoring services specifically directed to victims. This is generally related to services for the sexually abused victim and often involve the secondment of staff or volunteers from specialized victim service programs such as rape crisis centres to assist hospital emergency ward staff.

Few hospitals are engaged in the provision of major victim service projects. An exception is the Child Protection Centre of The Children's Hospital of Winnipeg which provides the provincial base of multidisciplinary clinical expertise in the prevention and treatment of child abuse and neglect. The centre is concerned with health, welfare, legal and educational services. At present, the centre is considering the development of a "legal/paralegal child advocacy project". The project would focus primarily on the province's native population. The project team would work with the centre's multidisciplinary group in providing legal expertise in assessing cases and with paralegal advocates to work with native families. This specific project would involve legal counsel responsible for preparing all legal child protection submissions and preparing medical staff in their role as court experts. Paralegal child advocates would assist native families and communities in assuming responsibilities for child care and welfare services.

SOCIAL SERVICES

General Welfare Assistance

In most part, these programs are publically supported efforts providing financial support of the federal, provincial and, in some cases, municipal governments. They are directed to "persons in need". There is evidence of increasing interest and involvement of welfare officials in developing community-based services to victims of crime. Most organizations provide assistance for emergency accommodation, financial assistance and certain other specialized services to victims as well as others.

Social Planning Councils

Social planning councils, (voluntary agencies found in many communities), while not normally involved in the provision of direct services, have often played a major role in advocating for,

planning, developing and coordinating services required by victims. This is especially evident in regard to services which are focussed on specific groups of victims, e.g. abused children, rape victims and abused spouses. Some of these agencies have been actively involved in public education on victim related concerns such as child abuse. Others have actively pursued the development of specialized local service programs such as rape crisis centres. Still others have undertaken considerable research, and public education in encouraging increased service support for justice organizations dealing with victims (e.g. the Metropolitan Social Planning Council had actively pursued the need for greater support to police in dealing with domestic violence situations - a major influence in the development of the domestic response team).

Perhaps the most consistently involved agency has been the United Way of the Lower Mainland. For years this organization has been a pioneer in public education, research and project development regarding crimes of sexual abuse and family violence. Its efforts have not only focussed on supporting the victim but have also included concern for the "offender", e.g. the development of treatment programs for spouse abusers.

Sexual Assault Centres

These programs continue to develop in Canada. While each, by definition, is concerned with victims, many also provide witness based support, generally limited to provision of information on rights of victims and court procedures. Some centres will accompany witnesses to court. Most agencies are actively involved in public information, training of professionals and provision of direct services. Interest in both advocacy and preventive action is also often present.

Most agencies provide a range of direct services to victims. They usually include a 24-hour hotline, crisis intervention, follow-up counselling and support to families of crime. Most provide information on legal and paralegal counsel, shelter, child and medical care, court procedures and preparation for court appearances.

The interests highlighted in the 1981 survey on this subject continue, including:

- * continued extensive research on the phenomenon of sexual abuse and the treatment of its victims;
- * extended educational initiatives directed to professional groups and service agencies intended to improve understanding of the nature of sexual abuse and appropriate service responses. These initiatives are primarily directed to police, health and court service professionals.

Recent changes in the law regarding sexual assault and an extensive increase of public awareness regarding sexually violent abuse of women have further sensitized both the public and the legal system to the significance of this form of violence.

Many centres are involved, with some difficulty, in determining their legitimate responsibilities. The problems which centres face relate to the extent to which they should retain responsibilities which they have traditionally assumed, but now are accepted, as appropriate responsibilities of other organizations in the criminal justice system, e.g. provision of assistance in preparing for court. Underlying this situation is fundamental differences of opinion regarding the extent to which sexual assault centres can be expected to cooperate and participate with social development, and justice organizations while ensuring appropriate provision of services to these victims seeking their assistance.

The centres are also confronted with difficulties in determining their responsibilities within social development agencies for various other victims, including sexually abused children and incest victims.

These centres are generally funded by various sources including government, voluntary sector and private sector support. The programs have been plagued with limited funding constraints since their beginning. Recently, programs have not only expressed concern regarding the limited resources available to them, but have also indicated concern regarding the trend of many provinces to move away from the "block funding" approach generally employed a few years ago to fund on the basis of detailed criteria such as numbers of clients served and quantitative and qualitative analysis of services provided. Many organizations fear that this form of funding could lead to disclosure of confidential information. There is also a concern that this form of funding might distort or fail to take into account the value of services currently provided, such as public education.

Services for Abused Spouses

Spouse abuse has recently received considerable public attention. This has resulted in considerable progress in the development of policies, programs and research.

Work undertaken in the past few years suggests that additional information is needed in order to gain a complete understanding of this issue in Canada. While there is a growing realization that the problem is significant, researchers differ as to its extent. It is also difficult to determine the financial cost to society of this problem in that this is largely dependent

on the extent to which arrangements are made to provide for abused spouses who move from the home. While most victims report limited physical injury, upwards of ten percent are severely injured. The emotional consequences tend to be extensions of what victims of other violent crimes experience.

As a result:

- * Programs specifically directed to meeting the service needs of these victims continue to develop.
- * Programs, in both social development and criminal justice, are increasingly being designed to ensure collaboration in planning and service provision among agencies.
- * Specialized projects and training are being provided to many police officers.
- * Policies encouraging more effective sentencing are being developed.

Specifically, a number of program-related developments have been evidenced in the past few years. The federal government has recently established the National Clearinghouse on Family Violence located in the Department of Health and Welfare. It is intended to provide assistance to governments, non-government groups and agencies, professionals and the general public in identifying, preventing and combating the incidence of family violence as it relates to women, children and elderly citizens. Initial interests of the program are to:

- * gather, organize and disseminate existing information about Canadian research and programs;
- * provide service information related to funding sources, innovative programming and inventories of available services;
- * provide bibliographic information and material;
- * provide technical and consultative assistance in the conducting of workshops and conferences, consultation to individuals and groups concerned with programming and assisting in the development of audio-visual and printed material;
- * compile and maintain a centralized record of Canadian research;
- * develop and distribute new materials including films and printed material for professionals and

public education. This program has already been met with a demand from professionals and the public that exceeds the initial resources provided.

In recognizing the resource limitations in providing sufficient quantities of "transition house" based programs, an alternative service pattern is emerging regarding crisis accommodation requirements of the abused spouse. "Safe homes" are increasingly evident in many parts of Canada, especially in isolated and rural communities. These homes are, in fact, private residences whose owner provides the emergency housing. In most instances, these homes are developed and supported by staff of local or neighbouring community services such as transition homes. While most programs provide shelter to anyone requiring emergency assistance, some are primarily intended to service abused spouses. Required services not available in these homes, such as professional counselling, are provided by appropriate community agencies.

One of the most dramatic service developments in this field has occurred in Manitoba. This province-wide initiative involves the need for collaborative involvement of professionals, volunteers and organizations in both the social development and justice fields.

This project now comprises a number of specific activities which are carried out by professional staff, volunteers - often women who have experienced wife abuse - and social work students. The public education component is designed to involve special interest groups, e.g. unions, school associations which include written materials, seminars and media exposure. The program attempts to alert people as to the dimensions of the problem and the remedies available to deal with the victim's needs. The professional educational component is directed to legal, social and health professionals. These efforts are intended to increase awareness of, and sensitivity to, the needs of the abused spouse.

Another component of the project includes a comprehensive advocacy service. This involves the assignment of fully trained volunteers to victims who request help. Advocates will act as resource persons and assist victims in dealing with legal and social development based agencies such as courts, police, welfare agencies and other services providing counselling, accommodation and educational services.

The project includes a crisis telephone service, available on a twenty-four hour basis throughout the province, providing crisis assistance, information on available services, assistance in identifying an advocate for the victim if desired.

Finally, the project includes a rural service specifically directed to the interests of those living in sparsely populated rural areas where other services are often not available. This "community development" initiative is primarily directed to acquainting persons with the Winnipeg based program, with the availability of province-wide services, e.g. the crisis line provided by the central program, and to encouraging the development of volunteers and special services such as "safe house" accommodation in private homes.

The project is provided with policy direction from the Manitoba Committee on Wife Abuse. The Children's Home in Winnipeg assumes the major responsibility in administration, program staff training and supervision. An extensive evaluation is now being initiated.

The project is directed to all concerned women, including natives, and represents a major commitment to the collaborative involvement of agencies and professionals and the community at large.

A recent development in London, Ontario, represents another innovative means of providing services to abused women. Based on the research and experience of both a local coordinating committee on Family Violence and the Family Counselling Program located within the police department, a separate initiative - the Battered Women's Advocacy Clinic - has been established. The clinic essentially attempts to assist the abused women in determining what course of action they wish to pursue and, where appropriate, supporting that choice. Thus, if the client decides that she wishes to pursue the matter through the courts, the clinic staff will provide services such as preparing a report of the situation for the Crown, acquainting the individual as to court procedures and practices and where appropriate, advocate for the person through presence in the court.

If however, the individual does not wish to pursue the matter through the courts, clinic staff will assist in providing support and appropriate referrals to other agencies according to the client's decision to stay or leave her home. The clinic provides service and support only where such is not available through other existing organizations. The clinic is staffed with both legal and paralegal staff. A group of volunteers also participates in the clinic program.

SPECIAL INTEREST GROUPS

Services for the Disabled

The services for the disabled, especially those in the community, are provided through a complex network of public, voluntary and self-help organizations in Canada. Increased

commitment to offering disabled persons - be they physically, emotionally or mentally disabled - opportunities to participate as self-sufficient integrated citizens in communities has increased the service system's sensitivity to the comprehensive service needs of the disabled.

Many service and advocacy-based organizations are assessing the need to develop support for handicapped victims. The disabled as victim/witnesses are often confronted with difficulties due to their disabilities. They often require extra assistance in actively and constructively participating as victim/witnesses in the legal system. This concern has been demonstrated in the development of major studies undertaken by voluntary organizations concerned with the disabled person, e.g. a recent review of victim service requirements for the developmentally disabled in Ontario. Also, a recent major Inquiry regarding the matter of access to the legal system by disabled persons was chaired by Judge Rosie Abella for the Ontario government. The development of programs and staff in many community services to more effectively assist their constituents as victims and victim/witnesses (e.g. expanding the responsibilities of advocates assisting disabled persons) is further evidence of increasing concern for disabled victims.

There is also increasing evidence of accommodation being made by organizations in the criminal justice system to meet the disabled person's needs, for example, certain police or court based victim services ensure the provision of transportation to court for disabled persons, and ensure translation existence of certain legal-based advocacy services for the disabled. However, other than the advocacy program of the Canadian Association for the Mentally Retarded and some specialized community legal clinics, there is no trend to the development of specific victim projects directed solely to disabled persons.

Services to Elderly Citizens

Canada also provides a range of public and voluntary services specifically intended to assist elderly citizens in meeting accommodation, cultural, recreation, educational and social service requirements. Based primarily on American experience, there has been, and continues to be, a special interest among many of those planning victim services to ensure that special attention be given to elderly victims. Recent Canadian research on victim patterns and service requirements tends to suggest that only a small percentage of crime victims are elderly. A few specific studies have been undertaken on the subject, perhaps the most noteworthy being a provincial study on the subject being conducted for the Attorney General of Alberta. Most victim needs assessment reviews have also attempted to study the specific needs of elderly victims. Few suggest that specialized services for elderly victims are required. While specific services to elderly victims have not been developed by

most organizations serving these citizens, an exception is the planning initiative with Age and Opportunity Centre Inc., an agency located in Winnipeg. This proposed project is intended to assist elderly victims of crime to deal with feelings of fear, frustration, anger and confusion. The proposal calls upon joint participation of the agency with the existing police-based victim and court-based witness projects to provide comprehensive support to victims over 60 years of age.

The experience of the 1983 victim services survey also suggests that some police departments provide specific services such as property repair and court transportation to elderly victims.

As is noted in other parts of the paper, while the needs of elderly victims are not often distinguishable from victims in general, some researchers have identified specific needs of this victim group. They have recommended various service developments including:

- * The need to provide specific services to elderly victims on the scene, including emergency transportation, emergency repairs and financial and emotional support.
- * The need to develop banking systems which are readily accessible to senior citizens.
- * The need to increase the awareness of elderly citizens of various crime prevention measures.

Services to Natives

Some court worker programs and friendship centres servicing native persons are involved in providing crime victim services. These centres essentially act as "multi-service" centres providing or housing a range of social, health, legal and recreational services or opportunities.

Court worker programs often provide services to victims of crime. The main services valuable to crime victims as indicated in C.C.S.D.'s recent survey, include provision of crisis intervention, follow-up counselling and provision of personal escort assistance to court. Information and referral is also provided in regard to court related services and various financial assistance programs. These services are not necessarily formally defined or limited to victims. The recent survey did not uncover any major victim based project in this program area.

A number of friendship centres indicated that they are involved in the provision of services to victims of crime. A few deal with witness services. Victim-based services are often

primarily directed to the needs of abused children and spouses. While the specific composition of services provided varies, many centres are actively involved in the provision of direct services relating to personal care - primarily crisis intervention, personal escort services to court and follow-up counselling. Assistance related to court scheduling, dispositions and court procedures is also provided. Some centres also offer both information and referral assistance in regard to court related and personal care services where appropriate. It is interesting to note that a number of centres also provide interpretation services for clients, both with the courts and social agencies. Victim-based projects are limited to victim-offender reconciliation programs located in a few centres.

While some centres have indicated an interest in the development of full-fledged victim services, actual programs are limited to diversion reconciliation initiatives, directed by organizations such as the Alberta Native Counselling Services of Alberta. This agency, which has traditionally been involved in providing a range of services to native persons in Alberta has recently been developing a plan for a comprehensive court based victim assistance program. The proposal emphasizes the need to provide more than is available to the agency's court workers in dealing with a range of court related activity.

THE JUSTICE SYSTEM

Corrections

The 1981 victim survey indicated that corrections organizations were often major players in the development and provision of victim services. CCSD's 1983 survey however, suggests that there have been some diminishing of responsibility among corrections authorities in providing victim services. Nevertheless, services continue to be provided by many correction agencies across the country. Probation officers assumed responsibility for preparing of victim impact statements. They were generally mandated to assist the court in establishing and administering restitution orders. Corrections have been at the forefront in developing and managing - often through sub-contracting to voluntary sector agencies - victim/offender reconciliation services. Finally, a number of provincial government organizations responsible for corrections were involved in initiating special victim/witness service projects. The recent survey suggests that the role of corrections in this field is

1. While this section employs specific examples intended to illustrate various means of ongoing services, it is important to note that there are numerous other significant victim/witness projects. Most have been identified in Appendix 2. Many have been given considerable attention in this document e.g. "Services to Victims and Witnesses of Crime in Canada".

becoming somewhat restricted with primary involvement focussed on supporting restitution orders and developing court-directed mediation exercises. Some corrections organizations indicated continued responsibility for provision of other services, including property repair, provision of legal information or notification of court procedures and preparation for testimony.

Police

As was recognized in the 1981 survey, the police were the most actively involved organizations dealing with victims. The interest in this field has continued in the past few years. The Canadian Association of Chiefs of Police have assigned special priority to the subject. The R.C.M.P. and community police departments have embarked on active development of policies directed to the provision of more sensitive and comprehensive services to victims. As well, local police organizations have initiated a number of victim needs assessments and recent victim service projects.

The results of the recent survey involving both community police organizations and R.C.M.P. detachments suggests that:

- * Most assume responsibility for various victim services as part of their on-going responsibilities. While the specific pattern of services and roles assumed by departments varies, the general trend is for police to provide information and refer victims for personal care services wherever possible. They are also prone to be directly involved in the provision of services related to linking the victim with the criminal justice system.
- * The majority of organizations also provide court related services.
- * There is a tendency for police organizations to assume more direct service responsibility where other service organizations are not available. However, this "all things to all people" role is generally not considered desirable.

Police continue to be involved in the planning and cooperative implementation of most special victim/witness projects in Canada. Often they have continued to assume leadership in the development of demonstration victim service projects. Many police organizations have concluded that changes directed at improving the needs of victims can be introduced through training, policy and procedural changes.

One of the more interesting and comprehensive responses

has been a victim-focussed project in the Vancouver Police Department. The commitment to encourage better use of existing resources through changes in the existing system is being pursued by a victim coordinator with research assistance from the provincial Ministry of the Attorney General. The objectives of the exercise are to develop and implement a plan of adjustments and institute a monitoring process of these changes. The development of the project includes:

- * Determining the needs of victims and means of addressing them. This was accomplished through consideration of existing victim data; interviews with a sample of victims; police- and non-police based agencies - including those primarily concerned with victims; and those serving the broader committee. Site visits with other victim projects were also conducted.
- * Development and coordination of the implementation of the strategy.
- * Tracking of two hundred victims through the criminal justice system from the time of victimization to court.
- * Creation of an advisory committee of agency representatives to consider information arising from implementation of the strategy.

Many police departments continue to explore more effective means of dealing with domestic violence through direct development of civilian professional capability. Such is the case with the well established London family consultant service located in that community's police department. This program, established in 1970, attempts to:

- (a) assist officers by providing immediate assessment and intervention in crisis situations and by supplying information about, or arranging referrals to, appropriate community resources;
- (b) aid in the prevention of serious and/or emotional dysfunctions through early detection and intervention;
- (c) facilitate increased understanding and cooperation between mental health and law enforcement professionals;
- (d) increase community awareness of the social role of the police force;
- (e) provide a model of human services to other communities through careful documentation and evaluation;

- (f) provide informal in-service and field training for police officers in the area of crisis intervention.

This program is essentially dependent on a corps of family consultants who assist police officers in dealing with individuals and families. The service operates out of police headquarters and allows consultants to be in direct radio contact with police officers. They are mobile and can therefore provide immediate assistance to police crisis calls. Officers determine whether to involve the service, based on their evaluation of the case and the perceived likelihood that participants will avail themselves of the service.

Alternative models have also been developed and evaluated such as the Family Crisis Project in Restigouche and the Domestic Response Team in Toronto. The Domestic Response Team was recently initiated as a twelve month demonstration project with the Metropolitan Toronto Police. The project reflects a long history of commitment of both the police department and concerned social agencies and professionals to more effectively provide follow-up support to police officers confronted with domestic violence experiences. The development of the present project resulted from the active involvement of the professional social work association, the social planning council and concerned service agencies. Activities leading to the 1981 experiment included numerous workshops, studies and a positive cooperative planning exercise involving both social services agencies and the police. These teams are available to calls for assistance of police officers on duty during social agency "off hours", i.e. from 5:00 p.m. to 3:00 a.m.

While other communities have relied on back up "non police" (paid or voluntary) personnel, it was decided that a number of characteristics of many domestic violence situations in Toronto warranted the use of collaborative teams of human resource specialists and police officers. These factors include the complex mix of varied cultural conditions and the neighbourhoods often most likely to experience domestic violence situations.

The project, located in a couple of the department's divisions, involved three "domestic response teams". It has been managed by a joint committee involving representatives of the Metropolitan social services, the community family service agency and the police. The specific services of the teams include provision of direct crisis support at the site of the crime and follow-up services to victims providing counselling, information and assistance in identifying and receiving support from appropriate community agencies. Direct services, referral coordination and advocacy actions are carried on through field and direct office visits and phone contact - designed to meet the needs and convenience of the victim. Cases are generally open for

a period of seven weeks.

A recent evaluation of the project considered the effectiveness of its staffing and organizational arrangements, information systems and communications components. It suggests that the project is achieving its objectives in providing the necessary backup to police and increasing the effective cooperation of those agencies involved.

Other police departments are considering, or are involved in, projects which stress linkage between the police department and a community-based agency.

For example, the Salvation Army in Ottawa has been actively involved for some time in the development of a victim/witness assistance program. A project was mounted in January of 1980, primarily serviced by volunteers. It is closely linked to the efforts of the local police department. A needs analysis regarding the service was conducted in 1981. It suggested that the service was not well-known. However, most victims indicated the need for such a service. This information, coupled with extensive involvement with community organizations, lead the Salvation Army to develop a more comprehensive service.

The program is to include two components. The first - a victim assistance initiative - would be responsible for providing service to victims, acquaint them with the court process, and encourage greater sensitivity and commitment to the needs of victims by organizations in both the criminal justice and social development fields. Services would be directed to victims requiring services and to families of victims. Referrals would, at least initially, be primarily from the police.

The witness assistance component is intended to help the witness gain a greater understanding of, and appreciation for, the court process; assist witnesses in their relationship with the criminal justice process; and promote longer-term change in the response of courts to victim witness needs, e.g. development of a witness waiting area. The program would inform witnesses of procedures in court cases, ensure that witnesses are informed as to the progress of their cases, reduce unnecessary inconvenience and costs on witnesses, and assist with witness remuneration needs.

The first component of this project has recently received required support for the upcoming year. It will initially service all victims of crime. It will be involved in providing a 24-hour crisis intervention initiative concerned with emergency transportation needs, home repairs, emotional support and residential clean-up, information on case status, crime compensation and referral to social agencies. The project, located in the police building, is being coordinated by both a

civilian and police professional.

Still other police departments are experimenting with means of developing cooperative service programs with local courts. Such initiatives are in evidence in numerous communities including Calgary, Edmonton, Winnipeg and Kitchener Waterloo. The major intention in this approach is to provide a continuity of service from reported victimizations through the disposition of the case.

The Kitchener project had its historical base in the early seventies in one of the first victim offender reconciliation programs, stressing mediation as the means of "correcting" the situation. This project was developed by the Mennonite Central Committee with some support from the Ontario government. It continues to serve the community. The project was expanded in 1979 with the addition of a community mediation service directed to resolving disputes involving neighbours, relatives and tenants as an alternative to civil or even criminal prosecution.

Shortly thereafter, a comprehensive victim study was undertaken, intended to define victim needs and develop a service model. The needs survey suggested that many victims were able to meet their needs. Most needs which required attention were related to practical, "hard" issues, e.g. property repair, transportation and financial assistance. Based on the study results and community experiences, an advisory group composed of representatives of the police, community and courts developed a two-pronged victim service model. This includes services provided by a community service organization solely concerned with victims and the police department.

The police component involved the hiring of required staff directed to designing the program within the departmental system and training of police officers. The initiative, located in the Community Relations Branch of the department, acts on referrals of individual victims and police officers. At times the project will initiate contact with victims of violent crime.

The police component provides services to persons in all offense categories. They include crisis counselling, information on the status of the investigation, court case, crime compensation and crime prevention, referral to community resources and provision of ongoing services when the case proceeds to court. The project employs a number of methods in providing these services. They include the provision of an identification card for victims, notification of all break and enter victims by mail of assistance available to them and the use of victim advocates.

Given the different designs of the various police-based projects focussing on domestic violence, coupled with the present fragmentary evaluative information regarding these initiatives, it

is not yet possible to determine which model(s) are most suited to effectively deal with police requirements in this field.

The Administration of Courts

The recent survey explored in some detail the extent of involvement of those offices responsible for the administration of courts.

One of the more well established court-located victim/witness programs is located in the provincial court in Winnipeg.

This program is provided with ongoing policy direction by an advisory board composed of representatives of the judiciary, the office of the prosecutor, the police department and community based agencies. One of those agencies represented is the Mennonite Central Committee - the group responsible for the initial development of a victim/offender reconciliation program in Winnipeg from which this project evolved. The program provides a wide range of services to both victims and witnesses including the provision of information outlining court procedures; provision of witness fees; management of restitution; preparation for court; witness alert and court conciliation procedures; and referrals to community-based service agencies when required. Staff and volunteers have been actively involved in, and developed formal linkages with, related community services including the development of a victim-focussed program based in the police department and specialized services for sexually abused and spouse abused victims. There is considerable variation in the extent of services provided to victims through the other court administrators. In most instances, services focus on the needs of the victim as witness and include provision of information regarding court procedures, claims compensation and other court related matters. Also most offices indicated some form of involvement in regard to the provision of witness fees.

Overall, there has been increased emphasis on the provision of assistance to the victim as witness within the justice system during the past few years. This trend is evident in:

- * The support provided to many of the victim/witness projects in the late seventies emphasized the needs of the victim which are the direct consequence of the victimization experience. This has now shifted in some areas of Canada to support to the victim in understanding and positively participating with the criminal justice system.
- * The shifting of responsibilities for victim services in certain provincial governments e.g. Ontario and

British Columbia from organizations which were concerned with services directed to both objectives (e.g. some provincial corrections systems) to provincial Attorneys General, where the major concerns relate to constructive involvement of the witness as a measure of increased effectiveness of the system.

- * The development of research projects and programs directed to improving the operations of the courts - in part through information and assistance for the victim witness.

This latter development has been evident in studies and developments in British Columbia, the Territories and Ontario. The most comprehensive initiative relates to the "case management" model designed and partially implemented in British Columbia.

The "case management model" is directed to increased commitment to the victim through the development of improved case management practices in the operations of the legal system. This approach, which seeks to improve the efficiency of the various components in the legal process, i.e. the Crown, police and courts, also provides opportunities for increased sensitivity and support to crime victims as witnesses. A further argument supporting this approach relates to the recognized cost savings which can be introduced in the legal system--some of which might be directed to costs required in assisting victims. This interest in developing an integrated case management system has been demonstrated in a number of jurisdictions in the past few years, including British Columbia, the Yukon, N.W.T. and, more recently, in Ontario. While there has been some variation in regard to the specific methods involved in each program, most initiatives have included analysis of the existing situation, design of a system, implementation, and monitoring and evaluation of the newly defined system's impact.

The first, and perhaps most influential, of these initiatives was developed in British Columbia. The basic case management system involves the development of appropriate and consistent procedures, systematic communication and clearly defined responsibilities and relationships of those involved in the legal process. The majority of components are primarily concerned with improvement in the efficiency and effectiveness of the system. These include charging standards, reports to Crown Counsel, information preparation and processing. They involve the police/crown relationship, the crown/defense relationship, case disposition and follow-up, and a trial coordination program.

Two components of the system can have a direct impact on the victim/witness:

- (1) Witness notification, which involves the notification

of police and civilian witnesses regarding their appearance in court, can also include the provision of additional services to witnesses. This responsibility, which is vested with the crown, is undertaken by a witness notifier, who is responsible for the notification of witnesses, providing witnesses with additional information pertaining to appearances, dates and times, court locations, procedures in court and so on. Notification and denotification is now carried on by telephone and mail, not through personal contact, as was the past practice.

- (2) Witness administration involves all aspects of witness contact following the witness notification phase. Functions include travel and accommodation arrangements, court facilities for witnesses and witness fees. British Columbia has introduced a toll free line and arrangements with a major airline directed to facilitating travel and accommodation arrangements for witnesses. Both components are perceived as notably improving the efficient coordination of the system and also providing more effective service to the witnesses.

While it has been difficult to involve all components of the legal process in supporting the case management approach, initial developments indicate there is merit in continued efforts to gain support for the system.

Crown Attorneys

The recent survey also attempted to identify services provided through Crown Attorneys' offices. Few victim/witness projects were identified. One such initiative is the coordinator program located with the Crown Attorneys office in Ottawa established to provide just and fair treatment to witnesses in order to ensure their participation and cooperation with the judicial process.

The program coordinator and his assistant are involved in coordinating elements of the judicial process specifically in initiating and maintaining communications with police, crown counsel, defense council and crown witnesses. This "case management" function allows staff to determine when the witness might not be required; ensure witnesses are suitably notified and arranging of trial dates according to witness availability. The program also assists witnesses through the provision of information on the justice system; assistance in the return of property and referrals to social and legal agencies.

There was some evidence that most crown attorneys provide some services to victim witnesses. The major trends

appear to be related to providing information, witness fees, restitution provision, court escort services and preparation for testimony. A small number indicated that they attempt to provide some direct counselling and crisis intervention assistance to victim/witnesses. Almost one half of those contacted in the recent survey indicated that they do attempt to provide both referral and coordination assistance where possible. There is in-service provision but the services are provided informally and not recorded - in part due to the lack of formal authorization by provinces for such involvement of crown attorneys. The recent survey also suggests that there are a number of considerations underway among the crown attorneys in various provinces regarding the development of expanded services which will more directly assist the victim witness, e.g. the development of witness advocates. Economic restraint, coupled with the continued debate as to the appropriateness of the crown attorney's giving special assistance to victims, has delayed some of these pending service plans.

Chapter 4 - Where to from here?

There would appear to be a number of emerging trends in the evolution of services to crime victims since 1980. They indicate a number of choices and challenges regarding the extent, manner and direction in the future development of victim services. Those patterns discussed below are not presented in any particular order and are not necessarily mutually exclusive.

I. EXTENT OF SERVICE DEVELOPMENT

There has not been a substantial growth either in new projects or in the expansion of existing specialized victim or victim/witness services. While it is true that new initiatives have recently been instituted, such as the Domestic Response Team in Toronto, it is also the case that other projects have been terminated, such as the Victim Services Project in Victoria. While there continues to be evidence of interest in meeting victim requirements among social development-based agencies, C.C.S.D.'s recent survey does not indicate any significant trend in the development of services specifically intended to meet victim needs. The one major exception however, is the development of services to victims through the actions of many police departments. This is often reflected in the considerable efforts of many police organizations intended to train police officers, adjust procedures, and introduce services, e.g. victim identification cards. Unfortunately, the extent of these developments cannot be accurately determined.

This limited growth of services is not necessarily a reflection of a lack of interest in victim services. Many communities are currently involved in determining victim service needs prior to establishing victim service programs. Much effort

is being directed to providing information and training sessions for staffs of organizations dealing with victims, e.g. police officers and health care professionals. These developments often result in increased sensitivity to, and awareness of, the needs of victims of crimes. Such adjustments might not, however, be evident in the formal definition of specialized victim services. It is also important to note the extensive efforts of many organizations to improve the quality of information available to victims of existing community services. Also much effort has been directed to the development of more effective planning and coordination methods among service agencies, intended to improve the "linkage" of victims with required service agencies. Again such developments, while not necessarily reflecting a major expansion of victim-focussed services, could represent considerable improvement in the provision of services to victims within the existing systems.

Of course recent limited growth in regard to victim services is also related to constraints on service developments. It reflects a "wait and see" attitude of some provinces in respect to the then pending Victim Task Force Report, major needs assessment studies, and program evaluations currently underway. Finally the recent economic climate has severely limited the growth of services.

It is interesting to note that the majority of recently instituted service projects and/or expansion of existing programs for victims have relied on the developments of a skilled volunteer corps, self-help groups or have redirected resources already available to service agencies. Most developments have therefore avoided extensive additional costs.

II. HUMAN RESOURCES

Given the reality of recent resource constraints, the emerging experience gained in the development of victim services, and shifting attitudes and interests of both the public and professionals, there has been a substantial increase in voluntary action in the provision of victim services. This has been evident in the involvement of citizens as volunteers providing assistance to, or being supervised by, professional staff. It is also present in the development of self-help initiatives involving victims.

Voluntarism

One of the means for developing or expanding services to victims while dealing with resource constraints is the use of volunteers.

There has been an increasing interest in the development of qualified volunteers to deal with victims needs. While not a

new phenomenon in that a number of major projects developed during the seventies included volunteers, this pattern is expanding to include organizations serving victims in general under both public and voluntary auspices, e.g. police departments. Evidence of this was found in the recent C.C.S.D. survey. It is evident in the increasing public interest in voluntary programs such as the Victim Service Program in Vancouver and the Restigouche project in N.B. both of which are dependent on volunteers. It is popular with those planning for development of new or expanded services. It is typified for example in the design of the Salvation Army Program in Ottawa. One of the larger voluntary projects is the "Citizen Participation and Support Project" of the Edmonton Police Department's Victims Services Unit. This is a good example of a shift towards dependency on volunteers by a well-established victim project.

The Victim Services Unit with the Edmonton Police Department represents one of the most comprehensive and well-known victim services programs in Canada. Since 1979, it has undertaken a staged expansion of services now available to all victims of crime. The services include property return, information to victims regarding their case status, support in meeting emotional requirements through personal visits and referrals. The program's evaluation has resulted in fundamental adjustments in the police department's information system, practice of officers (e.g. informing victims of the program) and promoting the service (e.g. development of information cards and brochures).

Demands on the program doubled when it was expanded to cover all victims of crime. Department constraints suggested that resources were not available to maintain the basic services, let alone meet the increasing awareness of the need for a back-up crisis capability. The possibility of meeting these requirements through the use of a qualified volunteer team was considered in a community-based seminar involving concerned agencies. This meeting led to the general view that regardless of the existing programs, victims often continue to "fall between the cracks" of the service system. The victims unit was encouraged to develop a volunteer capability.

The resulting volunteer project is intended to alleviate crime victims' suffering, increase their sense of security and confidence in the judicial and law enforcement system, increase victim coordination in the prosecution of cases and increase coordination of existing community services and resources available to victims.

The project employs victim advocates to:

- (1) lessen the immediate impact of a disruptive stressful crime;

- (2) help victims to cope with the effects of crime by providing counselling and contacts with social agencies;
- (3) focus on the prevention of further victimization and provide encouragement to the victim by explaining the apprehension and prosecution process;
- (4) help to increase the "unit availability time" of police members and be of service to investigators by providing assistance to the victim during the crime investigation.

Advocates are involved when: victims are disoriented; the crime is an event which is expected to threaten his/her family or security; the victim lacks a personal support system (i.e. friends to assist); or when moral support is required in domestic crime related events (e.g. suicides).

Advocates become involved in two situations. First, where there is severe distress the investigating officer will call on citizen advocates. Two are assigned to the crime location and provide the required support and assistance at this time. Second, when the investigating officer believes that follow-up assistance might be required, he will forward a report of the case to the victim services unit.

The program numbers approximately 70 advocates who provide 5 hours a week. The service is available from 6 p.m. to 3 a.m., Monday to Friday and 10 a.m. to 1 a.m. Saturdays and Sundays. The program is supervised and coordinated by members of the police force. Regular educational and recreational events are available to volunteers.

While the above trend appears to be well established in the victim services system, the role of volunteers is often questioned. Concerns include the rights of volunteers to personal information on both victims and offenders, the capability of volunteers to assume responsibilities traditionally identified with professionals, and so on.

Self-Help

Self-help based programs are also being considered and developed by numerous organizations concerned with victim needs. This approach has been employed primarily by victim service organizations concerned with specific types of crime victims - sexually abused spouses and sexual assault victims. This continues. However, there is now an interest on the part of numerous agencies in expanding the application of the self-help

approach to deal with other victims of specific crimes, e.g. incest, violent assault and property related crimes. There is interest in the development of groups with a major self-help component to deal with certain offender groups, e.g. sexual assault and wife abuse offenders. Such initiatives are no longer the primary interest of victim service programs concerned with specific groups of victims; they are also being considered by some comprehensive victim services. Thus, for example, a community-based victim service program in Kitchener Waterloo under the direction of a community board - the Community Justice Initiatives - has initiated a number of self-help groups. These groups focussing on victims and families of incest, rape and child molestation, and spouse abuse offenders are resourced by competent experts from appropriate service organizations.

Finally, a major "self-help" based development has recently evolved across Canada. "Victims of Violence" represents a number of community self-help groups primarily composed of friends, family and victims of violent crime. These groups tend to assume a number of roles including provisions of support to comfort, console, counsel and cope with the consequences of the crime. Most community chapters of this movement are also actively involved in advocating for changes in the criminal justice system which are deemed to support possibilities of continued criminal activity. Concerns have included proposed changes in regard to capital punishment, mandatory supervision programs and so on. Groups have also actively encouraged society's support in providing numerous rights to victims of crime.

Self-help approaches also are confronted with challenges to their value. Can such groups provide the experience offered by skilled professionals? Do such groups create unnecessary dependency of its members? and so on.

Perhaps the most important issue which must be addressed by those responsible for the development of services for victims is to determine the basic purpose(s) of these services. This paper has indicated that most service projects emphasize the needs of the victim as a consequence of the victimization and/or as a participant in the criminal justice system. There is, however, another perspective often presented by those providing voluntary support. This view stresses the importance of encouraging society to more aggressively deal with the perpetrator of the crime.

This attitude is reflected in encouraging the development of support services to assist the offender, e.g. the recent development of treatment programs for spouse abusers. It is evident in certain initiatives directed to publically intimidate offenders. It is also apparent in efforts of public education and advocacy efforts directed to increased penalties for crime offenders. The underlying motivation and consequent action of individuals and groups espousing the above, will require

attention.

III. PROCESS OF SERVICE DEVELOPMENT

There is considerable evidence that many provinces, communities and service organizations, regardless of their economic situation or inclination towards victim service development, are not prepared to develop new services until there is clear evidence of their need. As has been pointed out elsewhere, there has been considerable effort directed to researching crime patterns, assessing the needs of victims, their interests in accessing services, the level of knowledge of the existing services and reviews of specialized victim/witness projects. This approach of assessing the need for developing victim services is noteworthy in that it does not represent the general approach taken in the seventies with the development of many victim/witness services. It represents a response to:

- * A growing awareness of the American experience where considerable resources were initially directed to service development without needs assessments and service evaluations on which to legitimize the need for the new service network. This approach, in part, is often perceived to have contributed to massive cutbacks in that program.
- * An increasing awareness of the many myths which have generally been held regarding the need for various victim services. Thus, for example, the generally perceived extensive "service need" of victims is challenged in Canadian studies which often demonstrate that many victims would not necessarily revert to a formal service organization to meet their needs resulting from victimization. It is also apparent that the elderly citizens of Canada are rarely victimized and the crimes against elderly citizens are generally non-violent crimes. Thus the often held view that this population requires special attention in the development of victim services is suspect.
- * A concern that specialized victim services have often not met the service demands initially expected of them. Such under-utilization is already evident in a number of victim based projects. It is not yet clear whether this phenomenon reflects a lack of preparatory research as to victim service requirements, the lack of knowledge of these programs on the part of victims, the effect of the agency providing services or the victim's seeking assistance through other avenues. For example, does location of victim services in a traditionally offender-focussed agency limit public use of these services?

- * An increasing trend towards adapting the existing service systems and their staffs to better meet victim needs. This is evident in the emphasis placed on professional training programs, development of information-based programs and development of more effective referral methods.

IV. UNDERSTANDING OF "VICTIM SERVICES"

The recent C.C.S.D. survey suggested that there remains a lack of understanding among many agencies as to the meaning of victim services. This not only reflects the various approaches organizations undertake in the planning and accounting systems they adopt; it also reflects a continued lack of appreciation of the scope of potential impact on crime victims and their subsequent service needs. Too often organizations providing "generic" services, such as mental health counselling or crisis intervention assistance, initially suggest that they do not provide services to victims of crime. However, when asked if they provide specific services at times to victims, they would respond in the affirmative.

There is a need for greater understanding of the range of possible service needs of victims both as a consequence of their victimization and in their capacity as participants in the criminal justice system. This would assist in determining the actual and/or potential role of organizations in both the social development and criminal justice systems in servicing crime victims. This does not necessarily imply, as some have argued, that a detailed victim focussed service planning continuum must be developed to be adopted by those organizations serving victims. While that might be helpful for those focussing on victim services, it would not be generally helpful for those focussing on victim services, it would not be generally practical, given the variations in the design of existing information systems in agencies and, more importantly, the primary service interest of many of those organizations which deal at times with victims. It will, however, be necessary to develop a communications initiative wherein the specific service needs of victims are defined in accordance with the various generic service frameworks employed by organizations in both the social development and criminal justice systems. This will allow for increased understanding as to the extent of those services available to victims. It will permit many in the mainstream of both service networks to recognize their responsibilities in serving crime victims.

The findings of the C.C.S.D. survey suggests that little has been done in many communities to communicate with existing organizations as to their service responsibilities to crime victims. It is clear that organizations such as those providing mental health services, multi-service centres and general welfare

assistance agencies benefit in defining their "place" in the victim service area.

While common service patterns might be developed for purposes of educating service organizations, the main need will be to support agencies' interest in serving victims so that they will be part of the Canadian "victim service movement" without necessarily being expected to introduce new planning systems inappropriate to their overall interests and requirements.

V. INFORMATION PROGRAMS

A major emphasis in the development of response to victims' needs is the provision of information directed to informing the public as to their rights as victims, their role in relating to the criminal justice system and the availability of services required to meet service needs resulting from one's victimization.

The federal government has actively expanded its responsibilities in preparing materials and developing information activities directed to professionals and the public on the issue of services to victims of crime. These have included:

- * the preparation and production of a number of relevant documents;
- * establishment of the Family Violence Film Collection. A set of 18 films are available free of charge through 30 regional National Film Board offices;
- * publication and distribution of a quarterly newsletter to over 8,000 professionals, groups and agencies;
- * development and distribution of primary and secondary source material on wife-assault, child abuse and neglect and abuse of the elderly, including the distribution of over 5,000 copies of How the Law Can Help Battered Women;
- * response to over 1200 requests for information per month;
- * establishment of a Reference Centre of books, reports and other materials on family violence.
- * preparing to meet the demand for information and consultation received by the Clearinghouse on Family Violence.
- * The development of an initial victims resource collection. This initiative, located within the

Ministry of the Solicitor General, and under the guidance of an inter-departmental advisory committee, has been directed to:

- establishment of a collection of Canadian published and unpublished documents relating to victim issues;
- recommendation to purchase textbooks on victims for the Ministry's library;
- contacting other sources of information relating to victims;
- determining the feasibility of developing an automated information system on victims.

Depending on the government's decision regarding its future responsibilities to victims and the resources available, it is hoped that a more comprehensive information service to complement existing efforts might be developed.

Most victim and witness programs have included emphasis on the need to share information with the public and victims. The means whereby information is being provided vary. There is increased interest in the provision of written information to victims. Some organizations, primarily police departments, have adopted formal practices whereby officers are mandated to inform victims of available services. Many programs provide "on site" informational programs. For example, the Community Justice Initiative in Kitchener-Waterloo includes as a component of its responsibility on information, a kiosk run by staff and volunteers. The kiosk, located in the local provincial court, (criminal division) provides advice and information to both victims and witnesses.

Adjustments in the systems involved in tracing victims have been introduced in a number of organizations - specifically courts and police. Perhaps the most comprehensive initiative in this regard is the development of a province-wide program in Quebec concerned with victims of crime. This program includes:

- * The provision of an information pamphlet to victims by police. The pamphlet includes the following information - the complaint file, name and number of investigative officer, information on the criminal justice system and information on various financial compensation options available to victims.
- * Relaying of complaint form from police to crown attorney. Information includes considerable data on victim.

- * The laying of charges, information on the victim will be computerized at both judicial districts and at central in the office in Montreal.
- * The Montreal central office regularly mails information to the victim related to information on the charge, role of the victim as witness, and updating the victim on developments in the case.
- * An information booklet on the trial procedures will be incorporated with the subpoena when the victim is called upon as a witness.
- * That once the disposition is rendered, the court clerk responsible will correspond with the victim advising him/her of the terms of the sentencing disposition.

This comprehensive information system is in the implementation phase. It is hoped that most of the province will soon be provided with the district-based computer capability required to fulfill the program's mandate.

Other information programs have also been established to assist victims and/or witnesses in receiving information. One of the most comprehensive projects - the Justice Resource Service - has recently been established in P.E.I. This project co-sponsored by the federal government and provincial governments, involves a full-time coordinator. The program focusses on victims of crime, domestic violence, vandalism, public legal education and community involvement in criminal justice.

The program is available to individuals, community groups and government departments. Its services include provision of information and educational programs for the public, consultative assistance in resolving problems with the criminal justice system and development of community-based initiatives.

Thus experience and research pointing to the importance of ensuring that victims are aware of existing services, the operations of the criminal justice system and their related responsibilities are increasingly being reflected in Canadian programs.

VI. THE JUSTICE FIELD

There is not a consistent pattern of defined responsibility in provision of services to victims among the various components of the criminal justice system.

This diversity is evident among similar organizations. Thus, for example, those responsible for administration of courts demonstrate varied interests or levels of active involvement in

providing services to victims/witnesses. These varied patterns of accepted responsibility appear to be the result of a number of factors such as different views as to the legitimate roles and responsibilities of the courts to victims. There is also some evidence of shifting responsibilities for victim services in certain provincial jurisdictions. Thus, for example, the strong involvement and interest of the correctional systems in provinces such as British Columbia and Ontario in developing and supporting both victim and victim/witness services during the late seventies has diminished. At the same time, there is increased involvement of the Attorneys General's office in both provinces - emphasizing developments more directly related to the needs of victims as witnesses. This raises some important questions. Is it appropriate for Crown Attorneys to provide special assistance to victim/witnesses? Can correction-based organizations legitimately meet their primary mandate in dealing with offenders while also providing services to victims? The extent of personal commitment of both politicians and senior administrators in these programs has also been a major factor in determining the extent of their organization's involvement with victims. All of these factors influence both auspices and design decisions on victim services. There is no apparent consistency in the development of responsibility to victims within the criminal justice system.

VII. SOCIAL DEVELOPMENT

Developments in victim services in the social development field appear to be largely limited to those specialized victim programs and training initiatives for professional staff dealing with sexual abuse and family violence matters. There is little evidence to suggest that major initiatives have been undertaken by those responsible for the facilitation and development of victim services in encouraging or supporting developments attuned to the range of personal care and financial service requirements of victims in general. This reality is in sharp contrast to the strong support and interest expressed in surveys and conferences since 1980 among many organizations within the social development field. It is in contrast to the continued concerns expressed by many leaders representing police, the crown and courts that more direct responsibility for many required support services of victims be assumed by the existing social development network. These factors, coupled with the general interest in avoiding unnecessary duplication of services and improving the effectiveness of use of the existing service system, suggest a number of questions which merit consideration. Who should be responsible for financing and administration of the range of social development based services for victims such as mental health counselling? How are these services to be planned and developed? By whom? What relationship is to be developed between those responsible for the criminal justice and social development systems in the planning, development and coordination of these services?

VIII. THE ROLE OF THE VOLUNTARY SECTOR

There are a number of issues which will require consideration in defining the voluntary sector's role in the planning and delivery of victim services. Considerable differences of opinion still exists regarding the appropriate role(s) of this sector. To illustrate:

- * A number of national voluntary organizations have assumed an active role in undertaking educational responsibilities, development of policies and encouragement of victim focussed services. Yet an interest of a number of these organizations in collaborating in the development and maintenances of a clearinghouse has not yet been favourably received by government.
- * While a number of victim-based projects have been initiated by voluntary organizations, often with full government support, many government officials still maintain that such responsibilities should be assumed directly by government agencies.

Future victim service development requires resolution on the appropriate role and responsibilities of the voluntary sector in this field. Is the voluntary sector an appropriate vehicle for providing victim services? Are agencies involved with the needs of offenders appropriate to provide victim services? What is the appropriate relationship of government and the voluntary sector in determining responsibilities for planning and delivering services? Is the role of the voluntary sector limited to serving all or only some groups of crime victims? Are those responsibilities most suited to the voluntary sector limited to certain roles, e.g. advocacy, public education, or information dissemination responsibilities? Should the voluntary agency be expected to demonstrate capability in provision of effective victim services prior to assuming long term responsibilities? Should voluntary agencies assume the leadership role in initiating and developing new services which, when proven, are then transferred to the public sector - as was recently the case with the Winnipeg victim/witness service. Answers to these matters will provide greater clarity in the voluntary sector as to their expected responsibility in this field.

IX ORGANIZATION OF SERVICES

There is increasing interest among those responsible for the development of victim services in including these services in the service framework of existing organizations. In recent years, considerable attention has been given to the development of specialized programs for development of victim and witness

programs, either as ongoing initiatives, (e.g. sexual abuse centres) or as demonstration initiatives. Now, however, many are increasingly convinced that greater attention to sensitizing expert professionals, redesigning of existing services and ensuring appropriate coordination and referral systems among those organizations in contact with victims and witnesses offers the most appropriate direction for future service developments in this field. These views stem from:

- * A recognition of the distinctive nature of the Canadian service system in both the criminal justice and social development fields. The scope of services available, and criteria for eligibility of services, (e.g. universal health care insurance) suggest that newly devised programs specifically designed to meet victim needs often result in the duplication of services.
- * A general reluctance to adopting the "special project/program" approach in dealing with human service developments in the United States - emphasizing specialized services - there is a strong commitment in this country to expanding the capability and sensitivity of our existing service system in dealing with emerging service requirements.

As a result:

- * Some provinces have, to date, resisted participation in the development of new "special victim projects". Others are indicating concern regarding the future of existing projects. Should they be continued? Should the results of these initiatives be reflected in the development of the existing service system and the projects themselves terminated? In fact, some provinces are actively involved in the development of policies regarding victim services which will emphasize the development of victim services within the existing network of services and discourage future "special project" status for these services.
- * Many planners in this field are concerned with the results of the emerging research on crime patterns, victim needs and service availability. In many communities, the general assumptions regarding the need for extensive new services have not proven to be justified. Thus, some specialized victim services are under-utilized. Studies often suggest limited interest on the part of victims for specialized services and often, when they are required, they are available through the existing service system. These findings, coupled with the need to effectively use

the existing service resources, further support the expanded use of the existing system to meet victim requirements. Redirecting resources or emphasis in an organization with a general mandate, e.g. hospitals, social welfare agencies is much easier than the development of or "winding down" of specialized programs and projects.

This view is not of course universally held. We continue to support certain specialized victim programs, e.g. sexual abuse programs. Certain programs providing services to victims of crime, originally developed as demonstration projects, have been given on-going status within the organizations housing them. As has been demonstrated in this paper, there are also a number of new initiatives focussing on the development of specialized programs/projects, e.g. the development of the wife abuse and victim/witness projects in Manitoba. However, even where new developments are occurring, it is important to recognize that the majority tend to stress the need for collaboration and coordination with existing service organizations. They emphasize that in the long term, existing service organizations should assume greater responsibility either through training of professional staff and/or adjustments in their policies and procedures. Projects such as the Vancouver Police project, are therefore often intended to be at least partially self-destructive.

It is obvious that a number of challenges confront those responsible for the development of victim services in the future. They include:

- * Ensuring that the existing service system is prepared to accommodate and service victims. This will require adjustments in mandates, practices, procedures, prioritization and design of programs. It will require the development and design of in-service training programs of professional staffs, directed to acquainting them with the specific needs of victims and exploring means whereby these needs can be addressed.
- * Determining the extent to which, and means whereby, improved coordination and referral methods can be developed among agencies involved with victims. There now appears to be considerable commitment on the part of organizations in both the social development and criminal justice systems to "work together". This development has a strong historical base in the evolution of child abuse services in Canada. More recently such cooperation is evident in the development of services for other specific victim groups, e.g. the development of the

abused spouse program in Manitoba, many of the programs to deal with sexual assault. Interagency involvements in the development of special service programs intended for victims in general as well as in the on-going management of these programs, have also increased. The challenge is perhaps not in encouraging cooperative action, but rather in ensuring that organizations are supported in their desire to collaborate. This is especially important in an environment where other agency program priorities are pressing and resources are limited.

- * Ensuring that victims are aware of available services. This is achieved through public information programs and appropriate referral systems. It is achieved through instituting practices whereby professionals are expected to advise victims as to services available. It requires considerable preparation of professional staff, especially police, regarding the characteristics of the existing service system.

X. GOVERNMENTS' RESPONSIBILITIES

There continues to be considerable concern among representatives of both governments and the voluntary sector as to the definition of appropriate levels of responsibility for planning and delivery victim services. While this involves mainly the federal and provincial governments, many local governments are also increasingly interested (e.g. the involvement of the regional government in Metropolitan Toronto in developing the domestic response program). While it is generally conceded that the responsibility for development of many of the victim based services linked to social development initiatives is primarily provincial, responsibilities for the various components within the criminal justice system are not as evident. For example, the various responsibilities of the federal and provincial levels of government in the administration of Justice and Corrections and the involvement of all three levels of government in police services create confusion. Further, there is a need to clarify the future relationships of the federal and provincial governments where national supportive activity is provided in this field, e.g. national information services, public education, demonstration and research responsibilities. Joint federal/provincial actions in these areas such as the creation of the federal/provincial victims task force argues well for future cooperation in this area.

Conclusion

This paper in part describes the many developments which have recently occurred in considering Canadian society's responsibility to victims of crime. While these continue to be questions regarding the extent, means and capability of our society to respond to the victims of crime, there is little doubt that future developments in the structuring of law, operations of the criminal justice system and design of services will reflect a much greater recognition of the rights and needs of crime victims.

STUDIES/REVIEWS

The following is a partial list of studies which have recently been conducted in Canada. They represent national, provincial and community initiatives. They represent assessments of victim and witness needs, and the availability of required services. While the list is partial it does represent the major research initiatives undertaken in the past three years focussing on the general area of victim and victim services. (A number of specialized studies on subjects such as the effectiveness of crime compensation programs, child sexual abuse requirements and so on are not included.)

National

OVERVIEW AND ANNOTATED BIBLIOGRAPHY OF THE NEEDS OF CRIME VICTIMS
(Dr. Colin Meredith) Ottawa: Research Division; Solicitor General Canada. unpublished

The purpose of this project was to review the literature and complete an annotated bibliography on the needs of victims.

SERVICES TO VICTIMS AND WITNESSES OF CRIME IN CANADA
(Norquay and Weller) Ottawa: Research Division; Solicitor General. unpublished

The study identifies and assesses the principal types of victim and witness services that currently exist or are being developed in Canada. It offers suggestions for future policy and program development in the following areas: federal/provincial relationships; the need for a national focus point; crime compensation; funding mechanisms; the role of governments; local planning of services; the role of police and victim rights.

ASSESSMENT OF VICTIM WITNESS NEEDS IN THE YUKON (Audrey McLaughlin) Ottawa: Research Division, Department of Justice

This review was intended to accommodate a number of objectives including identifying and analyzing existing services available to victims, identifying the extent and nature of victim and witness needs, identifying means of meeting victim and witness needs, and providing necessary baseline data for future evaluation of victim services.

The review was conducted under the direction of a steering committee consisting of representatives of various social services and criminal justice agencies in the Yukon. The review led to a report including the study's findings and their implications.

ASSESSMENT OF VICTIM NEEDS IN THE NORTHWEST TERRITORIES (Susan Lee Green) Ottawa: Research Division, Department of Justice

This victims needs assessment was intended to analyze both from the point of view of the criminal justice and social service agencies and victims themselves the extent to which victim needs are being met. The project was intended to ensure that decisions regarding development of victim services were based on sound data and to provide some of the baseline information necessary if future effectiveness studies on victim services were to be conducted. The research included gaining information on victim needs, services available to victims, use of services by victims and views regarding the treatment of the victim by the criminal justice system.

The review was conducted with the assistance of the N.W.T. Justice and Corrections Committee. A report has been prepared.

Provincial/Territories

EVALUATION OF THE WITNESS COMPONENT OF THE CASE MANAGEMENT PROJECT IN BRITISH COLUMBIA (Mr. H.J. Bradley) Ottawa: Research Division; Department of Justice. published

This project carried out in conjunction with the British Columbia government included evaluation of the impact of a newly introduced case management system on witness satisfaction. The evaluation was intended to monitor all phases of the new system including witness notification, witness administration, case disposition and follow-up. It proposed a model for future use related to case management techniques, provided evaluation of a number of areas including witness perception of their treatment in the system. A report was prepared.

ANALYSIS OF CASE MANAGEMENT PRACTICES IN THE NORTHWEST TERRITORIES (Mr. Henry J. Bradley) Ottawa: Research Division; Department of Justice

The review includes a detailed analysis of a number of specific subjects including witness control-- both police and civilian; witness notification and denotification procedures; the cost analyses of both; witness and personal travel and accommodation procedures; feasibility of introducing witness managers and a central reservation system; and the perception of witnesses of the court process.

The review team was given direction through a steering committee composed of representatives of each of the justice components involved.

ANALYSIS TO EVALUATE CASE MANAGEMENT AND TRIAL COORDINATION PRACTICES AND THEIR EFFECT ON VICTIMS AND WITNESSES OF CRIME IN THE YUKON (Mr. Henry J. Bradley) Ottawa: Research Division; Department of Justice

This review of witness management systems and trial coordination practice included the analysis of a number of specific areas of interest. Its emphasis was similar to the review conducted in the Northwest Territories. This review was also under the direction of a steering committee composed of representatives of each involved component of the justice system. A report has been prepared including findings, recommendations, implementation strategies and resource requirements.

STUDY FOR THE PLANNING OF VICTIM ASSISTANCE SERVICES IN P.E.I. PHASE I (Dr. Colin Meredith) Ottawa: Research Division, Ministry of the Solicitor General - unpublished

The purpose of this project was to develop detailed research plans for a comprehensive analysis of the needs for changes in victim services in P.E.I. The plans were developed through discussion with provincial criminal justice officials, through an assessment of the availability of data and on the basis of an analysis of present services. The plans were submitted to the province for approval and were accepted.

STUDY FOR THE PLANNING OF VICTIM ASSISTANCE SERVICES IN P.E.I. PHASE II (Dr. Colin Meredith) Ottawa: Research Division, Ministry of the Solicitor General

The purpose of this study is to collect data for the local planning committee to assist them in the Planning of Victim Services. Data will be collected so as to serve as a baseline for future evaluation of any new services.

Community

STUDY FOR THE PLANNING OF VICTIM ASSISTANCE SERVICES IN RICHMOND, B.C. - VOLUME I (Dr. Colin Meredith) Ottawa: Research Division, Ministry of the Solicitor General

The purpose of this study was to collect information for the local planning committee intended to assist them in planning for victim services. In addition data was collected to serve as a baseline for subsequent evaluation of any new services.

ANALYSIS OF NEEDS FOR VICTIM-WITNESS ASSISTANCE IN RICHMOND (Dr. Colin Meredith) Ottawa: Research Division, Department of Justice

This review was conducted in conjunction with a study on the needs of victims in Richmond. This survey focussed on the impact of the criminal justice system on witnesses and involved interviewing of two hundred witnesses. The project was undertaken for the local victim services planning committee representing both local agencies and government officials.

NEEDS AND SERVICES FOR CRIME VICTIMS IN CALGARY: VICTIM SERVICES IN CALGARY: THE PROGRAM AND THE RESEARCH (Judith Muir) Ottawa: Research Division: Ministry of the Solicitor General - unpublished

The purpose of this project is to collect data which can be used by the police department to plan additional services to victims and to assess their effectiveness

STUDY FOR THE EVALUATION OF THE EDMONTON POLICE DEPARTMENT'S SERVICES UNIT: PHASE I (C. Meredith) Ottawa: Research Division, Ministry of Solicitor General - unpublished

The purpose of the project was to develop detailed research plans for the evaluation of the victims services unit of the Edmonton Police Department. The research plans were developed on the basis of an assessment of available information sources in a manner which incorporated the management information needs of the police department. These plans were submitted to the police department for approval and accepted. A second project to carry out this agreed upon research is to be undertaken.

VICTIMS AND WITNESSES: EXPERIENCES, NEEDS AND COMMUNITY/ CRIMINAL JUSTICE RESPONSE (W.K. Stuebing, Ph.D.) Ottawa, Research Division, Department of Justice - published.

The research project was undertaken in Red Deer in order to identify the needs of victims and witnesses. Such information would provide data required to plan for appropriate victim witness services. The study included interviews with over four hundred victims and witnesses, and included an assessment of existing social and justice based service agencies. Based on an analysis of victim and witness experiences, needs and concerns; the activities of and response of those responsible for the criminal justice system, the courts and community services, the report suggests that a view of developments be considered. These include increased information, provision of clarity of victim rights and improved victim and witness services through training of professionals, sensitizing of practices of existing agencies, and the development of new services.

ASSESSMENT OF THE AVAILABILITY OF SERVICES TO VICTIMS OF CRIME IN SASKATOON (Dr. Melanie Lault) Ottawa: Research Division, Department of Justice

The purpose of this assessment was to provide information required to deal with a number of concerns including determining how local agencies are presently dealing with victims and witnesses, determining the extent and availability of the present service system in meeting victim needs, determine gaps in service and devise a strategy for improving the treatment of victims and witnesses.

The project was supported through the efforts of locally based advisory committees. The review lead to the preparation of a report.

EVALUATION OF THE WINNIPEG VICTIM/WITNESS ASSISTANCE PROGRAM (Dr. Stephen Brickley) Ottawa: Research Division, Department of Justice

The project was designed to collect data required to determine the impact of the victim/witness program on those affected. The review included gathering of information from victims, witnesses, representatives of different levels of the police department, crown attorneys and victim and witness workers. The review addressed a number of issues including utilization awareness and availability of services, liaison and coordination between the victim and witness assistance programs and other agencies in contact with victims and witnesses, the effectiveness of the program in meeting the needs of victims and witnesses and its impact on criminal justice and social services agencies. A report has been prepared.

WINNIPEG VICTIM/WITNESS ASSISTANCE PROGRAM: PLANNING STUDY (Dr. S. Brickley) Ottawa: Research Division, Ministry of the Solicitor General

The purpose of this project was to collect information from crime victims and witnesses in Winnipeg on what services were available. This information was provided to a local committee of agencies to help them implement a victim/witness assistance program.

RESEARCH ON VICTIM SERVICES IN THE KITCHENER-WATERLOO REGION (Dr. S. Brown and Mr. Dean Peachey) Ottawa: Research Division, Ministry of the Solicitor General

The purpose of this project is to evaluate the effectiveness of the victim assistance program which has been developed in the Kitchener-Waterloo region.

AN INTEGRATED RESPONSE TO WIFE ASSAULT: A COMMUNITY MODEL (P. Jaffe & C.A. Durriss) Ottawa: Research Division, Ministry of the Solicitor General

The purpose of the study was to collect information for the London Coordinating Committee on Family Violence which could be used to develop integrated services for assaulted wives.

EVALUATION OF RESTIGOUCHE FAMILY CRISIS INTERVENTION PROGRAM (Mr. Peter Lanette) Ottawa: Research Division, Ministry of the Solicitor General

The purpose of this project is to collect detailed information on the implementation, operations and effectiveness of the Restigouche Family Crisis Intervention program. This program uses volunteers who provide backup to both R.C.M.P. detachments and community police departments in northeastern New Brunswick in their dealing with family crisis calls.

STUDY FOR THE PLANNING OF VICTIM ASSISTANCE SERVICES IN NEWFOUNDLAND - PHASE I (Dr. Colin Meredith) - unpublished

The purpose of this project was to develop detailed research plans for an analysis of the needs for changes in victim services in St. Johns and Cornerbrook. The plans were developed through discussions with provincial criminal justice officials through an assessment of the availability of relevant data and on the basis of an analysis of present services. These plans were submitted to the province for approval and accepted. A second project to carry out the agreed upon research is to be undertaken.

APPENDIX IIVICTIM/WITNESS PROGRAMS

This appendix identifies various types of programs directed to crime victims. The first grouping includes a description of many of the specialized victim projects representing distinctive approaches in serving crime victims. The appendix then identifies transition homes and sexual assault centres. Finally, a listing of crime compensation programs is included.

I - SPECIALIZED CRIME VICTIM PROGRAMSVANCOUVER POLICE DEPARTMENT

Location: Vancouver, British Columbia
 Address: Vancouver Police Department
 Vancouver, B.C. V6A 2T2
 Tel. Number:
 Contact Person: R.J. Stewart, Chief Constable

This project focusses on a needs assessment. It will examine existing services that aid victims. This would include an interest in policy, services, statistics data and costs. One hundred randomly selected victims who have reported crime to Vancouver Police Department will be interviewed in order to determine their immediate and long-term needs. Victims would include those who have experienced crimes against the person or personal property.

This needs assessment survey will make recommendations concerning a model victim project, i.e. types of services offered; location of project; staff qualifications; referral network, pamphlets and brochures required; needs of special victims (juvenile, elderly, retarded, handicapped, sudden death and rape victims); cost of project and liaisons necessary with persons outside criminal justice system to achieve a successful project.

The survey will involve one full-time consultant.

VICTIM SERVICES UNIT - CALGARY POLICE SERVICE

Location: Calgary, Alberta
 Address: Room 337, Building I,
 8 Manning Close N.E.,
 Calgary Alberta.
 T2E 7N5
 Tel. Number: 268-2093/268-2094
 Contact Person: Joyce Brown,
 Coordination of Victim Unit
 Inspector Crabbe, Calgary Police Force

The victim unit is police-based. It is located within the Community Services Section of the department. Referrals to the unit are from police officers, victims themselves and social service agencies. The Victim Unit also initiates contacts and offers assistance to victims through telephone and letters.

Since the Calgary Police Force has a Crisis Unit to respond to immediate victim needs, the Victim Services Unit concentrates on follow-up services. These services include: emotional support, assistance in the return of stolen goods, information about rape, information about available community service, information on crime prevention, assistance in filing for crime compensation, information about victim rights, information on court procedures and court dates.

The program services all crime victims, although concentration is on victims of personal crimes and elderly victims.

The staff include: (1) one full-time police sergeant responsible for overall police operations. (2) two full-time civilian coordinators responsible for program development and management and (3) support staff. A detailed evaluation of the program has been completed and is available.

VICTIM SERVICES UNIT - EDMONTON POLICE DEPARTMENT

Location: Edmonton, Alberta
 Address: 9620 103rd A Avenue,
 Edmonton, Alberta.
 T5H 0H7
 Tel. Number: (403) 421-3333
 Contact Person: Sgt. Ed. Payuk

The program is located in the police department. It has expanded over the years and now services all victims of crime. The project has included responsibilities for revising and updating departmental information systems regarding victims, development of various types of information required by victims ensuring ongoing communication with victims with regard to the status of the investigation, status of stolen property, preparation for court and so on. Recently, the program has developed a victim advocacy capability directed to assisting the victim throughout the course of their involvement with the criminal justice system.

The unit is under the direction of a police officer. It involves a large corp of trained volunteers. An evaluation was conducted on the project a number of years ago. A further evaluation is being developed.

MANITOBA WIFE ABUSE PROGRAM - CHILDREN'S HOME OF WINNIPEG

Location: Throughout Manitoba
 Address: 4th Floor, 777 Portage Ave.,
 Winnipeg, Manitoba
 R3G 3L1
 Tel. Number: 786-7051
 Contact Person: Mr. Sel Burrow's, Director of Program Development,
 Children's Home of Winnipeg.

The objective of the program is to develop and implement a comprehensive coordinated province-wide approach to the provision of services for abused wives. The Manitoba Committee on Wife Abuse develops policy for the program and the Children's Home of Winnipeg supervises and administers the program.

The province-wide program includes public education on the incidence and severity of abuse and services; professional education with doctors, nurses, police and court personnel on victim needs; advocacy - resource people to provide assistance with social services and

courts; crisis phone - 24 hours a day to address immediate needs; resource development in rural areas, i.e. safe houses for refuge; and, family and child support.

The program involves seven staff people, a supervisor, public and professional educators, rural programmer, an advocacy and crisis phone worker and three child and family follow-up staff. These staff develop such programs and train volunteers throughout the province. Volunteers also are used in public education, crisis response and advocacy.

WINNIPEG POLICE DEPARTMENT - VICTIM SERVICES PROJECT

Location: Winnipeg, Manitoba
 Address: 151 Princess Street,
 P.O. Box 1680,
 Winnipeg, Manitoba.
 R3C 2Z7
 Tel. Number: (204) 985-6078/985-6343/985-6350
 Contact Person: Chief Ken Johnston; Supt. Herb Stevens;
 Constable Bernie Dionne

The project is intended to expand the victim services component of the Victim/Witness Project presently in existence in Winnipeg. The Victim Services Project is located in Winnipeg Police Department. The staff reports to the Superintendent of Crime and also to the Director of Criminal Prosecutions of the Department of the Attorney General. The Victim Services Project continues to be part of the overall provincial Manitoba Victim/Witness Program. Referrals come from Winnipeg Police Force, Social Services or Attorney General Department.

The Victim Services Project provides information to victims regarding progress of investigation, property return and services; direct assistance and referral to services and training for police officers on the topic of domestic violence and victim needs; and training for volunteers. A form letter and Victim Service Brochure is sent to all victims of residential break and enter, personal robbery and assault causing bodily harm. Some victims will be contacted by phone or in person.

The project will serve all victims of crime. Special emphasis will be on victims of residential break and enter; personal robbery; sexual assault; serious assault;

next-of-kin homicide victims and next-of-kin fatal accident victims (where charge laid). Elderly victims would also receive special attention.

The project will involve one full time police constable who will be responsible for providing information to victims, and developing training for police; there will also be one full time victim service worker who will provide direct services and develop/train volunteers and support services; support staff and part time assistance of officers within the department will be provided. Finally, volunteers would also be trained to provide direct victim assistance.

VICTIM/WITNESS ASSISTANCE PROJECT - WINNIPEG

Location: Winnipeg, Manitoba
 Address: 373 Broadway Ave.,
 Winnipeg, Manitoba.
 R3C 2Z7
 Tel. Number: (204) 944-3459
 Contact Person: Chief Judge Gyles
 Provincial Attorney General.

The project is located in the Provincial Judges Court. Referrals are from police, social services and victims/witnesses themselves. Most recent emphasis is directed to serving witnesses.

Services include information about criminal justice system--brochure accompanies subpoena; information about social services; information about case status; notification of court date; cancellation of court attendance; assistance with the return of stolen property; and arranging of interpreters. The program operates a reception centre to provide the above services and offers protection from harassment.

It serves all victims and witnesses in the City of Winnipeg. However, the majority of cases handled were witnesses since located in court house. The project is now being expanded to four other communities in Manitoba. Staff include: a full time civilian coordinator to develop and implement the project; one full time staff worker (civilian) to provide services. An advisory board was developed to oversee policy developments. A needs assessment associated with the project was undertaken in 1981. The project has also undergone a recent external evaluation.

VICTIM/WITNESS SERVICES IN WATERLOO REGION - YEAR ONE

Location: Kitchener, Ontario
 Address: 27 Roy St.,
 Kitchener, Ontario.
 N2H 4B4
 Tel. Number: (519) 744-6549
 Contact Person: Mark Yantzi
 Victim-Offender Services Coordinator

The program operates 1) Police-Based Component; 2) Community-Based Component. Referrals come from police investigator and victims. Certain victims are contacted by project staff by letter informing them of services.

Police-Based Services include short-term assistance to victims (referral to social services, information about criminal justice system - case status, offer crime prevention services); notifying selected victims of sentencing date; informing certain victims of outcome of sentence and providing information to court on loss of victim. Community-Based Services include advocating needs of victims/witnesses in the community, arranging for volunteers to provide direct assistance, community education, staff an information kiosk at court and developing self-help groups for victims.

The project serves all families of homicide victims, victims of attempted homicide; all sexual assault victims, all robbery victims, all wounding-assault causing bodily harm and selected residential break and enter victims of the Region of Waterloo.

The Community based Component involves one victim-offender service coordinator (full-time) whose responsibilities include: community education, direct services in area of self-help groups, coordination of volunteers in courts and planning expansion of services. The Police-based Component includes a victim/witness coordinator (full time) whose responsibilities include: training of staff, developing records system, providing information to victim, notifying victims of court disposition. There is also a witness worker (full time) whose responsibilities include: provision of services to witnesses, working with crown attorney. A Victim Services Worker (½ time) assumes responsibilities for direct victim assistance. The project also uses volunteers to provide practical assistance at time of crime and to provide information at witness kiosk in court house.

OTTAWA VICTIM/WITNESS ASSISTANCE SERVICE - SALVATION ARMY
AND THE OTTAWA POLICE FORCE

Location: Ottawa, Ontario
Address: Salvation Army,
192 Somerset St. W.,
Ottawa, Ontario.
K2P 0J4
Tel. Number: (613) 236-9620
Contact Person: Major Fred Mills

The project is located within the Ottawa Police Station. Referrals mainly come from the Ottawa Police Force.

Services include: crisis intervention (emergency transportation, home repairs, emotional support, clean up of residence); information on case status, criminal injuries compensation and crime prevention; referral to social services and advocacy with community agencies.

The project serves all victims of crime and their families.

The project will involve a full-time police sergeant to provide overall direction of project, train police officers and initiate changes in police to make police practices more sensitive to victims; a victim coordinator to oversee and provide direct victim services, liaison with community agencies, train volunteers and support staff. A core of 40 volunteers has been trained to provide direct victim assistance and follow-up services.

DOMESTIC RESPONSE TEAM

Location: Toronto, Ontario
Address: 50 Belmont Street, Suite 100,
Toronto, Ontario.
M5R 1P8
Tel. Number: (416) 961-1536
Contact Person: Judith A. Sutcliffe
Sutcliffe Group Incorporated

The service model has been in operation since August 17, 1981. It is guided by an interagency advisory committee. The objective of the project is to help victims in domestic crisis situations and alleviate police involvement in domestic crisis.

The project involves three teams, consisting of a social worker and a community relations officer. Each operate

as a crisis intervention unit between the hours of 7:00 p.m. and 3:00 a.m., upon request of uniformed police officers.

The project services victims involved in domestic crisis situations of the Metropolitan Toronto Police Department. It has recently undergone an extensive external program evaluation.

FAMILY CONSULTANT SERVICE - CITY OF LONDON POLICE DEPARTMENT

Location: London, Ontario
Address: Box 3415
London, Ontario.
W6A 4K9
Tel. Number:
Contact Person:

The project is intended to provide support to police officers confronted with crisis situations. It is located in the police department and is closely coordinated with community mental and social service organizations. It is supported through the efforts of both a management committee and professional advisory committee which liaises between community agencies and provides professional consultation to the service.

The program provides direct crisis and counselling service to victims and families facing crisis referral to appropriate community agencies. It is also involved in providing education to the community, local agencies and police officers.

The program is staffed with professional counsellors. It has recently undergone an extensive evaluation.

RESTIGOUCHE FAMILY CRISIS INTERVENTION PROJECT

Location: New Brunswick
Address: P.O. Box 5001, Local 307,
City Center,
Campbellton, N.B.
E3N 3H5
Tel. Number: (506) 753-4411
Contact Person: Jean R. Dupuis, Citizen's Committee

This rural and urban crisis intervention project which is police-based responds to family violence calls. Specially trained volunteers provide mediation, counselling, make referrals to relevant community agencies, arrange for emergency shelter and follow-up on the case.

The project is available 24 hours/day, 7 days/week. It provides each of the five police detachments with a team of volunteers. This group is trained to intervene in family crisis situations. Intervention can include assistance in identification of the problem, examination of alternatives, mediation and setting of realistic goals for the family. The project also provides refuge for emotionally and physically abused women and children as well as other individuals who need immediate removal from home to a safe accommodation for a period of time.

The project involves a Citizens' Committee of 24 representatives from various agencies. It includes a Steering Committee of 5 appointed members from Citizens' Committee. Staff include a Program Consultant, a Research Coordinator, Regional Representatives in each of four regions and Volunteer Interveners.

The project has included a needs assessment. An evaluation is presently underway.

CRIMINAL JUSTICE CONSULTANT RESOURCE SERVICE

Location: Prince Edward Island
 Address: Department of Justice,
 P.O. Box 2000,
 Charlottetown, P.E.I.
 C1A 7M8
 Tel. Number: (902) 892-5411
 Contact Person: Julie Dobb, Justice Resource Service

This program provides 1) information to residents, community agencies and government on crime prevention, alternatives to traditional methods of dealing with juveniles and general information on the operation of the CJS in Prince Edward Island; 2) a consultant service directed toward CJ problem solving and program development (emphasis on services to victims or addressing problems concerning specific crime); 3) support to organizations and support for workshops and seminars to be held at a local level (emphasis on community based initiatives at resolving CJ problems)

It is intended to serve professional, community members, victims, organizations. One professional coordinator is involved in providing service.

PROVINCE OF BRITISH COLUMBIA

- * Marguerite Dixon House
7659 - 14th Avenue
BURNABY, B.C.
V5E 2T2
Telephone: (604) 525-3223
- * Ishtar Transition House
19900 Brydon Crescent
LANGELY, B.C.
V3A 4A5
Telephone: (604) 534-9442
- Burnaby Emergency Shelter for Women
and Children
5135 Sperling Avenue
BURNABY, B.C.
V5E 2T2
- * Haven House
Box 311
NANAIMO, B.C.
Telephone: (604) 754-7123
- * Ann Davis Transition House
Box 136
CHILLIWACK, B.C.
V2P 6H7
Telephone: (604) 792-3116
- * Nelson Emergency Shelter
Program
601-B Front Street
NELSON, B.C.
V1L 4B6
Telephone: (604) 352-3504
- * Fort Nelson Women's Emergency
Shelter
P.O. Box 34
FORT NELSON, B.C.
V0C 1R0
Telephone: (604) 774-3729
- * Emily Murphy House
c/o #207 - 1139 Lonsdale Ave.,
NORTH VANCOUVER, B.C.
V7M 2H4
Telephone: (604) 987-3374
- * Fort St. John Women's Transition
House
(Meope House)
c/o 9708 - 106th Street
FORT ST. JOHN, B.C.
V1J 2N7
Telephone: (604) 785-5208
- * Haven House
District 69
Society of Organized Services
P.O. Box 898
PARKSVILLE, B.C.
V0R 2S0
Telephone: (604) 248-2093
- * Kamloops
The "Y" Women's Emergency Shelter
222 McIntosh
KAMLOOPS, B.C.
Telephone: (604) 374-6162
- * Port Alberni Transition House
#8 - 4965 Argyle Street
FORT ALBERNI, B.C.
V9Y 1V6
Telephone: (604) 724-0313
- * Kelowna Women's Emergency Shelter
Box 1575, Station "A"
KELOWNA, B.C.
V1Y 7V8
Telephone: (604) 762-9922

* Those transition houses marked with an asterisk are members of the B.C./Yukon Society of Transition Houses.

PROVINCE OF BRITISH COLUMBIA

- * Coquitlam Women's Transition House
Post Office Box 213
PORT COQUITLAM, B.C.
V3C 3V7
Telephone: (604) 464-2024
- * Phoenix House
1770 - 11th Avenue
PRINCE GEORGE, B.C.
V2L 3S8
Telephone: (604) 563-7305
- * Prince Rupert Transition House
Box 957
PRINCE RUPERT, B.C.
V8J 2Z3
Telephone: (604) 627-8588
- * Amata Transition House
698 MacLean Street
QUESNEL, B.C.
V2J 3J9
Telephone:
- * Nova Transition House
5360 River Road
RICHMOND, B.C.
Telephone: (604) 270-4911
- * Sechelt Transition House
Box 1413
SECHELT, B.C.
VON 3A0
Telephone: (604)
- * S.A.F.E. Society
Box 1463
SALMON ARM, B.C.
V0E 2T0
Telephone: (604) 832-9616
- * Those transition houses marked with an asterisk are members of the B.C./Yukon Society of Transition Houses.
- Surrey Emergency Shelter
9374 - 134th Street
SURREY, B.C.
V3V 5S2
Telephone: (604)
- * Ksan House Society
2814 Hall Street
TERRACE, B.C.
V8G 4B7
Telephone: (604) 635-6447
- * Women in Need Society Transition House
Box 153
TRAIL, B.C.
V1R 4G5
Telephone: (604) 264-1718
- Powell Place Sanctuary for Women
333½ Powell Street
VANCOUVER, B.C.
V6A 1G5
Telephone: (604)
- * Vancouver Transition House
c/o Emergency Services
575 Drake Street
VANCOUVER, B.C.
V6B 4K8
Telephone: (604) 434-9133
- Munroe House
(Second Stage Housing)
P.O. Box 33904
Station "D"
VANCOUVER, B.C.
V6J 4L7
Telephone: (604) 734-5722

PROVINCE OF BRITISH COLUMBIA

- Vancouver Rape Relief and Women's Shelter
77 E. 20th Avenue
VANCOUVER, B.C.
V5V 1L7
Telephone: (604) 372-8212
- Nelle Olsen
UNION BAY, B.C.
V0R 3B0
Telephone: (604) 335-2569
- Marilyn Guille
106 Island Hwy. North
COURTENAY, B.C.
V9N 3N8
Telephone: (604) 338-7848
- Vernon Transition House
P.O. Box 625
VERNON, B.C.
V1T 6M6
- * Victoria Women's Transition House
Box 6271 - Station "C"
VICTORIA, B.C.
V8P 4G0
Telephone: (604) 385-6611
- (Programme in Start-up Phase)
White Rock Women's Place
821 Kent Street
WHITE ROCK, B.C.
V4B 4S7
Telephone: (604)
- * Williams Lake Transition House
Box 8
R.R. #3
Scharf Road
WILLIAMS LAKE, B.C.
V2G 2P2
Telephone: (604)
- Kaushee's Place
P.O. Box 4961
WHITEHORSE' Yukon Territories
Y1A 4S2
Telephone: (403) 668-5733
- * Those transition houses marked with an asterisk are members of the B.C./Yukon Society of Transition Houses.

PROVINCE OF ALBERTA

Calgary Women's Emergency Shelter
938 - 15 Ave. S.W.,
CALGARY, Alberta
T2R 0S3
(403) 245-5901

Discovery House
Calgary Family Support Society
P.O. Box 967, Postal Station M
CALGARY, Alberta
T2P 2K3

Sheriff - King House
320 - 5th Avenue S.E.
CALGARY, Alberta
T2G 0E5

Edmonton Women's Shelter
2705 - Avord Arms
10020 - 103 Avenue
EDMONTON, Alberta
T5J 0G7
(403) 479-0058

W.I.N. House
11814 - 46 Street
EDMONTON, Alberta
T5W 1B6
(403) 474-3488

Crisis Centre
Box 8141 - Clearwater P.O.
FORT McMURRAY, Alberta
T9H 4J2
(403) 743-7224

Odyssey House
10123 107th Avenue
GRANDE PRAIRIE, Alberta
T8V 0T6

Harbour House
c/o Lethbridge YWCA
517 - 4th Ave. S.
106 McFarland Blk.
LETHBRIDGE, Alberta
T1J 0N4

Lloydminster Interval Home Society
Box 1523
LLOYDMINSTER, Alberta
S9V 1K5
(403) 875-0966

Medicine Hat Women's
Shelter Society
631 Prospect Drive SW
MEDICINE HAT, Alberta
T1A 1C2

Central Alberta Women's
Emergency Shelter
4631 - 50th Street
RED DEER, Alberta
T4N 1X1
(403) 846-5643

PROVINCE OF SASKATCHEWAN

Dene Kwan Self-Help Council
P.O. Box 119
LaLoche, Sask.

Interval House
211 Fifth Avenue North
SASKATOON, Sask.
S7L 2P2
(306) 244-0185

Moosejaw Transition House
Box 1866
MOOSE JAW, Sask.
S6H 7N6
(306) 693-6511

Co-ordinating Committee for
Women's Crisis Centres
892 - 105th Street
NORTH BATTLEFORD, Sask.
S9A 1S1

Battleford Interval House
11315 St. Laurent Drive
NORTH BATTLEFORD, Sask.
S9A 3P5
(306) 445-2742

Pesim Waskayikan Interval House
615 6th Street East
PRINCE ALBERT, Sask.
S6V 0N7

Transition House
2022 Retallack Street
REGINA, Sask.
S4T 2K2
(306) 569-2292

Regina Native Women's Residence
and Resource Centre
2907 Dewdney
REGINA, Sask.
S4R 3L3
(306) 527-3505

PROVINCE OF MANITOBA

Westman Women's Shelter - YWCA
148 - 11th Street
BRANDON, Manitoba
R7A 4J4
(204) 727-3644

North W.I.N. House
#1-55 Selkirk Avenue
THOMPSON, Manitoba
R8N 0M5
(204) 677-9668

Native Women's Transition Centre
367 Selkirk Avenue
WINNIPEG, Manitoba
R2W 2M3
(204) 589-1859

Osborne House Crisis-Shelter
for Battered Women
447 Webb Place
WINNIPEG, Manitoba
E3B 2P2
(204) 775-8197

Dauphin Crisis Centre
29-1st Avenue S.W.
Dauphin, Manitoba
R7N 1R9
(204) 638-8777

PROVINCE OF ONTARIO

* Atikokan Women's Crisis Centre
Box 1244
ATIKOKAN, Ontario
P0T 1C0
Telephone: (807) 597-2548

* Women and Children Crisis Centre
83 Berczy Street
BARRIE, Ontario
L4N 3R1
Telephone: (705) 728-6300

Grant House
P.O. Box 838
BEAVERTON, Ontario
L0K 1A0

* Y.M. and Y.W.C.A.
Crisis Housing
40 Queen Street
BRANTFORD, Ontario
N3T 3B2
Telephone: (519) 752-6568

Nova Vita Women's Shelter
c/o Wyatt, Purcell Wil Stillman
and Scott
103 Darling Street
BRANTFORD, Ontario

* Family Crisis Shelter
Box 3282
CAMBRIDGE, Ontario
N3H 4T3
Telephone: (519) 621-6830

* Lanark County
Interval House
Box 107
CARLETON PLACE, Ontario
K7C 3P3
Telephone: (613) 257-5960

* Chatham Women's Centre
Box 641
CHATHAM, Ontario
N7M 5K8
Telephone: (519) 354-6360

* Baldwin House
102 Baldwin Street
CORNWALL, Ontario
K6H 4J2
Telephone: (603) 938-2958

* North York Women's Shelter Committee
P.O. Box 2246
Station "C"
DOWNSVIEW, Ontario
M3N 3T1
Telephone: (416) 663-2733

* Avoca House
Box 338
EGANVILLE, Ontario
K0J 1T0
Telephone: (613) 628-2154

* Elliot Lake Women's Group
P.O. Box 818
ELLIOT LAKE, Ontario
P5A 2R6
Telephone: (848) 461-9818

* Mainstay House
District of Rainy River Crisis
Shelter Incorporated
Box 611
FORT FRANCES, Ontario
P9A 3M9
Telephone: (807) 274-9790

* Those transition houses marked with an asterisk are members of the Ontario Association of Interval and Transition Houses.

PROVINCE OF ONTARIO

- * Janus Forbes (Transition House)
Box 155
GERALDTON, Ontario
Telephone: (807) 854-0541
854-0831
- * Women's Place, Kenora
Box 687
KENORA, Ontario
P9N 3X6
Telephone: (807) 468-7233
- * Women in Crisis
P.O. Box 1451
GUELPH, Ontario
N1H 4K1
Telephone: (519) 836-1110
- * Kingston Interval House
P.O. Box 224
KINGSTON, Ontario
K7L 4V8
Telephone: (613) 546-1777
- * Inasmuch House
P.O. Box 368
HAMILTON, Ontario
L8N 2V5
Telephone: (416) 529-8149
- * Anselma House
127 Duke Street East
KITCHENER, Ontario
N2H 1A6
Telephone: (519) 576-0540
742-5894
- * Hope Haven
984 Montclair
HAMILTON, Ontario
L8M 2E6
Telephone:
- Family Centre
42 Stanley Street
LONDON, Ontario
N6C 1B1
Telephone: (519) 433-0641
- Native Women's Centre
47 East Ave. N.
HAMILTON, Ontario
L8L 5H4
Telephone:
- * Women's Community House
267 Picadilly Street
LONDON, Ontario
N6A 1S3
Telephone: (519) 439-4543
- * Patricia Centre
Box 248
c/o Township of Ignace Office
IGNACE, Ontario
P0T 1T0
Telephone: (807) 934-2942
- * Halton Women's Place
P.O. Box 156
MILTON, Ontario
L9T 2C8
Telephone: (416) 878-7757
878-8555
- * Kapuskasing Feminaide
c/o 12 Maple Drive
KAPUSKASING, Ontario
P5M 2A6
Telephone: (705) 335-3966

* Those transition houses marked with an asterisk are members of the Ontario Association of Interval and Transition Houses.

PROVINCE OF ONTARIO

- * Emily Stowe Shelter for Women Inc.
c/o St. Andrews's School
60 Brimorton Road, Room 207
SCARBOROUGH, Ontario
M1P 3Z1
Telephone: (416) 438-5111
- Community Residence
Social Services Department
505 North Tarbutt Street
THUNDER BAY, Ontario
Telephone: (807) 223-2711
- * Women's Place-Women's Shelter
Box 1265
ST. CATHERINES, Ontario
L2R 7A7
Telephone: (416) 684-8331
- Street Haven
87 Pembroke Street
TORONTO, Ontario
M5A 2N9
Telephone: (416) 967-6060
- Y.M.C.A./Y.W.C.A. Emergency Housing
16 Mary Street
ST. THOMAS, Ontario
N5P 2S3
Telephone: (519) 631-9800
- Nellie's Women's Hostel
275A Broadview Avenue
TORONTO, Ontario
M4M 2G8
Telephone: (416) 461-1084
- * Toronto Interval House
596 Huron Street
TORONTO, Ontario
M5S 2G6
Telephone: (416) 924-1491
- * Crisis Shelter for Women
Sudbury Young Women's Christian
Association
St. Andrews's Place
111 Larch Street
SUDBURY, Ontario
P3E 4T5
Telephone: 674-2210
- * Women in Transition
143 Spadina Road
TORONTO, Ontario
M5R 2T1
Telephone: (416) 967-5227
- * Beendigen House
239 North Syndicate Avenue
THUNDER BAY, Ontario
P7C 3V9
Telephone: (807) 622-5101
- Anduhyaun House
106 Spadina Road
TORONTO, Ontario
M5R 2T8
- * Women's Place
(Crisis Homes Inc.)
316 Bay Street
THUNDER BAY, Ontario
P7B 1S1
Telephone:
- * Women's Habitat of Etobicoke
149 Stanley Street
TORONTO, Ontario
M8V 1N8
Telephone: (416)

* Those transition houses marked with an asterisk are members of the Ontario Association of Interval and Transition Houses.

PROVINCE OF ONTARIO

* Transition House
P.O. Box 78,
WARDSVILLE, Ontario
N0L 3N0
Telephone: (519) 693-4903

* Women's Place
c/o All Peoples Church
109 Chaffey Street
WELLAND, Ontario
L3B 2Y6
Telephone: (416) 788-0113

* Hiatus House
694 Victoria Street
WINDSOR, Ontario
N9A 4N2
Telephone: (519) 253-4458

* Women's Emergency Shelter -
Woodstock Inc.
768 Lawrason Street
WOODSTOCK, Ontario
N4S 1P9
Telephone: (519) 539-1439

* Those transition houses marked with an asterisk are members of the Ontario Association of Interval and Transition Houses.

PROVINCE OF QUEBEC

La Passerelle (Alma)
298, Boul. Champlain
ALMA, Québec
G8B 5W1
668-4671

La Passerelle
Soeurs du Sacré Coeur
1 Est 4ième Avenue
AMOS, Québec
J9T 1C4

We Care Crisis Centre
116 Terrace Eardley
AYLMER, Québec
J9H 6B5

* Maison Fopard
47, Boul. Fapard
BAIE ST-PAUL, Québec
G0A 1B0
(418) 435-2552

* Centre Féminin du Saguenay Inc.
376, rue Price est
Case Postale 1032
CHICOUTIMI, Québec
G7H 5G4
549-4343

* Maison des Femmes de la Cote-Nord
24, avenue Mance
BAIE COMEAU, Québec
296-4733 or 296-4799

* Horizon pour elles Inc.
130, rue Loïselle
COWANSVILLE, Québec
J2K 3B7
263-2292

* Le Regroupement Provincial des Maisons d'Hébergement et de Transition pour Victimes de Violence.

* La Rose des vents de Drummond
462, rue Leclerc
DRUMMONDVILLE, Québec
J2C 3P5
472-5444

* Centre Mechtilde
98, rue Eddy
HULL, Québec
J8X 2W4
777-2952

* Le Toit de L'Amitié
492, rue Bostonnais
LA TUQUE, Québec
G9X 2H1

La Maison de Prélude Inc.
485, Saint-Luc
LAVAL-DES-RAPIDES, Québec
H1N 4Y1
667-8647

Maison d'Accueil de la
Rive Sud
73, de la Visitation
LEVIS, Québec
G6V 5M1

"projet"

Havre des Femmes
C.P. 118
L'ISLET SUR MER, Québec
G0R 2B0
247-5166

Carrefour Pour Elle
1575, rue Brébeuf
LONGUEUIL, Québec
J4J 3P3
651-5800

CONTINUED

1 OF 2

PROVINCE OF QUEBEC

- Maison d'accueil La
Gigone Inc.
313, Vezina
MATANE, Québec
G4W 2P4
562-3377
- * L'Escale pour Elle
8235, rue Sainte-Claire
MONTREAL, Québec
H1L 1W8
351-3374
- * Maison du Réconfort
849 Laporte
MONTREAL, Québec
H4C 2P4
(514) 932-9171
- * Centre Refuge Montreal
C.P. 399
Succursale de Lorimier
MONTREAL, Québec
H2H 2N7
(514) 523-1095
- * Auberge de Transition
Box 266, Stn. NDG
MONTREAL, Québec
H5A 3P6
481-0495 or 481-0496
- Centre Inter-Val Inc.
1175, rue Saint-Mathieu
MONTREAL, Québec
H3H 2P7
- Le Chainon
4373 Esplanade St.
MONTREAL, Québec
H2W 1T2
(514) 845-0151
- * Assistance aux Femmes de
Montréal Inc.
Code Postal 82
Station E
5132, rue Esplanade
MONTREAL, Québec
H2T 3A6
(514) 270-8291
- Alternative pour elles
292 Fortin
ROUYN, Québec
J9X 4Z2
- * La Maison Unies-vers-femmes
39, La Savane Est
POINTE-GATINEAU, Québec
J8T 6V7
568-4710
- * La Maison des femmes de Québec
290, rue Chénier
QUEBEC, Québec
G1K 1RZ
(418) 529-2165
- Centre Femmes (Y.W.C.A.)
855, Avenue Holland
QUEBEC, Québec
G1S 3S5
683-2548
- Maison d'Accueil François Roy Inc.
(Maison Kinsmen)
760, Chemin Ste-Foy
QUEBEC, Québec
G1S 2J5
(688-9024)
- * Le Regroupement Provincial des Maisons d'Hébergement et de Transition
pour Victimes de Violence.

PROVINCE OF QUEBEC

- Maison des femmes du Bas
Saint-Laurent
202, de la Cathédrale
RIMOUSKI, Québec
G5L 5J2
723-0333
- Auberge de l'amitié de Roberval
694, rue Plante
ROBERVAL, Québec
G8H 1B1
275-2195
- * Refuge Pour Femmes
West Island
West Island Women's Shelter
C.P. 203
ROXBORO, Québec
H8Y 3E9
(514) 620-4845
- * L'Escale de L'Estrie Inc.
584, rue London
SHERBROOKE, Québec
J1H 3N1
569-3611
- * La Clé sur la Porte
545-B, rue Girouard ouest
ST.-HYACINTHE, Québec
J2S 2X7
- Maison d'accueil et
d'hébergement
75, Place du Marché
ST-JEAN-SUR-RICHELIEU, Québec
J3B 6Z5
346-1645
- * Le Regroupement Provincial des Maisons d'Hébergement et de Transition
pour Victimes de Violence.
- Coup d'Elle Inc. (Le)
C.P. 368
ST-JEAN-SUR-RICHELIEU, Québec
J3B 6Z5
346-1645
- Maison d'accueil le Mitan
66 Rue St. Louis
STE. THERESE, Québec
J7E 3G8
435-4651
- * Residence de L'Avenue A
2096 Avenue A
TROIS-RIVIERES, Québec
G8Z 2X2
376-8311
- * Accueil du Sans-Abri
431, Rue Dufferin
VALLEYFIELD, Québec
J6S 2B1
(514) 371-4618
- Centre Amical de La Baie Inc.
1331, 2e Avenue
C.P. 245
VILLE DE LA BAIE, Québec
G7B 3R4
544-4625

PROVINCE OF NEW BRUNSWICK

Centre Vallée Lourdes
2080 Vallée Lourdes
BATHURST, New Brunswick
Telephone: (506) 548-2350

Maison Notre-Dame
C.P. 578, 4 Rue Centrale
CAMPBELLTON, New Brunswick
E3N 3G9
Telephone: (506) 753-4703

Centre de Dépannage
Monté Ste-Marie
641 Rue St-François
EDMUNDSTON, New Brunswick
E3V 3K2
Telephone: (506) 735-3971
735-6397

* Fredericton Transition House
Post Office Box 1143
FREDERICTON, New Brunswick
E3B 5H2
Telephone: (506) 454-1498

* Cross Roads for Women/Carrefour
Box 1247 Main Post Office
MONCTON, New Brunswick
E1C 8P9
Telephone: (506) 382-2002

Centre Aid Leroyer
ST-BASILE, New Brunswick
E0L 1H0

* Hestia House
Box 7135, Station 'A'
ST. JOHN, New Brunswick
E2L 4S5
Telephone: (506) 642-2493

* New Brunswick Association of Transition House Workers

* Fundy House
P.O. Box 234
ST. STEPHEN, New Brunswick
E3L 1G0
Telephone: (506) 466-4485

* Accueil Ste-Famille
P.O. Box 3001
TRACADIE, New Brunswick
E0C 2B0
Telephone: (506) 395-2212

PROVINCE OF NEWFOUNDLAND

Transition House
A Shelter for Women and Children
P.O. Box 4460
ST. JOHN'S, Nfld.
A1C 6C8
Telephone: (709) 753-1461

PROVINCE OF NOVA SCOTIA

Byrony House
P.O. Box 3453
HALIFAX, Nova Scotia
B3J 3V1
Telephone: (902) 423-4616

Transition House
P.O. Box 487
SYNDEY, Nova Scotia
B1P 1H4
Telephone: (902) 539-2945

PROVINCE OF PRINCE EDWARD ISLAND

Anderson House
Box 964
CHARLOTTETOWN, P.E.I.
C1A 7M4
Telephone: (902) 892-0895

III - SEXUAL ASSAULT CENTRESPROVINCE OF BRITISH COLUMBIA

Cowichan Rape/Assault Centre
P.O. Box 89
Duncan, British Columbia
V9I 3X1
Telephone (604) 746-5188

Nanaimo Rape Assault Centre
285 Prideaux Street
Suite 105
Nanaimo, British Columbia
V9R 2N2

Northwest Women in Crisis
Box 821
Terrace, British Columbia
V8G 4R1
Telephone (604) 872-8212

Thompson-Nicola Rape Crisis Centre
387 - 4th Avenue
Kamloops, British Columbia
V2C 3P1
Telephone (604) 374-9600

Vancouver Rape Relief
77 East 20th Avenue
Vancouver, British Columbia
V5V 1L7

WAVAW - Rape Crisis Centre
636 West Broadway, 2nd Floor
Vancouver, British Columbia
Telephone (604) 875-1328

Victoria Rape/Assault Centre
1947 Cook Street, 15A
Victoria, British Columbia
V8T 3P8
Telephone (604) 383-3232
383-5545

Whitehorse Rape Crisis Centre
c/o 302 Steele Street
Whitehorse, Yukon

PROVINCE OF ALBERTA

Calgary Sexual Assault Centre
1725 - 12th Street S.W.
Calgary, Alberta
T2T 3N1
Telephone (403) 244-1353

Lethbridge Sexual Assault Centre
5-740 - 4th Avenue S.
Lethbridge, Alberta
T1J 0N9
Telephone (403) 320-7730

PACE
(Providing Assistance, Counselling
and Education - Victims of
Sexual Assault)
10122-100th Avenue
Suite 201
Grande Prairie, Alberta
T8V 0V5
Telephone (403) 539-6692

Sexual Assault Centre of Edmonton
308 - 10179 - 105th Street
Suite 303
Edmonton, Alberta
T5J 1E2
Telephone (403) 423-4102

PROVINCE OF SASKATCHEWAN

Battleford Area Rape
Crisis Centre
Box 1044
North Battleford, Saskatchewan
S9A 3K2
Telephone (306) 937-3222

Prince Alberta Sexual Assault
Centre
1100-1st Avenue East
Prince Albert, Saskatchewan
S6V 2A7
Telephone (306) 764-1011

Regina Rape Crisis Line
219-1808 Smith Street
Regina, Saskatchewan
Telephone (306) 352-0434

Saskatoon Sexual Assault Centre
D-249-2nd Avenue South
Saskatoon, Saskatchewan
S7K 1K8
Telephone (306) 244-2224

PROVINCE OF MANITOBA

Winnipeg Rape Crisis Centre
545 Broadway
Winnipeg, Manitoba
R3C 0W3
Telephone (206) 774-4525

Flin Flon Crisis and Information
Resource Centre
130 Green Street
Flin Flon, Manitoba
R88 AP9
Telephone (204) 687-3251

Thompson Crisis Centre
55 Selkirk Avenue,
Thompson, Manitoba
R8N 0M3

PROVINCE OF ONTARIO

Physical and Sexual Assault
Centre
18-214 Red River Road
Thunder Bay, Ontario
P7B 1A6

Sault Ste. Marie Rape Crisis
Centre
36 Hugill Street
Sault Ste. Marie, Ontario
P6A 4E5
Telephone (705) 942-2679

Sexual Assault Crisis Line
c/o London Urban Resource Centre
388 Dundas Street
London, Ontario
N6B 1V8
Telephone (519) 438-2272

Toronto Rape Crisis Centre
P.O. Box 6597, Station A
Toronto, Ontario
M5W 1X4
Telephone (416) 964-7477

Guèlph Rape Crisis Centre
Box 53 - U.G.C.S.A.
University of Guèlph
Guèlph, Ontario

Hamilton Rape Crisis Centre
215 Main Street West
Hamilton, Ontario

Kingston Sexual Assault Crisis
Centre
P.O. Box 1461
Kingston, Ontario

PROVINCE OF ONTARIO

North Bay Rape Crisis Centre
Box 1012
North Bay, Ontario

Ottawa Rape Crisis Centre
P.O. Box 35, Station B
Ottawa, Ontario
K1P 6C3

Peterborough Rape Crisis Centre
P.O. Box 1697
Peterborough, Ontario.
K9J 7S4

Committe Against Rape &
Sexual Assault (CARSA)
5017 Victoria Avenue
Niagara Falls, Ontario
L2E 409

Cornwall Rape Crisis Centre
Women's Crisis Centre
Box 1141
Cornwall, Ontario.

PROVINCE OF QUEBEC

Centre d'aide et de lutte contre
les agressions à caractère
sexuel
C.P. 776
Trois Rivières (Québec)
G9A 5J9
Telephone (819) 373-1232

Centre d'aide et de lutte contre
les agressions à caractère
sexuel
C.P. 1594
Sherbrooke (Québec)
J1H 5M4
Telephone (819) 563-9999

Centre d'aide et de prévention
d'assauts sexuels
C.P. 284
Châteauguay (Québec)
J6J 4Z6
Telephone (514) 691-8258

Centre d'aide aux victimes de viol
de l'Outaouais (CAVVO)
C.P. 1872, Succ. B
Hull (Québec)
J8X 3Z1

Comité contre la violence
39, rue St-Ambroise
Chicoutimi-Nord (Québec)
G7G 2Z1
Telephone (418) 545-1575

Mouvement contre le viol - Collective
de femmes de Montréal
C.P. 391, succ. De Lorimier
Montréal (Québec)
H2H 2N7
Telephone: (514) 526-2460

Viol Secours inc.
C.P. 272, Succ. Basse-Ville
Québec (Québec)
G1K 6W3
Telephone (418) 692-2252

PROVINCE OF NEW BRUNSWICK

Fredericton Rape Crisis Centre,
P.O. Box 174
384 Queen Street
Fredericton, New Brunswick
E3B 4Y9
Telephone (506) 454-0437

PROVINCE OF PRINCE EDWARD ISLAND

Rape Crisis Centre
P.O. Box 1522
81 Prince Street
Charlottetown, P.E.I.
CIA 7N3

PROVINCE OF NEWFOUNDLAND

Rape Information Centre
Nfld. Status of Women Council
P.O. Box 6072
St. John's, Newfoundland
A1C 5X8
Telephone (709) 726-1411

IV - CRIME COMPENSATION PROGRAMS

1. Crime Compensation Board
9833 - 109th Street
Edmonton, Alberta
T5K 2E8
(403) 427-7217
2. Criminal Injuries Compensation Board
c/o Workers' Compensation Board
6951 Westminister Highway
Richmond, British Columbia
V7C 1C6
(604) 276-3129
3. Criminal Injuries Compensation Board
333 Maryland Street
Winnipeg, Manitoba
R3G 1M2
(204) 775-7871
4. Crime Victim Compensation
Office of the Attorney General
Centennial Building
Fredericton, New Brunswick
E3B 5H1
(506) 453-3606
5. Crime Compensation Board
329 Duckworth Street
St. John's, Newfoundland
A1C 1G9
(709) 726-3524
6. Criminal Injuries Compensation Board
17th Floor, 439 University Avenue
Toronto, Ontario
M5G 1Y8
(416) 965-4755

7. Indemnisation des victimes d'actes criminels
Service de l'indemnisation des victimes d'actes criminels
524, rue Bourdages; Pièce R-9
Québec
GLK 7E2
(418) 643-9890

8. Criminal Injuries Compensation Board
Sturdy Stone Centre
122-3rd Avenue North
Saskatoon, Saskatchewan
S7K 2H6
(306) 664-5153

9. Territorial Compensation for Victims of
Crime Authority
Yukon Workers' Compensation Board
Suite 300 - 4110 - 4th Avenue
Whitehorse, Yukon Territory
Y1A 4N7
(403) 667-5224

END