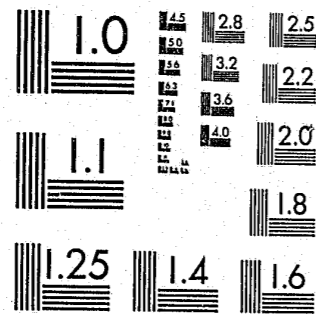


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# CRIME VICTIMS

Working Paper No. 9

## VICTIMS AND WITNESSES

Experiences, Needs, and  
Community/Criminal Justice  
Response

and Statistics Section  
Planning and Development Branch

94628

Canada

94628

CRIME VICTIMS  
WORKING PAPER No. 9

✓ VICTIMS AND WITNESSES: EXPERIENCES, NEEDS  
AND COMMUNITY/CRIMINAL JUSTICE RESPONSE

This review was carried out under a contract from the Department of Justice of Canada by Dr. Wm. K. Stuebing of Red Deer College in Red Deer, Alberta. It is intended as a working paper to provide information to individuals and organizations concerned with this topic and should not be interpreted as Government of Canada policy.

This working paper is one of a series of papers on victims of crime published by the federal government as part of an initiative in the crime victims field.

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March, 1984

(Résumé en français à la fin)

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ABSTRACT

The report presents the findings of a study of the experiences, concerns, problems, and needs of 402 crime victims and witnesses in Red Deer, Alberta. In addition, the responses of the criminal justice and community social services delivery system to these problems and needs are examined.

In general, it is observed that many needs are currently being met, particularly through the personal support system (family and friends) of individual victims and witnesses, and through the initiatives and efforts of the City Detachment of the R.C.M.P. Notwithstanding, substantial needs are not responded to and there remains a conspicuous requirement for significantly enhanced victim/witness services together with greater awareness of and sensitivity to the needs and rights of victims and witnesses, both within the community and criminal justice system.

Recommendations are presented to improve the response to the identified needs and to ameliorate the status of victims and witnesses.

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VICTIMS AND WITNESSES:

EXPERIENCES, NEEDS, AND

COMMUNITY/CRIMINAL JUSTICE RESPONSE

PREFACE

"In general, victims don't expect very much and so when they get some consideration, virtually any consideration, they respond magnificiently. On the other hand if one expects nothing and one gets nothing, at least one is not disappointed."

- D.C. Nielsen

Over the past decade, concern has grown in Canada for the rights of victims of crime. At the same time attention has been focused on the treatment accorded victims and witnesses within the criminal justice system and within the community.

A frequently voiced observation is that the crime victim typically suffers double victimization: first by the offender, then by the criminal justice system. This observation highlights the fact that, as modern processes of criminal justice have elaborated concerns for harms caused to the offender, these same concerns have unwittingly, both by acts of commission and omission, compounded the injuries suffered by the victims.

The criminal justice system is too often accurately characterized as cops, courts, and corrections versus the offender. In this context, the victim is too often ignored, or worse, used by the criminal justice system for its own purposes. It is perhaps valid to suggest the victims of crimes are the orphans of our social service system.

Yet victims of crime have important rights, rights that deserve respect and service both in the community generally and particularly in the criminal justice system.

Crime victims have rights.

They have a right to redress for the wrong which they have suffered, however they are affected, be it physical injury, financial loss, or emotional trauma. They may legitimately expect relief and amelioration.

They have a right to protection from further victimization and harm, whether from the offender or from the criminal justice system. They have a right to be treated with dignity and respect. They are not unfeeling adjuncts to the process or pieces of evidence; they are real people, with real feelings, and real needs.

However, it is contended that for the most part, the criminal justice system as it functions at present is poorly equipped or conditioned to deal appropriately with these needs or to effectively observe the rights of victims.

It is incumbent upon those who would seek to provide services for these needs to listen carefully to what victims themselves are saying. If the goal is to respond effectively and appropriately to victims of crime, it must be certain that the response is to their needs, not some projection of the needs of the criminal justice system or the service-providers.

Part of the current movement to recognize and address the rights and needs of victims and witnesses of crime is the effort presently underway in Red Deer, within both the community and its criminal justice system, to strengthen existing services to victims and witnesses and to undertake appropriate new initiatives.

The research described in this report was undertaken in order to provide the range of information necessary for the planning and delivery of services which directly address the rights and needs of crime victims and witnesses.

ACKNOWLEDGEMENTS

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Sincere gratitude is also extended to John Walker and the members of the advisory committee who gave many valuable suggestions; the Alberta Attorney General's Department who made possible parts of the research; and particularly, the Red Deer City Detachment of the R.C.M.P. who opened their files and helped in so many ways. Special appreciation is reserved for the advice, support and friendship of Don Nielson and Wayne Hutmacher. An appreciative acknowledgement is further owed to the Department of Justice Canada for its funding and support of this study, and especially to Lothar Goetz who gave much guidance and assistance.

And I wish to thank Linda, who helped, and who continues to make it all worthwhile.

Finally, I am entirely indebted to the people who really made this report possible, the 402 victims and witnesses who willingly gave their time, responding with both thought and emotion. I wish for them that this study had not been necessary; I trust I have told their story.

EXECUTIVE SUMMARYOBJECTIVES AND RESEARCH METHODSPurpose and Scope of the Research

The purpose of this research was to identify the needs of victims and witnesses in Red Deer in order to provide a data base for the development of enhanced victim/witness services.

This purpose was expressed in five research objectives:

1. Identify the nature, scope, and extent of criminal victimization.
2. Identify the concerns and needs of victims and witnesses.
3. Analyze and inventory services for victims and witnesses at present available through community and criminal justice agencies.
4. Identify and make recommendations for further meeting the needs of victims and witnesses.
5. Establish baseline data for subsequent evaluation of victim/witness services.

Research Strategies

The research objectives were addressed by four related strategies:

1. Detailed and comprehensive interviews were conducted with a sample of 354 crime victims.
2. Detailed interviews were also carried out with a sample of 85 witnesses.
3. In-depth interviews were conducted with 41 key representatives

of 31 community social services.

4. Finally, interviews were also conducted with 14 agents of the local criminal justice system.

#### Sampling Methods

The samples of victims and witnesses were drawn from RCMP records of four categories of offences against persons and four categories of property offences. Three sub-samples of victims were selected from the January-June 1982 reporting period, representing respectively victims of offences cleared by charge, offences cleared otherwise, and offences not cleared. A fourth subsample of victims was selected from occurrence reports received by the police during the data collection period in the Fall of 1982. The sample of witnesses was developed from records of victim and nonvictim subpoenaed witnesses in relation to offences cleared by charge in the first half of 1982.

Contact with respondents involved a three-stage process. First, victims and witnesses selected for the samples were sent a letter informing them of their selection and explaining the nature of the research. Second, a few days after these letters had been mailed, respondents were contacted by RCMP personnel seeking their participation in the samples. Finally, after consent had been secured, research workers contacted the respondents to carry out the interview. Almost all interviews were conducted by telephone.

A total of 629 individual contacts were attempted to produce a total sample of 402 victims and witnesses. The greatest single factor in non-response was indicated by the discovery that 25% of all potential respondents had moved out of the Red Deer area between the time of the

offence and the research. Only 3% of attempted contacts resulted in refusals.

In relation to the population of Red Deer as a whole, the victims sampled were observed to be somewhat younger, more likely to be single, and report comparatively lower incomes.

The sample of community social services representatives included heads of agencies and other key people. All of the agency representatives contacted agreed to be interviewed. For the sample of criminal justice personnel, in-depth interviews were conducted with two senior police officers, the chief crown prosecutor, and the clerk of the Court of Queen's Bench. More informal interviews were also conducted with eight other RCMP officers and two lawyers in private practice.

#### Data Collection

Questionnaires were developed for the interviews with victims and witnesses based on a review of the literature of victim/witness assistance and victimization research. An interview schedule was similarly developed for interviews with social services representatives focusing primarily on the needs for victim/witness services. No separate instrument was prepared for interviews with criminal justice agents, which were instead loosely based on the victim/witness questionnaires and the social service interview schedule.

Some additional sources of data were also employed and are identified in the report. All data collection took place between October 1982 and January 1983.

### Data Analysis

The report is a descriptive analysis based on non-probability samples. Thus, while the data are claimed to identify and represent the nature and scope of victim/witness needs and experiences, the proportions relate to the sample only and cannot be generalized to all victims and witnesses in Red Deer.

### THE VICTIMS: EXPERIENCES, NEEDS AND CONCERNS

#### Social and Demographic Characteristics

In the sample, victims of crimes against the person were more typically female while males were more likely to be victims of property offences. The victims tended to be younger and reported variable lengths of residency in the community. With some exceptions, victims of property crimes tended to be married while victims of violent crimes tended to be single. In terms of educational attainment, about half of the sample reported complete secondary school or better. Generally, the victims reported lower incomes, with this being particularly characteristic of victims of crimes against the person.

#### Offence Characteristics

The offences were most likely to have occurred during the evening hours and on weekends and most typically involved a single offender who could be identified by the victim. Two out of three offenders who could be identified were reported to have had some prior relationship with the victim. Both victim-identification of the offender and prior victim-offender relationship were directly associated with the probability of

the police clearing the offence.

Almost two-thirds of victims of crimes against the person suffered physical injury while 44% of all victims suffered some loss of property as a result of the incident. An additional 29% reported some damage to their property. Almost half of the sample indicated some additional inconvenience as a result of the crime. Victims reporting personal injury, property loss or damage, or other inconvenience related to the offence were identified from all social categories yet tended to be disproportionately younger, female, and/or lower income.

#### Reporting the Incident

For three-quarters of the victims, first contact following the crime was with the police; the remainder initially contacted family or friends. Victims of property offences were more likely to report the offence personally while victims of violent crimes tended to have the offence reported by some other person. Most offences were reported within an hour and almost all within one day of the incident.

Victims most frequently indicated that the offence was reported to the police to prevent the offender from committing similar crimes or because reporting was the right thing to do. For 21.8% of victims who acknowledged some reluctance in reporting the offence, the most commonly cited reasons were the belief that the offence was a private matter, the feeling that the police couldn't do anything or didn't want to be bothered, or a fear of publicity.

#### Police Response

Police response-time after receiving a complaint was typically

short, particularly for reports of crimes against the person. Almost half of victims reported a response time of 15 minutes or less. Nearly one in four victims of violent crimes reported directly to the police station. Only 39% of respondents reported that the investigating officer left his card and only 4% indicated being informed of the incident number.

Four out of five victims reported that the investigating officer was understanding and sympathetic. Those who did not cited a casual, blasé attitude on the part of the investigating officer (property offence victims) or concern that their complaint was not believed (victims of offences against the person). Approximately three-quarters of the sample were generally satisfied with the response of the investigating officer. Those who were dissatisfied complained of a lack of police follow-up and/or the failure of the police to provide sufficient information about the case.

#### Victims' Initial Feelings

The predominant feelings victims reported experiencing at the time of the offence were anger and outrage followed by surprise and confusion. Victims of crimes against the person were also four times more likely to report experiencing fear or pain. Greater proportions of female, younger, and lower income victims indicated these feelings. About half of the victims reported receiving some help in dealing with these feelings; most were satisfied with the assistance received. Conversely, about one victim in five indicated a need for such assistance but was unable to find help.

#### Crisis Needs

The crisis needs most frequently reported by the respondents were: someone to talk to after the police left; someone to stay to provide security or protection; and advice on how to get help for problems which arose as a result of the crime. A variety of other needs was also reported. Substantially greater needs of all kinds were reported by victims of crimes against the person. As well, greater need was indicated by younger, female, and lower income victims.

Assistance in meeting the range of crisis needs was most typically provided for victims by their personal support system of family and friends. The personal support system was indicated to be the most satisfying source of help but also the source of greatest dissatisfaction. Overall, one victim in three reported being unable to find help with some crisis needs.

#### Ongoing Needs

There are acknowledged difficulties in determining and identifying ongoing needs. Nevertheless, a range of continuing problems is experienced by victims perceived by them as directly linked to the victimization experience. In order of greatest reported frequency, these concerns are: a general increase in distrust of others; fear of walking alone; fear of being alone; sleeplessness; fear of entering one's residence or rooms within the residence; and headaches. Such concerns were more likely to be indicated by victims of crimes against the person. The elapsed time since the incident was not a factor in the victims' reporting of ongoing needs.

One-quarter of the victims sought assistance for these problems,

with three-quarters of those who did reported satisfaction with the help received. Of the victims who did not seek help, significant numbers reported either being afraid to ask for help or not knowing where, or how, to secure assistance. However, about one-quarter of all victims, while indicating that their needs were substantial, also expressed the conviction that it was their personal responsibility to deal with these problems by themselves. Victims generally do not connect their experience of personal troubles with public issues, because of the way the criminal justice system and the community structure and order the victimization experience.

Ongoing needs were also observed to be more significantly reported by younger, female, and lower income victims.

#### Protective Measures

Approximately 40% of the victims reported feeling that they might have done something to help bring on the incident or that they could have done something to prevent it. While no differences were observed by the age of respondents, the former sentiment was more characteristic of female victims and the latter more typical of males. Lower income victims disproportionately reported both understandings. Such victim participation in the event is not to be confused with victim precipitation.

Almost three-quarters of the respondents reported adopting some protective measures since the offence. Victims of property offences indicated various practices to secure their property while victims of crimes against the person were indicated a change in their activity patterns and more regular checking to insure doors and windows were locked. The protective measures reported were observed to be related to the nature of the offence and the socio-economic circumstances of the

respondents. Most victims "invented" the measures which they adopted; few reported receiving information on how to protect themselves or their property.

#### Information and Follow-Up

About seven out of every ten victims reported wanting information on the progress of the investigation of the offence; fewer than half indicated receiving such information. Nevertheless, the police remain by far the most important source of information for victims.

Half of the victims indicating that stolen property had been returned reported experiencing some difficulty or delay. A vast majority of victims eligible for criminal injuries compensation were unaware of the Crimes Compensation Board.

Almost three-quarters of the respondents were satisfied that the police did all they could to locate and arrest the offender. Those who were dissatisfied either cited a lack of information or perceived inadequacies in the police investigation.

#### Victims' Attitudes Toward Police and Community Services

Given the observation in the literature that police enjoy substantial support from the community in general and victims of crime in particular, the approval of the efforts of the Red Deer City Detachment of the RCMP expressed by the victims for the handling of the specific incident and for dealing with crime in the community as a whole was still unexpectedly high (85% and 90% respectively). Only a third of the victims indicated similar approval for the services provided for the community in looking after the special needs of victims of crime. Lower ratings were reported



for both police and community services by female, younger, and lower income victims.

#### Victims' Attitudes Toward Sentencing

Victims identified the purposes of sentencing in order as rehabilitation, protection, deterrence, retribution, restitution or compensation, and moral denunciation. Operationally, this meant, for 42% of victims, a preference for incarceration.

When asked to consider reparative alternatives to the sentencing preferences previously identified, over half of victims of property offences and almost one-quarter of victims of crimes against the person expressed a significant interest in restitution. Almost six of ten property offence victims and more than four of ten victims of offences against the person similarly indicated a willingness to accept community service in place of their previously preferred sentence.

### THE RESPONSE I: CRIMINAL JUSTICE SYSTEM

#### The Role of the Police

Contact by victims with the criminal justice system was initially with the police, and for 94% of the sample this remained the only contact. In this context, it was observed that the respondents expressed very substantial appreciation for the services provided by the police. In turn, the police were themselves observed to manifest a strong concern for the needs and concerns of crime victims. This concern is, however, often frustrated by a lack of resources which severely limits the role of the police in this area. As a residual service agency, the police

are further frustrated by the relative lack of victim-oriented initiatives either from the community or from other elements of the criminal justice system.

#### Crisis Response Services

Since the police have primary responsibility for the victim at the scene of the crime, they presently provide the principal response to the crisis needs of victims. Because of limited resources, this response is restricted to cases of greatest need and rests significantly on the definitions of the situation made by the investigating officer. The resulting structured arbitrariness of police-supplied crisis response services could be ameliorated by systematic referrals to community-based agencies. However, this is substantially frustrated as the community services are most frequently not available as and when required. An additional problem is the need to insure consistency in the response to victims, their needs and concerns, by investigating officers.

#### Follow-Up Services

When a victim is referred to a community agency, the police will attempt to follow-up on the referral after two days. However, neither referrals nor follow-ups are systematic or comprehensive. The police provide victims with information concerning the prevention of revictimization in two ways: through the crime prevention programs of the city detachment directed at the community as a whole; and, for some victims, by the investigating officer at the scene.

The return of stolen property has been expedited by the recent introduction of the practice of using photographic records for evidence

where possible. Some difficulties with the handling of physical property for evidence remains. Finally, while the necessary policies governing the provision of information to victims regarding the progress of a case are in place, the city detachment has not been successful in insuring that the policies are observed in all cases.

#### Criminal Justice Development

Victim-contact information is presently used by the police in the development and deployment of such crime prevention programs as Neighborhood Watch, and for developing community awareness through media relations programs. However, the limited resources and the multiple roles of the Crime Prevention/Police Community Relations Unit mean that the police response in this regard is not sufficient to the need. The city detachment endorses the principle of regular in-service training including utilizing community resources to assist officers in dealing with victims and their needs.

#### Restitution and Compensation

While the practice of restitution is fully endorsed by the police, and the potential for wider application identified, the view of the crown prosecutor is essentially that restitution is not a proper concern for the criminal courts. In the face of these contrasting positions, the crown's positions presently prevail and restitution is not a significant part of the criminal justice system's response to the needs of crime victims in Red Deer.

### THE RESPONSE II: COMMUNITY AGENCIES

#### Interviews and Services Checklist

Community response to the needs of crime victims was assessed through interviews with representatives of all community agencies having some contact with victims. The purpose of the interview was to identify present services for victims and needs for service improvement. To help accomplish this objective, a checklist was developed identifying 21 areas of services to victims.

#### Community Response to Crisis Needs

While the police have, and will continue to have, immediate responsibility for victims at the scene of the crime, and while there are a number of community services which accept limited responsibility for victims' crisis needs, there was a consensus that a comprehensive crisis response capability was required. In addition to dealing directly with the crisis needs of victims, such a service would supplement existing referral and transportation services; provide companionship and/or counselling for the victim during the period immediately following the crime, where present services or the victim's own support system were inadequate; and address concerns arising out of the victim's family situation which were not otherwise dealt with.

While some effort could be taken to protect victims from unnecessary exploitation, this was essentially seen as a matter for increased public education and awareness.

#### Community Response to Follow-Up Needs

Counselling and emotional support for victims on an ongoing basis is presently within the mandate of a number of agencies. However, existing services lack coordination and often focus only on certain offences, indicating a need for a comprehensive referral and coordination program. There was a consensus that any new victims' service must assume responsibility for ensuring both an adequate and appropriate referral system and the proper follow-up.

Respondents identified a role for community agencies in sharing responsibility with the police CP/PCR unit in assisting victims with their responsibilities to the criminal justice system, and in providing victims with crime prevention information. A number of agencies were identified as appropriate to assist victims with aftermath arrangements, and the greatest needs in this regard was again understood to be for effective coordination and referral.

Notwithstanding, the respondents by their statements also revealed a general lack of understanding of the nature and extent of victims' needs as well as a misunderstanding of the operation of the criminal justice system. The need for the education of community service agencies along with the community generally was noted.

#### Service Organization

Not unexpectedly, the operation and coordination of volunteer programs to supplement the services which professional personnel provide to victims was endorsed. In addition, respondents indicated the need for a crisis phone line which could be used by victims who were in need of immediate help. Such a service is at present planned for later 1983.

#### Criminal Justice Development

Agency representatives supported the establishment of special in-service training for police to assist them in dealing with victims of crime and their trauma as well as victim-awareness seminars for court officials and crown prosecutors. The concern was further expressed that these should involve participation from relevant community agencies.

There was a consensus that community agencies should have a wider role in providing input to criminal justice planning on crime prevention and on the role of victims in crime. It was also agreed that restitution and compensation options are too narrowly restricted and employed too infrequently.

#### Crime Prevention

The utilization of victim-contact information in crime prevention planning was understood as a shared responsibility of the police and community agencies dealing with victims. Police crime prevention programs were commended but most respondents felt that these efforts could be augmented, again in cooperation with community-based victims' services. The police and community agencies were also felt to share responsibility for developing an increased victim awareness and concern for the rights and needs of crime victims in the community.

#### Additional Issues in Community Response

Agency representatives generally commended the role taken by the police in relation to needs of victims. However, there was concern that this was insufficient, principally due to inadequate resources. It was agreed that both police and community services required expansion and

improvement.

The myth—that the community already possesses a full and adequate range of public and private social services for victims which requires only effective coordination—was debunked. At present, victims' services were revealed as constituting a patchwork-quilt system, full of gaps and holes, and lacking either effective referral or follow-up.

Finally, the tendency of some agency representatives to engage in "blaming the victim" was observed and deplored. This was particularly true of the treatment received by intoxicated victims from some services. Such victims were held to be responsible for their own victimization and thus disqualified from the same consideration as other victims.

#### THE WITNESSES: EXPERIENCES, NEEDS, AND CONCERNS

##### Sample of Witnesses

The comparatively smaller sample of witnesses, attributable in part to the observation that only about 6% of victims are subsequently subpoenaed to testify, requires a caution regarding the drawing of conclusions from the data. The sample composition showed that witnesses tended to be younger, lower income, and married. Victim-witnesses were more likely to be male, while the reverse was observed for nonvictim-witnesses. A disproportionately large number of witnesses were connected with charges arising out of crimes against persons.

##### Becoming a Witness

Most witnesses understood that by giving a statement to the police they might be required to testify. Compared with nonvictim-witnesses,

victim-witnesses were more likely to be personally served with the subpoena, receive it sooner after the offence, and in a shorter time prior to the scheduled court appearance. About 20% of witnesses reported asking questions of the officer serving the subpoena, most having to do with the process of criminal justice or the implications of the charge for the accused. Almost all respondents understood that they were required by law to appear as a witness.

##### Pre-Trial Experiences

About one-third of witnesses reported feeling confused, uninformed, or intimidated by the prospect of being a witness, most by reason of a lack of information concerning the process of criminal justice. About half of the sample reported receiving some information prior to the trial, mostly from the police; one witness in four complained of insufficient information. One-third of nonvictim-witnesses reported some prior relationship with the accused compared with 60% of victim-witnesses; 70% of nonvictim-witnesses reported a prior relationship to the victim.

Almost three-quarters of victim-witnesses and half of nonvictim-witnesses reported contact with representatives of the criminal justice system after their arrival at the courthouse, most frequently with the police officer who took their original statement. An additional 10% of victim-witnesses and 26% of nonvictim-witnesses would have preferred such an opportunity. Fewer than two-thirds of witnesses were ultimately required to testify.

##### Witness Concerns and Problems

In addition to expressing a need for more information and a general

feeling of alienation from the criminal justice process, witnesses also reported a variety of practical concerns.

Ten witnesses cited a desire for some kind of protection prior to the trial; three were satisfied with the police response. None of the witnesses reported problems with transportation and only three indicated difficulties with child care arrangements. For the twelve witnesses who reported difficulty arranging time off work, the major concern was for lost wages. Inadequate parking arrangements were a source of irritation for 21 witnesses.

Two-thirds of the 23 witnesses citing difficulty in finding the right court were unable to find satisfactory assistance. Witnesses also reported additional concern for the length of time required before the trial took place, the time spent waiting to be called to testify; and the inadequate facilities for waiting at the courthouse.

#### Post-Trial Concerns

The significant concerns identified by witnesses as arising out of their experiences after the trial had concluded were the problems of insufficient information regarding the outcome and disposition and the inadequacy of witness fees.

#### Sources of Witness Dissatisfaction

Five general sources of witness dissatisfaction were identified. These included:

1. treatment of witnesses by the court;
2. the court's handling of the case in general and, particularly, a concern for perceived leniency;

3. the handling of the case by particular officers of the court, most notably the crown prosecutor;
4. a lack of information either just before or just after the trial; and
5. failure to receive the opportunity to testify.

Most of the observed dissatisfaction may be attributed to witnesses' lack of information regarding the criminal justice process generally and the trial specifically.

#### General Sentiments

Notwithstanding the many expressed concerns of witnesses, most of the respondents indicated a willingness to serve again as witnesses. This suggests that their manifest concerns are situation-specific and not generalized.

### THE RESPONSE III: THE COURTS

#### Concern for Witnesses

In general, witnesses are rather casually treated by the criminal justice system in Red Deer with little concern for their needs. This is reflected in: facilities for witnesses which are, at present, inadequate; criminal justice personnel who are too busy to become involved with the needs of witnesses; and the observation that the care and handling of witnesses appears not to be a priority for anyone. While the beginnings of concern were reported by the clerk of the Court of Queen's Bench, the crown prosecutor sees only a minimal role in this regard for his office.

Provision of Information

In response to the substantial need for information at all stages of the judicial process indicated by the sample of witnesses, the crown prosecutor accepts only a limited role, preferring to see the problem mainly as one of a lack of public education which he has no responsibility. The clerk of the court is poorly organized to respond to a more limited range of witnesses' information needs. By default, the most common and complete source of information for witnesses becomes the police.

Facilities

The principal problems experienced by witnesses with the present courthouse facilities include parking, locating the right court, and the lack of a separate waiting room. With the move to the new courthouse later in 1983, two of these concerns should be ameliorated. Witnesses' parking problems are likely to continue.

Treatment of Witnesses

While employers are required by law to release employees from work if they have been subpoenaed as crown witnesses, employers may withhold salary or wages. Witness fees thus do not adequately compensate some witnesses for the costs involved in answering the subpoena. The reported failure of some witnesses to receive their witness fee was understood to be a consequence of witnesses' not reporting to the clerk of the court and handing in the subpoena.

The reported problems of witnesses with delays in the scheduling of court cases and the lengthy waiting times encountered at the courthouse were acknowledged. These were substantially attributed to prerogatives

accorded defense attorneys and the difficulty in scheduling cases and witness appearances. In general, it was felt that there was little that could be done with regard to these problems that was not already being done.

Witness Management Program

The Witness Central Units, operating at present in Edmonton and Calgary with the intention of reducing the inconvenience experienced by witnesses, were reviewed. The need for a comparable witness management program for the Red Deer courts was identified.

OBSERVATIONS AND IMPLICATIONSVictims' Experiences, Needs, and Concerns

1. Crime victims in Red Deer experience a significant range of needs, much of this need is not ameliorated, and victims who are understood to possess comparatively fewer social and economic resources (female, younger, and lower income victims) suffer most.
2. At present, the principal source of assistance for victims is the personal support system; community response to the needs of crime victims was experienced as almost nonexistent.
3. The victims expressed strong support for the work of the police and dissatisfaction with the community response to their needs; however, these observations must be tempered by the additional observations that victims of crime in Red Deer have comparatively

low expectations for the range of assistance that they are entitled to receive.

4. Both victims of crime specifically and the community in general need to become aware of the rights of crime victims.
5. Victims show strong interest in reparative sentencing options, options which are infrequently ordered by Red Deer courts.

#### Criminal Justice Response

1. A review of the data leads to a commendation for the initiative shown by the Red Deer Detachment of the RCMP in responding to the needs of victims within the limits of available resources.
2. Notwithstanding, areas identified as requiring improvement include:
  - a) a more systematic and complete provision of information to victims and witnesses of crime;
  - b) less inconsistency and arbitrariness in the provision of crisis response and follow-up services to victims;
  - c) further development and elaboration of the CP/PCR Unit;
  - d) regular in-service training to enhance police awareness of victims' needs and commitment to victim-oriented initiatives; and
  - e) greater utilization of present opportunities for restitution and compensation as well as re-examination of the present limitations on the use of these practices.

#### Community Response

1. There is a need for a crime victims' workshop for community agencies dealing with the operation of the criminal justice system, needs of crime victims, and services available at present to respond to such needs.
2. There is a need to expand existing services, particularly the emergency department of the hospital, the women's shelter, services for sexual assault victims, the crisis phone line, and the community social service delivery system generally.
3. A variety of new services was identified as needed to fill the gaps and supplement existing services for crime victims.
4. There is a need for effective evaluation (quality control) both of services now available to victims of crime as well as of any subsequently developed victims' services.
5. There is a need for a comprehensive crime victims' handbook for use by community agencies dealing with victims; an abridged version should be prepared for general distribution.
6. The funding of victims' services is a direct responsibility of all levels of government and some specific proposals are presented including the use of tax revenue, a fine surtax system, and/or the dedication of funds raised by fines generally.

Witnesses' Experiences, Needs, and Concerns

1. Witnesses expressed significantly greater dissatisfaction with the criminal justice system than did victims.
2. Witnesses have a critical need for more information at all stages of the trial process.
3. The needs and concerns of witnesses are poorly served by the criminal justice system, particularly by the courts.
4. Witnesses are currently subjected to a variety of practical inconveniences.
5. A substantial minority of witnesses feel witness fees are inadequate.
6. The crown and the courts need to become more aware of and sensitive to the needs of witnesses.

Reponse of the Courts

1. Improved facilities for witnesses should continue to be planned for and incorporated into the new courthouse.
2. Despite the fact that witnesses are under a legal obligation to appear, their legitimate information needs require a systematic and complete response, which implies a greater role for the crown prosecutor's office.

3. A full witness management program is required, either provided by the courts themselves or provided by a community agency under contract.
4. If delays and witness inconvenience cannot be ameliorated, then at least the reasons for delays and waiting should be communicated to witnesses.
5. There is a need for court processes and practices to be clearly explained to witnesses so that they might better understand their experiences.
6. There is a need for a full study of the adequacy of witness fees.
7. If victims and witnesses are to be treated with the dignity and respect that they deserve, it is necessary for the courts to become sensitive to their legitimate needs.
8. Finally, with regard to the principle of reparation, four observations were made. First, where victims are willing and interested, restitution should be introduced into Red Deer courts to the limits presently available under law. Second, serious consideration should be given to expanding the statutory limits on restitution. Third, because court-ordered restitution is only available to a few victims, the principles governing crimes compensation should be reviewed and expanded. Fourth, given the nature of many victimization experiences and the fact that in



many cases there is a prior relationship between victim and offender, the feasibility of a victim-offender reconciliation program for Red Deer should be examined.

#### RECOMMENDATIONS

##### 1. VICTIM-AWARENESS PROGRAMS

It is recommended that ongoing, varied, and broadly based victim-awareness programs be established in the community.

##### 2. VICTIM AND WITNESS RIGHTS

It is recommended that the rights of victims and witnesses be explicitly recognized.

##### 3. POLICE IN-SERVICE TRAINING

It is recommended that the police establish an in-service training program dealing with the needs and concerns of victims and witnesses.

##### 4. INFORMATION NEEDS

It is recommended that the police undertake appropriate measures to insure that the needs of victims and witnesses for information regarding case progress are consistently recognized and met.

##### 5. VICTIMS' EXPECTATIONS FOR POLICE SERVICES

It is recommended that the police cultivate victims' expectations for police services and initiate procedures designed to insure that such heightened expectations are satisfied.

##### 6. POLICE CP/PCR UNIT

It is recommended that the staffing of the police Crime Prevention/Police Community Relations unit be increased.

##### 7. VICTIMS' WORKSHOP

It is recommended that a crime victims' workshop be undertaken for the staff of all community social services having contact with victims and witnesses.

##### 8. EXPANDING EXISTING COMMUNITY SOCIAL SERVICES

It is recommended that existing community social services be expanded to provide the capacity to deal effectively with the needs of crime victims.

##### 9. VICTIMS' SERVICES

It is recommended that a new victims' service be established as part of the overall community social service delivery system.

##### 10. EVALUATION OF SERVICES TO VICTIMS

It is recommended that all services to victims regularly undergo systematic and complete evaluation.

##### 11. VICTIM/WITNESS ASSISTANCE HANDBOOK

It is recommended that a comprehensive victim/witness assistance handbook be prepared.

12. FUNDING SERVICES TO VICTIMS AND WITNESSES

It is recommended that all three levels of government accept their respective responsibilities to participate in the funding of services to victims and witnesses.

13. COURT AWARENESS OF WITNESS NEEDS

It is recommended that the courts and the crown prosecutor's office undertake to become more familiar with, and sensitive to, the needs and legitimate rights of witnesses.

14. WITNESS MANAGEMENT

It is recommended that a witness management program be established for the courts in Red Deer.

15. WITNESS FEES

It is recommended that the purpose and function of witness fees be studied.

16. REPARATION

It is recommended that the criminal justice system commit itself fully to the principle of reparation.

17. VICTIM-OFFENDER RECONCILIATION

It is recommended that research be undertaken in Red Deer to investigate the potential, and make recommendations, for the implementation of a victim-offender reconciliation program.

18. FURTHER RESEARCH

It is recommended that further research be undertaken in the community with concern for continuing to develop effective victim-assistance programs and programs which would prevent victimization.

CONCLUSIONS

The implications of these data for the organization of community social services and for the policies and practice of criminal justice are numerous. The needs of crime victims and witnesses have been identified as many and varied. Obviously, no single approach to serving victims and witnesses will effectively respond to all needs.

For entirely too long victims have been treated as orphans within the criminal justice system. A principle prerequisite for substantial change in the system is the development of public awareness and concern through informed discussion and debate. If this report can contribute to the growth of such awareness and discussion, particularly within the Red Deer community, a major reason for the undertaking of this study will have been accomplished.

The only goal can be a balanced system of justice for all participants.

## Chapter 1

OBJECTIVES AND RESEARCH METHODSOVERVIEW OF THE CHAPTERPURPOSE AND SCOPE OF THE RESEARCH

The purpose of the research was to identify the needs of victims and witnesses in Red Deer in order to provide a data base for the development of enhanced victim/witness services.

This purpose was expressed in five research objectives: (1) Identify the nature, scope and extent of criminal victimization. (2) Identify the concerns and needs of victims and witnesses. (3) Analyze and inventory services for victims and witnesses at present available through community and criminal justice agencies. (4) Identify and make recommendations for further meeting the needs of victims and witnesses. (5) Establish baseline data for subsequent evaluation of victim/witness services.

RESEARCH STRATEGIES

The research objectives were addressed by four related strategies. (1) Detailed and comprehensive interviews were conducted with a sample of 354 crime victims. (2) Detailed interviews were also carried out with a sample of 85 witnesses. (3) In-depth interviews were conducted with 41 key representatives of 31 community social services. (4) Finally, interviews were also conducted with 14 agents of the local criminal justice system.

SAMPLING METHODS

The samples of victims and witnesses were drawn from RCMP records of four categories of offences against persons and four categories of property offences. Three subsamples of victims were selected from the January-June 1982 reporting period, representing respectively victims of offences cleared by charge, offences cleared otherwise, and offences not cleared. A fourth subsample of victims was selected from occurrence reports received by the police during the data collection period in the Fall of 1982. The sample of witnesses was developed from records of victim and nonvictim subpoenaed witnesses in relation to offences cleared by charge in the first half of 1982.

Contact with respondents involved a three-stage process. First, victims and witnesses selected for the samples were sent a letter informing them of their selection and explaining the nature of the research. Second, a few days after these letters had been mailed, respondents were contacted by RCMP personnel seeking their participation in the samples. Finally, after consent had been secured, research workers contacted the respondents to carry out the interview. Almost all interviews were conducted by telephone.

A total of 629 individual contacts were attempted to produce a total sample of 402 victims and witnesses. The greatest single factor in non-response was indicated by the discovery that 25% of all potential respondents had moved out of the Red Deer area between the time of the offence and the research. Only 3% of attempted contacts resulted in refusals.

In relation to the population of Red Deer as a whole, the victims sampled were observed to be somewhat younger, more likely to be single, and report comparatively lower incomes.

The sample of community social services representatives included heads of agencies and other key people. All of the agency representatives contacted agreed to be interviewed.

For the sample of criminal justice personnel, in-depth interviews were conducted with two senior police officers, the chief crown prosecutor and the clerk of the Court of Queens Bench. More informal interviews were also conducted with eight other RCMP officers and two lawyers in private practice.

DATA COLLECTION

Questionnaires were developed for the interviews with victims and witnesses based on a review of the literature of victim/witness assistance and victimization research. An interview schedule was similarly developed for interviews with social services representatives focusing primarily on the needs for victim/witness services. No separate instrument was prepared for interviews with criminal justice agents which were instead loosely based on the victim/witness questionnaires and the social service interview schedule.

Some additional sources of data were also employed and are identified in the report. All data collection took place between October 1982 and January 1983.

DATA ANALYSIS

The report is a descriptive analysis based on non-probability samples. Thus, while the data are claimed to identify and represent the nature and

scope of victim/witness needs and experiences, the proportions relate to the sample only and cannot be generalized to all victims and witnesses in Red Deer.

#### STRUCTURE OF THE REPORT

The report is organized around six themes: (1) victim experiences and needs of victims; (2) criminal justice response to victims' needs; (3) community response to victims' needs; (4) experiences and needs of witnesses; (5) criminal justice response to witnesses; needs; (6) recommendations and conclusions.

#### PURPOSE AND SCOPE OF THE RESEARCH

The purpose of this research was to determine the nature and scope of the needs of victims and witnesses in Red Deer and to provide the range of objective information required to develop and implement new services for victims and witnesses of crime in Red Deer, as well as elaborate and better utilize existing community resources. The scope of the study was therefore deliberately inclusive.

Research objectives included the following:

1. Identify the nature, scope, and extent of criminal victimization in Red Deer at present for selected categories of offences.
2. Identify the nature and extent of the concerns and needs of victims and witnesses of crime.
3. Prepare a comprehensive analysis and inventory of services at present available for crime victims and witnesses in Red Deer as provided by community and criminal justice agencies.
4. Identify and make recommendations for ways of meeting the needs of crime victims and witnesses in Red Deer, either by

further developing existing services and practices or by establishing new services and practices.

5. Establish appropriate baseline information for the effective evaluation of any subsequently implemented services for victims and witnesses of crime.

#### RESEARCH STRATEGIES

These general objectives were addressed by four related research strategies.

##### Victim Interviews

Detailed interviews were conducted with four samples of crime victims concerning their experiences, needs and concerns, and reaction to the various services available to victims of crime in Red Deer.

Three of the samples were drawn from victims of crimes reported to the Red Deer City Detachment of the R.C.M.P. during the first six months of 1982 for selected offence categories. These included a sample of victims drawn from offences identified as Cleared by Charge, a second sample drawn from offences identified as Cleared Otherwise, and a third sample drawn from offences identified as Not Cleared.

The fourth sample was drawn from police occurrence reports received during the course of the study and an effort was made to interview these victims within three weeks following their victimization experience.

##### Witness Interviews

Detailed interviews were also conducted with a sample of witnesses

to crimes. This sample was drawn from police records of Offences Cleared by Charge during the first six months of 1982 and included both victim and nonvictim-witnesses. By this approach it was hoped to identify the range of experiences, needs and concerns, and reactions of witnesses in Red Deer.

#### Social Services Interviews

In-depth interviews were conducted with a sample of key personnel from all public and private community social services which could be expected to presently provide services, either explicitly or implicitly, to victims and witnesses. By this approach it was hoped to identify the range of services presently available within the community, to assess the strengths or limitations of such presently available services and to identify, from the perspective of service delivery agents, appropriate strategies for the delivery of services to crime victims and witnesses involving both existing and new services.

#### Criminal Justice Interviews

Interviews were also conducted with criminal justice system personnel including representatives of the police, courts, and crown prosecutor's office concerning the present handling of victims and witnesses of crime. This was done with the hope of identifying the strengths and weaknesses of present criminal justice practices with the view towards developing recommendations for an improved response to the identified needs of crime victims and witnesses.

### SAMPLING METHODS

#### Determining the Sample of Crime Victims

Eight offence categories were identified within which the sampling of crime victims would take place. These included four categories of offences against the person (homicide offences, sexual offences, assault and robbery), and four categories of offences against property (break and enter, motor vehicle theft, theft over two hundred dollars, and wilful damage to private property).

Victims of all offences within these categories as represented by the police records were initially eligible to be selected with the exception of homicide offences other than attempted murder, assaults on police officers, thefts over two hundred dollars identified as shoplifting, and complaints of break and enter to buildings other than residences or places of business.

The incidence of actual offences recorded over the past three years for the selected categories is shown in Table 1:1. Crimes against persons may be seen to account for an average of 12.5% of the offences while the remaining 87.5% are offences against property.

The sample selection methods were deliberately purposive, and no attempt was made to develop a probability sample. As indicated by Table 1:2, the sampling rates for the various offences across the four subsamples of victims clearly favoured crimes against the person. Victims of these offences ultimately constituted 54% of the total sample.

#### January-June 1982 Subsample

For the development of the three subsamples based on the January-

Table 1: 1. Actual Offences Recorded 1980-1982 (Selected Categories)

Offence	1980	1981	1982
Homocide	0	2	3
Sexual Offences	30	42	76
Assaults *	184	286	433
Robbery	<u>21</u>	<u>28</u>	<u>33</u>
<u>Total vs Persons</u>	<u>235</u>	<u>358</u>	<u>545</u>
Break and Enter	581	596	710
Motor Vehicle Theft	323	269	314
Theft over \$200	539	630	765
Wilful Damage to Private Property	<u>789</u>	<u>746</u>	<u>788</u>
<u>Total vs Property</u>	<u>2232</u>	<u>2241</u>	<u>2577</u>
<u>Total Offences</u>	2467	2599	3122

Source: R.C.M.P. Operational Statistics Reporting System,  
Detailed Crime Report.

\* A significant factor in the increase in assaults across these reporting periods was the decision of the City Detachment of the R.C.M.P. to record complaints of wifebeating and other family violence as assaults, discontinuing the recording of "domestic disturbances."

June, 1982 reporting period, the following selection procedures were employed. All founded reported of the eight offence categories were identified and separated into three groups: cleared by charge, cleared otherwise, and not cleared. From each group, reports in which there was no clearly identifiable victim were removed. The files were then arranged within each group by offence and ranked in terms of rough

Table 1: 2. Sample Rates

Offences	January - June 1982				Sub-Totals		October - December 1982		Totals	
	<u>Cleared</u>		<u>Not Cleared</u>		Actual*	Sample	Actual	Sample	Actual	Sample
1. Homicide (Attempted Murder)	0	0	1	1	1	1	1	1	2	2**
<u>Sample Rate:</u>			1.0	1	1.0		1.0		1.0	
2. Sexual Offences	14	8	14	7	28	15	29	3	57	18
<u>Sample Rate:</u>	.57		.50		.54		.10		.32	
3. Assaults (Not including assault of Police Officer)	141	99	55	30	196	129	102	37	298	166
<u>Sample Rate:</u>	.70		.55		.66		.36		.56	
4. Robbery	7	1	7	3	14	4	10	1	24	5
<u>Sample Rate:</u>	.14		.43		.29		.10		.21	
<u>Total vs Person</u>	162	108	77	41	239	149	142	42	381	191
<u>Sample Rate:</u>	.67		.53		.62		.30		.50	
5. Break & Enter (Residence & Busines)	93	21	206	20	299	41	179	28	478	69
<u>Sample Rate:</u>	.23		.10		.14		.16		.14	
6. Motor Vehicle Theft	71	6	95	11	166	17	67	5	233	22
<u>Sample Rate:</u>	.08		.12		.10		.07		.09	
7. Theft Over \$200 (Not.incl.Shoplifting)	48	17	273	19	321	36	211	19	532	55
<u>Sample Rate:</u>	.35		.07		.11		.09		.10	

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Table 1: 2. Sample Rates (continued)

Offences	January - June 1982				Sub-Totals		October - December 1982		Totals		
	<u>Cleared</u>		<u>Not Cleared</u>		Actual*	Sample	Actual	Sample	Actual	Sample	
	Actual	Sample	Actual	Sample							
8. Wilful Damage to Private Property	63	6	236	2	299	8	238	9	537	17	
<u>Sample Rate:</u>	.10		.01		.03		.04		.03		
<u>Total vs Property</u>	275	50	810	52	1085	102	695	61	1780	163	
<u>Sample Rate:</u>	.18		.06		.09		.09		.09		
<u>Sample Totals</u>	439	158	887	93	1324	251	837	103	2161	354	40
<u>Sample Rate:</u>	.36		.10		.19		.12		.16		

\* Actual for Jan. - June, 1982 includes offences cleared and offences not cleared.

\*\* 2 incidents of attempted murder subsequently included with assaults for the analysis.



estimates of victim's trauma (i.e., injury, harm, loss, psychological trauma, etc.). Potential respondents were then selected from victims identified as suffering greater trauma.

The initial intention was to continue sampling until one hundred interviews had been completed in each of the three subsamples.

#### September-November 1982 Subsample

A different procedure was employed to develop the fourth subsample of victims from complaints received by the police between September 26 and November 13, 1982. On a weekly basis, all occurrence reports for the eight categories of offences were reviewed and incidents involving a clearly identifiable victim who was judged to have suffered some trauma were selected. This procedure was followed until a quota of one hundred completed interviews was attained.

#### Sample of Witnesses

The development of the sample of witnesses proved to be somewhat more difficult. At first, it was intended that respondents selected for the subsample of victims of offences cleared by charge would be limited to victims subsequently subpoenaed witnesses. The subsample of victims would thus also constitute the sample of witnesses. However, as the research progressed it became increasingly apparent that it would be difficult to achieve a sample of one hundred subpoenaed victim-witnesses since only a minority of victims of offences cleared by charge are ultimately required to give testimony.

At the same time it was further discovered that some difficulty was being encountered in completing the sample of victims of offences

cleared otherwise. Since a lack of a sufficiently large sample of witnesses would compromise the analysis, a decision was made to limit the size of the three subsamples of victims based on the January-June 1982 reporting period, and within the total quota for the three subsamples three hundred respondents, to include a sufficient number of non-victim-witnesses drawn from the records of offences cleared by charge.

The resulting sample sizes are indicated by the data in Table 1:3. One consequence was irregular sizes for the various subsamples.

#### Initial Contact With Respondents

In an effort to secure a favorable interview completion rate and in order to respect the right of victims and witnesses to confidentiality, a three-stage process for contacting respondents was employed.

After the initial selection of a potential respondent, a letter was sent outlining the nature of the study and encouraging the potential respondent's participation. This letter was signed by both the Research Director and the Officer-in-Charge of the city detachment of the RCMP. Included with each letter was a brochure which attempted to anticipate and respond to questions which the potential respondent might have regarding the study. Samples of the letters sent to the victims and witnesses are included in Appendix I.

Concomitant to this, in an effort both to acquaint the community with the existence of the research and to predispose victims to participate, a press conference was held by the Research Director and the Officer-in-Charge of the city detachment. The favourable coverage provided by the local radio and television stations and the newspaper was undoubtedly a factor in the gratifying response rate.

Table 1: 3. Completed Subsamples

	<u>Subsample</u>	<u>N</u>	<u>%</u>
1.	Recent (26/09 - 13/11, 1982)	103	25.6
2.	Not Cleared (Jan. - June, 1982)	92	22.9
3.	Cleared Otherwise (Jan. - June, 1982)	67	16.7
4.	Cleared By Charge (Jan. - June, 1982)	92*	22.9
5.	Subpoenaed Witnesses (Jan. - June, 1982)	48	11.9
		<hr/> 402	<hr/> 100.0

\* Includes 37 victims who were subsequently subpoenaed as witnesses. Total sample of witnesses numbers 85 respondents.

#### R.C.M.P. Phone Contact with Respondents

Within a few days of the mailing of letters to potential respondents, telephone contact was made by RCMP personnel. The purpose of these calls was to secure respondents' agreement to participate in the study and to arrange times for the interviews to take place. In this way respondents were assured that their confidentiality and anonymity were being respected, and, if they indicated desire not to participate, they were assured that their name had not been made known to the interviewing team.

#### Interviewer Contact With Respondents

Once the appointment for an interview had been made, this was communicated to a research worker and the interview conducted. In most cases, to expedite the research within the comparatively short time lines available, the interviews were conducted by telephone. However, respondents were provided with the option of an interview in person, and seven respondents chose this alternative.

#### Sample Development

Victim/witness sample development and response rates are indicated in Table 1:4. A total of 629 contacts were attempted to produce a total sample of 402 victims and witnesses. Of the 629 attempted contacts, 25.4% (32.1% of the January-June 1982 sub-sample) were subsequently determined to have moved from Red Deer. This was an unexpectedly high proportion and may indicate that a significant proportion of crime victims in Red Deer are highly mobile. An additional 35 respondents could not be contacted despite confirmation of their continued residence in Red Deer. In these cases, an average of fourteen phone calls were attempted.

#### Refusals

The non-response due to refusal was an unexpectedly low 3% of the total contacts attempted. Three reasons may be suggested for this low rate. First, the victims themselves were generally found to be not only willing but anxious to discuss their experiences and concerns. Second, the three-stage contact process coupled with the favourable media coverage probably predisposed at least some victims and witnesses to

Table 1: 4. Sample Development and Response Rates

	<u>Subsamples</u>											
	A. Recent		B. Not Cleared		C. Cleared Otherwise		D. Cleared By Charge		E. Subpoenaed Witnesses		Total Sample	
	N	%	N	%	N	%	N	%	N	%	N	%
Contacts Attempted	121	100.0	157	100.0	116	100.0	167	100.0	68	100.0	629	100.0
Refusals	2	1.7	3	1.9	4	3.5	9	5.4	1	1.5	19	3.0
Moved	6	5.0	49	31.2	40	34.5	52	31.1	13	19.1	160	25.4
Unable to Contact	7	5.8	7	4.5	5	4.3	11	6.6	5	7.4	35	5.6
Unfounded	3	2.5	4	2.6	2	1.7	0	-	0	-	9	1.4
Other Not Interviewed*	0	-	1	0.6	0	-	2	1.2	1	1.5	4	0.6
Completed Interviews	103	85.1	93**	59.2	65	56.0	93***	55.7	48	70.6	402	63.9

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\* One respondent unable to complete the interview; two respondents incorrectly identified as victims; one "witness" not subpoenaed.

\*\* Includes one respondent subsequently reclassified to "cleared by charge."

\*\*\* Includes two respondents subsequently reclassified to "cleared otherwise."

participate. Third, the fact that the initial telephone contact was made by RCMP personnel was also undoubtedly a significant factor.

A dilemma which frustrated attempts to meet the demanding time lines originally required for the research was the fact that the police, because of limited resources, were consistently unable to arrange interviews at the rate which the interviewers could potentially handle. As a consequence, the interviewers were typically working at about 25% to 30% of their capacity. Toward the end of the study, in an effort to more quickly complete the data collection, the second stage of the respondent-contact procedure was by-passed for nonvictim-witnesses and victims of property offences. These respondents were instead contacted directly by an interviewer after receipt of the letter indicating their selection for the sample. This revised contacting procedure accounted for only 20% of completed interviews but 53% of the refusals.

An additional thirteen contacts (2%) did not result in completed interviews for various reasons indicated by Table 1:4.

#### Demographic Characteristics of the Sample

Demographic characteristics of the sample of victims are shown in Table 1:5. In relation to the population of Red Deer as a whole, the victims tended to be somewhat younger, more likely to be single, and reported comparatively lower incomes.

#### Sample of Social Services Representatives

The sample of community social services representatives was based on a list of 31 community agencies, both public and private, identified as likely to provide some kinds of services to victims and witnesses of

Table 1: 5. Characteristics of the Sample of Victims

	<u>N</u>	<u>% Responding</u>	<u>% Total Sample</u>
<b>A. <u>Sex</u></b>			
Male	180	50.9	50.9
Female	174	49.1	49.1
	<u>354</u>	<u>100.0</u>	<u>100.0</u>
<b>B. <u>Age</u></b>			
Under 16	13	3.7	3.7
17-21	81	23.0	22.9
22-29	114	32.3	32.2
30-39	74	21.0	20.9
40-49	46	13.0	13.0
50-59	16	4.5	4.5
60 & over	9	2.6	2.5
(Not stated)	(1)	-	0.3
	<u>354</u>	<u>100.1*</u>	<u>100.0</u>
<b>C. <u>Race</u></b>			
Caucasian	333	96.2	94.1
Native	6	1.7	1.7
Chinese	4	1.2	1.1
Negro	2	0.6	0.6
East Indian	1	0.3	0.3
(Not stated)	(8)	-	2.3
	<u>354</u>	<u>100.0</u>	<u>100.1*</u>
<b>D. <u>Marital Status</u></b>			
Single	128	36.4	36.2
Married	160	45.5	45.2
Common Law	20	5.7	5.7
Divorced/Separated	37	10.5	10.4
Widowed	7	2.0	2.0
(Not stated)	(2)	-	0.6
	<u>354</u>	<u>100.1*</u>	<u>100.1*</u>
<b>E. <u>Education</u></b>			
Up to complete Elementary	17	5.0	4.8
Some Secondary	151	44.0	42.7
Complete Secondary	107	31.2	30.2
Some Post-Secondary	44	12.8	12.4
Completed Post-Secondary (Diploma/Degree)	24	7.0	6.8
(Not stated)	(11)	-	3.1
	<u>354</u>	<u>100.0</u>	<u>100.0</u>

Table 1: 5. Characteristics of the Sample of Victims (continued)

	<u>N</u>	<u>% Responding</u>	<u>% Total Sample</u>
<b>F. Length of Residence</b>			
<u>in Red Deer</u>			
Less than 1 year	12	3.5	3.4
1-2 years	74	21.5	20.9
3-5 years	73	21.2	20.6
6-10 years	58	16.9	16.4
More than 10 years	127	36.9	35.9
(Not stated)	(10)	-	2.8
	<u>354</u>	<u>100.0</u>	<u>100.0</u>
<b>G. Income</b>			
Less than \$5,000	16	5.2	4.5
\$5,000-\$9,999	33	10.8	9.3
\$10,000-\$14,999	57	18.6	16.1
\$15,000-\$19,999	59	19.3	16.7
\$20,000-\$29,999	63	20.6	17.8
\$30,000-\$39,999	33	10.8	9.3
\$40,000-\$49,999	21	6.9	5.9
\$50,000 or more	24	7.8	6.8
(Not stated)	(48)	-	13.6
	<u>354</u>	<u>100.0</u>	<u>100.0</u>

\* Error due to rounding.

crime. These agencies are identified in Appendix IV. From the 31 agencies identified, a total of 41 key individuals were interviewed. All of the agency representatives who were asked to participate agreed to be interviewed.

#### Sample of Criminal Justice Personnel

The sample of criminal justice personnel included the officer-in-charge and the staff sergeant in charge of operations of the Red Deer city detachment of the RCMP, the chief crown prosecutor, and the clerk of the Court of Queen's Bench, all of whom participated in in-depth

interviews. In addition, more informal discussions were also held with eight additional RCMP officers and two lawyers in private practice.

#### DATA COLLECTION

##### Timing

All data collection took place between October 1982 and January 1983.

##### Victim/Witness Questionnaires

The questionnaires employed in the survey of victims and witnesses were constructed after a review of the literature on victim/witness assistance and victimization research. Because of the short time lines accorded the study, no attempt was made to conduct a preliminary survey of victims and witnesses for questionnaire development.

In total, four questionnaires were developed, each pertaining to a different dimension of the data desired. The first questionnaire dealt with the nature of the victimization experience itself, and needs and concerns centering on that experience. The second questionnaire was concerned with ongoing needs of crime victims and victims' aftermath experiences. The third questionnaire dealt with the experiences of witnesses and their needs and concerns. The fourth was a brief enumeration of personal information. All four questionnaires are reproduced in Appendix I.

The four questionnaires were assembled in different packages for each of the subsamples. The utilization of the four questionnaires is indicated on Table 1:6. In general, the questionnaires employed a

Table 1: 6. Victim Subsample by Use of Questionnaires

Questionnaires Used	Subsample					5. Witness
	1A Cleared by Charge (Witness).	1B Cleared by Charge (Non-Witness)	2. Cleared Otherwise	3. Not Cleared	4. Recent Victim	
1. Concerns and needs centering on the victimization experience	Yes	Yes	Yes	Yes	Yes	No
2. Ongoing needs and follow-up experiences	Yes	Yes	Yes	Yes	No	No
3. Witness experiences and concerns	Yes	No	No	No	No	Yes
4. Personal information	Yes	Yes	Yes	Yes	Yes	Yes

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combination of fixed and open-ended response. All questionnaires were pre-tested prior to their use.

#### Schedule for Social Services Interviews

The interviews with social service agency representatives employed an open-ended interview schedule. The development of this schedule was also based on a review of the relevant literature on victim/witness assistance and included a review of both the nature and scope of the agency and the identification of the extent of agency contact with crime victims or witnesses.

The central element in the agency interviews was a 21-item list of possible services to crime victims. In relation to each of the identified services, the respondents were asked to identify agencies in the community at present providing the service, to indicate their understanding of the strengths or weaknesses of the present service, and to identify the extent to which additional services might be required in each of the areas. The interview schedule is reproduced in Appendix I.

#### Interview Format for Criminal Justice Personnel

No separate instrument was prepared for the interviews with criminal justice personnel. However, the four in-depth interviews were loosely based on both the victim/witness questionnaire and the victim/witness service check list.

#### Additional Data Sources

Certain additional sources of data were also employed such as the RCMP UCR Quarterly Report and Operation Statistics Reporting System.



All additional sources of data are identified in the report.

#### DATA ANALYSIS

The report presents a descriptive analysis of the experiences, concerns, needs, and problems of victims and witnesses in Red Deer based on non-probability samples. For these reasons, only raw numbers and percentage distributions are presented.

Additional statistical techniques were employed only for the purpose of identifying patterns in the data. While the identified patterns are reported, the statistical tests are not. The interpretation of the data is therefore left in part to the interests, purpose, and judgements of the reader.

Data from the victim/witness questionnaires were manually coded and computer tabulated. All other interview data were manually tabulated and subjectively interpreted.

Finally, while the data can be claimed to identify and represent the nature and scope of victim/witness experiences and needs, the reported proportions describe the sample only. The nature of the sample does not permit generalization of these proportions to all victims and witnesses in Red Deer.

#### STRUCTURE OF THE REPORT

The report of the findings which follows is organized around six themes:

1. Description of victimization experiences and the identification

of victim needs.

2. A review of the criminal justice system response to victim needs and concerns with particular reference to the police response.
3. A review of the community response to victims needs and concerns as presented by existing private and public social service agencies with particular reference to victims services.
4. A description of witness experiences and the identification of needs.
5. A review of the response of the criminal justice system to witness needs with particular reference to the Courts.
6. Recommendations and conclusions.

## Chapter 2

THE VICTIMS: EXPERIENCES, NEEDS, AND CONCERNSOVERVIEW OF THE CHAPTERSOCIAL AND DEMOGRAPHIC CHARACTERISTICS

In the sample, victims of crimes against the person were more typically female while males were more likely to be victims of property offences. The victims tended to be younger and reported variable lengths of residency in the community. With some exceptions, victims of property crimes tended to be married while victims of violent crimes tended to be single. In terms of educational attainment, about half of the sample reported complete secondary school or better. Generally, the victims reported lower incomes, with this being particularly characteristic of victims of crimes against the person.

OFFENCE CHARACTERISTICS

The offences were most likely to have occurred during the evening hours and on weekends and most typically involved a single offender who could be identified by the victim. Two out of three offenders who could be identified were reported to have some prior relationship with the victim. Both victim-identification of the offender and prior victim-offender relationship were directly associated with the probability of the police clearing the offence.

Almost two-thirds of victims of crimes against the person suffered physical injury while 44% of all victims suffered some loss of property as a result of the incident. An additional 29% reported some damage to their property. Almost half of the sample indicated some additional inconvenience as a result of the crime. Victims reporting personal injury, property loss or damage, or other inconvenience related to the offence were identified from all social categories yet tended to be disproportionately younger, female, and/or lower income.

REPORTING THE INCIDENT

For three-quarters of the victims, first contact following the crime was with the police; the remainder initially contacted family or friends. Victims of property offences were more likely to report the offence personally while victims of violent crimes tended to have the offence

reported by some other person. Most offences were reported within an hour and almost all within one day of the incident.

Victims most frequently indicated that the offence was reported to the police to prevent the offender from committing similar crimes or because reporting was the right thing to do. For 21.8% of victims who acknowledged some reluctance in reporting the offence, the most commonly cited reasons were the belief that the offence was a private matter, the feeling that the police couldn't do anything or didn't want to be bothered, or a fear of publicity.

POLICE RESPONSE

Police response-time after receiving a complaint was typically short, particularly for reports of crimes against the person. Almost half of victims reported a response time of 15 minutes or less. Nearly one in four victims of violent crimes reported directly to the police station. Only 39% of respondents reported that the investigating officer left his card and only 4% indicated being informed of the incident number.

Four out of five victims reported that the investigating officer was understanding and sympathetic. Those who did not cited a casual, blasé attitude on the part of the investigating officer (property offence victims) or concern that their complaint was not believed (victims of offences against the person). Approximately three-quarters of the sample were generally satisfied with the response of the investigating officer. Those who were dissatisfied complained of a lack of police follow-up and/or the failure of the police to provide sufficient information about the case.

VICTIMS' INITIAL FEELINGS

The predominant feelings victims reported experiencing at the time of the offence were anger and outrage followed by surprise and confusion. Victims of crimes against the person were also four times more likely to report experiencing fear or pain. Greater proportions of females, younger, and lower income victims indicated these feelings. About half of the victims reported receiving some help in dealing with these feelings; most were satisfied with the assistance received. Conversely, about one victim in five indicated a need for such assistance but was unable to find help.

CRISIS NEEDS

The crisis needs most frequently reported by the respondents were: someone to talk to after the police left; someone to stay to provide security or protection; and advice on how to get help for problems which arose as a result of the crime. A variety of other needs were also

reported. Substantially greater needs of all kinds were reported by victims of crimes against the person. As well, greater need was indicated by younger, female, and lower income victims.

Assistance in meeting the range of crisis needs was most typically provided for victims by their personal support system of family and friends. The personal support system was indicated to be the most satisfying source of help but also the source of greatest dissatisfaction. Overall, one victim in three reported being unable to find help with some crisis needs.

#### Ongoing Needs

There are acknowledged difficulties in determining and identifying ongoing needs. Nevertheless, a range of continuing problems are experienced by victims and perceived by them as directly linked to the victimization experience. In order of greatest reported frequency, these concerns are: a general increase in distrust of others; fear of walking alone; fear of being alone; sleeplessness; fear of entering one's residence or rooms within the residence; and headaches. Such concerns were more likely to be indicated by victims of crimes against the person. The elapsed time since the incident was not a factor in the victims' reporting of ongoing needs.

One-quarter of the victims sought assistance for these problems, with three-quarters of those who did reporting satisfaction with the help received. Of the victims who did not seek help, significant numbers reported either being afraid to ask for help or not knowing where, or how, to secure assistance. However, about one-quarter of all victims, while indicating that their needs were substantial, also expressed the conviction that it was their personal responsibility to deal with these problems by themselves. Victims generally do not connect their experience of personal troubles with public issues, as a result of the way the criminal justice system and the community structure and order the victimization experience.

Ongoing needs were also observed to be more significantly reported by younger, female, and lower income victims.

#### PROTECTIVE MEASURES

Approximately 40% of the victims reported feeling that they might have done something to help bring on the incident or that they could have done something to prevent it. While no differences were observed by the age of respondents, the former sentiment was more characteristic of female victims and the latter more typical of males. Lower income victims disproportionately reported both understandings. Such victim participation in the event is not to be confused with victim precipitation.

Almost three-quarters of the respondents reported adopting some protective measures since the offence. Victims of property offences indicated various practices to secure their property, while victims of crimes against the person indicated a change in their activity patterns and more regular checking to insure doors and windows were locked. The protective measures reported were observed to be related to the nature of the offence and the socio-economic circumstances of the respondents. Most victims "invented" the measures which they adopted; few reported receiving information on how to protect themselves or their property.

#### INFORMATION AND FOLLOW-UP

About seven out of every ten victims reported wanting information on the progress of the investigation of the offence; fewer than half indicated receiving such information. Nevertheless, the police remain by far the most important source of information for victims.

Half of the victims indicating that stolen property had been returned reported experiencing some difficulty or delay. A vast majority of victims eligible for criminal injuries compensation were unaware of the Crimes Compensation Board.

Almost three-quarters of the respondents were satisfied that the police did all they could to locate and arrest the offender. Those who were dissatisfied cited either a lack of information or perceived inadequacies in the police investigation.

#### VICTIMS' ATTITUDES TOWARD POLICE AND COMMUNITY SERVICES

Given the observation in the literature that police enjoy substantial support from the community in general and victims of crime in particular, the approval of the efforts of the Red Deer City Detachment of the RCMP expressed by the victims for the handling of the specific incident and for dealing with crime in the community as a whole was still unexpectedly high (85% and 90% respectively). Only a third of the victims indicated similar approval for the services provided for the community in looking after the special needs of victims of crime. Lower ratings were reported for both police and community services by female, younger, and lower income victims.

#### VICTIMS' ATTITUDES TOWARD SENTENCING

Victims identified the purposes of sentencing, in order, as rehabilitation, protection, deterrence, retribution, restitution or compensation, and moral denunciation. Operationally, this meant, for 42% of victims, a preference for incarceration.

When asked to consider reparative alternatives to the sentencing preferences previously identified, over half of victims of property offences and almost one-quarter of victims of crimes against the person expressed a significant interest in restitution. Almost six of ten property offence victims and more than four of ten victims of offences against the person similarly indicated a willingness to accept community service in place of their previously preferred sentence.

#### OBSERVATIONS AND IMPLICATIONS

In general, it was observed that: 1. Crime victims in Red Deer experience a significant range of need, much of this need is not ameliorated, and victims who are understood to possess comparatively fewer social and economic resources (female, younger, and lower income victims) suffer most. 2. At present, the principle source of assistance for victims is the personal support system; community response to the needs of crime victims was experienced as almost nonexistent. 3. The victims expressed strong support for the work of the police and dissatisfaction with the community response to their needs; however, these observations must be tempered by the additional observation that victims of crime in Red Deer have comparatively low expectations for the range of assistance that they are entitled to receive. 4. Both victims of crime specifically and the community in general need to become aware of the rights of crime victims. 5. Victims show strong interest in reparative sentencing options, options which are infrequently ordered by Red Deer courts.

#### SOCIAL AND DEMOGRAPHIC CHARACTERISTICS

##### Sex

A slight majority of the victims were male, a function of the greater proportion of males reporting offences against property (Table 2:1). In contrast, 58% of respondents reporting offences against persons were female. Females constituted 94% of the victims of sexual offences, 54% of the victims of assaults, and 40% (two of five) of the victims of robbery in the sample. The breakdown of specific offences by sex is contained in Appendix II.

##### Age

In accord with the victimization research literature, but perhaps confounding popular expectations, the victims were found to be predominantly younger rather than older. Almost 60% of the victims were under age 30 while only 7% were older than 50 years of age. This observation was particularly true of victims of crimes against the person where two-thirds were under 30 and only 2.6% over 50.

##### Length of Residency

One out of every four victims had been a resident of Red Deer for two years or less while almost 37% of the victims had lived in Red Deer for ten years or more. While this observation generally remained true across all categories of offences, there was a slightly greater tendency for victims of break and enter, motor vehicle theft, and willful damage to private property to be longer term residents.

##### Marital Status

Approximately 55% of the sample were married, widowed, or living common-law while 45% of the sample were single, divorced, or separated. Married (common-law and widowed) respondents were more likely to be victims of offences against property while single (including divorced or separated) respondents were more likely to be victims of crimes against the person, particularly assaults. Almost 90% of assault victims, other than abused spouses, were single. In contrast, twelve of the eighteen victims of sexual offences were married as were four of the five robbery victims.

### Education

In educational attainment, the sample was split approximately evenly between respondents who had less than complete secondary education and those with a high school diploma or better. While no significant patterns were observed between educational attainment and the victimization experiences, victims of break and enter tended to be slightly better educated, and of the comparatively small sample of victims of sexual offences, except for the three victims who were still attending school, all had completed secondary education or better.

### Income

Perhaps as a function of the younger age distribution observed in the sample, respondents also reported generally lower incomes, with just under 54% reporting total family incomes under \$20,000 a year. This observation of lower reported incomes is particularly true of victims of offences against persons. Thus, 63% of the assault victims reported incomes under \$20,000 in contrast with only 31% of the victims of break and enter.

### Synthesis

In general, it is observed that the victims sampled tend to be relatively young, have twelve years or less of education and report lower incomes. With the exception of those females who are victims of domestic violence (35% of all assaults sampled), the victims were also more likely to be single and male. Notwithstanding these observations, it remains true that the experience of being a victim of crime cuts across all of the observed social categories.

Table 2: 1. Offence by Sample Characteristics

Sample Characteristics	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
<b>A. Sex</b>						
Male	79	41.8	100	62.1	179	51.1
Female	<u>110</u>	<u>58.2</u>	<u>61</u>	<u>37.9</u>	<u>171</u>	<u>48.9</u>
	189	100.0	161	100.0	350	100.0
<b>B. Age</b>						
Under 16	12	6.3	1	0.6	13	3.7
16-21	45	23.6	36	22.2	81	23.0
22-29	70	36.7	44	27.2	114	32.3
30-39	40	20.9	34	21.2	74	21.0
40-49	19	10.0	27	16.7	46	13.0
50-59	4	2.1	12	7.4	16	4.5
60 and older	<u>1</u>	<u>0.5</u>	<u>8</u>	<u>4.9</u>	<u>9</u>	<u>2.6</u>
	191	100.1*	162	100.0	353	100.1*
<b>C. Length of Residence in Red Deer</b>						
2 years or less	50	26.7	36	22.9	86	25.0
3-5 years	37	19.8	36	22.9	73	21.2
6-10 years	36	12.3	22	14.0	58	16.9
More than 10 years	<u>64</u>	<u>34.2</u>	<u>63</u>	<u>40.2</u>	<u>127</u>	<u>36.9</u>
	187	100.0	157	100.0	344	100.0

Table 2: 1. Offence by Sample Characteristics (continued)

Sample Characteristics	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
<b>D. Marital Status</b>						
Single	81	42.4	47	29.2	128	36.4
Married	75	39.3	85	52.8	160	45.5
Common Law	10	5.2	10	6.2	20	5.7
Divorced/Separated	25	13.1	12	7.5	37	10.5
Widowed	0	-	7	4.4	7	2.0
	191	100.0	161	100.1*	352	100.1*
<b>E. Education</b>						
6 years or less	12	6.5	5	3.2	17	5.0
7-11 years	79	42.7	72	45.6	151	44.0
12 years	56	30.3	51	32.3	107	31.2
Some post-secondary	27	14.6	17	10.8	44	12.8
Complete post-secondary (diploma/degree)	11	6.0	13	8.2	24	7.0
	185	100.1*	158	100.1*	343	100.0
<b>F. Income</b>						
Up to \$9,999	34	20.9	15	10.5	49	16.0
\$10,000-\$14,999	38	23.3	19	13.3	57	18.6
\$15,000-\$19,999	31	19.0	28	19.6	59	19.3
\$20,000-\$29,999	23	14.1	40	28.0	63	20.6
\$30,000-\$39,999	17	10.4	16	11.2	33	10.8
\$40,000-\$49,999	9	5.5	12	8.4	21	6.9
\$50,000 or more	11	6.8	13	9.1	24	7.8
	163	100.0	143	100.1*	306	100.0

\* Error due to rounding.

Demographic Characteristics by Disposition of the Complaint

An additional variable which may be related to these social and demographic characteristics is the ultimate disposition of the offence as indicated by police records. These data are indicated in Appendix II and briefly summarized here.

For offences listed as cleared by charge, the victims were more likely to be male, married, divorced or separated, slightly older and more highly educated. Where offences were listed as cleared otherwise (most typically by the victim either withdrawing or failing to press charges), the victims were more likely to be female, married or living common-law, less educated, and reported lower incomes. Finally, for offences identified as not cleared, the victims were more likely to be younger, single males with less education.

OFFENCE CHARACTERISTICSTime of the Offence

Almost 60% of the offences represented in the sample occurred on the weekend; nearly 80% of offences were reported to have taken place between five o'clock in the afternoon and nine o'clock the following morning (Appendix II). These observations were particularly true of offences against persons.

Confrontation with Offender

In 197 of the incidents, respondents reported a direct confrontation with the offender. This represented 93.7% of offences against persons and 11.9% of offences against property. A single offender was reported

in 74% of these confrontations while three or more offenders were reported by 10% of the victims. The offender was indicated to have been armed in 17% of the confrontations with the weapon identified as either a knife or a firearm in 5% of the incidents. In 72% of the incidents subsequently cleared (by charge and otherwise), a confrontation with the offender was reported by the victim. This contrasts with only 39% of offences listed as not cleared.

#### Identification of Offender

As shown by Table 2:2, almost 72% of respondents felt that they could identify the offender. This included 58% of victims of property offences and 83% of victims of crimes against persons. Over two-thirds of these victims reported that the offender was someone who was known to them prior to the offence. Victims of crimes against the person were more likely to identify the offender as a relative while victims of property offences were more likely to report the offender as being an acquaintance. Only 31% of victims who reported being able to identify the offender indicated that the offender was a person unknown to them.

#### Identification of Offender and Disposition of Complaint

The victim's identification of the offender was positively associated with the subsequent disposition of the complaint. In 98.1% of the incidents identified as cleared, by charge or otherwise, the victims reported the ability to identify the offender. Further, as indicated by Table 2:3, in 67.9% of the incidents cleared by the police, the respondents indicated that the offender was previously known to them. By contrast, in only 40% of the incidents identified as not cleared could

Table 2: 2. Offence by Victim's Identification of Offender(s)

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"COULD YOU IDENTIFY (THE OFFENDER)?"						
Yes, the offender was caught	66	34.6	41	25.3	107	30.3
Yes, victim saw the offender	84	44.0	19	11.7	103	29.2
Yes, idea/hunch/suspicion only	9	4.7	35	21.6	44	12.5
No	31	16.2	65	40.1	96	27.2
Don't Know	<u>1</u>	<u>0.5</u>	<u>2</u>	<u>1.2</u>	<u>3</u>	<u>0.9</u>
	191	100.0	162	99.9*	353	100.1*
IF YES, "WAS THE OFFENDER":						
A relative	48	30.2	6	6.3	54	21.3
A friend	21	13.2	7	7.4	28	11.0
An acquaintance	21	13.2	32	33.7	53	20.9
A friend of a friend	8	5.0	9	9.5	17	6.7
A neighbor	<u>11</u>	<u>6.9</u>	<u>12</u>	<u>12.6</u>	<u>23</u>	<u>9.1</u>
<u>Total Prior Relationship</u>	109	68.5	66	69.5	175	68.9
A stranger	<u>50</u>	<u>31.5</u>	<u>29</u>	<u>30.5</u>	<u>79</u>	<u>31.1</u>
	159	100.0	95	100.0	254	100.0

\* Error due to rounding.

Table 2: 3. Disposition of Offence by Victim's Identification of Offender(s) (Jan. - June, 1982 Subsample)

	Cleared by Charge/Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%
"COULD YOU IDENTIFY (THE OFFENDER)?"						
Yes, the offender was caught	90	56.6	0	-	90	36
Yes, Victim saw the offender	64	40.3	17	18.7	81	32.4
Yes, idea/hunch/suspicion only	2	1.3	19	20.9	21	8.4
No	3	1.9	52	57.1	55	22.0
Don't know	0	-	3	3.3	3	1.2
	159	100.1*	91	100.0	250	100.0
IF YES, "WAS THE OFFENDER:"						
A relative	46	29.5	2	5.6	48	25.0
A friend	13	8.3	0	-	13	6.8
An acquaintance	29	18.6	5	13.9	34	17.7
A friend of a friend	8	5.1	8	22.2	16	8.3
A neighbor	10	6.4	4	11.1	14	7.3
<u>Total Prior Relationship</u>	106	67.9	19	52.8	125	65.1
A stranger	50	32.1	17	47.2	67	34.9
	156	100.0	36	100.0	192	100.0

\* Error due to rounding.

the victims identify the offender, and in these instances, the offender was previously known to the victim in only 53% of cases.

#### Previous Victimization

As shown in Table 2:4, 16.9% of the victims reported having been the victim of another offence committed by the same offender previously, while 42.7% of the victims reported having been victim of at least one other offence committed by a different offender.

Victims of offences against the person were more likely to have reported having been the victim of an offence by the same offender while victims of property offences were more likely to have reported being the victim of a previous offence by a different offender. In general, approximately half of the sample reported previous victimization experiences.

#### Incidence Physical Injury

A total of 120 out of the 191 victims of crimes against the person (62.8%) reported suffering some physical injury as a result of the incident under consideration. Approximately half of these (N=63) required medical attention with forty-seven subsequently needing hospital treatment.

Twenty-five percent of victims requiring hospital treatment indicated dissatisfaction with the medical attention received. The reasons reported for this dissatisfaction split evenly between victims who felt that the medical attention at the hospital was inadequate and those who felt that they were required to wait for excessively long periods of time.

Of the victims reporting an injury suffered in the incident, 44



**CONTINUED**

**1 OF 6**

Table 2: 4. Offence by Previous Victimization

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
<b>"HAVE YOU EVER BEEN THE VICTIM OF ANOTHER CRIME COMMITTED BY THE SAME OFFENDER?"</b>						
Yes, once	9	4.7	7	4.4	16	4.6
Yes, 2-3 times	12	6.3	2	1.3	14	4.0
Yes, 4-5 times	13	6.8	3	1.9	16	4.6
Yes, more than 5 times	12	6.3	1	0.6	13	3.7
<u>Total Yes:</u>	46	24.1	13	8.2	59	16.9
No	144	75.4	140	87.5	284	80.9
Don't Know.	1	0.5	7	4.4	8	2.3
	191	100.0	160	100.1*	351	100.1*
<b>"HAVE YOU EVER BEEN THE VICTIM OF ANOTHER CRIME COMMITTED BY A DIFFERENT OFFENDER?"</b>						
Yes, once	30	15.7	47	29.2	77	21.9
Yes, 2-3 times	20	10.5	25	15.5	45	12.8
Yes, 4-5 times	5	2.6	9	5.6	14	4.0
Yes, more than 5 times	6	3.1	8	5.0	14	4.0
<u>Total Yes:</u>	61	31.9	89	55.3	150	42.7
No	130	68.1	72	44.7	202	57.4
	191	100.0	161	100.0	352	100.1*

\* Error due to rounding.

indicated that they missed some period of work as a result; of these, 21 victims further reported a loss of wages.

#### Property Loss or Damage

As shown in Table 2:5, 44% of the victims reported a loss of property as a result of the incident. This included 70% of victims reporting offences against property and almost 22% of the victims reporting offences against the person.

In addition, 29% of the victims reported damage done to their dwelling, business, or contents as a result of the incident. This proportion included 35% of victims reporting offences against property and 23% of victims reporting offences against persons.

The average property loss in the incidents surveyed was \$750.00 while the average cost of property damage was \$335.00. Forty-three percent of victims reporting property loss or damage indicated that they did not have insurance coverage.

#### Additional Offence-Related Inconvenience and Problems

Early in the interview (prior to being presented with checklists of specific concerns and problems) respondents were asked to indicate whether or not they had suffered any inconvenience as a result of the incident other than personal injury, loss, or damage to their property. One hundred and seventy-three victims (49% of the sample) identified additional concerns. These are shown in Table 2:6.

The most frequently cited problem was some form of continuing emotional trauma or distress which was particularly common with victims of assault and break and enter.

Table 2: 5. Offence by Property Loss/Damage

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
<b>"WERE ANY OF YOUR POSSESSIONS OR PROPERTY TAKEN IN THIS INCIDENT?"</b>						
Yes	41	21.9	112	70.0	153	44.1
No	<u>146</u>	<u>78.1</u>	<u>48</u>	<u>30.0</u>	<u>194</u>	<u>55.9</u>
	187	100.0	160	100.0	347	100.0
<b>"WAS THERE ANY DAMAGE DONE TO YOUR DWELLING (BUSINESS) OR ITS CONTENTS DURING THE INCIDENT?"</b>						
Yes	42	23.8	55	35.7	97	29.4
No	<u>134</u>	<u>76.2</u>	<u>99</u>	<u>64.3</u>	<u>233</u>	<u>70.6</u>
	176	100.0	154	100.0	330	100.0

Such reports are illustrated by the following:

"Even now, (seven months after the incident) I'm still scared to death of men." (female, rape)

"I am still very shaken over the incident and I wonder what the offender wanted; I am also very concerned over what might have happened if I had confronted the offender with my gun and perhaps even shot him to protect my family." (male, break and enter)

"I was mentally upset to find out that someone had been in my home while I was asleep and I'm still worried about what might have happened." (female, break and enter)

"I am still really afraid so I stay pretty close to home." (female, assault)

An additional 13% of victims indicated emotional distress at the time of the incident; for example, a female victim of a domestic assault reporting her shock at having things get so out of control. Most respondents here cited their feelings of helplessness. One female respondent, the victim of an assault by her husband, reported that following the assault she was forced to leave home and that at the time she was breast feeding her baby. The baby was with her husband and the police would not assist her in getting the baby and, as a consequence, she lost her milk.

The inconvenience of injury, the loss of use of property, and the cost or time required to "fix up" the damage done was identified as an additional problem by 30% of the victims. Concerns ranged from broken eye glasses and dentures to the inconvenience of having to seek reparation through small claims court. One respondent reported that he was selling his van and had a prospective buyer but saw the offer fall through after the van had been burglarized. A typical example was the victim of a theft who had to miss time from work while "checking things out with the insurance company."

Fairly typical of break and enter victims was one female victim who reported that "it took time to clean up, also there was the mental strain and apprehension involved."

Thirteen percent of victims identified lost time at work and/or lost wages as an additional problem, while a further 12%, mostly female victims of assault and sexual offences, reported that in order to feel safe, they either had to leave home, were afraid to return home, or subsequently had to move.

Finally, 6% of those responding identified the inconvenience of

Table 2: 6. Offence by Other Inconvenience/Trauma

	Offence vs Persons		Offence vs Property		Total	
	N	%	N	%	N	%
"OTHER THAN PERSONAL INJURY, LOSS OR DAMAGE TO YOUR PROPERTY, DID YOU SUFFER ANY INCONVENIENCE AS A RESULT OF THIS INCIDENT?"						
Inconvenience due to injury or loss of use of property	7	7.1	21	28.4	28	16.2
Embarrassment, shock, helplessness	21	21.2	2	2.7	23	13.3
Continuing emotional distress/trauma	27	27.3	14	18.9	41	23.7
Lost time at work, lost wages	12	12.1	11	14.9	23	13.3
Loss of revenue, increased costs, time required to 'fix-up' damage	6	6.1	19	25.7	25	14.5
Had to leave home, afraid to return home, moved	18	18.2	4	5.4	22	12.7
Inconvenience of involvement with Criminal Justice System	8	8.1	3	4.1	11	6.4
	99	100.1*	74	100.1*	173	100.1*

\* Error due to rounding.

reporting the offence to the police or being subsequently involved in court proceedings.

#### Offence Characteristics by Sex, Age, and Income

Differences in the suffering of personal injury, property loss or damage, or other problems are indicated by respondents' sex, age, and income in Appendix II. Generally, female victims were slightly more likely to report injury and also reported a greater incidence of property loss, while male victims reported greater incidence of property damage as well as additional problems. However, in reporting additional problems, female victims were more likely to report emotional trauma or other psychological distress while male victims tended to indicate problems of inconvenience.

Younger victims were more likely to report physical injury while older victims were more likely to report property loss. Victims with lower incomes were more likely to report personal injury while property loss and damage was more characteristically experienced by victims with higher incomes.

#### REPORTING THE INCIDENT

##### Victims' First Contacts After the Incident

The first contact following the crime for almost three-quarters of the victims was with the police. For the remainder of the sample, first contacts were most frequently with a family member/relative or friend/neighbor.

Victims who indicated making first contact with someone other than

the police were further asked to identify the kind of help or assistance received. Of these (N=77), 41% indicated that the other person contacted the police on their behalf while 20% indicated that the other person advised the respondent to contact the police. Thirty-one percent reported receiving sympathy or comfort, while 15% received information and 10% received direct aid (financial assistance, first aid, emergency transportation, a place to stay, use of the telephone, etc.). Other miscellaneous forms of assistance reported included professional services, assistance in chasing the offender, or help searching for stolen property.

Only six victims indicated that they were dissatisfied with the assistance received from such non-police contacts, reporting having received either no assistance or not enough assistance.

#### Person Reporting the Incident to the Police

Three-quarters of the victims reported the incident to the police personally. In the remaining cases the report to the police was most frequently made by either a family member, friend, or neighbor. Victims of property offences were significantly more likely to personally report the offence while victims of offences against the person were relatively more likely to have the offence reported by some other party. These data are shown in Table 2:7.

#### Timing of Report to Police

In Table 2:8, it is indicated that over three-quarters of the offences were reported within the first hour and almost all within 24 hours. Reporting was found to be more promptly done when the offence involved a crime against the person.

Table 2: 7. Offence by Person Reporting Incident

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"WHO FIRST REPORTED THE INCIDENT TO THE POLICE?"						
Self	125	66.1	140	87.0	265	75.7
Family Member	28	14.8	9	5.6	37	10.6
Friend/Neighbor	24	12.7	5	3.1	29	8.3
Other	<u>12</u>	<u>6.4</u>	<u>7</u>	<u>4.4</u>	<u>19</u>	<u>5.4</u>
	189	100.0	161	100.1*	350	100.0

\* Error due to rounding.

#### Reasons for Reporting the Offence

When the victims were asked to identify their reasons for reporting the offence to the police, the most frequently cited explanations were to prevent the offender from committing similar acts and that such reporting was the right thing to do. These data are indicated in Table 2:9.

Among the reasons for reporting the offence cited by respondents in addition to those identified in the Table were the desire to lay charges, to get help or assistance for the offender, anger, or the indication that the offence was reported on the advice of some other person.

Table 2: 8. Offence by Timing of First Report

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"WHEN WAS THE INCIDENT REPORTED TO THE POLICE?"						
Immediately	111	59.0	81	50.9	192	55.3
Within first hour	42	22.3	28	17.6	70	20.2
Within several hours	17	9.0	20	12.6	37	10.7
Next day	11	5.6	18	11.3	29	8.4
Two days to one week	7	3.7	7	4.4	14	4.0
Over a week later	<u>0</u>	<u>-</u>	<u>5</u>	<u>3.1</u>	<u>5</u>	<u>1.4</u>
	188	99.8*	159	99.9*	347	100.0

\* Error due to rounding.

#### Reluctance in Reporting to the Police

Almost four out of five victims reported no reluctance or hesitancy in calling the police.

However, for the 21.8% of the victims who reported some hesitance, the most frequently cited concerns, as shown in Table 2:10, were the belief that the offence was a private matter, the feeling that the police couldn't do anything or didn't want to be bothered, or a fear of publicity. The next most frequently cited concerns were the fear of reprisal by the offender and an acknowledgement by the victim of being too confused or

Table 2: 9. Offence by Reasons for Reporting

	Offences vs Persons	Offences vs Property	Total
	(N=191) %	(N=163) %	(N=354) %
"WAS THERE ANY SPECIAL REASON YOU HAD IN MIND WHEN YOU REPORTED THE INCIDENT TO THE POLICE?"			
Right thing to do/duty	66.5	76.1	70.9
Necessary to claim insurance	1.6	29.5	14.4
Prevent offender from committing similar acts	76.4	70.6	73.7
Need help/protection	49.2	20.9	36.2
Get property back	6.8	55.8	29.4
Instinct/never thought about it	44.5	55.8	49.7
Nobody else to call	28.8	22.7	26.0
Other	16.8	6.1	11.9

upset.

Victims of crimes against the person were 2.5 times more likely to hesitate reporting the offence than property crime victims. The former were also significantly more likely to report feeling that the offence was a private matter, to have been afraid of publicity, to have been

Table 2:10. Offence by Reason for Hesitancy to Report

	Offences vs Persons	Offences vs Property	Total
	(N=55)	(N=22)	(N=77)
	%	%	%
"WAS THERE ANY PARTICULAR REASON YOU WERE HESITANT TO CONTACT THE POLICE?"			
Did not want to take the time/spend time in court/lose time from work	12.7	13.6	13.0
Did not want harm or punishment to come to offender	20.0	31.8	23.4
Afraid of reprisal by offender	45.6	13.6	36.4
Thought it was private matter	56.4	31.8	49.4
Police couldn't do anything	41.8	50.0	44.2
Police didn't want to be bothered	47.3	22.7	40.3
Police might cause trouble for person making complaint	9.1	-	6.5
Didn't know how to notify police or that they should be notified	10.9	9.1	10.4
Too confused/upset	47.3	9.1	36.4
Afraid of publicity	49.1	13.6	40.0
Not sure offenders would be caught	23.6	27.3	24.7
Afraid of Police	5.6	9.1	6.5
Other	9.1	13.6	10.4

too confused or upset to report the offence, feeling that the police didn't want to be bothered, or afraid of reprisal by the offender.

#### POLICE RESPONSE

##### Response Time

As indicated by the respondents, the police generally required only a short time to respond to a call after they were notified of the incident. Almost one-half of the incidents involved less than a 15 minute response time. As indicated by Table 2:11, the proportion reporting such a short response time is substantially higher for offences against the persons (52%) than for property offences (40%).

Overall 15% of victims reported the offence at the police station. Again there was a difference between the two major types of offence with almost 23% of victims of crimes against the person going personally to the police station while only 7% of victims of property offences reported the offence in this way.

The victims indicated that the police failed to respond to 7% of complaints of offences against persons and 14% of complaints of offences against property. In addition, as reported by the victims, the police officers attending the scene questioned or expressed doubt concerning whether a crime had occurred in 9% of the incidents.

##### Investigating Officers Leaving Name and Incident Number

One concern frequently expressed by the victims (which is discussed more fully later in the report), is the lack of sufficient follow-up information on the progress of the case after the investigating officer

Table 2:11. Offence by Reported Police Response Time

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"HOW LONG DID IT TAKE THE POLICE TO ARRIVE AFTER THEY WERE NOTIFIED OF THE INCIDENT?"						
5 minutes or less	44	25.1	26	16.6	70	21.1
6-15 minutes	47	26.9	37	23.6	84	25.3
16-30 minutes	20	11.4	22	14.0	42	12.7
31-60 minutes	6	3.4	18	11.5	24	7.2
More than one hour	<u>6</u>	<u>3.4</u>	<u>20</u>	<u>12.7</u>	<u>26</u>	<u>7.8</u>
<u>Police Responded</u>	123	70.1	123	78.4	246	74.1
Police did not respond	12	6.9	22	14.0	34	10.2
Victim went to police station	<u>40</u>	<u>22.9</u>	<u>12</u>	<u>7.6</u>	<u>52</u>	<u>15.7</u>
	175	99.9*	157	100.0	332	100.0

\* Error due to rounding.

had left the scene.

An increasingly common practice to facilitate this kind of communication is for the investigating officer to leave his business card and to write the incident number on it. However, in the sample, only

39% of the victims indicated that the investigating officer left his card (42% of victims of crimes against the person, 35.6% of victims of crimes against property), and of these, only 15 victims (4%) indicated that the police officer wrote the incident number on the card.

#### Victims Experiencing Sympathy and Understanding

When the victims were asked whether in their opinion the police officer who talked to them at the scene of the incident was understanding and sympathetic with their concerns and problems as the victim, four out of five replied in the affirmative.

Of the victims responding positively, 70% noted that the investigating officer was reassuring, sympathetic or empathetic, compassionate, calming, thorough, and/or competent. Several victims commented favourably on the general demeanour of the investigating officer, or, as one victim stated, "he felt the same as I did" (male, break and enter). An additional 21% reported the police to have been very cooperative and helpful involving such assistance as taking an intoxicated and abusive husband to a motel to sleep it off, doing a brief security check of the victim's home, and offering the victim the reassurance that he could "call any-time." An additional 3% noted the police willingness to provide confidentiality or that the investigating officer either suggested appropriate charges or counselled the victim on other remedies.

#### Victims' Experiencing a Lack of Sympathy and Understanding

Forty-seven victims (13.3%) complained of a lack of understanding or sympathy on the part of the police. Victims of property offence, particularly, took exception to what they understood to be a "blasé"



attitude on the part of the investigating officer. As these respondents stated, the investigating officer "didn't seem to care," "was unwilling to deal with the complaint," "wouldn't respond to the complaint," "wouldn't come to the victim's home," or "didn't make any great effort to check things out." Several victims quoted the words of the investigating officer:

"He just told me the statistics, here is another one."  
(male, break and enter)

"Well it happens!" (male, theft over \$200)

"This happens all the time." (female, theft over \$200)

Victims of crimes against the person complained principally about the investigating officers' attitudes towards the victim's story. Several respondents complained that they were required to repeat their story many times; their understanding is that the officer doubted them and was looking for contradictions.

Some dissatisfied victims of crimes against the person complained that the investigating officer appeared to attribute culpability to the victim, for example:

"Police didn't seem to be concerned since it started in the bar." (female, assault)

In one incident the victim was arrested and required an hour to persuade the arresting officer that he was indeed the victim. Finally, about 5% of the sample indicated dissatisfaction that the investigating officer either advised the victim not to press charges or tried to talk the victim out of making charges. As one victim complained:

"The officer said it is just too much paper work."  
(female, assault)

### Victims' Satisfaction with Police Response

Notwithstanding these concerns, more than four out of every five victims of property offences and three out of every four victims of offences against persons indicated general satisfaction with the help received from the police.

Of the victims reporting satisfaction, the following comments are representative.

"The police officer went back to the scene to find my glasses." (male, assault)

"Although he (investigating officer) seemed frustrated at this type of incident he was not callous. Two officers escorted me home and checked things out to make sure that my boyfriend had left." (female, assault)

"The police officer stayed for an hour and was very understanding and helped me to try and find my dog who was missing." (female, break and enter)

"He listened, was sympathetic and willing to help."  
(female, assault)

"He calmed me down when I was nervous and assured me it was a random attack, that the offender had not been watching me specifically." (female, assault)

"He was very nice and kind, he didn't embarrass me, he wasn't pushy, he let me take my time in answering the questions." (female, assault)

"He checked the door and explained how easily a door of that type could be broken into and how easy it was to slip the latch, he offered advice on how to make my home more secure, he checked the windows and was genuinely concerned." (male, break and enter)

"(The officer) talked to to me and checked back several times later. He seemed to be concerned." (female, break and enter)

No substantial differences were observed in the proportions reporting general satisfaction with the help received from the police across the three samples representing different dispositions of the offences.

Victims' Dissatisfaction with Police Response

The victims' expression of general dissatisfaction with the response of the investigating officer indicated two principle kinds of concerns. First, some victims felt that their complaint was not taken seriously, (the police were too slow to respond, there was little or no follow-up to their complaint, or the police tended to disregard additional information which the victim provided, etc.). The second predominant concern was the fact that the police, in the experience of the victim, did not provide information on the case. As one victim succinctly put it:

"I never heard anything back." (male, break and enter)

The following comments are representative of the 20% of the sample who were dissatisfied with the help they received from the police.

"They are slow to react because they get so many reports. It took the person at the desk 15 minutes before she even acknowledged I was there." (female, assault)

"When I went to the police station they made me talk through glass and I had to speak very loudly so the officer could hear me. I was upset as it was and embarrassed to relate this incident in this manner. He took the description of the boy and of what had happened, I wanted to press charges at this time. Two weeks later...I saw the same boy and became upset all over again...I went to the police station and told them where the boy was, again I had to speak through glass and was handled with bare tolerance. There was no record of my report and I was asked to describe the officer and they said no one of that description was on duty the day that I first reported the incident." (female, indecent assault)

"I phoned down and gave the specifics over the phone. I didn't even get to talk to an officer, just the girl at the desk." (female, theft over \$200)

"The police didn't call me back. I had to call them three times before I spoke to the officer who took my report." (female, assault)

"I am upset that they took so long in answering my call. They gave the excuse that there were two drunks fighting downtown." (female, break and enter)

"The police didn't believe me. He (the investigating officer) said 99% of kids lie and that he (the officer) had been beaten up and all that had happened to him was some false teeth." (young male, assault)

"I felt he (investigating officer) was young and quite immature. He seemed embarrassed about the situation. He took me into the laundry room away from my husband to make sure I had my story correct." (female, indecent assault)

"I just didn't like the attitude of the officer. He acted as though he would rather be doing something else." (female, theft over \$200)

"He seemed rude and sharp during questioning. He didn't allow me time to think of the answers to the questions." (female, theft over \$200)

"The police officer said 'we can't keep murderers in jail so why worry about a thief.'" (male, theft over \$200)

"He just looked at the car and said 'well it happened.' It didn't seem to bother him. He was only there 5 minutes and left." (male, theft over \$200)

"He just told us the statistics. They made us feel that we were just another break and enter." (male, break and enter)

Finally, a few victims expressed some ambivalence. For example:

"His general manner was kind, but I didn't get his name so I had trouble locating him again." (female, assault)

"The police officer eased off when he realized just how upset I was and then he became sympathetic." (female, indecent assault)

"One officer was helpful and kind. One off-duty officer at the station was rude." (female, assault)

### VICTIMS' INITIAL FEELINGS

#### Nature of Feelings

Respondents were asked to identify their feelings at the time of the crime or when they first discovered that they had been the victim of a crime. As shown by the data in Table 2:12, the predominant feeling was one of anger or outrage followed by surprise or confusion and fear or pain. These sentiments were followed in turn for smaller proportions of victims by feelings of being upset, nervous, intimidated, and sick or nauseous.

Of the 36 victims who identified other feelings, eight indicated that they were essentially frustrated, while five respondents each identified feelings of being disappointed, of having their privacy invaded ("violated" - male, break and enter), and concern for the offender. An additional four respondents each cited feelings of guilt or embarrassment while individual victims indicated wounded pride, a feeling of having been used, resignation, failure, and as one victim succinctly stated: "Helpless, hopeless, and alone," (female, assault).

#### Differences by Types of Offence

While feelings of anger were the predominant sentiments expressed by victims of all categories of offence, victims of crimes against the person were significantly more likely to indicate feelings of fear or pain.

Only 10% of the victims reported that they were "not upset" or "not bothered" by their victimization experience. These were more than twice as likely to have been victims of property offences.

### Differences by Sex, Age, and Income

The cross tabulation of these recorded sentiments by sex, age, and income further revealed that anger and outrage were the predominant sentiments across all three respective subsamples (Appendix II).

However, it was also determined that female victims were more likely to experience fear, pain, and being upset while male respondents were somewhat more likely to report feelings of surprise and confusion. Younger victims were observed to be more likely to report the range of sentiments than were older respondents and showed significantly greater experience of fear and being upset. Review of reported sentiments by income revealed that lower income victims were significantly more likely to report being afraid or upset.

### Assistance in Dealing with Feelings

For the sample as a whole, approximately one-half of the victims reported receiving some assistance in dealing with these feelings in the first few hours after the crime. Such assistance was most likely to be provided by a friend or an acquaintance (52%), another family member or relative (42%). The remainder reported a variety of sources of assistance: police, social service agencies, strangers, doctors. In all, 90% of those reporting having received help also expressed satisfaction with the help received.

The following comments represent the sentiments of the 10% of respondents who were dissatisfied with the help received.

"I would have liked to have someone with whom I felt more comfortable talking and someone with whom I could have talked over a longer period of time." (female, assault)

Table 2:12. Offence by Percentage of Victims Identifying Feelings\*

	Offences vs Persons	Offences vs Property	Total
	(N=191)	(N=163)	(N=354)
	%	%	%
"HOW DID YOU FEEL AT THE TIME OF THE CRIME OR WHEN YOU FIRST DISCOVERED THAT YOU HAD BEEN THE VICTIM OF A CRIME?"			
Anger/Outrage	55.0	55.8	55.4
Fear/Pain	43.5	11.0	28.5
Surprise/Confusion	30.9	33.1	31.9
Upset	16.8	14.1	15.5
Nervous	7.3	8.6	7.9
Intimidated	12.0	2.5	7.6
Sick/Nauseous	2.1	4.3	3.1
Other	8.9	11.7	10.2
Not upset/Not bothered	6.3	14.7	10.2

\* Percentages do not add to 100% since most respondents identified more than one emotion.

"It had never happened to her (the friend) so she really couldn't relate to my feelings." (female, break and enter)

"My neighbor was rather hyper and that didn't help much." (female, break and enter)

"My friend cleaned me up and talked with me but it wasn't really enough, I needed more help." (female, assault)

"People, both lay and professional, are generally ignorant of the plight of battered wives. It is hard to describe how you feel after you have been abused." (female, assault)

As further indicated by the data in Table 2:13, victims of offences against the person are more likely to find help in dealing with their aftermath feelings. In addition, such victims who did not find help were also more likely to express a preference for such assistance (21.8%).

Only 25% of the victims of crimes against the person indicated that they neither needed help nor received it as compared with 44% of the victims of offences against property.

#### Extent of Need

If the proportion of victims indicating that assistance with feelings was desired but not received is aggregated with the proportion dissatisfied with the assistance received, it is observed that overall, one out of five victims (one out of every four victims of crimes against the person particularly) requiring assistance at the time of the incident in dealing with their feelings are unable to find help.

When these observations are cross-tabulated by sex, age, and income variables as shown by data in Appendix II, it is revealed that victims expressing greater need for such crisis counselling are also more likely to be female, younger, and lower income. In addition, it is further observed that the victims least likely to find satisfactory assistance

Table 2:13. Offence by Help in Dealing with Feelings

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"IN THE FIRST FEW HOURS AFTER THE CRIME, DID YOU RECEIVE ANY HELP FROM ANYONE IN DEALING WITH FEELINGS?" (Table 2:12)						
Yes	100	53.2	72	45.3	172	49.6
No, "but would have preferred to have had someone help."	41	21.8	17	10.7	58	16.7
No, and did not need help	<u>47</u>	<u>25.0</u>	<u>70</u>	<u>44.0</u>	<u>117</u>	<u>33.7</u>
	188	100.0	159	100.0	347	100.0

are also more likely to be female, younger, and lower income.

### CRISIS NEEDS

#### Nature and Extent

Crisis needs are understood as those victim-concerns which occur directly as a result of the offence and with which the victim must deal within a matter of hours, or at most a day, following the offence. The respondents were presented with eight dimensions of crisis needs and were asked to indicate whether any of these had constituted a problem for them personally.

Table 2:14 shows the proportion of victims identifying each of these needs both for the sample as a whole as well as for offences against persons and offences against property separately. Victims were also given the opportunity to identify any additional needs arising directly out of their experiences.

#### Principal Needs

The most frequently cited crisis needs were "someone to talk to after the police left," "someone to stay with the victim in order to provide security and/or protection," and "advice on how to get help to deal with the problems that arose as a result of the crime." In all, these concerns represented proportionately greater needs for victims of offences against the person than for property offence victims.

#### Crisis Needs by Sex, Age, and Income

The previously identified pattern whereby certain categories of victims are observed to report greater need was repeated when the identification of these needs was cross tabulated by sex, age, and income. Generally, victims who might be expected to possess comparatively fewer resources (financial, social and/or psychological) expressed greater need.

Females were observed to possess greater needs in all eight dimensions and particularly for the three dimensions identified as predominant previously. Younger victims as well identified greater need on almost all dimensions, also with significantly greater need indicated in the three predominant dimensions. Finally, a similar pattern was also observed for victims reporting lower incomes; greater need is cited in

Table 2:14. Offence by Percentage of Victims Identifying Needs

Needs	Offences vs Persons	Offences vs Property	Total
	(N=191) %	(N=163) %	(N=354) %
Someone to talk to after the police left	57.4	34.8	47.0
Someone to stay to provide security/protection	43.9	18.5	32.3
Advise on how to get help to deal with problems that arose as a result of the crime	29.0	6.4	18.7
Emergency transportation	19.8	8	13.0
Help in cleaning up home (or scene of incident)	10.6	11.8	11.1
Emergency financial aid	13.2	5.1	9.5
Help in making emergency repairs to secure home or car	6.9	12.5	9.5
Help in contacting insurance companies, credit card companies, etc.	3.2	10.0	6.3
Other identified needs	19.7	12.3	16.3

all categories and particularly the need to have someone to talk to after the police leave, someone to stay to provide security or protection, and the need for advice on how to deal with problems.

Thus, while all categories of victims expressed some need the greatest needs lie with victims who are female, younger, and have lower incomes.

### Additional Needs

The range of additional needs identified by the victims is indicated by the following:

"If I had been better treated at the police station, I at least would have felt reassured." (female, rape)

"I would have liked to have known the offenders whereabouts after I was threatened." (male, assault)

"The police could have provided more immediate reassurance by giving advice or suggestions for making my home secure. Perhaps this could be accomplished by a checklist or pamphlet or providing some guidance in what things seem to deter offenders and what things seem to be non-effective in securing a home." (male, break and enter)

"I needed the police to be concerned." (female, theft over \$200)

"I wanted an immediate restraining order for my protection and for my child's." (female, assault)

"I needed a restraining order in effect immediately but it took too long." (female, assault)

"I needed a place to stay and no one was able to help me." (female, assault)

"I wished my landlord could have been more understanding and would have provided better security, for example better locks on my doors." (female, break and enter)

"I wished that apartment numbers were not painted so obtrusively on parking stalls. This invites criminals to check on who's home." (male, break and enter)

"I really would have liked to have spoken to a counsellor." (female, assault)

"The man (offender) still lives next door which is very disturbing." (female, rape)

"I'm afraid of another beating." (female, assault)

"I continue to experience strong resentment and anger." (male, assault)

"I'm still very nervous." (female, robbery)

"I'm tense, have no patience, and have a lot on my mind. I'm angry and I don't trust people any more, especially men." (female, assault)

"I'm still really scared of men, there isn't really any help to deal with my problems. There should be a rape crisis centre in Red Deer." (female, rape)

"The very least there should be a crisis line. I could have used it." (female, assault)

"There is a great need for a women's shelter; counselling and legal assistance should be easier to obtain." (female, assault)

#### Concern for Secondary Victims

In identifying additional needs, several respondents referred to concerns for secondary victims, particularly their children. The following comments are indicative of this concern.

"I was really afraid of what this was doing to my kids and I didn't know where to go." (female, assault)

"My children are afraid at night." (female, assault)

"My 2 year old experienced bed-wetting for awhile and some isolated behavioral problems." (female, assault)

"I am really afraid for my children. I am worried (the offender) might take it out on my children but who is going to be their bodyguard?" (female, break and enter)

"I would have liked to have somewhere to take the children to get them away from the scene." (female, break and enter)

"The children were upset saying the bad guys might come back. It would be nice to have a book regarding this type of incident so it could be read to the children and they could relate to it." (female, break and enter)

"I later saw (the offender) while I was with my family. I was afraid he would hurt them." (female, indecent assault)

#### Sources of Assistance

In seeking assistance to meet the range of crisis needs, the victims resorted mostly to their personal support systems, relying on family, other relatives, and friends; 60% of victims identifying various crisis needs so indicated. Almost 5% found the police to be a source of assistance, 3% cited community social service agencies, and 9% identified a variety of other sources.

#### Victims Unable to Find Assistance

As indicated in Table 2:15 with respect to each of the identified needs, a certain proportion of victims reported being unable to find help and another proportion indicated receiving unsatisfactory assistance. In general, 23% of the respondents with crisis needs were unable to find assistance while an additional 11% identified the assistance received as unsatisfactory. Overall, approximately one-third of all crisis needs were unsatisfactorily dealt with from the subjective perspective of the victims.

#### Role of Personal Support System

The personal support system, family, relatives, and friends, was the most available and satisfying source of assistance reported by victims. It was also the source of greatest dissatisfaction as the following comments illustrate.

"If you are a victim you feel so vulnerable and other peoples reactions are important. The police were off-handed, my friends laughed because I am just about 40 and it's a big joke. Even when I saw (the offender) my husband said, you better be sure! I feel guilty." (female, indecent assault)

Table 2:15. Percentage of Victims Identifying Needs Who Were Unable to Find Satisfactory Assistance

Needs	A. Number Identifying Need	B. Percentage (of A) Unable to Find Help	C. Percentage (of A) Receiving Unsatisfactory Assistance	D. Total B & C
Someone to talk to after the police left	N=165	14.6%	17.0%	31.6%
Someone to stay to provide security/protection	N=111	30.6%	5.4%	36.0%
Advice on how to get help to deal with problems that arose as a result of the crime	N=65	23.1%	4.6%	27.7%
Emergency transportation	N=58	5.2%	12.1%	17.3%
Help in cleaning up home (or scene of incident)	N=39	20.5%	20.5%	41.0%
Emergency financial aid	N=33	21.2%	24.2%	45.4%
Help in making emergency repairs to secure home or car	N=33	15.2%	9.1%	24.2%
Help in contacting insurance companies, credit card companies, etc.	N=22	13.6%	-	13.6%
Other Identified needs	N=56	62.5%	1.8%	64.3%



"I wish I could have gotten some understanding from my husband." (female, assault)

"My mother and I don't get along and I felt that my mother didn't let me talk enough about my feelings." (female, assault)

"I needed to talk to someone who was not afraid." (male, assault)

"Relatives are hard to talk to, especially parents." (female, assault)

"My husband wanted to kill the guy, my mother had the maternal protective instinct, and my brother wanted to do everything in accord with the law." (female, indecent assault)

"He (husband) made me feel as though it was my fault." (female, theft over \$200)

"There were too many people around and they became overbearing after awhile." (male, theft over \$200)

Again, while the victim's personal support system remains the most common source of assistance in dealing with crisis needs, frequently unavailable and/or inadequate and, as a result, 34% of the identified needs in the sample remained unattended to. Parenthetically, it must be observed that community agencies, police, etc. provided assistance in only a small minority of cases.

#### ONGOING NEEDS

##### Determination

A problem not encountered in the discussion of crisis needs complicates any consideration of ongoing problems and concerns. While there may be no doubt that the victimization experience was distressingly traumatic to at least some of the victims, and while it may be further understood that at least some of these victims do suffer from continuing

problems and distress, it can in no way be readily demonstrated that the victimization experience per se is the cause of the reported ongoing experiences.

It may be in some cases that the concerns identified as ongoing problems have in fact either pre-existed the victimization experience or occurred independent of it. It would also be an understandable tendency for victims to link these concerns to the traumatic event. Nevertheless, mindful of the risk that some of the data on ongoing needs constitute a sort of post hoc fallacy, it was decided that certain enduring concerns of crime victims should be investigated.

#### Identification

Respondents were presented with six generalized ongoing concerns and asked to indicate the extent to which they encountered each of the concerns as personal problems. The concerns, identified from a review of victimization literature, are shown in Table 2:16 together with the responses of the victims. In addition, the victims were also provided the opportunity to identify other ongoing needs or problems.

A total of 727 positive responses were recorded, an average of slightly over two ongoing concerns for each victim in the sample. However, approximately 20% of the respondents identified no ongoing problems while substantial numbers identified at least three or four and some indicated all six.

While the validity of the linkage between the victimization experience and specific ongoing problems may be uncertain, two observations may be made. First, there is a significant range and number of ongoing concerns and problems reported in the sample. Second, in the experience

Table 2:16. Offence by Percentage of Victims Reporting On-Going Problems as a Result of the Incident

Problem	Offences vs Persons (N=191) %	Offences vs Property (N=163) %	Total (N=354) %
General increase in suspicion or distrust of others	52.4	55.2	53.6
Fear of walking alone outside or at night	46.3	17.6	33.1
Fear of being alone	41.4	19.3	31.3
Sleeplessness	37.7	17.0	28.3
Fear of entering residence or rooms within residence	24.7	27.3	26.0
Headaches	29.0	7.4	19.0
Other on-going problems	25.3	6.9	16.9

and perception of the victims themselves, these problems may be directly linked to the victimization experience.

#### Nature of Ongoing Needs

The most commonly reported ongoing problem was a general increase in suspicion or distrust of others. This was followed in turn by fear of walking alone outside or at night, a generalized fear of being alone, sleeplessness, a fear of entering one's residence or rooms within one's residence, and recurrent headaches.

With the exception of reported increase in suspicion or distrust of

others and the fear of entering the residence or rooms within the residence which were similarly experienced by all types of victims, these problems were significantly more associated with victims of offences against the person. The latter were also substantially more likely to have indicated other ongoing problems.

#### Additional Ongoing Needs

For the most part victims identifying "other" ongoing problems re-emphasized concerns which could be included in the six categories presented by the questionnaire. The range of exceptions to this observation is indicated by the following.

"The biggest problem is financial adjustment. I had to start all over again, furniture, home, etc., and the constant harrassment and strain on the children with no daddy, a new home, etc." (female, assault)

"(I am) afraid to go out since my ex-husband (offender) might be there." (female, assault)

"I now have a friend staying with me and I think we could both use counselling by a professional person." (female, break and enter)

"My fiancée refuses to be home alone." (male, break and enter)

"I had to get a roommate." (female, break and enter)

Five respondents reported going to what might be interpreted as extraordinary lengths to deal with the concerns and problems arising out of their victimization experience.

"I was afraid so I moved 2 weeks after and now I am not afraid in my new apartment." (female, break and enter)

"I just don't go out alone anymore and I moved my residence so the man (offender) can't find me." (female, assault)

"I found that I had to move to deal with these problems." (female, break and enter)

"I had to take steps. My telephone is unlisted and only one person knows my new address." (female, break and enter)

While the need to move was regarded by the victims as a concern, the move itself was understood as an attempt at resolving ongoing problems.

The five victims who reported moving were split on the extent to which this resolution had been effective. Nevertheless, an indicator of the severity of these problems is the fact that some victims would go to such extremes to ameliorate their difficulties.

#### Ongoing Needs and Time Since the Incident

Time did not appear to be a factor in the victims' experiencing of ongoing problems. No significant differences were observed in the reporting of ongoing problems by victims of offences which occurred in the first six months of 1982 compared with victims of incidents reported in the September-November 1982 where the interview followed the offence by an average of only three weeks. The data are included in Appendix II.

#### Finding Assistance

Of victims reporting ongoing problems, 24% sought some assistance in dealing with these concerns. Physicians were the most frequent source of assistance identified by the respondents. Other sources of help with ongoing needs were reported as family and relatives or community social service agencies.

Of the 163 identified problems where victims sought help, 128 (78%) resulted in reported satisfaction at the assistance received. While victims sought help but were unable to find it in relation to only six identified ongoing problems, 18% of the concerns resulted in what the

respondents described as unsatisfactory assistance.

#### Failure to Seek Assistance

A significant observation relates to the 76% of identified concerns for which no assistance was sought. Prior to the data collection, it was understood that any victims who reported not seeking assistance for these problems would generally be indicating that the problem was not of sufficient severity as to require help. However, once the interviews were underway, it quickly became apparent that there were quite different explanations for a significant proportion of the respondents who identified problems and did not seek assistance.

In some cases, respondents indicated that the lack of effort to secure assistance was essentially a function of fear. Several stated quite directly that they were simply afraid to ask for help. In addition, a significant proportion of victims indicated that they would have preferred help but were unaware of how, or where, to secure it. This dilemma is indicated by the following comments.

"I just don't know what kind of help might be available or where to go." (female, assault)

"I really don't know where to go for help." (female, assault)

"I didn't do anything because I really didn't know who to call for help." (female, theft over \$200)

"I don't really know where or how (to get help). I slept with a knife beside my bed for awhile." (female, break and enter)

"I come from a small town and I am really kind of nervous living in the city. I just don't know who I could ask for help." (female, break and enter)

"Don't know where to get it." (male, theft over \$200)

"I wouldn't know where to begin to go for help." (male, assault)

"Frankly, I am just totally lost as to who could possibly assist with these problems." (female, break and enter)

Parenthetically, the observation that the failure of victims to seek assistance does not necessarily mean that the problem is minor or trivial was further suggested by the experience of one interviewer which was reported with the completed interview schedule for a female victim of a domestic assault.

"I had given this woman my phone number during the period I was trying to get this interview. She said she would call me when her husband was out. The night following this interview I got a call from this woman at 1:00 a.m. She told that her husband had beat her up again and wanted to know if I had any advice for her. I think this woman feels truly helpless and that there really is no one to help her."

#### "Personal Troubles" and "Public Issues"

A greater proportion, about 25% of all victims indicating they had not sought help for these problems, provided a further insight into victims' failure to seek assistance. These victims indicated the conviction that, while their concerns were substantial, it was their personal responsibility to deal with these problems by themselves.

Thus:

"I am just going to have to overcome this by myself." (female, indecent assault)

"I guess I will just have to face the problem and gain back my confidence by continuing to do things." (male, assault)

"This is something I have to deal with myself." (female, break and enter)

"My problems are my own." (female, assault)

"I just have to work these feelings out myself." (female, assault)

"I guess I am hoping the problem will get better without help." (male, break and enter)

"It has only lasted a couple of weeks now and no one would believe me anyhow." (female, indecent assault)

"It is just something I'll get over." (male, theft over \$200)

"I am trying to work it out myself, it is just nerves." (female, break and enter)

"I don't know what I am going to do but I am staying busy and with people more." (male, break and enter)

"I don't like asking for help." (male, assault)

"It happens only sometimes and I keep hoping it will go away by itself." (female, assault)

"I am a big guy now and I can manage." (male, break and enter)

"I just have to live with it." (male, break and enter)

"Nothing can be done." (female, assault)

"I guess I am a little ashamed and embarrassed (to ask for help). There is no help anyway." (male, assault)

"I would feel silly asking for help." (male, theft over \$200)

"What can you do anyway?" (male, assault)

Following a direction from the American sociologist, C. Wright-Mills, it may be observed that the victims tend to define their experience of ongoing problems as "personal troubles." In contrast, a sociological perspective would suggest that such commonly experienced problems are "public issues," a function of the way in which both the criminal justice system and the community structure and order the victimization experience, and respond to the needs and ongoing problems of victims of crime.

The clear suggestion is that crime victims could become more conscious of their rights, as members of the community and as victims of crime, and that they should become more assertive in their demands on the community and its resources.

Concomitantly, it is incumbent upon the community to reasonably address these needs and to facilitate recognition by crime victims that their personal troubles are indeed public issues and that victims of crime have a legitimate claim on community resources.

#### Ongoing Needs by Sex, Age, and Income

It was again observed that, with the exception of the reported general increase in suspicion or distrust of others, a greater reporting of ongoing problems is associated with younger, female, and lower income victims. The relevant data are included in Appendix II.

#### PROTECTIVE MEASURES

##### Victim Participation in the Offence

In general, intentionally or unintentionally, directly or indirectly, some victims contribute to their misfortune. To assess this aspect of the victimization experience, victims in the January-June, 1982 Subsample (who, it was assumed, had had some time to reflect on the events of the crime) were asked two questions. First, "Do you feel that you did anything which might have helped to bring on the incident?" and "Do you think that you could have done more to prevent the incident?" Their responses to these questions are indicated in Tables 2:17 and 2:18. Overall, better than four out of every ten respondents replied affirma-

Table 2:17. Offence by Victim Participation in the Incident  
(Jan. - June, 1982 Subsample)

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"DID YOU FEEL THAT YOU DID ANYTHING WHICH MIGHT HAVE HELPED TO BRING ON THE INCIDENT?"						
Yes	60	40.3	42	42.9	102	41.3
No	<u>89</u>	<u>59.7</u>	<u>56</u>	<u>57.1</u>	<u>145</u>	<u>58.7</u>
	149	100.0	98	100.0	247	100.0
"DID YOU THINK THAT YOU COULD HAVE DONE MORE TO PREVENT THE INCIDENT?"						
Yes	52	36.1	45	46.9	97	40.4
No	<u>92</u>	<u>69.9</u>	<u>51</u>	<u>53.1</u>	<u>143</u>	<u>59.6</u>
	144	100.0	96	100.0	240	100.0

tively to each question.

No significant differences were observed either between different types of offence or between different offence dispositions to suggest that certain victims were more likely to feel that they helped to bring on the incident. However, victims of offences against property and victims of offences which had not been cleared were more likely to indicate that they might have done more to prevent the incident. Victims who had previously indicated comparatively closer prior relationship to identified offenders (the cleared otherwise subsample) were least likely to indicate that they could have done more to prevent the incident.

Table 2:18. Disposition of Offence by Victim Participation in the Incident  
(Jan. - June, 1982 Subsample)

	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
"DO YOU FEEL THAT YOU DID ANYTHING WHICH MIGHT HAVE HELPED TO BRING ON THE INCIDENT?"								
Yes	38	41.3	24	38.1	40	44.0	102	41.5
No	<u>54</u>	<u>58.7</u>	<u>39</u>	<u>61.9</u>	<u>51</u>	<u>56.0</u>	<u>144</u>	<u>58.5</u>
	92	100.0	63	100.0	91	100.0	246	100.0
"DO YOU THINK THAT YOU COULD HAVE DONE MORE TO PREVENT THE INCIDENT?"								
Yes	36	39.1	21	32.8	40	48.2	97	40.6
No	<u>56</u>	<u>60.9</u>	<u>43</u>	<u>67.2</u>	<u>43</u>	<u>51.8</u>	<u>142</u>	<u>59.4</u>
	92	100.0	64	100.0	83	100.0	239	100.0

#### Victim Participation by Age, Sex, and Income

There were no substantial differences in response to either question by victims' age. However, female victims were somewhat more likely to feel that they might have helped to bring on the incident and male victims were more likely to feel that they could have done more to prevent the incident. In general, victims reporting relatively lower incomes were more likely to indicate agreement with both questions.

#### Participation and Prevention

When the victims were asked what it was that they did to help bring

on the incident or might have done to prevent it, the responses would suggest that victim participation in the incident, as understood by the victims themselves, is not to be equated with victim precipitation. In most cases, when the victims explained the behavior which might have helped to bring on the incident, they referred to their actions which brought them to the situation where victimization was possible. When explaining what they could have done to prevent the incident, essentially their response was not to have done the things which made the victimization possible.

Three examples illustrate this response pattern. First, a female victim of an indecent assault stated that she felt she may have helped to bring on the incident by walking alone at 11:30 at night. When asked if she could have done more to prevent the incident, she said, not walk alone at night.

A second respondent, also the victim of an indecent assault, stated that she felt she might have helped to bring on the incident because: "I wore a black one-piece bathing suit and had my hair back; I had oil on my skin and a pair of shorts over my suit." In response to the question of whether she could have done more to prevent the incident, the same victim replied, "not worn that bathing suit."

The third example, a wife who was beaten by her husband, reported that her husband began arguing with her, and she got upset and decided to move her belongings out. This, she felt, brought on the assault. As to what she might have done to prevent the incident the same victim suggested that she could have waited for a different time to get out.

In general, victims who acknowledged some participation in the incident tended to reiterate their interpretation of the victimization

experience as some form of personal trouble, looking within themselves for the explanation for their dilemma.

#### Adoption of Protective Measures

Victims were further asked whether, since the time of the incident, they had done anything to protect themselves or their property from crime. In general, almost three-quarters of the sample indicated that they had adopted some protective measures. As shown in Table 2:19, 58% of the victims reported that they more regularly checked to insure that the doors and windows of their home were locked. Almost half replied that they had arranged to have their house checked while they were away. Thirty-eight percent reported changes in their activity patterns, while 35% and 31% respectively reported locking their car or keeping it in a safer place and keeping their possessions in a safer place. Twenty-nine percent reported insuring better lighting of their residence and 24% installed more effective locks. Only 14% reported marking property for identification; 12% bought additional insurance. Small proportions of the sample reported such precautions as buying a watchdog or a weapon, or joining Neighborhood Watch. The single most frequently identified "other protective measure" was reported by victims of domestic violence who had separated from, or divorced, the offender.

#### Protective Measures by Nature of Offence

In most instances, victims of offences against property were more likely to report having adopted various protective measures. There were, however, two exceptions. First, victims of offences against the persons were substantially more likely to indicate a change in their

Table 2:19. Offence by Percentage of Victims Identifying Subsequent Selected Protective Measures (Jan. - June, 1982 Subsample)

	Offences vs Persons (N=149) %	Offences vs Property (N=102) %	Total (N=251) %
More regularly checked to insure doors/windows are locked	54.4	64.7	58.6
Arranged to have house checked while away	37.6	63.7	48.2
Changed activity patterns (go out less, don't go out alone, etc.)	53.7	16.7	38.7
Locking car/putting it in safer place	26.9	47.1	35.1
Keep possessions in safer place	20.8	47.1	31.5
Leave on lights/install new lights/light timer	24.8	36.3	29.5
Install new/stronger locks and/or bars on windows	18.1	33.3	24.3
Marked property for identification	9.4	21.6	14.3
Bought insurance	6.7	19.6	12.0
Bought watchdog	5.4	5.9	5.6
Purchased/carry weapon for protection	6.7	3.9	5.6
Joined "Neighborhood Watch"	4.0	2.0	3.2
Other protective measures	15.4	18.6	16.7

activity pattern (53.7% to 16.7%) and, second, although the proportion of victims purchasing and/or carrying a weapon for protection was comparatively small (5.6%), such respondents were almost twice as likely to be victims of offences against persons.

#### Protective Measures by Disposition of Offence

As indicated by Table 2:20, victims of offences which were not cleared by the police were substantially more likely to report having adopted all of the protective measures identified. Victims of offences cleared otherwise were least likely to indicate the adoption of the various protective measures. This observation directly parallels the earlier observation concerning the victims' understanding whether or not they could have done more to prevent the incident.

#### Protective Measures by Sex, Age, and Income

As suggested by data contained in Appendix II, female victims were more likely to indicate changing their activity pattern, leaving on more lights in their home, and the purchase or carrying of a weapon.

Younger victims indicated more regularly checking to make sure doors and windows are locked, changing activity patterns and, particularly for victims under the age of 21, purchasing and/or carrying a weapon. Older respondents were more likely to report having their home checked while they were away, installing new or stronger locks, marking their property for identification, and, although in comparatively small numbers, joining the Neighborhood Watch program.

Respondents reporting lower incomes reported more regularly checking to make sure doors and windows were locked and changing their activity



Table 2:20. Disposition of Offence by Percentage of Victims  
Identifying Subsequent Selected Protective Measures  
(Jan. - June, 1982 Subsample)

	Cleared By Charge	Cleared Otherwise	Not Cleared	Total
	(N=92)	(N=67)	(N=92)	(N=251)
	%	%	%	%
More regularly checked to make sure doors/ windows are locked	58.7	44.8	68.5	58.6
Arranged to have home checked while away	46.7	29.9	63.0	48.2
Changed activity patterns (go out less, don't go out alone, etc.)	38.0	35.8	41.3	38.7
Locking car/putting it in safer place	29.4	26.9	46.7	35.1
Keep possessions in safer place	16.3	17.9	56.5	31.5
Leave on lights/ install new lights/ light timer	31.5	19.4	34.8	29.5
Install new/stronger locks and/or bars on windows	22.8	10.5	35.9	24.3
Marked Property for identification	8.7	11.9	21.7	14.3
Bought insurance	10.9	13.4	12.0	12.0
Bought watchdog	3.3	7.5	6.5	5.6
Purchased/carry weapon for protection	2.2	7.5	7.6	5.6
Joined "Neighborhood Watch"	5.4	-	3.3	3.2
Other protective measures	19.6	7.5	20.7	16.7

patterns. Respondents with higher incomes were more likely to report marking their property for identification.

Most observed differences by sex, age, and income are probably explained by the different social and economic circumstances of the identified categories of respondents and by the somewhat different types of offences of which they were victims.

#### Information Regarding Protective Measures

For the most part it may be inferred that the victims independently "invented" the various protective measures adopted; only 30 out of 246 respondents indicated that they had received any information on what to do, or what steps to take to protect themselves and their property from crime. Of those who reported receiving crime-prevention information, half identified the source as the police, another eleven respondents cited the various media, two identified friends and relatives, and two victims reported other sources of information.

#### INFORMATION AND FOLLOW-UP

##### Need for Information on the Status of the Case

An entitlement universally identified in the literature on the "rights" of crime victims is the right of the victim to receive information concerning the status and progress of his/her case from the initial police investigation through the final disposition.

In the sample, a total of 68% of all respondents indicated a desire to receive information on how the police investigation was progressing. As shown in Table 2:21, this included 76.9% of victims of offences

Table 2:21. Offence by Receipt of Information  
(Jan. - June, 1982 Subsample)

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
<b>"DID YOU WANT INFORMATION ON HOW THE POLICE INVESTIGATION WAS PROGRESSING?"</b>						
Yes	94	68.6	65	67.0	159	68.0
No	43	31.4	32	33.0	75	32.0
	137	100.0	97	100.0	234	100.0
<b>"DID YOU RECEIVE INFORMATION ON HOW THE POLICE INVESTIGATION WAS PROGRESSING?"</b>						
Yes	60	44.8	49	49.5	109	46.8
No	74	55.2	50	50.5	124	53.2
	134	100.0	99	100.0	233	100.0
<b>SOURCES OF MOST INFORMATION</b>						
Contacted <u>by</u> police	30	48.4	39	61.7	59	54.1
Contacted police	28	45.1	15	31.9	43	39.5
Other	4	6.5	3	6.4	7	6.4
	62	100.0	47	100.0	109	100.0

cleared by charge and 68.1 % of victims of offences not cleared. Fewer, but still a majority (51.9%) of victims of offences cleared otherwise indicated a similar need or desire.

Receipt of Information

Only 46.8% of victims reported actually receiving such information. The proportion of respondents who indicated that they had received the desired information reports was slightly higher for victims of offences against property and substantially higher for victims of offences cleared by charge. Only 36.5% of victims of offences cleared otherwise and 34.4% of victims of offences not cleared reported receiving information (Table 2:22).

Sources of Information

For 54% of victims who reported receiving information, the source of most information was identified as contact by the police. Contacts by the police were most likely to be acknowledged by victims of offences against property and victims of offences not cleared. Victims of offences against the person and victims of offences cleared by charge were substantially more likely to indicate their own efforts at contacting the police as the source of greatest information.

While the police in Red Deer make an attempt to serve victims' need for information on the progress of the case, these attempts are seen as insufficient relative to the magnitude of need expressed by the victims.

However, whether contacting victims or being contacted by them, the police remain the single most important source of information identified by the respondents. Only 8% of victims identified the crown prosecutor as a source of information, 17% stated that they received information by receiving a subpoena, and a further 8% indicated that information was received by way of the media.

Table 2:22. Disposition of Offence by Receipt of Information  
(Jan. - June, 1982 Subsample)

	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
<b>"DID YOU WANT INFORMATION ON HOW THE POLICE INVESTIGATION WAS PROGRESSING?"</b>								
Yes	70	76.9	27	51.9	62	68.1	159	68.0
No	21	23.1	25	48.1	29	31.9	75	32.0
	91	100.0	52	100.0	91	100.0	234	100.0
<b>"DID YOU RECEIVE INFORMATION HOW THE POLICE INVESTIGATION WAS PROGRESSING?"</b>								
Yes	59	64.8	19	36.5	31	34.4	109	46.8
No	32	35.2	33	63.5	59	65.6	124	53.2
	91	100.0	52	100.0	90	100.0	233	100.0
<b>SOURCE OF MOST INFORMATION</b>								
Contacted <u>by</u> police	27	42.9	10	52.6	24	77.4	61	54.0
Contacted police	33	52.4	6	31.6	5	16.1	44	38.9
Other	3	4.8	3	15.8	2	6.5	8	7.1
	63	100.1*	19	100.0	31	100.0	113	100.0

\* Error due to rounding.

Recovery and Return of Stolen Property

Of 96 cases where victims reported property stolen as a result of the offence, one-third (N=32) indicated that the property had been recovered. However, fewer than half of these (N=15) indicated that it was the police who notified them that their property had been recovered. Seventeen victims indicated that they were notified that their property had been recovered by a variety of other sources ranging from friends and relatives to an insurance company to, in one case, contact by the offender who offered voluntary restitution.

Twenty-six of the 32 victims reporting their stolen property as having been recovered also indicated that the property had been returned. Of these, half indicated some difficulty or delay in having the property returned.

Criminal Injuries Compensation

A total of 120 victims reported suffering physical injury as a result of the crime. This number included 63 victims requiring medical attention and 44 victims whose injuries were sufficient as to require them to miss at least some period at work. However, only two victims indicated that they had been informed about the Crimes Compensation Board.

The criminal injuries compensation scheme represented by the Crime Compensation Board has existed in Alberta since the late 1960s. Generally speaking, victims of violent offences who have suffered expenses incurred as a result of injury, pecuniary loss, or pain and suffering are eligible for compensation.

Clearly, however, this information is not being communicated to

victims themselves. Thus, most victims remain ignorant of their eligibility to receive compensation. This situation is not unique to Red Deer nor indeed to the province of Alberta. In Alberta as in seven other provinces and the territories, the number of cases compensated in any given year is astonishingly low.

It may be inferred that the criminal injuries compensation program constitutes only a nominal response to the needs of victims. Certainly the majority of eligible victims in this sample did not enjoy a real chance to avail themselves of this opportunity.

#### Clearances

As shown by the data in Table 2:23 and as reported by the victims, 63% of the offences against persons were cleared in contrast with only 34% of offences against property. In addition, one out of every ten victims was unaware of whether or not charges had been laid. Overall, 72% of the victims indicated satisfaction that the police did all they could to locate and arrest the offender, while 18.6% were dissatisfied. The remaining 9.3% victims indicated that they did not possess sufficient information to formulate a judgement.

Of the victims who were not satisfied with police efforts to locate and arrest the offender, just fewer than half indicated that their dissatisfaction stemmed from a lack of information while the remainder perceived inadequacies in the police investigation. This latter concern is indicated by the following comments.

"He (the offender) was on probation at the time and he left the province. I can't understand why the police can't make him return to face the charge." (female, assault)

Table 2:23. Offence by Suspect Identified and Charged (Jan. - June, 1982 Subsample)

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
Charges laid	57	38.3	33	33.3	90	36.3
Victim dropped/ failed to press charge	37	24.8	1	1.0	38	38.3
No charges laid	39	26.2	56	56.7	95	15.3
Don't know	<u>16</u>	<u>10.7</u>	<u>9</u>	<u>9.1</u>	<u>25</u>	<u>10.1</u>
	149	100.0	99	100.1*	248	100.0

\* Error due to rounding.

"I prepared a detailed list of all that was missing including all identifying marks. But I think to the police it was just another car theft." (female, theft over \$200)

"I've seen the offender around town since the incident. If I can find him surely the police should be able to as well." (female, assault)

"They (the police) were given the names of all of the people at the party (possible suspects) and phone numbers and police didn't bother to contact any of them." (male, theft over \$200)

Whether or not such perceived inadequacies accurately describe the police performance, these complaints reinforce the observation that the police fail to consistently follow through on the provision of information to victims.

VICTIMS' ATTITUDES TOWARD POLICE AND COMMUNITY SERVICESAttitudes Toward the Police

In general, the victims reported considerable approval and appreciation for the quality of policing provided in Red Deer. This appreciation is both general and related to the specific incident in question. As shown in Table 2:24, 61.7% of the victims rated the police as doing a good job in handling the particular incident and a greater proportion (64.9%) rated the police as generally doing a good job in dealing with crime in the community. A further 23% rated the police handling of the particular incident as average, while another 27.8% rated the police performance in the community generally as average.

Only 10% of victims evaluated the police handling of the particular incident as poor, yet this was five times the proportion who would similarly rate the overall efforts of the police in dealing with crime in the community. The understandings of the respondents who identified the police handling of the particular incident as poor are indicated by the following:

"I was alone at the time of the incident and I felt that the RCMP could have come to help me." (male, assault)

"I was really frustrated that the police could only suggest that I lay charges against my husband." (female, assault)

"They (the police) didn't seem to care or pay attention. They don't protect citizens." (male, motor vehicle theft)

"I was very surprised at the police reaction to the incident. I feel they did nothing to help me." (male, assault)

"I wasn't given any information by anyone unless I called the police." (female, assault)

"The police didn't believe me and they made no attempt to locate the offender." (male, assault)

Table 2:24. Offence by Evaluation of Police (Jan. - June, 1982 Subsample)

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
<u>"DO YOU THINK THE POLICE HAVE DONE A GOOD JOB, AN AVERAGE JOB, OR A POOR JOB IN HANDLING THIS INCIDENT?"</u>						
Good	91	61.1	62	62.6	153	61.7
Average	42	28.2	16	16.2	58	23.4
Poor	14	9.4	11	11.1	25	10.1
Don't know	<u>2</u>	<u>1.3</u>	<u>10</u>	<u>10.1</u>	<u>12</u>	<u>4.8</u>
	149	100.0	99	100.0	248	100.0
<u>"ON THE WHOLE, DO YOU THINK THE POLICE ARE DOING A GOOD JOB, AN AVERAGE JOB, OR A POOR JOB IN DEALING WITH CRIME IN THIS COMMUNITY?"</u>						
Good	100	67.1	61	61.6	161	64.9
Average	40	26.9	29	29.3	69	27.8
Poor	3	2.0	2	2.0	5	2.0
Don't know	<u>6</u>	<u>4.0</u>	<u>7</u>	<u>7.1</u>	<u>13</u>	<u>5.3</u>
	149	100.0	99	100.0	248	100.0

As indicated by Table 2:25, the most substantial single source of poor ratings for the police in the handling of the incidents in question is represented by victims of offences identified as cleared otherwise. This particularly reflects the difficulty which the police have in

Table 2:25. Disposition of Offence by Evaluation of Police  
(Jan. - June, 1982 Subsample)

	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
<u>"DO YOU THINK THE POLICE HAVE DONE A GOOD JOB, AN AVERAGE JOB, OR A POOR JOB IN HANDLING THIS INCIDENT?"</u>								
Good	58	63.7	40	60.6	55	59.8	153	61.5
Average	27	29.7	12	18.2	19	20.7	58	23.3
Poor	6	6.6	11	16.7	8	8.7	25	10.0
Don't know	0	-	3	4.5	10	10.9	13	5.2
	91	100.0	66	100.0	92	100.1*	249	100.0
<u>"ON THE WHOLE, DO YOU THINK THE POLICE ARE DOING A GOOD JOB, AN AVERAGE JOB, OR A POOR JOB IN DEALING WITH CRIME IN THIS COMMUNITY?"</u>								
Good	69	76.7	42	63.6	50	54.4	161	64.9
Average	16	17.8	22	33.3	31	33.7	69	27.8
Poor	2	2.2	0	-	3	3.3	5	2.0
Don't know	3	3.3	2	3.0	8	8.7	13	5.2
	90	100.0	66	99.9*	92	100.1*	248	99.9*

\* Error due to rounding.

dealing with domestic assaults. However, it is worth noting that this dissatisfaction tends to be situation-specific. The victims who would rate the police performance as poor relative to a particular incident do not generalize this understanding to their perception of how the police are doing in dealing with crime in the community generally.

Concerning the victims' evaluation of the police efforts in dealing with crime in the community as a whole, victims of offences cleared by charge show the strongest approval while relatively lower, but still majority, approval is given by victims of offences identified as not cleared.

In sum, the approval of police efforts is substantial. While a review of the victimization literature would lead to such an expectation, the comparatively small proportion who would rate the police performance as poor, either specifically or generally, is somewhat smaller than might have been thereby expected. Victims in Red Deer appreciate the quality of policing provided by the City Detachment of the RCMP.

#### Attitudes Toward Community Services

The favourable evaluation which victims give to the police is, in strong contrast, not extended to the services provided by the community as a whole in looking after the special needs and problems of victims of crime. Only slightly more than one-third of the victims (Table 2:26), rate the community as doing an average or better job in this respect; only 12% rating the community performance as good. This observation is constant across the three categories of disposition of offence (Appendix II). Clearly the community response to the needs of crime victims is generally regarded as inadequate.

Table 2:26. Offence by Evaluation of Community Response to Victims  
(Jan. - June, 1982 Subsample)

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"GENERALLY SPEAKING, DO YOU THINK THAT THE COMMUNITY AS A WHOLE DOES A GOOD JOB, AN AVERAGE JOB, OR A POOR JOB IN LOOKING AFTER THE SPECIAL NEEDS AND PROBLEMS OF VICTIMS OF CRIME?"						
Good	22	14.8	8	8.0	30	12.1
Average	30	20.2	29	29.0	59	23.7
Poor	65	43.6	36	36.0	101	40.6
Don't know	<u>32</u>	<u>21.5</u>	<u>27</u>	<u>27.0</u>	<u>59</u>	<u>23.7</u>
	149	100.1*	100	100.0	249	100.0*

\* Error due to rounding.

It is not surprising, therefore, that comparatively few respondents reported having become aware as a result of their experiences of any special services or assistance for victims of crime available in the community. Only 3.4% of the victims identified programs offered by the police (Neighborhood Watch, Lady Beware), 5.4% identified government social or welfare services (including Mental Health Services, Social Assistance, and Child Welfare), and 3.7% identified private agencies in the community. Interestingly, of the thirteen identifications of private agencies, five respondents referred to the Women's Emergency

Shelter which, while receiving considerable publicity during the year, has yet to open to provide service. The other most commonly identified agency was the Family Service Bureau.

#### Attitudes by Sex, Age, and Income

When these approval ratings were reviewed by respondents' sex, age, and income, it was observed that the police received generally lower ratings both generally and relative to the specific incident from females, younger victims, and those victims reporting lower incomes (Appendix II). It should be noted in conjunction with this observation that these are precisely the subsamples which reported substantially greater problems, trauma, and distress as a result of the crime.

While the differences were not as pronounced and the pattern not as clear, the same subsamples were also slightly more likely to rate community services as poor.

#### VICTIMS' ATTITUDES TOWARD SENTENCING

##### Principles of Sentencing

The victims were asked to identify what, in their opinion, ought to be the court's first and second most important aims or purposes in sentencing offenders. In order of preference, the victims indicated rehabilitation, protection, deterrence, retribution, restitution or compensation, and moral denunciation (Appendix II).

Victims of offences against persons were somewhat more inclined to emphasize retribution while victims of property offences were more inclined to identify restitution/compensation.

### Operationalization

As shown in Table 2:27, when respondents were asked to translate these understandings into specific sentencing preferences in the context of their feelings at the time of the incident ("If the offender had been brought to trial at the time of the incident and convicted, what sentence would you have wanted him to receive then?"), a total of 42% of victims indicated a preference for incarceration, 17% cited probation, suspended sentence, or discharge, and 14.4% indicated a fine.

An additional 14% identified some other sentencing alternative. Of the 50 victims who identified another alternative, 54% indicated a preference for restitution, 32% psychiatric help and 12% opted for "rehabilitation."

Most of the 12.4% who are reported as indicating "don't know" in fact identified variable responses depending on such factors as age and character of the offender.

Victims of offences "not cleared" were more likely to favour incarceration. Victims of offences "cleared otherwise," which included a substantial proportion of victims of spousal assault were most likely to suggest rehabilitation or psychiatric help (Appendix II).

### Interest in Reparative Sentencing

The respondents were then presented with two additional sentencing alternatives.

1. "If the offender were willing, and if the court were prepared to arrange it would you accept restitution (that is, have the offender make good the loss you have suffered or have him provide some equivalent value or service to you) instead of having him sentenced in one of the ways just mentioned?"

Table 2:27. Offence by Desired Sentence

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"IF THE OFFENDER HAD BEEN BROUGHT TO TRIAL (AT THE TIME OF THE INCIDENT) WHAT SENTENCE WOULD YOU HAVE WANTED HIM TO RECEIVE?"						
Fine	24	12.6	27	16.6	51	14.4
Probation/Suspended Sentence/Discharge	33	17.3	27	16.6	60	17.0
Prison, 6 months or less	41	21.5	28	17.2	69	19.5
Prison, more than 6 months	47	24.6	33	20.3	80	22.6
Other	25	13.1	25	15.4	50	14.1
Don't Know	21	11.0	23	14.1	44	12.4
	191	100.1*	163	100.2*	354	100.0

\* Error due to rounding.

2. "If the offender could be sentenced to a number of weeks or days (that is, some suitable period of time) of unpaid work for the community instead of being sentenced in one of the ways just mentioned, would you accept such a sentence?"

As indicated by Table 2:28, a total of 44% of the victims felt that the previously indicated sentence was better. This sentiment was strongest



Table 2:28. Offence by Acceptance of Reparative Sentencing

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"WOULD...ACCEPT RESTITUTION INSTEAD OF (SUGGESTED SENTENCE, TABLE 2:27)?"						
No, other sentence is better	114	60.3	41	25.2	155	44.0
No, but restitution in addition to other sentence	9	4.8	23	14.1	32	9.1
Yes	43	22.8	86	52.8	129	36.7
Other/Don't know	<u>23</u>	<u>12.2</u>	<u>13</u>	<u>8.0</u>	<u>36</u>	<u>10.2</u>
	189	100.1*	163	100.1*	352	100.0

"WOULD...ACCEPT  
COMMUNITY SERVICE  
INSTEAD OF (SUGGESTED  
SENTENCE, TABLE 2:27)?"

No, other sentence is better	72	38.1	39	23.9	111	31.5
No, but community service in addition to other sentence	16	8.5	19	11.7	35	9.9
Yes	82	43.4	97	59.5	179	50.9
Other/Don't know	<u>19</u>	<u>10.0</u>	<u>8</u>	<u>4.9</u>	<u>27</u>	<u>7.7</u>
	189	100.0	163	100.0	352	100.0

\* Error due to rounding.

among victims of crimes against the person (60.3%). A total of 36.7% would accept restitution while an additional 9.1% would accept restitution in addition to the other sentence. Two-thirds of the victims of offences against property indicated an interest in restitution in contrast with fewer than a third of victims of offences against the person.

Just over half of the victims would be willing to accept community service as an alternative sentence while almost 10% expressed interest in community service in addition to the sentence which they had identified previously. Again victims of offences against property were more receptive to this suggestion with just over 70% indicating interest, in contrast to 52% of the victims of offences against the person.

Greatest interest in restitution was represented by those victims of offences "not cleared," while the least interest was expressed by victims of offences "cleared by charge" (Appendix II). Victims of offences "cleared otherwise" expressed relatively less interest in community service as an alternative sentence.

#### OBSERVATIONS AND IMPLICATIONS

##### 1. Victims and Their Needs

If there had been any doubts concerning the needs of crime victims in Red Deer prior to the survey, these doubts have been effectively removed. In the sample as a whole, four out of every five victims interviewed indicated some concern, problem, or need which arose as a direct result of the victimization experience.

As observed by the preceding analysis, these problems and needs are both crisis-related and ongoing. Over three-quarters of the

victims reporting needs indicated three or more separate concerns or problems.

The problems and needs for assistance were observed to exist for both male and female victims, across all age groups, for recent arrivals and long term residents, for the married and the single, for those with comparatively little education and for those with a great deal, and for all income classes.

The trauma associated with being a crime victim is not restricted to any particular group, category, or social class within the community. Nevertheless, substantially greater reports of traumatic experiences were received from victims who could be understood to possess comparatively fewer economic and social resources: younger victims, females, and lower income groups.

Parenthetically, the later observations confound at least one expectation: that crime victimization would present greater trauma to senior citizens. In contrast, the present data indicate that in comparison with other victims, seniors suffer less distress and experience fewer unresolved problems as a consequence of the victimization experience.

The most frequently cited crisis-needs were the need for help in dealing with the feelings experienced by the victim immediately after the crime, the desire for someone to talk to after the investigating officer had departed, and the expressed need for someone to stay with the victim after the incident to provide security and protection.

As indicated by Table 2:29, the number of victims with crisis needs over the year in the community as a whole may be estimated, on the basis of the sample data, from the RCMP reports of actual offences

in Red Deer in 1982 across the eight offence categories.

Using the proportion of needs reported to be unsatisfied in the sample, the maximal occurrence of victims with unsatisfied crisis-needs in the community may be estimated for 1982. However, since the sample was selected with a view toward significant victim distress, the maximal estimate is probably too high. Therefore, a minimal estimate is included in Table 2:29, wherein the maximal estimate is reduced arbitrarily to a 35% level.

## 2. Sources of Assistance

The primary source of assistance for victims in dealing with the problems and needs arising out of the victimization experience was the individual's personal support system. Thus, in a majority of cases, victims reported receiving help with their problems from members of their family, friends and neighbors.

Fewer than 3% of the victims reported contacting any community service or social agency (with the exception of the police and the hospital), for assistance with their troubles. In general, the community response to the needs of crime victims was experienced as almost nonexistent.

Of the victims reporting crisis-related needs, over half reported being unsuccessful in their efforts to find help for at least some problems. Approximately 15% of the victims were consistently unable to find any assistance for any need.

The philosophy of criminal law and criminal justice that underlies the Canadian system is that crime and criminal justice are a matter of societal and community interest. The minimal estimates of community

Table 2:29 Number of Victims with Crisis Needs, Sample and Community Totals (1982 Estimates)

Crisis Needs	A. Number With Need: Sample	B. Number With Need Unsatisfied: Sample	C. Number With Need: Community (Maximal Estimate)*	D. Number With Need Unsatisfied: Community (100% Estimate)**	E. Number With Need Unsatisfied: Community (35% Estimate)***
1. Help in dealing with feelings immediately after crime	230	73	2029	644	225
2. Someone to talk to after the police left	165	52	1467	462	162
3. Someone to stay to provide security/protection	111	40	968	349	122
4. Advice on how to get help with problems that arose as a result of the crime	65	18	562	156	55
5. Emergency transportation	58	10	500	86	30
6. Help in cleaning up home (or scene of incident)	39	16	343	141	49

Table 2:29 Number of Victims with Crisis Needs, Sample and Community Totals (1982 Estimates) (continued)

Crisis Needs	A. Number With Need: Sample	B. Number With Need Unsatisfied: Sample	C. Number With Need: Community (Maximal Estimate)*	D. Number With Need Unsatisfied: Community (100% Estimate)**	E. Number With Need Unsatisfied: Community (35% Estimate)***
7. Emergency financial aide	33	15	281	128	45
8. Help in making emergency repairs to secure car or home	33	8	281	68	24
9. Help in contacting insurance companies, credit card companies, etc.	22	3	187	26	9
10. Other needs	56	36	500	321	112

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\* A/354 x Total Actual Offences (8 categories) 1982

\*\* B/A x C

\*\*\* .35 B/A x C

members who are victims of crime, experiencing trauma and unsatisfied needs, suggest a substantial obligation for the society and community to provide assistance.

### 3. Criminal Justice and Community Response

In general, the victims interviewed predominantly expressed satisfaction with the response to their experience provided by the police. In direct contrast, the majority of victims were also inclined to feel that the community as a whole does a poor job in looking after the needs and problems of victims of crime.

These two observations should be interpreted in light of the further observation that victims of crime in Red Deer have comparatively low expectations for the range of assistance that they are entitled to receive as victims of crimes. As victims' awareness grows, and demands for victim-oriented justice and victim-assistance increase, the dissatisfaction with the community response may be expected to further increase unless the community accepts its obligations to victims of crime and undertakes initiatives which significantly address their needs.

### 4. The Rights of Crime Victims

On the basis of the sample data, it is concluded that victims of crime in Red Deer are only marginally aware of the fact that they may possess certain rights as crime victims. Indeed, the victims surveyed showed an overwhelming tendency to identify their common problems, needs, and concerns as private troubles. As a consequence, they manifest a certain reluctance to seek assistance from other people or from

the community as a whole.

When the victim makes a complaint, the incident comes to be defined as a crime, and crime is a matter of community interest. However, as the incident moves progressively through the criminal justice system, the community interest is increasingly emphasized and the interest of the individual victim correspondingly subordinated. In the sample, in the face of this reality, victim acquiescence becomes the order of the day.

Both victims of crime personally and the community in general must become aware of the rights of crime victims. As detailed in Appendix III, victims of crime should enjoy certain rights. These would at least include:

- the right to protection from intimidation and harm;
- the right to be informed concerning the criminal justice process;
- the right to reparations;
- the right to preservation of property and employment;
- the right to be treated with dignity, respect and compassion; and
- the right to participate in the criminal justice process.

### 5. Reparations

While the victims in the sample were initially inclined to express relatively punitive attitudes toward the sentencing of offenders, over half of the victims subsequently expressed interest and support when presented with the principle of reparative sentencing. Such quick shift in victims' responses suggests the intrinsic logic of reparation from the perspective of the victim.

However, both the principle and the logic of reparation are some-

what antithetical to the practice of criminal justice as presently manifest in Red Deer.

Any concern for the victim-oriented justice requires that this principle be given serious consideration.

### Chapter 3

#### THE RESPONSE I: CRIMINAL JUSTICE SYSTEM

##### OVERVIEW OF THE CHAPTER

##### INTRODUCTION

Contact by victims with the criminal justice system was initially with the police, and for 94% of the sample this remained the only contact. In this context, it was observed that the respondents expressed very substantial appreciation for the services provided by the police. In turn, the police were themselves observed to manifest a strong concern for the needs and concerns of crime victims. This concern is, however, often frustrated by a lack of resources which severely limits the role of the police in this area. As a residual service agency, the police are further frustrated by the relative lack of victim-oriented initiatives either from the community or from other elements of the criminal justice system.

##### CRISIS RESPONSE SERVICES

Since the police have primary responsibility for the victim at the scene of the crime, they presently provide the principal response to the crisis needs of victims. By reason of limited resources, this response is restricted to cases of greatest need and rests significantly on the definitions of the situation made by the investigating officer. The resulting structured arbitrariness of police-supplied crisis response services could be ameliorated by systematic referrals to community-based agencies. However, this is substantially frustrated as the community services are most frequently not available as and when required. An additional problem is the need to insure consistency in the response to victims, their needs and concerns, by investigating officers.

##### FOLLOW-UP SERVICES

When a victim is referred to a community agency, the police will attempt to follow-up on the referral after two days. However, neither referrals nor follow-ups are systematic or comprehensive. The police provide victims with information concerning the prevention of revictimization in two ways, through the crime prevention programs of the city detachment directed at the community as a whole, and, for some victims by the investigating officer at the scene. The return of stolen property has been expedited by the recent introduction of the practice of using photographic records for evidence where possible. Some difficulties with the handling of physical property for evidence remain. Finally,

while the necessary policies governing the provision of information to victims regarding the progress of a case are in place, the city detachment has not been successful in insuring that the policies are observed in all cases.

#### CRIMINAL JUSTICE DEVELOPMENT

Victim-contact information is presently used by the police in the development and deployment of such crime prevention programs as Neighborhood Watch, and for developing community awareness through media relations programs. However, the limited resources and the multiple roles of the Crime Prevention/Police Community Relations Unit mean that the police response in this regard is not sufficient to the need. The city detachment endorses the principal of regular in-service training including utilizing community resources to assist officers in dealing with victims and their needs.

#### RESTITUTION AND COMPENSATION

While the practice of restitution is fully endorsed by the police and the potential for wider application identified, the view of the crown prosecutor is essentially that restitution is not a proper concern for the criminal courts. In the face of these contrasting positions, the Crown's position presently prevails and restitution is not a significant part of the criminal justice system's response to the needs of crime victims in Red Deer.

#### OBSERVATIONS AND IMPLICATIONS

A review of the data leads to a commendation for the initiative shown by the Red Deer Detachment of the R.C.M.P. in responding to the needs of victims within the limits of available resources. Notwithstanding, areas identified as requiring improvement include: (1) a more systematic and complete provision of information to victims and witnesses of crime; (2) less inconsistency and arbitrariness in the provision of crisis response and follow-up services to victims; (3) further development and elaboration of the CP/PCR Unit; (4) regular in-service training to enhance police awareness of victims' needs and commitment to victim-oriented initiatives; and (5) greater utilization of present opportunities for restitution and compensation as well as re-examination of the present limitations on the use of these practices.

### INTRODUCTION

#### Victim Contact with the Criminal Justice System

The first contact which the victim has with the criminal justice system is with the police. In the great majority of cases this remains the only contact. Based on the sample data (Jan.-June, 1982 Subsample), it is understood that only 6% of victims across the offence categories surveyed come to have contact with the courts. This proportion ranges from 19.7% of victims of offences against persons to only 3% of victims of property crimes.

Thus, when the response of the criminal justice system to the needs of victims is being considered, in most cases (94% overall) this means the response of the police.

For this reason, interviews with criminal justice personnel focused particularly heavily on the police component. Both formal and informal interviews were recorded with the Officer-In-Charge of the Red Deer City Detachment of the RCMP as well as the Staff Sergeant in Charge of Operations. In addition, informal discussions of victims' needs took place with eight other officers. The remaining criminal justice personnel interviewed were the Chief Crown Prosecutor, the Clerk of the Court, Court of Queen's Bench, and two lawyers in private practice.

#### Victim Appreciation of Police Services

Not only do the police constitute the extent of contact with the criminal justice system for most victims, but as indicated in the preceding chapter, the victims surveyed overwhelmingly endorse and support the services provided by the city detachment. Over 80% of the

total sample indicated appreciation for the efforts of the investigating officer responding to their complaint. A similar proportion expressed general satisfaction with the help received from the police. Just over 85% of the Jan.-June Subsample expressed approval of the way in which the police handled their particular complaint. Over 93% indicated satisfaction with the way in which the police are dealing with crime in the community generally. Relative to the literature on community appreciation of policing services, these ratings may be considered well into the high end of the range.

Quite obviously the city detachment is doing something right, at least in terms of the way policing services are experienced and appreciated by victims of crime.

In part this may be a consequence of the fact that the city detachment provides a comparatively effective and complete policing service. The relatively high crime rates annually recorded for the City of Red Deer attest to this observation, since the city detachment routinely responds to almost all complaints including those involving comparatively minor matters which are substantially ignored in larger jurisdictions. Thus, a greater proportion of victims making complaints are likely to seek a police response.

#### Police Concern for Victims

A second explanation for the high approval rating is attributed to the fact that, over the past few years, the Red Deer City Detachment has increasingly developed a strong respect and consideration for the needs and rights of crime victims.

Four general explanations are offered to account for this manifest

concern for the needs of victims: first, the police are invariably present where victim needs exist, particularly crisis needs, and through ongoing contact with victims they become aware of a range of secondary concerns; second, the victims both want and need such consideration, whether or not this is directly expressed; third, given strong leadership, the police have come to believe in the rights of victims; fourth, there is really no one else in the community to respond fully to the range of victims' needs and concerns.

Nevertheless, however sympathetic the police may be philosophically with the dilemma confronting crime victims, there is no systematic program of victim services within the city detachment. Instead the response of the police consists of an increasing mosaic of ad hoc policies and practices directed at discreet, identified concerns.

#### Police Lack of Resources

To date the resources available to the city detachment have not permitted either a comprehensive and systematic investigation of the scope of victims' needs or the elaboration and establishment of a comprehensive and systematic response. Given the escalation of policing costs in recent years, it appears at present unlikely that the police will be granted additional resources sufficient for these tasks.

Notwithstanding these police-held concerns, the detachment continues to have primary responsibility for more traditional policing functions such as law enforcement, crime control, and the maintenance of order. Thus, at present, the police express real frustration—at the lack of resources, the ambivalent or non-existent community support, and the lack of support from other elements of the criminal justice system,



which effectively limit the translation of victim-oriented philosophy into a sufficient practice. Nevertheless, the Red Deer city detachment remains a strong source of support for any victim-oriented initiatives which may be developed in the community.

#### The Police as a Residual Agency

It should be further noted that the assumption by the police of an increasing service role, to victims particularly and to the community generally, is in part a consequence of having this role forced upon them.

In common with police forces in most Canadian centres, the police in Red Deer perform the role of the residual community service agency. There are a host of community services and agencies, as indicated by the next chapter and identified in Appendix IV, but most of these operate within what might be considered business hours—that is, 9:00 a.m. to 5:00 p.m., Monday through Friday.

However, people-problems in general and the problems of victims of crime in particular, as indicated by the preceding chapter, do not similarly confine themselves to these times. Consequently, after working hours and on weekends, because they are the one high profile community service that is open 24 hours a day, seven days a week, the police come to be expected to perform a service role for problems which have no other place to go. Frequently, they are expected to provide a service which they are ill-equipped to perform, and as was stated: "we don't mind playing that role but we feel badly and they (victims) don't get adequate services."

There is no question but that the police will remain the primary

contact for victims of crime. What is questioned is whether, for great parts of the day and the week, they will remain one of the sole providers of service. Without the development of community support in the form of alternative service delivery systems or without a further increase in the resources of the police, the police frustration in evidence with the present situation is likely to continue.

#### CRISIS RESPONSE SERVICES

##### Provision of Services

The police have immediate responsibility for the victim at the scene of the crime. Where necessary they will arrange medical treatment or provide temporary counselling and support. The practice of the detachment where property security is an issue is to make referrals to commercial services on a non-specific basis. For example, if the services of a locksmith are required, the names of all locksmiths in Red Deer are identified. In situations where there is a clear potential for further danger to the victim after the police leave the scene, as is the case in many incidents of domestic violence, an effort is made to neutralize the danger either by removing the offender from the scene or, should emergency lodging be necessary, through contacting the 24 hour service of Social Services. Similar assistance will be provided for emergency financial aid or emergency transportation if significant need is present.

##### Role of the Investigating Officer

The provision of such services, however, rests with the definitions

of the situation made by the investigating officer. Again because of limited time and resources, such assistance tends to be restricted to cases of greatest need. In many instances there will be a considerable difference of opinion as to the need for service between the investigating officer and the victim, with the victim most likely to remain dissatisfied. While the intention of the police is to be as helpful as possible, the reality is that the services are necessarily provided on a limited basis. The police response to victims crisis needs should not be interpreted as a comprehensive crisis response.

For example, in the case of a death, the responsibility of the officer at the scene is to first seek to identify a relative, friend, or minister for the next of kin, to contact this person and then wait with the next of kin until the person contacted arrives and stays to provide support and comfort after the police leave. In the sample of victims, however, almost half of the respondents indicated a desire to have someone stay with them and one out of three of these were unable to accomplish this. Responding to such need on this scope is clearly beyond the resources of the police; the service is provided in the most serious of circumstances, and presently, a majority of victims find the need unmet.

Coincidentally, in recent years the police are increasingly encountering victims for whom the provision of such service—mobilizing the victim's personal support system—is exceedingly difficult. Because of the significant in-migration to Red Deer from other provinces, a number of victims who find themselves in need also have no ties in the community—no kin, no friends. Again, the police are simply not equipped to provide an alternative ongoing response to such needs.

#### The Need for Referrals

The police expressed a desire to be able to make more referrals in these kinds of situations; however, they were frustrated in this regard first, by the restricted hours of operation of many community services and by the fact that there is at present no agency providing general information on aid or assistance for victims of crime. There is an irony to this situation since, as is indicated in the next chapter, the various community agencies were somewhat limited in the range of information which they could provide on referral services. However, over the course of the interviews with the police, it became apparent that perhaps the single most knowledgeable source of information on referrals to appropriate community agencies in Red Deer is presently the city detachment of the RCMP.

#### The Need for Consistency in Response to Victims

The police acknowledge that a problem exists on at least some occasions with investigating officers being too casual in their approach to victims' complaints. From the officer's point of view the incident may represent simply one more example of an already very familiar pattern of offence and, particularly relative to property offences, a pattern of offence which rarely leads to a satisfactory resolution or clearance. The problem is frequently not so much what the officer says but the way in which the information is communicated and the officer's attitude. This concern was identified by 13% of the sample in the preceding chapter as the single most significant factor counting for dissatisfaction with the response of the investigating officer. The police administration in turn regards this, to a certain extent, as an inevitable difficulty.

Nevertheless, they admit, "that is something we have to look at."

#### FOLLOW-UP SERVICES

##### Police Referral and Follow-up Procedures

Where appropriate, and particularly in case of substantial need, the police will refer victims to appropriate community services. The procedures that are followed in such circumstances incorporate a provision for follow-up.

The police provide the referral information to the victim and as well provide information to the recommended agency or service. However, it is left to the victim to make actual contact with the service. The follow-up procedure involves the agency waiting 48 hours for the victim to make contact and, if the contact has not been received after two days, the service or agency then calls the police who in turn again contact the victim. At that time the needs and intentions of the victim are again discussed.

The principle expressed by the police as underlying this approach is the understanding that the victim shouldn't have to run around seeking assistance. Rather the police should set up a referral and insure appropriate follow-up.

There are, however, two limitations to this procedure. First, reiterating a theme identified previously, the police do not have sufficient manpower resources to provide this service on a comprehensive basis. Such referrals and follow-up are more likely to be given to victims of serious offences or victims identified as experiencing greatest trauma. Second, the follow-up procedure relies on the diligence

and cooperation of the agency to whom the referral had been made. Essentially the effectiveness of the follow-up is at least partly beyond police control.

##### Police Provision of Crime Prevention Information

The police attempt in two ways to provide information to victims concerning the prevention of their revictimization. This is done generally through the crime prevention programs operated by the two-man Crime Prevention/Police Community Relations Unit with the detachment. The approach taken incorporates community-based programs such as Neighborhood Watch and Lady Beware as well as regular media campaigns— for example, encouraging citizens to mark their property for identification and to ensure that their property is locked and secure. These programs, broadly available to the community as a whole, are, of course, in the process also available to crime victims.

More specifically, however, individual victims are provided with advice, to an extent practical under the circumstances by the investigating officer. In the process of handling a complaint the officer will, as appropriate, provide information on crime prevention and suggest arrangements which might increase the personal security of the victim. A policy of the department to this effect requires that while the investigating officer is awaiting identification at the scene of an incident, he will do a security check of a home or business. Upon the conclusion of such a security check, the officer will make an oral report to the victim.

In the victims' survey, both of these methods of delivery of crime prevention information were acknowledged by the respondents.

#### Return of Stolen Property

Since October 1982, the city detachment has been expediting the return of stolen property by using, as much as possible, photographic records for evidence, thus facilitating more immediate property return to the victim. In the handling of property evidence, the police did, however, identify a further concern. It was noted that they are unable to automatically compensate victims if the property is damaged, destroyed, or maintained for an extended period as evidence. In such incidents the victim must make a claim and, generally speaking, victims are not informed of this.

#### Police Provision of Investigation Information

A principle obligation of the police is to provide the victim with information on the progress of the case, any charges that may have been laid in the matter, and information on the options and procedures available to the victim to lay charges and to participate in the criminal justice process. This obligation is fully acknowledged and accepted by the city detachment.

The relevant procedures identified for use by investigating officers include the following: (1) the victim should be advised as to available options and procedures within the criminal justice system at the time of the complaint or shortly thereafter; (2) the victim must always be advised as to the status of the investigation with follow-up information provided at least once within each one-month period; (3) if the victim provides additional information during the course of the investigation, the investigating officer must provide follow-up information to the victim; (4) the victim must always be advised when a file is concluded.

Nevertheless, over half of the victims identified as a problem the failure to receive information on the progress of the investigation. Indeed, the lack of information or the inadequacy of information provided to victims and witnesses throughout the criminal justice system was observed to be a recurrent theme. Despite the existence of policy within the detachment, it was observed that the provision of follow-up information to victims is not consistently undertaken by investigating officers.

It was suggested that in many cases investigating officers do not realize or fully appreciate the significance of follow-up information and that they do not like to admit to victims that the police were not successful. It was further noted that officers tend to be fairly quick to contact victims when the police are successful.

The provision of information remains an aspect of victim services that is fully within the control of the police and which requires significantly more effective implementation.

#### CRIMINAL JUSTICE DEVELOPMENT

##### Utilization of Victim-Contact Information

Victim-contact information is directly utilized by the city detachment in the planning of crime prevention programs. An example is the recently completed study by the CP/PCR Unit of patterns of residential break and enter which is being utilized to identify target areas for the establishment of Neighborhood Watch programs. In addition, the CP/PCR Unit regularly follows trends and patterns of offences within the community and uses this information to develop topical programs of crime prevention primarily aimed at increasing community involvement.

In a similar vein, the city detachment regularly presents public awareness programs aimed at target hardening. However, once again the relatively limited resources and manpower accorded the CP/PCR Unit together with the multiple and varied roles that the members of the Unit are required to assume conspire to limit the effectiveness of the detachment relative to both the existing need and the potential for the development of an effective, comprehensive crime prevention program.

In addition to formal crime prevention programs, detachment policy includes effective utilization of the media outlets in the community through daily mini-press conferences, more elaborate press conferences on a weekly basis, and a major press conference once each month. In addition to providing the media with information on occurrences within the community, these opportunities are used to disseminate a variety of information and advice to the community generally.

#### Police-Identified Needs

The police support the need to develop an increased victim awareness and concern for the rights and needs of victims within the community. However, they would agree that at present this is not being effectively accomplished. While the police point to their crime prevention programs and to the efforts made through the regular press conference, this is acknowledged to be substantially inadequate. They would support significant undertakings to accomplish this end.

For whatever reason, they concede that victims are not informed of their rights and as a consequence do not insist on these rights being respected. As a result, the community remains naively unsympathetic and the community generally, as well as police officers specifically,

are able to get by without effectively meeting the needs of victims.

In the opinion of the police administration, victim awareness represents a key area for development.

#### Police In-Service Training

A final issue in the area of criminal justice development is the possibility of utilizing the resources of community agencies and services to provide special in-service training for police officers to assist them in dealing with the victims of crime and their trauma. When this suggestion was presented to the representatives of various community agencies, as reported in the following chapter, the principle was endorsed but reservations expressed as to whether or not it would be acceptable to the police. In effect the agency representatives anticipated that the police would resent such an intrusion on their professional domain.

In contrast, the police administration unhesitatingly endorsed this proposal, suggesting that this was the kind of thing that should be done by all police forces everywhere, especially with respect to trauma and victim assistance.

The city detachment presently holds in-service workshops bi-monthly and the opportunity to use one of these workshops to present victim concerns was offered to the community agencies. In response to the fears expressed by the agency representatives, it was noted that there would be no resentment if the police were presented with concrete information on how to provide better services.

The suggestion was further volunteered that the victim should get better service from the police, not just because there is intrinsic

worth to such a policy, but because by providing better service, the police increase the probability of receiving in turn better response and greater cooperation from victims.

Finally, it was also suggested that such cooperation between police and community agencies could also go the other way with the police providing in-service training for community agency personnel. This suggestion would appear to possess comparable merit given the general lack of understanding of the nature and process of the criminal justice system expressed by the agency representatives.

In general the basis for an effective cooperative relationship between the community agencies and the police exists.

#### RESTITUTION AND COMPENSATION

##### Development of the Concept

Few principles are more ancient in criminal justice than the notion of restitution, which dates back to the code of Hammurabi. However, over the centuries, as criminal prosecution increasingly became a matter between the state and the offender, restitution fell into disuse. Nevertheless, restitution continues to be a permitted sentencing option under the Criminal Code of Canada, Sections 616, 653, 654, 655, and 663.2.

In recent years concern for the victims of crimes has increased while at the same time dissatisfaction has increased over the ineffectiveness and inappropriateness of more usual approaches to criminal sanctions, such as rehabilitation and simple retribution. Restitution has become, at least in principle, an increasingly popular alternative.

There continue to be those who would argue that the interests of the victim are synonymous with the community's interest in punishing crime. For example, a recent article in the Edmonton Journal reported:

Victims of crime are often forgotten by the courts when criminals are sentenced, a Crown Prosecutor said Friday in a plea for tougher penalties. "Let's bring back punishment into sentencing....It's well and good to consider the background rehabilitation and deterrence of the accused but tragically courts more often than not forget there are victims". (March 12, 1983, p.B1)

Nevertheless, there is a growing sentiment that whatever justice may mean for the community generally, justice for the victim specifically involves some kind of reparation for the harms suffered.

##### Police Perspectives

There is an intuitive appeal to the logic of the understanding that the offender bears the obligation to right the wrongs caused. This view is subscribed to by the officer in charge of the Red Deer City Detachment: "I firmly believe that if you go out and do damage you have a responsibility to right the wrong."

The simplest form of restitution is the re-payment by an offender to victims who have suffered financial losses as a result of the offender's crime. Re-payment may be as straightforward as the direct return of stolen property, or, more typically, it may involve payment in cash or in kind for a variety of types of loss. Thus, payment may be made: (1) against the value of stolen or damaged property; (2) for expenses incurred by the victim as a result of the crime; (3) to replace wages lost as a result of time away from work whether due to injury or time spent participating in the process of criminal justice; or (4) to pay for services obtained by fraud or deception. While restitution does

not usually take into account non-financial loss such as physical and/or psychological pain and suffering, there is no reason why these must be precluded.

Despite the seemingly universal applicability of restitution it has been employed unevenly and largely unsystematically across the country at the discretion and initiative of individual decision makers in individual courts. Where restitution is ordered by the court, it is usually linked to some other disposition or sentence, minimally conditional discharge or probation. It is generally employed less frequently in Alberta than in other provinces in Canada.

The possibility of restitution evoked substantial interest among the victims surveyed, as reported in Chapter 2. Restitution is also fully endorsed by the city detachment of the RCMP: it should be automatic especially in conjunction with probation orders. As indicated by the police administration,

"We keep putting restitution requests on the Court files...to make this known to the Crown Prosecutor and the Courts, but they don't do much. We find this very frustrating."

#### Crown Prosecutor's Perspective

In Red Deer, a different position is taken by the crown prosecutor's office. Citizens wish to see "something done" about crime, but in our society the "doing" is the job of government. By definition crime consists of those wrongs pursued by the State, rather than by the victim. In practice the crown prosecutor's office tends to make a strict, almost uncompromising distinction between criminal and civil remedies. The former thus involve the protection of the

interests of the community generally against those offenders who violate its laws while the latter concerns the efforts of injured individuals to seek reparation for the harm suffered.

In an interview, the Chief Crown Prosecutor indicated both philosophical and practical questions about restitution. The principal concern cited is the risk of turning a criminal action into a civil action. Thus a judge would be forced to decide first the guilt or innocence of the accused and the appropriate punishment, then in quasi-civil proceedings determine restitution. This is particularly difficult and confusing if the defendant does not voluntarily agree to a restitution proposal. Subsequently, if the offender were to default, he would be in breach of probation and this would involve the expenditure of public funds to enforce what is essentially a civil concern. In general, the crown prosecutor felt that restitution might be useful in a limited number of cases, particularly those involving comparatively small sums. However, it was observed that restitution could be destructive if it becomes the touchstone of criminal justice since it involves "going away from the purpose of criminal justice".

#### Contrasting Positions

In response, the police emphasized their understanding that restitution is a criminal matter, noting that restitution is a sentencing option provided by the Criminal Code and is more extensively employed, with success, in other provinces. As stated by the Officer-in-Charge of the city detachment: "They can't make that distinction in my mind. Part of the punishment is to make good the damage done."

The crown prosecutor further indicates a variety of practical

concerns which limit the utility of restitution. First, there is the question of how the Judge is to compel restitution. Is restitution to be translated into punishment? Second, there is the problem that restitution makes for a protracted court procedure. Third, there is the feeling that the victim is not always in a particularly good position to judge what should be done with an offender and that many victims have selfish and often inflated or vindictive views of what they're entitled to. Fourth, there is the concern for the pressure that is placed upon the defendant in criminal court where, in the hope of leniency, the defendant may be unreasonably or unrealistically agreeable to suggestions for restitution. Finally, there is the matter of default if the offender is unable or fails to complete the restitution. The court now faces the additional task of enforcing the judgment.

In general, it was suggested that the crown prosecutor's role is limited by the nature of the criminal justice system. The prosecutor must retain reasonable objectivity and give primary consideration to the needs of the community generally. Further:

"In a criminal action, there is nothing in it for the victim. A personal remedy exists (through the Civil Court) if the victim desires it. The criminal remedy is not a personal remedy, it is a remedy of the State, it is an action of the State in the image of the Crown."

However, the police continued to express their disagreement.

"He doesn't see it from the victim's point of view. This attitude is where the victim learns to sit back and just take it. It is Society's responsibility to assure that wrongs are righted. This is part of the Criminal Justice System.

Is this justice? There is no question that this approach keeps life simple for the Crown Prosecutor and the Court but is it justice? This is where the Police get frustrated."

Restitution is currently not a significant part of the criminal justice system's response to the needs of crime victims in Red Deer.

#### OBSERVATIONS AND IMPLICATIONS

##### 1. A Commendation

Over the course of the research, both in interviews with the administration of the Red Deer City Detachment of the RCMP and with a number of officers, as well as from the reports of the victims surveyed, it has become very apparent that the city police possess a significant and growing orientation towards the needs and rights of victims of crime. Generally speaking the police treat victims with dignity, respect, and compassion, and within the limits of available police resources, attempt to respond to the needs of crime victims.

In this chapter and in the one preceding, considerable attention has been given to the limitations of the police response, largely on the principle that one learns more from one's mistakes and shortcomings than from one's successes. Notwithstanding, it needs to be noted that the strengths which characterize the police response to the needs, problems, and concerns of victims of crime significantly outnumber the limitations.

Nevertheless, it must also be noted that the resources of the police are inadequate to the task. As an expression of the community's response to the needs of victims of crime, the efforts of the police, although commendable, are simply insufficient.

##### 2. Communication and Information

At present the police constitute by far the most significant source



of information for both victims and witnesses of crime, with respect to the status of the complaint and the progress of the investigation, the legal rights and options of the victims, sources of help and assistance for victims in the community, and other forms of miscellaneous information regarding crime prevention and personal security, and practical needs of victims.

Nevertheless, a principal concern expressed by the victims in the sample is that the information provided is either insufficient or inadequate. It is therefore incumbent upon the police to give even greater attention to the matter of providing information to the victims.

A first consideration in ensuring that the information needs of victims are satisfied is to ensure that appropriate communication channels are established between the victims and the police. To this end several practices should be adopted by the police.

First, a policy should be adopted whereby investigating officers must leave a card with the victim which includes the name of the investigating officer and the incident number. In this way the victim will have a ready contact for requests for information.

Second, the police should undertake to prepare a booklet which outlines the nature of the criminal justice process, the legal rights and options of the victim, information on such agencies as the Crime Compensation Board and Legal Aid, a brief listing of appropriate Community Services, and the phone numbers of agency contact persons. The investigating officer should routinely provide a copy of this pamphlet to the victim at the time of the initial investigation.

Third, in addition to identifying what the victim might legitimately expect from the criminal justice system generally and the police partic-

ularly, the pamphlet should provide information on the role of the Complaints Officer in the Red Deer city detachment.

If these three procedures are implemented, the victim will receive a set of legitimate expectations for information, a principle contact for accessing that information, and a means of seeking amelioration should the victim feel that these legitimate information needs are not being appropriately met.

While the present policy of the city police is to provide the victim with continuing information on the progress of the investigation—in particular, to provide notification when a case is closed or charges are laid—at least some of the time there is a failure for this to happen.

There are several ways in which this situation may be made better. First, through regular reminders and in-service training, investigating officers should be fully acquainted with the importance of providing information to the victims. Second, procedures for communicating information should be enhanced, for example, through such practices as those employed by the Edmonton City Police who use a word processor to quickly and efficiently prepare regular follow-up letters to victims. Third, as a means of ensuring that procedures for providing information to the victims are conscientiously observed, victims' expectations for information should be deliberately cultivated by means of the pamphlet suggested above and victims' complaints should be encouraged over lack of information.

### 3. Serving Victims Needs

At present the provision of assistance to the problems and crisis

**CONTINUED**

**2 OF 6**

needs of the victim depends on the investigating officer's perception of the nature and magnitude of that need. While, as noted, the police at present thus constitute a significant source of victim assistance, that assistance is somewhat characterized by arbitrariness and inconsistency.

In the absence of new community-based initiatives in victim assistance, the police will continue to be a primary source of services to victims. In such a case, the police should review policy regarding victim assistance with the intention of ensuring that the greatest needs are met.

In the event that substantial new victim services are inaugurated in Red Deer, the decision as to whether assistance is required should revert to the victim. In the latter case, the investigating officer would then solicit the concerns of the victim and either respond directly or make the appropriate referral. In either instance, a certain amount of decision making would still rest with the investigating officer; for example, the need for medical aid, etc.

#### 4. CP/PCR Unit

The Crime Prevention/Police Community Relations Unit should be augmented by the assignment of additional manpower. This would provide more effectively for the elaboration of broader, more complete, and more comprehensive crime prevention programs. In addition it may be advisable to re-evaluate the present dual roles of the Unit with a view to more effective and efficient performance in both areas if separate crime prevention and community relations units were established.

#### 5. In-Service Training

As the first contact with the victims of crime, the police must be

particularly sensitive to the needs of victims and committed to the importance of victim-oriented initiatives. It would be appropriate, therefore, that regular in-service training sessions be undertaken to deal with the needs and concerns of victims and the various alternative services which either are or may become available in the community.

#### 6. Restitution and Compensation

Restitution should play a larger role in the process of criminal justice in Red Deer. Minimally, some agent of the criminal justice system, preferably the crown prosecutor's office, should ensure that in all cases where appropriate, the victim is made aware of the options for restitution currently available under the Criminal Code of Canada.

In addition it would be desirable for the appropriate authorities to more generally review the concern for victim-oriented justice within the criminal justice system, with the intention of establishing a concern for the needs of the victims more fully and appropriately within the criminal courts generally.

Further, the present statutory limitations on the use of restitution should be seriously reviewed. Such a review might include consideration of the recommendations of the Law Reform Commission of Canada and the extensive use of restitution which characterizes many jurisdictions in the United States.

In the course of the research it was suggested by several sources that restitution is a fine principle, but that its implementation will be difficult. However, is justice for victims of crime to be sacrificed for the convenience of the crown and the courts?

Finally, in conjunction with a review of the role of restitution in the criminal justice process, serious consideration should also be given to expanding the practice of compensation for victims of crime. There is ample precedent in other countries for the expanded use of compensation beyond the comparatively narrow requirements of the program presently in place in Alberta and funded in part by the Federal Government. Alternative funding provisions might also be investigated, such as, for example, the revenue generated by the imposition of fines, a system of fines surcharges, or tax revenues.

Whether the Crimes Compensation Program is expanded or not, the present reality is that comparatively few eligible victims become aware of this option. For this reason it would appear appropriate for the police to assume responsibility for fully informing victims, where appropriate, of their right to compensation.

## THE RESPONSE II: COMMUNITY AGENCIES

### OVERVIEW OF THE CHAPTER

#### INTRODUCTION

Community response to the needs of crime victims was assessed through interviews with representatives of all community agencies having some contact with victims. The purpose of the interview was to identify present services for victims and needs for service improvement. To help accomplish this objective, a checklist was developed identifying 21 areas of services to victims.

#### COMMUNITY RESPONSE TO CRISIS NEEDS

While the police have, and will continue to have, immediate responsibility for victims at the scene of the crime, and while there are a number of community services which accept limited responsibility for victims' crisis needs, there was a consensus that a comprehensive crisis response capability was required. In addition to dealing directly with the crisis needs of victims, such a service would supplement existing referral and transportation services, provide companionship and/or counselling for the victim during the period immediately following the crime where present services or the victim's own support system were inadequate, and address concerns arising out of the victim's family situation which were not otherwise dealt with.

While some effort could be taken to protect victims from unnecessary exploitation, this was essentially seen as a matter for increased public education and awareness.

#### COMMUNITY RESPONSE TO FOLLOW-UP NEEDS

Counselling and emotional support for victims on an on-going basis is presently within the mandate of a number of agencies. However, existing services lack coordination and often focus only on certain offences, indicating a need for a comprehensive referral and coordination program. There was a consensus that any new victims' service must assume responsibility for ensuring both an adequate and appropriate referral system and the proper follow-up.

Respondents identified a role for community agencies in sharing responsibility with the police CP/PCR unit in assisting victims with their responsibilities to the criminal justice system, and in providing victims with crime prevention information. A number of agencies were identified as appropriate to assist victims with aftermath arrangements and the greatest needs in this regard were understood again to be for effective coordination and referral.

Notwithstanding, by their statements, the respondents also revealed a general lack of understanding of the nature and extent of victims' needs as well as a misunderstanding of the operation of the criminal justice system. The need for the education of community service agencies along with the community generally was noted.

#### SERVICE ORGANIZATION

Not unexpectedly, the operation and coordination of volunteer programs to supplement the services which professional personnel provide to victims was endorsed. In addition, respondents indicated the need for a crisis phone line which could be used by victims who were in need of immediate help. Such a service is at present planned for late 1983.

#### CRIMINAL JUSTICE DEVELOPMENT

Agency representatives supported the establishment of special in-service training for police to assist them in dealing with victims of crime and their trauma as well as victim-awareness seminars for court officials and crown prosecutors. The concern was further expressed that these should involve participation from relevant community agencies.

There was a consensus that community agencies should have a wider role in providing input to criminal justice planning on crime prevention and on the role of victims in crime. It was also agreed that restitution and compensation options are too narrowly restricted and employed too infrequently.

#### CRIME PREVENTION

The utilization of victim-contact information in crime prevention planning was understood as a shared responsibility of the police and community agencies dealing with victims. Police crime prevention programs were commended but most respondents felt that these efforts could be augmented, again in cooperation with community-based victims' services. The police and community agencies were also felt to share responsibility for developing an increased victim awareness and concern for the rights and needs of crime victims in the community.

#### ADDITIONAL ISSUES IN COMMUNITY RESPONSE

Agency representatives generally commended the role taken by the police in relation to needs of victims. However, there was concern that this was insufficient, principally due to inadequate resources and it was agreed that both police and community services required expansion and improvement.

The myth—that the community already possesses a full and adequate range of public and private social services for victims which requires only effective coordination—was debunked. At present victims' services were revealed as constituting a patchwork-quilt system, full of gaps and holes, and lacking either effective referral or follow-up.

Finally, the tendency of some agency representatives to engage in "blaming the victim" was observed and deplored. This was particularly true of the treatment received by intoxicated victims from some services. Such victims were held to be responsible for their own victimization and thus disqualified from the same consideration as other victims.

#### OBSERVATIONS AND IMPLICATIONS

Six general observations were made. 1. There is a need for a crime victims workshop for community agencies dealing with the operation of the criminal justice system, needs of crime victims, and services available at present to respond to such needs. 2. There is a need to expand existing services, particularly the emergency department of the hospital, the women's shelter, services for sexual assault victims, the crisis phone line, and the community social service delivery system generally. 3. A variety of new services was identified as needed to fill the gaps and supplement existing services for crime victims. 4. There is a need for effective evaluation (quality control) both of services now available to victims of crime as well as of any subsequently developed victims' services. 5. There is a need for a comprehensive crime victims' handbook for use by community agencies dealing with victims; an abridged version should be prepared for general distribution. 6. The funding of victims' services is a direct responsibility of all levels of government and some specific proposals are presented including the use of tax revenue, a fine surtax system, and/or the dedication of funds raised by fines generally.

INTRODUCTIONAgency Participation

In order to assess the response of the community to the needs of victims of crime, interviews were conducted with 41 informed representatives of 31 community services and agencies who could be understood to have at least some contact with victims. A list and discussion of the agencies participating in the research are contained in Appendix IV.

Purpose of the Interviews

The primary purpose of the interviews with the agency representatives was the attempt to identify the nature and scope of services at present available in the community for crime victims and to further identify perceived needs for improved, augmented, or additional services.

Checklist of Victims' Services

To accomplish this purpose, the relevant literature on services to victims of crime was searched and synthesized to create a checklist of 21 direct and indirect service areas. In relation to each identified service area, the respondents were requested to identify the community agencies presently providing the service, indicate what they perceived as the strengths and/or limitations of the present services, and recommend such additional services as they felt were required in each area. In the latter regard, if a need for additional services was indicated, respondents were further requested to recommend an appropriate delivery vehicle, either their own agency, another existing agency, or some new service. Thirty-eight respondents representing 29

agencies completed this part of the interview.

On the following pages, the data compiled from this part of the research are presented. In each case, the subheading represents the wording of the particular service area as contained in the interview. The full text of the interview schedule is reproduced in Appendix I.

Discussions of respondents concerns for each service area have been arranged topically under the following headings: community response to crisis needs; community response to follow-up needs; service organization; criminal justice development; and crime prevention. Some additional issues in community response to the needs of crime victims have also been identified.

COMMUNITY RESPONSE TO CRISIS NEEDS

Assuming Immediate Responsibility for the Victim at the Scene of the Crime. This Would Include Such Services as Medical Aid, Financial Aid, Counselling or Emotional Support, Repairs to Property or Other Activities to Provide for the Immediate Security and Protection of the Victim, Referral to Appropriate Social Service Agencies or Advisors, etc.

Virtually all respondents saw the primary responsibility for the victim at the scene of the crime as being the appropriate role for the police. However, most respondents also noted that the police had limited resources, inappropriate or inadequate training in specialized areas, and were unable to provide the full amount of time required with the victim for many crisis services. The police, therefore, could not reasonably be expected to exercise sole responsibility here.

A number of community services were additionally identified as having a limited role relative to such crisis needs of victims, including the Red Deer Regional Hospital, the Child-Welfare Office, Mental Health Services, the Churches, and the City of Red Deer Ambulance Service. It was also anticipated that the Women's Shelter would assume a role here when it begins operation later in 1983. Nevertheless, these services were regarded almost unanimously as insufficient and inadequate relative to the perceived need. A particular problem was identified with incidents which occur outside of working hours.

In the view of almost everyone, the appropriate solution lies in the establishment of some comprehensive crisis response capability operated within the community service sector in close cooperation with the police. This service should be adequately staffed with capable, skilled, and appropriately trained personnel, be provided with sufficient resources, and be available around the clock, seven days a week. The responsibility of the police with regard to these needs would essentially involve initial contact with the victim, evaluation of the needs, and mobilization of the community-based crisis response capability by making the appropriate referral or by summoning the crisis response service to the scene.

Possibly out of awareness of a recent proposal for comprehensive victim services in Red Deer, approximately half of the respondents identified the John Howard Society of Red Deer as the most appropriate agency to establish and operate such a service.

In the event that contact by victims with the crisis response capability is, for whatever reason, not made through the police, a number of agency representatives identified the importance of establishing

a crisis phone line, either in conjunction with the Red Deer AID Line or with the crisis response service directly.

In a more specific recommendation relating to the crisis needs of crime victims, both the Red Deer Regional Hospital Emergency Department and the City of Red Deer Ambulance Service identified the need to establish an advanced life support system (i.e., para-medical service) as part of the city ambulance service.

Referring and/or Transporting the Victim to Emergency Medical or Social Service Facilities. This Would Include Such Services as Transportation, Immediate and Extended Medical Attention, or Other Human Need Services and Referrals Both to Victims Who Have Contact With the Police as well as to Victims Who Have not Reported Their Victimization.

In general, the emergency transportation for medical emergencies provided by the ambulance service and the police was considered to be adequate, with one reservation in regard to the need for para-medical service. However, referral and/or transportation in relation to other needs of crime victims was considered to be at best haphazard and at worst non-existent. It was noted that in many cases victims need to be taken (rather than sent) to the appropriate service and that this happened infrequently. There was a consensus that such service should be formally established as part of the proposed new crisis response capability.

Providing the Victim of a Crime with a Companion During the Period Immediately Following the Crime.

There was substantial agreement that the primary locus for meeting this need most appropriately would be the victim's personal support system, family, friends, or neighbors. However, it was also noted that with the attenuation of family and kinship ties and the increase in personal mobility, victims are increasingly likely to be relatively isolated persons. Thus, where the victim's support system is inadequate and this need cannot be satisfied informally, it was felt that an appropriate community service ought to be available. There was further agreement that this would be a significant opportunity for the utilization of volunteers.

Respondents identified certain existing community services presently available in regard to this need including Canadian Mental Health Association, Child Welfare Office, Clergy, Big Brothers and Big Sisters, Mental Health Services, and, in some particular circumstances, an ambulance attendant. However, limits to these presently available services were also acknowledged and approximately half of the respondents further suggested that such a service capability be included in the proposed crisis response service.

Addressing the Victims Family Situation Including Such Services as Notification of Next-of-Kin, Babysitting, and other Arrangements as Might be Necessary to Take Care of Family Obligations.

Most respondents identified these concerns primarily as family responsibilities, utilizing the personal support system of the individual victim. The police role with respect to the notification of next-of-

kin was noted. With regard to emergency family needs not otherwise provided for, the churches will also respond to such needs. In certain emergency situations, ambulance attendants will also concern themselves with such needs.

The present concern was understood to be the need to insure provision of systematic and complete service. This responsibility was further suggested as part of the role of the proposed crisis response capability.

Protecting the Victim from Unnecessary Exploitation from the Media, the Police and the Courts as well as from Others Directly or Indirectly, Involved in the Criminal Event such as Landlords, Witnesses, Neighbors, etc.

While a few respondents indicated that any exploitation is too much, there was a consensus that exploitation is a variable problem which is especially critical with respect to such offences as sexual abuse. The expressed concern was that individual victims often lack sufficient knowledge of their rights and that little is done to insure that these rights are respected.

Respondents observed that something of a vicious circle exists wherein individual victims, lacking knowledge of their rights, expect less than they might otherwise and, as a consequence, do not protest infringement on these rights thereby further encouraging further infringement. There was agreement that all who deal with crime victims, whether the police and other members of the criminal justice system, the media, or representatives of the various community social services, must show sensitivity and vigilance in this regard. The respective



interests or convenience of such community agents should not be allowed to take precedence over victims' rights.

On balance, this concern was regarded as a matter for increased public education and awareness.

#### COMMUNITY RESPONSE TO FOLLOW-UP NEEDS

##### The Provision of Counselling and/or Emotional Support to the Victim of Crime on an On-Going Basis.

There are a large number of agencies in the community presently equipped to provide counselling services including Social Services, Catholic Family and Child Services, Family Service Bureau, Canadian Mental Health Association, Mental Health Services, the John Howard Society, the Child-Welfare Office, the Churches, and later in 1983, the Women's Shelter. Nevertheless, though a variety of agencies are presently seen to provide such services, there is agreement that necessary counselling and emotional support for the victim is available on an ad hoc basis only, with little coordination and no systematic referral.

Most respondents observed that when services are provided by a variety of agencies in this fashion, there are too many cracks for individual cases to fall through. For the community to have a range of such resources is one thing; assuring appropriate and adequate service delivery and follow-up is another matter altogether.

In addition, many agencies noted that the focus here tends to be more narrowly centered on spouse and child abuse and sexual assault. Counselling and emotional support for victims of other offences is less readily available. For this reason, the consensus was that, at

present, such services for victims of crime generally are inadequate.

The option for amelioration recommended by most agency representatives was the establishment of a comprehensive coordination and referral service with a mandate to insure that the present service gaps are plugged either through the elaboration and enhancement of existing agencies and/or the establishment of new services.

Again it was most frequently suggested that this be done in conjunction with a crisis response capability, and specifically, that this might most appropriately be operated by the John Howard Society.

##### Through Follow-Up Procedures Insuring the Adequate Delivery of Public Assistance or Other Community Services to Victims. This Would Include Referrals to Appropriate Agencies and the Provision of Advice, Follow-Up Support, the Provision of Information Regarding the Resources Available Within the Community.

While there was a consensus that follow-up is important, it was also agreed that this is frequently insufficient, inadequate, sporadic, or non-existent.

Two separate needs were identified here: first, to ensure the existence of an adequate and appropriate referral system; and second, to ensure that appropriate follow-up takes place.

With respect to the problems of referral, roles were seen for the police, the Red Deer AID line, the Hospital Discharge Planning Unit, the Family Service Bureau, and a larger number of relatively specialized agencies who have, or might have contact with victims. However, it was also understood that at present, an adequate system of referral is generally hampered by an absence of sufficient knowledge and awareness

of existing services on the part of referring agencies.

Two incidental findings illustrate the problem. In one case, a first respondent from a particular agency professed a lack of awareness as to how or to whom appropriate referrals would take place for a certain need, while a second respondent from the same agency cited the first respondent as responsible for making such referrals and thus assumed that an adequate referral system was in place. In a second case, one representative of an agency indicated uncertainty over who might provide a particular range of service, while such a service was identified as part of the program of that agency by a second representative of the agency as well as by several respondents from other agencies.

Surely the magnitude of the problem of referral is thus illustrated. If professionals are effectively unable to link victim's needs to the services provided by their own agencies, how might they be expected to make effective referrals to other agencies? The knowledge base for referrals is inadequate. As observed by one respondent, if the maze of services presently available is confusing and often unknown to professionals, how much more confusing must it be to victims!

The problem of the lack of a satisfactory referral manual or guide to services for victims of crime cannot be over-stated. At present two community services which specialize in providing referral information were substantially unable to identify specific agencies or services in relation to the list of needs represented in the interview. While most agencies were observed to be manifestly aware of this problem, the situation awaits amelioration.

Most respondents indicated that it would properly be part of the responsibility of any new agency to coordinate existing services for

victims in addition to providing the crisis response capability. In addition, one respondent provided the intriguing suggestion that there was a need for the establishment of some sort of community services ombudsman.

Follow-up was also conceded to be presently insufficient or inadequate. Addressing this concern was seen as a responsibility for all agencies; however, coordination of such activity with regard to victims' needs would properly be part of the mandate of any newly established victims' service.

Assisting Victims with Their Responsibilities to the Criminal Justice System as Key Witnesses. This would Include Encouraging Victims to Report Crimes to the Police.

Most of the agency representatives interviewed regard cooperation with the criminal justice system as a function of the personal responsibility of the victim. In this regard it was observed that public education such as presently provided by the police Crime Prevention/Police Community Relations Program is a significant beginning. However, it was also noted that police resources were limited and the current activities were not sufficient. About half of the respondents recommended that this function be expanded and shared with community agencies including any newly established victims' services. A particular role was identified here for a Crisis Phone Line.

Counselling Victims Concerning the Prevention of Their Re-Victimization.  
This would Include the Provision of Crime Prevention Information and  
Assistance for Making such Arrangements that Might be Necessary to  
Increase their Personal Security.

Crime prevention was also seen as a fundamental responsibility of police through the CP/PCR program. In addition, workshops, courses, and seminars such as those offered through the Golden Circle, or the City of Red Deer Recreation Department in cooperation with Family and Community Support Services and the John Howard Society, are seen to be of value. In general, these programs were seen to be functioning well, well received, and worth continuing. However, there was some agreement that this would also be a responsibility shared by any new victims services, both in presenting programs to the community generally, and counselling individual victims.

Assisting Victims in Securing the Return of Stolen Property Which  
has been Recovered by the Police.

Assisting victims with the return of stolen property was understood as a police responsibility. The present response of the police was evaluated as generally good. However, several respondents also noted appropriately that the key to the return of stolen property is proper identification of property by victims. Individual responsibility of citizens was therefore identified as fundamental and encouragement was expressed for the efforts of the police CP/PCR Unit to create greater public awareness.

Assisting Victims or the Families of Victims with Aftermath Arrangements,  
e.g., Information on the Role of Insurance Companies and How to Deal  
with them, Funerals, Assistance in Applying for Crime Compensation or  
Assistance in Dealing with Credit Card Companies, Banks, or Other Such  
Concerns.

A number of agencies were identified as having various roles with regard to such forms of assistance. These included the Canadian Mental Health Association Bereavement Program, Family and Community Support Services, Family Service Bureau, the Hospital Social Worker, Red Deer AID Line, Better Business Bureau, Consumer and Corporate Affairs, John Howard Society, and the Police, as well as other specialized services within the community, such as lawyers and funeral parlors. The need here was underscored by the understanding that "most people handle these things badly." However, consensus seemed to be that there was no need for additional services. Rather, the need was for effective coordination and referral. This again was understood as a possible role for the Red Deer AID Line and/or any new crisis hot-line.

In this regard, and also with respect to counselling victims on their responsibilities to the criminal justice system, one respondent made an explicit observation which was implicit but patently obvious across the thirty-eight respondents as a whole. This was that community service workers need greater training in, and knowledge of, the law and the criminal justice system.

It may be fairly stated that the agency representatives demonstrated a distinct lack of knowledge of the operation of the criminal justice system in general and of the particular roles of the police, the courts, corrections, etc. As a consequence, they tended to assume a far broader

scope to the activity and responsibility of the criminal justice system than is conventional practice. This lack of awareness manifests itself in the assumption that criminal justice agencies are, at present, handling a far greater range of victims' services than, in fact, is the case. Nor, given the present strain on justice system resources, are such broadly conceived services likely to be undertaken by the police or the courts in the absence of fairly significant infusions of money and personnel.

Correlative to this misperception of the role of the criminal justice system is a limited understanding of crime victims and their special problems coupled with a general lack of appreciation for the magnitude of the need confronting the community social service network.

In general, it may be observed that the lack of awareness of victims' needs and the misunderstanding of the operation of the criminal justice system which tends to characterize the public at-large also characterize its community services. It would seem imperative that, if comprehensive victims services are to be effectively developed in Red Deer, one of the starting points must be the education of community service agencies along with the community generally.

Providing the Victim with Information on the Progress of his Case, any Charges that may have been Laid in the Matter, and Information on the Options and Procedures Available to the Victim to Lay Charges and to Participate in the Criminal Justice Process.

In general, the provision of information to crime victims is regarded as a role responsibility of the police and of the crown prosecutor. It was observed that the police particularly are reasonably conscientious

in this regard. Nevertheless, there is a significant feeling, mostly from agency contact with victims, that there is still more that could be done in this regard.

A related concern was expressed for a greater provision of information by the police to relevant community agencies, particularly with respect to such offences as child abuse.

SERVICE ORGANIZATION

Operating and Coordinating Volunteer Programs to Supplement the Services which Professional Personnel Provide to Victims.

Not unexpectedly, the greater utilization of volunteers for providing services to victims was strongly endorsed by the respondents. This was seen as a way of providing a greater range of service at a lower cost while, at the same time, increasing community awareness and greater assumption of community responsibility. In this context such utilization of volunteers was seen as properly a function both of existing services and any new victims' services. Some specific proposals were that greater use perhaps could be made of the Community Associations throughout Red Deer and that volunteer services could be organized around a crime victim self-help movement.

Nevertheless, several cautions were also addressed, principally that appropriate and effective coordination of volunteer programs was essential and that care must be taken that volunteers are carefully recruited and effectively trained. Some concern was expressed that volunteers should "know their limits."

While one agency representative indicated caution with regard to

an over-optimistic reliance on volunteers, identifying that in his experience too few people are willing to serve as volunteers, the consensus appeared to rest with another respondent who indicated that, "there is a lot of room for volunteers here, it's fun and it's useful."

Maintaining a Hot-Line for Crime Victims who are in Need of Immediate Help.

Most respondents identified the 911 emergency number as a primary phone contact for assistance to crime victims. However, the 911 service provides direct contact only to the hospital, police, fire department, and Poison Centre and will forward calls only to utilities. There is no contact with social service agencies through the 911 number.

Thus, most respondents also identified what they considered to be a critical need for a crisis phone line. However, two concerns were suggested in this regard: first, the observation again that accurate, up-to-date, and comprehensive referral information is required; and second, that this would be inordinately expensive if such a service were maintained just for crime victims. Thus, any crisis line should be integrated with a general assistance hot-line.

The Alternative Futures Society, which operates the Red Deer AID Line, indicated that funding is presently available for a suicide-prevention hot-line which will also assist any person in crisis and that the agency will inaugurate the service in late 1983.

CRIMINAL JUSTICE DEVELOPMENT

Establishing Special In-Service Training for Police Officers to Assist Them in Dealing with the Victims of Crime and their Trauma. Conducting Victim Awareness Seminars for Court Officials and Crown Prosecutors.

Almost all agency representatives saw in-service training and awareness seminars as important. About one-third of respondents understood that such practices exist at present. Increasing sensitivity in recent years on the part of the police was further noted by several respondents. However, this was coupled with the observation that there is "always a need for greater sensitivity."

Most of the respondents who ventured an opinion suggested that such activities were a direct responsibility of the appropriate criminal justice system agency. However, there was also a consensus that formal and regular provision should be made for input from appropriate community social service agencies. This was particularly felt to be true with respect to sexual offences, child abuse, and family violence. Any new victims' services would also have an obvious role here.

A substantial minority of the agency representatives expressed the concern, however, that the criminal justice system, particularly the courts, were impenetrable to input from community services. Thus, while input from community agencies was seen as both useful and desirable, the fear was also expressed that this could invite a backlash from criminal justice professionals.

Providing Criminal Justice Planning with Input on Crime Prevention  
and on the Role of Victims in Crime.

This was regarded as a responsibility of the various levels of government with responsibility for criminal justice planning. However, the agency representatives expressed the opinion that far greater input is needed from the community and from social agencies on a regular basis. In this regard, advocacy roles and criminal justice lobbies were encouraged. There was particular reference to the role that has been taken over the years by the John Howard Society.

Helping to Coordinate Restitution/Compensation Programs with the  
Courts and Other Criminal Justice Agencies.

It was noted that coordination of restitution was being done at present by the provincial Department of Adult Probation and Community Corrections upon court order.

There was a consensus that restitution and compensation are currently limited in scope and employed far too infrequently. Greater justice for the victim was generally understood as requiring the increased use of such options. A greater role was seen for the Federal and Provincial Solicitors General, the National Parole Board, and the John Howard Society. It was further suggested that the greater utilization of such alternatives would properly involve a joint effort between the criminal justice system and various community agencies.

CRIME PREVENTION

Utilizing Victim-Contact Information in Community Crime Prevention  
Planning.

Crime prevention planning was generally regarded as part of the police role and most agencies assume that victim contact information is utilized. However, several respondents identified the need to coordinate systematic victim input. A role was again seen not only for the police, but also for any newly established victims' services.

Two advantages were seen to a systematic involvement of victims. First, the needs of individual victims could be directly addressed. Second, an opportunity would be structured for victims to engage in a sharing of experiences, thus ameliorating to a certain extent the tendency of victims to see themselves as isolated within the community.

Developing Public Awareness Programs Aimed at Target Hardening.

Citing such programs as Lady Beware and Neighborhood Watch, most respondents identified the development of awareness of the need for target hardening as a role for the police. This mandate was understood as being well discharged at present. However, some concern was noted that the limited manpower resources prevented full implementation of such programs.

Further, on the principle that if some is good, more is better, most respondents suggested that these programs could be augmented and enhanced. This could involve cooperation with any newly-established victims' services.

At present, it was identified that the provincial Department of

Consumer Affairs, the Chamber of Commerce, and the John Howard Society have assumed some responsibility in this area.

Parenthetically, it may be noted that at least one respondent quarrelled with the definition of the problem as the need for "target hardening." Instead this respondent identified the problem as one of the "decline or absence of community and community sentiments and attachments." From this perspective, the fundamental problem is the question: "what is community and how is this best recaptured or engendered?"

Developing in the Community an Increased Victim Awareness and Concern for the Rights and Needs of the Victims.

Respondents cited here some recent activities of the John Howard Society and the growth of such movements as Mothers Against Drunken Drivers, and indicated that such activities should be nurtured. The general sentiment was that for too long there has been an almost exclusive focus on the crime and the criminal and that the victim has been substantially ignored. The concern was expressed that this need requires a more formal and systematic presentation.

In general, it was felt that this was a shared responsibility of the criminal justice system and community agencies. The involvement of the police and the courts was regarded as essential to lend credibility to these emerging concerns, while the community agencies were seen as able to provide detail. One proposal for enhancing awareness of the needs and concerns of crime victims was the possibility of having victims willing to share their experiences publicly.

ADDITIONAL ISSUES IN COMMUNITY RESPONSE

The interviews with agency representatives also suggest three additional issues which are not necessarily revealed in the analysis of perspectives on the twenty-one service areas.

Agency View of Police Services

The representatives of virtually all agencies surveyed reported some contact with the police relative to the needs of victims. Their evaluations of policing in Red Deer were quite positive, even laudatory. Where limitations were identified, they were generally attributed to a lack of resources on the part of the police.

In general, it was agreed that for police to provide fully effective services to victims, increased resources would be required to support and expand the victim-oriented initiatives of the police. In addition, in the view of the respondents, the police require greater assistance from other community agencies and, in particular, the establishment of new victims' services to supplement the police role.

Lack of Service Coverage

A myth which was commonly encountered during the preparation of this research was that all, or nearly all, of the specific services necessary to appropriately respond to the needs of victims currently exist in the community and that the main present requirement is for effective coordination. By contrast, it was widely observed that there is both a general lack of knowledge of the specific needs of crime victims and a substantial lack of understanding of just what services

are available at present and how these affect victims' needs. One small example illustrates the general confusion over adequacy of service coverage. About half the sample suggested that victims would normally receive information regarding the progress of the case from their lawyer. This rather naive understanding is contrary to the reality, first because the great majority of victims never see their case come to court, and second, where cases do end up in criminal court, very, very few victims have lawyers.

The myth is that Red Deer already possesses a full and adequate range of public and private social services. On the other hand, careful examination reveals that existing community services, particularly with regard to the needs of crime victims, constitute a rather confused patchwork-quilt system, full of gaps and holes and substantially lacking in either effective referral or follow-up. The interviews revealed that some available services are not effectively or sufficiently delivered; some needs are simply ignored or not responded to. The further understanding that other needs are not significant or do not exist really indicates that the need has yet to be properly identified.

#### Blaming the Victim

Another concern was the tendency observed among a few of the agency representatives, ironically members of helping professions, to engage in the myth of "blaming the victim." This observation is grounded in some of the data regarding the individual responsibility of victims. In several instances where the servicing of needs was regarded as a matter for personal support systems, victims who were

unable to find support from family, friends, or neighbors were depicted as lacking credibility or attempting to take advantage of "the system." While this may be true in some cases, as a generalization it is probably indefensible.

A particularly disturbing example of this thinking was provided by one agency representative who depicted certain kinds of victims as "inadequate people." While this respondent made several references in this vein, particular attention was focused on individuals who are victims of crime while drinking or intoxicated. The respondent's underlying assumption was that people who drink contribute to, invite, and are responsible for their victimization. They are thus disqualified from the same consideration as "clean victims." Admittedly, this position may have some validity relative to certain individual cases; however, as a generalized world-view, it is inappropriate, discriminatory, and indefensible.

In passing, there is a disturbing paradox in the paired observations that, in Red Deer as probably in most of the country, crime victims who are intoxicated receive less consideration than do similar victims who are not drunk, while intoxicated offenders—and here particularly, drunk drivers—who injure or kill are given more lenient treatment than similar offenders who are sober!

#### OBSERVATIONS AND IMPLICATIONS

##### 1. Crime Victims Workshop

There is a demonstrated need within the community social services delivery system for greater knowledge concerning:



- a. the operation of the criminal justice system and the particular roles of various criminal justice agencies,
- b. the particular needs of victims of crime,
- c. services available to respond to the particular needs of crime victims.

There is also a demonstrated need with regard to the needs of crime victims for greater communication and cooperation, in some cases within particular social service agencies, in all cases between the relevant community services and the criminal justice agencies.

For this reason it would be appropriate to undertake a series of workshops on crime victims within the community to ameliorate the lack of knowledge which considerably limits the effective delivery of assistance to crime victims.

## 2. Expanding Existing Services

As identified by the agency representatives, there is a need to expand certain existing community services to more effectively meet the needs of crime victims.

Since a significant number of victims of crime experiencing crisis-related problems in addition to physical trauma are taken to the Emergency Department of the Red Deer Regional Hospital, it would be appropriate to establish within the emergency department a capacity for dealing with the needs of crime victims in addition to their physical injury

To deal with the emotional trauma, particularly during the peak victimization period of Friday and Saturday evenings, one or more of three possible strategies should be considered: (1) the hospital social

services department could incorporate this function; (2) such a service could be established as part of any new community-based victims' services program; and/or (3) trained volunteers could be meaningfully employed for this purpose.

The imperative need for a women's emergency shelter is confirmed by this study and it is noted that the shelter will be operational by the Fall of 1983. However, the shelter will open with a limited crisis counselling capability.

It is to be hoped that resources will be made available to remedy this limitation not just to address more properly the existing mandate of the shelter but also to provide an effective response to the needs and trauma caused by rape and other sexual assaults.

At present, the incidence of sexual assault in Red Deer does not justify a separate sexual assault crisis centre. As a result, there is at present no service addressing these specific needs and sexual assault victims receive only ad hoc approximations of reasonable consideration and assistance.

Until a sexual assault crisis centre becomes a viable program by itself, it would appear most appropriate that the provision of crisis counselling, support, and follow-up services for sexual assault victims be incorporated within the program of the women's shelter.

In a related matter, the treatment accorded sexual assault victims, particularly with respect to psychological trauma and emotional needs, by the hospital emergency department requires review and improvement. This could be addressed as part of any new strategies to respond to non-medical needs of crime victims as previously identified.

Another aspect of the community social service delivery system

which requires expansion was identified by the respondents' consensus that Red Deer urgently needs a crisis phone line. As has been noted, the AID line service of the Alternate Futures Society will be expanded to include a suicide prevention hot-line later in 1983. This new service will also attempt to respond to the needs of any person in crisis. The success of this venture further demands the development of an effective referral network with adequate follow-up procedures.

In addition, since the counselling needs of a general crisis phone line will probably overwhelm the resources of the Alternative Futures Society, this project will require close working cooperation with other community agencies including, for the present case, with any programs oriented to the needs of crime victims.

Finally, with regard to the issue of expanding existing services generally, it was observed that while Red Deer nominally possesses many of the services which would be benefit to victims of crisis, most, if not all, of these services are presently operating at maximum capacity or are in fact overloaded.

Thus, the development of a more appropriate response to the needs of victims will involve not just the establishment of certain specific victim-oriented services but also a general expansion of the community's social service delivery system.

### 3. Victims' Services

While many of the necessary services for victims of crime exist in the community at present, subject to the identified expansion needs, the full scope of victim needs is not addressed. At least the following services have been identified by the agency representatives as required

either to fill the gaps or to supplement and reinforce existing services. The needs identified by the agency representatives are consistent with the data derived from the survey of victims. These include at least the following:

- a. A crisis-response capability providing a range of direct services to victims at the scene of the crime, providing referral and transportation services not otherwise provided, providing counselling and/or emotional support not otherwise available, providing personal support should this be required and addressing concerns arising out of the victim's family situation which are not otherwise handled;
- b. Establishment and monitoring of effective referral and follow-up procedures;
- c. Encouraging reporting of crime and the assumption of victim responsibility to the criminal justice system;
- d. Assistance in the prevention of revictimization;
- e. Participation in crime prevention and target hardening activities;
- f. Mounting effective volunteer programs to supplement professional services;
- g. Cooperation in the operation of a crisis hot-line;
- h. Assisting victims in aftermath arrangements;
- i. Participating in the development of community awareness of victims' needs; and
- j. Contributing to and assisting the elaboration and expansion of existing community services as required.

There is considerable discussion in the literature as to whether

victims' services are best based within the police department itself or within the community and operated in cooperation with the police. It may be concluded that there is no right way or wrong way to provide victim services. However, to the extent that what is intended are comprehensive services substantially beyond the role which the police might conventionally undertake, it is suggested that the most appropriate approach would be to establish such a program in the community. This would involve a community-based initiative in crisis-response services to victims as well as the provision of services for aftermath and ongoing needs, coordination of existing community services and referrals, follow-up for court based services, hospital based services, etc.

This is not to suggest that police should or could be excluded from the provision of direct service to victims or from ancillary functions. The police will continue to be the primary contact for the victim, will bear substantial responsibility for mobilizing victims' services, and will continue the important CP/PCR role.

The most appropriate approach, therefore, is likely to be a community agency which is significantly integrated with the police function to the extent that the result would resemble a cooperative or joint venture. It was observed that the city detachment of the RCMP is well prepared to cooperate in this regard.

While the greatest part of the clientele would be referred by the police, a substantial proportion would be self-referred or referred by other agencies.

An effective victims' service would have to be available 24 hours a day, seven days a week. With the likely volume of service required, this could quickly become prohibitively expensive. In this regard,

significant opportunities exist for the training and use of volunteers. Further, if the victim-assistance service was at some point to establish victim self-help groups to assist victims in dealing with their ongoing problems, such groups also could be a source of recruitment for volunteers to work with other victims.

Finally it should be noted that if a victim-assistance service becomes operational within Red Deer, it is likely to generate a substantial case load. A significant part of that case load, particularly with respect to the ongoing needs and problems of victims, will be referred to existing community agencies, most of whom are presently overloaded. Thus, it is likely that the funding needs will be beyond a victim-assistance service to include associated existing public and private social services.

#### 4. Service Evaluation

It is observed that any new services for victims must incorporate regular, rigorous and objective evaluation, sufficient to ensure the establishment, development, and maintenance of quality programs responsive to identified needs.

In addition, there is need for effective evaluation (quality control) of services presently available to the victims of crime. One observation made by a number of agency representatives, which also became apparent to the interviewer in the course of some interviews, was that quality services do not exist simply because they are said to be part of an agency's mandate. There are some reservations and doubts concerning some of the services provided by some agencies. While the validation of these reservations was beyond the scope of the present research, it is

nevertheless important for the subsequent elaboration of victims' services that attention be paid to the quality of services provided as well as to the range and quantity.

#### 5. Crime Victims Handbook

The need for information regarding services for victims of crime is not limited to the community agencies. Crime victims themselves also indicated a lack of knowledge as to what to expect, where to go, what kind of assistance is available and how to deal with the criminal justice system.

To ensure that the appropriate information is available to the police, to the community social service delivery system, to crime victims, and to the community generally, a crime victims' handbook should be prepared. At least the following information should be included:

- a. emergency telephone numbers;
- b. a description of standard police response;
- c. victims' legal rights and options;
- d. hospital emergency department procedures;
- e. discussion of common feelings associated with being a victim;
- f. how family and friends can help;
- g. special services available to victims of crime in the community, including a list of phone numbers of contact persons, and how to make or get a referral;
- h. how to get duplicate identification;
- i. how to get property returned;
- j. crime compensation;

- k. Legal Aid;
- l. reparation, including the discussion of restitution through the criminal courts and alternatives available through civil actions;
- m. descriptions of court procedures;
- n. crime prevention information; and
- o. a glossary of terms used by the police and courts.

In its complete form the handbook would be distributed to all agencies who might have contact with victims of crime. In addition, an abridged version should be prepared which could be generally distributed throughout the community and specifically given to victims of crime, either by the police or by victims' services workers.

#### 6. Funding Victims' Services

While the question of funding of victims' services was not directly addressed in the interviews, the matter was raised by a number of respondents.

Obviously, after the legal, philosophical, moral, and practical issues surrounding the needs and rights of crime victims have been identified and resolved, the adequate provision of appropriate and essential services will become largely a question of who is willing to pay and how much. In this regard, it is worth repeating the observation that funding needs go significantly beyond the resources required to establish any new victims' services.

A review of the victim assistance literature and consideration of the data generated by this research provide four observations on this issue.

First, the nature of crime and criminal justice as defined in Canadian society at present indicate that the funding obligation for services to victims is a responsibility shared by all three levels of government. The needs of victims represent a legitimate claim on tax revenues, both through existing funding programs and new appropriations.

Second, convicted offenders bear a general responsibility to help fund services to victims, in addition to the specific obligations represented by reparative sentencing options. Following a precedent established in several jurisdictions in the United States, this could be managed through the implementation of a Fine Surtax with the revenue dedicated to victims' assistance.

Third, the state at present already uses financial sanctions as a sentencing option. However, the state also appropriates the revenue raised by fines for its own purposes, at present offsetting the cost of policing. Fine revenue could instead be committed to victims' services and policing fully funded from tax monies. As a senior police officer commented: "It is hard not to argue that this (funding victims' services) would be a more appropriate use of fines."

Fourth, private fund-raising within the community by victims assistance agencies should not be considered a primary funding source.

## Chapter 5

### THE WITNESSES: EXPERIENCES, NEEDS, AND CONCERNS

#### OVERVIEW OF THE CHAPTER

#### SAMPLE OF WITNESSES

The comparatively smaller sample of witnesses, attributable in part to the observation that only about 6% of victims are subsequently subpoenaed to testify, requires a caution regarding the drawing of conclusions from the data. The sample composition showed that witnesses tended to be younger, lower income, and married. Victim-witnesses were more likely to be male, while the reverse was observed for nonvictim-witnesses. A disproportionately large number of witnesses were connected with charges arising out of crimes against persons.

#### BECOMING A WITNESS

Most witnesses understand that by giving a statement to the police they might be required to testify. Compared with nonvictim-witnesses, victim-witnesses were more likely to be personally served with the subpoena, receive it sooner after the offence, and a shorter time prior to the scheduled court appearance. About 20% of witnesses reported asking questions of the officer serving the subpoena, most having to do with the process of criminal justice or the implications of the charge for the accused. Almost all respondents understood that they were required by law to appear as a witness.

#### PRE-TRIAL EXPERIENCES

About one-third of witnesses reported feeling confused, uninformed, or intimidated by the prospect of being a witness, most by reason of a lack of information concerning the process of criminal justice. About half of the sample reported receiving some information prior to the trial, mostly from the police: one witness in four complained of insufficient information. One-third of nonvictim-witnesses reported some prior relationship with the accused compared with 60% of victim-witnesses; 70% of nonvictim-witnesses reported a prior relationship to the victim.

Almost three-quarters of victim-witnesses and half of nonvictim-witnesses reported contact with representatives of the criminal justice system after their arrival at the courthouse, most frequently with the

police officer who took their original statement. An additional 10% of victim-witnesses and 26% of nonvictim-witnesses would have preferred such an opportunity. Fewer than two-thirds of witnesses were ultimately required to testify.

#### WITNESS CONCERNS AND PROBLEMS

In addition to expressing a need for more information and a general feeling of alienation from the criminal justice process, witnesses also reported a variety of practical concerns.

Ten witnesses cited a desire for some kind of protection prior to the trial; three were satisfied with the police response. None of the witnesses reported problems with transportation and only three indicated difficulties with child care arrangements. For the twelve witnesses who reported difficulty arranging time off work, the major concern was for lost wages. Inadequate parking arrangements were a source of irritation for 21 witnesses.

Two-thirds of the 23 witnesses citing difficulty in finding the right court were unable to find satisfactory assistance. Witnesses also reported additional concern for the length of time required before the trial took place, the time spent waiting to be called to testify, and the inadequate facilities for waiting at the courthouse.

#### POST-TRIAL CONCERNS

The significant concerns identified by witnesses as arising out of their experiences after the trial had concluded were the problems of insufficient information regarding the outcome and disposition and the inadequacy of witness fees.

#### SOURCES OF WITNESS DISSATISFACTION

Five general sources of witness dissatisfaction were identified. These included: (1) treatment of witnesses by the court; (2) the court's handling of the case in general and, particularly, a concern for perceived leniency; (3) the handling of the case by particular officers of the court, most notably the crown prosecutor; (4) a lack of information either just before or just after the trial; and (5) failure to receive the opportunity to testify. Most of the observed dissatisfaction may be attributed to witnesses' lack of information regarding the criminal justice process generally and the trial specifically.

#### GENERAL SENTIMENTS

Notwithstanding the many expressed concerns of witnesses, most of the respondents indicated a willingness to serve again as witnesses. This suggests that their manifest concerns are situation-specific and not generalized.

#### OBSERVATIONS AND IMPLICATIONS

In general, it was observed that: (1) witnesses expressed significantly greater dissatisfaction with the criminal justice system than did victims; (2) witnesses have a critical need for more information at all stages of the trial process; (3) needs and concerns of witnesses are poorly served by the criminal justice system, particularly by the courts; (4) witnesses are currently subjected to a variety of practical inconveniences; (5) a substantial minority of witnesses feel witness fees are inadequate; and (6) the crown and the courts need to become more aware of and sensitive to the needs of witnesses.

#### SAMPLE OF WITNESSES

##### Sample Size

In contrast to the sample of victims (N=354), the sample of witnesses is comparatively small (N=85). This is explained in part by the place which the witness experience occupies relative to the larger experience of victimization, and in part by the nature of the sampling method.

Of the total number of offences reported by victims to the police, only a part is subsequently cleared, and an even smaller proportion is cleared by charge. From 1980 through 1982, the Red Deer City Detachment of the RCMP cleared an average of 28.2% of all offences in the 8 categories surveyed. Of these, just more than half (16.8% overall) were cleared by charge. In general, this means that only about one out of every six victims could potentially become witnesses.

In addition, these potential victim-witnesses will not necessarily be required to provide testimony if, for example, the defendant enters an initial guilty plea or a single defendant is charged with two or more discreet offences and the crown decides to proceed with only some/one of the charges. For these reasons, of the 92 victims sampled from offences listed as cleared by charge, only 37 (38%) were subsequently subpoenaed as witnesses. This would suggest that only slightly more than 6% of victims become witnesses; 94 out of every 100 victims do not see the inside of a courtroom. In Red Deer, as in any other jurisdiction in this country, victim-witnesses constitute a very small minority of all victims.

The second explanation for the smaller sample of witnesses is grounded in the nature of the sample of victims of offences cleared by charge. Initially it was intended that the sample of witnesses would all have been persons included in the sample of victims. However, when it became apparent that there would be some considerable difficulty in achieving a sufficiently large witness-sample in this way, it was decided to also sample additional witnesses (non-victims) subpoenaed for the same cases.

While the sample of witnesses is therefore drawn on a comparatively small population overall, the completed sample represents 65% of the contacts attempted with victim and nonvictim-witnesses.

The size of the sample requires a caution for the analysis of the needs and concern of witnesses. Smaller sample totals, particularly when the sample is partialled, mean that individual variation will have substantially greater implications for aggregate proportions and percentage distributions. Therefore, in contrast with the sample of

victims, greater care is required in making inferences and drawing conclusions from these data.

#### Sample Composition

As in the sample of victims, a slight majority of the sample of witnesses was male. However, while 67% of the victim-witnesses were male, the nonvictim-witnesses were significantly more likely to be female (Table 5:1).

In common with the sample of victims, the witnesses were also more likely to be younger persons. Eighty-six percent of the witnesses were under the age of 40, while 57% were under the age of 30.

The two sub-samples did differ in terms of length of residence in Red Deer with nearly 70% of victim-witnesses having been a resident of the city for 6 years or more, while 56% of the nonvictim-witnesses were residents for 5 years or less.

There were no significant differences between the two sub-samples in terms of marital status or income. In contrast with the sample of victims, a smaller proportion of the witnesses were single, while in common with the sample of victims, the majority of the witnesses reported comparatively low incomes with over half reporting total family incomes under \$20,000.

#### Sample by Offence Categories

The distribution of witnesses across the offence categories surveyed is shown in Table 5:2. For offences against persons, a disproportionately greater number of the victim-witnesses were related to charges of assault. (For obvious reasons there are no homicide victim-witnesses!) For

Table 5: 1. Witnesses by Sample Characteristics

Sample Characteristics	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
<b>A. Sex</b>						
Male	25	67.6	19	39.6	44	51.8
Female	12	32.4	29	60.1	41	48.2
	37	100.0	48	100.0	85	100.0
<b>B. Age</b>						
21 and under	12	32.4	13	27.1	25	29.4
22-29	9	24.3	15	31.3	24	28.2
30-39	9	24.3	15	31.3	24	28.2
40 and older	7	18.9	5	10.4	12	14.1
	37	99.9*	48	100.1*	85	99.9*
<b>C. Length of Residence in Red Deer</b>						
2 years or less	7	19.4	14	30.4	21	25.6
3-5 years	4	11.1	12	26.1	16	19.5
6-10 years	11	30.6	2	4.4	13	15.9
More than 10 years	14	38.9	18	39.1	32	39.0
	36	100.0	46	100.0	82	100.0
<b>D. Marital Status</b>						
Single	10	27.0	11	22.9	21	24.7
Married/Common-law	23**	62.2	27	56.3	50	58.8
Divorced/Separated/Widowed	4	10.8	10***	20.8	14	16.5
	37	100.0	48	100.0	85	100.0

Table 5: 1. Witnesses by Sample Characteristics (continued)

Sample Characteristics	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
<b>E. Education</b>						
Complete elementary/some secondary	21	56.8	11	22.9	32	37.7
High School Diploma	11	29.7	24	50.0	35	41.2
Some Post-secondary/Diploma/Degree	5	13.5	13	27.1	18	21.2
	37	100.0	48	100.0	85	100.1*
<b>F. Income</b>						
Up to \$9,999	7	21.2	9	18.8	16	19.8
\$10,000-\$19,999	12	36.4	14	29.2	26	32.1
\$20,000-\$29,999	8	24.2	14	29.2	22	27.2
\$30,000 or more	6	18.2	11	22.9	17	21.0
	33	100.0	48	100.1*	81	100.1*

\* Error due to rounding.  
 \*\* Includes 2 Common-law.  
 \*\*\* Includes 1 Widowed.

offences against property a disproportionately larger number of nonvictim-witnesses were involved in cases of theft over \$200.

A total of 77% of the witnesses were subpoenaed for charges of offences against persons but only 22% for offences against property. This difference has two explanations. First, one of the principal criteria employed in the selection of the sample was the existence of a distressed victim, and for this reason crimes against persons were sampled at a higher rate than the relative rate of occurrence. Second, the police



Table 5: 2. Witnesses by Nature of Offence Charged

Charge	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
Homocide	0	-	7	14.6	7	8.2
Sexual Offences	4	10.8	6	12.5	10	11.8
Assault	<u>27</u>	<u>73.0</u>	<u>22</u>	<u>45.8</u>	<u>49</u>	<u>57.7</u>
<u>Total vs Person</u>	31	83.8	35	72.9	66	77.7
Break and Enter	4	10.8	1	2.1	5	5.9
Theft over \$200	2	5.4	11	22.9	13	15.3
Wilful Damage	<u>0</u>	<u>-</u>	<u>1</u>	<u>2.1</u>	<u>1</u>	<u>1.2</u>
<u>Total vs Property</u>	<u>6</u>	<u>16.2</u>	<u>13</u>	<u>27.1</u>	<u>19</u>	<u>22.4</u>
<u>Total</u>	37	100.0	48	100.0	85	100.1*

\* Error due to rounding.

indicate a substantially higher clearance rate for crimes against person (average 77%) than for crimes against property (21.7%). There was therefore, a greater likelihood that offences against persons would be included in the sample and a greater likelihood that these offences would be cleared by charge.

#### BECOMING A WITNESS

##### Awareness of Requirement to Testify

Almost all of the victim-witnesses and three-quarters of the non-victim-witnesses reported being aware that they might be required to

testify in court before making the original complaint of the crime or before making a statement to the police (Table 5:3). Thus, it would be reasonable to infer that most persons, in making a statement to the police, are also by their actions indicating their willingness to serve as a witness.

Table 5: 3. Witnesses by Knowledge of Requirement to Testify

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
"HOW DID YOU KNOW THAT YOU MIGHT BE CALLED TO TESTIFY?"						
Knew/Assumed it since I made a complaint/statement	28	75.7	20	41.7	48	56.5
Police Officer who came to the scene told me	7	18.9	10	20.8	17	20.0
Police Officer told me after taking my statement	2	5.4	4	8.3	6	7.1
Police told me later during the investigation	0	-	1	2.1	1	1.2
When the subpoena arrived	0	-	3	6.3	3	3.5
Other	0	-	8	16.7	8	9.4
Don't know	<u>0</u>	<u>-</u>	<u>2</u>	<u>4.2</u>	<u>2</u>	<u>2.4</u>
	37	100.0	48	100.1*	85	100.1*

\* Error due to rounding.

### Receiving the Subpoena

All of the witnesses reported receiving their subpoena within four months of the offence. However, as shown in Table 5:4, the elapsed time following the offence is significantly shorter for victim-witnesses than for nonvictim-witnesses. Similarly the first scheduled court appearance is likely to occur within a shorter period of time following receipt of the subpoena for victim-witnesses than for nonvictim-witnesses. One possible understanding for this difference is that in charges where nonvictim-witnesses will be involved, both the police investigation and the preparation for court require more time.

Two-thirds of the witnesses reported being personally served with the subpoena. This ranged from 78% of victim-witnesses to 58% of non-victim-witnesses. Where victim-witnesses were concerned, the subpoena was most likely to be delivered to the witness's home and, if not received by the victim, was accepted by the spouse or another relative. For nonvictim-witnesses, there was a greater likelihood that the subpoena would be served at the witness's place of work. In this instance if the witness was not personally served, the subpoena was most likely to be accepted by a fellow employee. In almost all cases the subpoena was delivered by a member of the City Detachment of the RCMP, in most cases the same officer who took the original statement.

### Information Needs Upon Receiving Subpoena

About one out of every five witnesses reported asking questions of the officer serving the subpoena. The greatest proportion of these wished to have the nature of the subpoena explained and sought answers to such questions as "what do I do now," "what will happen in court," "do I have

Table 5: 4. Witnesses by Timing of Subpoena

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
<b>"HOW MUCH TIME WAS IT AFTER THE CRIME WHEN YOU RECEIVED THE SUBPOENA?"</b>						
One month or less	15	45.5	12	30.0	27	37.0
About 2 months	14	42.4	11	27.5	25	34.3
3 months or more	4	12.1	17	42.5	21	28.8
	33	100.0	40	100.0	73	100.1*
<b>"HOW LONG AFTER YOU RECEIVED THE SUBPOENA WERE YOU FIRST SCHEDULED TO APPEAR IN COURT AS A WITNESS?"</b>						
Less than 1 week	13	38.2	10	22.7	23	29.5
1-2 weeks	15	44.1	10	22.7	25	32.1
3-4 weeks	4	11.8	18	40.9	22	28.2
5 weeks or more	2	5.9	6	13.6	8	10.3
	34	100.0	44	99.9*	78	100.1*

\* Error due to rounding.

to go," etc. About half of the respondents reporting asking questions indicated that they expressed some concern for what might happen to the accused. All of the witnesses indicated that they received satisfying answers to their questions.

### Knowledge of Legal Obligations

Almost all of the respondents understood that they were required by

law to appear as a witness, 64% by reason of prior knowledge of the nature of a subpoena, 20% upon reading the subpoena and the remainder upon being informed by the officer delivering the subpoena.

In general, it can be stated that for the respondents in this sample, there were few surprises about the experience of becoming a witness. None of the respondents indicated any problems or concerns with regard to these experiences. All indicated familiarity with the conditions of a subpoena either prior to or at the time of being served, and the great majority indicated having some prior understanding of the relationship between making a statement to the police and the likelihood of being called as a witness. However, during the time after the receipt of the subpoena and before the court-appearance date, many respondents experienced a variety of concerns and problems.

#### PRE-TRIAL EXPERIENCES

##### Witness Apprehension

Approximately one-third of the witnesses reported feeling confused, uninformed, or intimidated by the criminal justice process in which they were expected to participate. Almost all of these reported the source of their concern as a lack of knowledge or understanding of the process and the inability to secure sufficient information.

"Generally I found the entire procedure scary and felt no one at the courthouse took the time to explain things to me." (nonvictim-witness, assault)

"No one came forward to give me any information about the court appearance, etc." (nonvictim-witness, assault)

As indicated by Table 5:5, there were no differences between

victim-witnesses and nonvictim-witnesses in this regard.

These concerns were subsequently examined relative to the witnesses' sex, age, and income. While the concerns were found to have been reported across all categories, they tended also to be somewhat more characteristic of female and younger witnesses. These data are presented in Appendix II.

Table 5: 5. Witnesses by Apprehension Regarding the Judicial Process

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
"SOME PEOPLE WHO ARE CALLED UPON TO BE WITNESSES TELL US THAT THEY FELT CONFUSED, UNINFORMED AND/OR INTIMIDATED BY THE JUDICIAL PROCESS... DID YOU...?"						
Yes, a little	7	21.2	13	27.1	20	24.7
Yes, a lot	4	12.1	5	10.4	9	11.1
No	<u>22</u>	<u>66.7</u>	<u>30</u>	<u>62.5</u>	<u>52</u>	<u>64.2</u>
	33	100.0	48	100.0	81	100.0

##### Pre-Appearance Contact with the Criminal Justice System

Table 5:6 shows the extent of contact with representatives of the criminal justice system reported by the witnesses after they had received the subpoena. In general, about half of the respondents indicated some contact, predominantly with the police or the crown prosecutor's office.

For the 22% of witnesses who reported initiating contact, the major concerns were for information regarding the process and concerns about the court appearance itself: "Do I have to go to court?" "Why do I have to go?" "What if I can't make it?"

The greatest number of contacts reported by the respondents were with the police (N=37) with just over half of these identified as initiated by the police. Fourteen respondents indicated that the purpose of the contact was to explain what would happen when they appeared in court, eight reported reviewing their testimony, six indicated being reminded of the need to appear in court, and the remainder, chiefly victim-witnesses, reported either seeking or receiving further information on details of the police investigation.

In contrast, only fourteen witnesses made contact with the crown prosecutor's office. In most cases these contacts centered on a review of the witness's testimony and a reminder for the witness to be in court. In some cases there was an explanation of the court process.

In general, the witnesses report that the police constituted their greatest source of information and support from within the criminal justice system.

Despite the range of contacts reported, almost one out of every four witnesses reports going to court concerned about not having enough information about what would happen, lacking a satisfying understanding of the judicial process and/or experiencing a lack of personal attention and concern for themselves as persons.

Table 5: 6. Witnesses by Contact With Criminal Justice System After Receiving Subpoena

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
<u>Witness initiated contact</u>						
Yes	5	14.7	13	27.1	18	22.0
No	<u>29</u>	<u>85.3</u>	<u>35</u>	<u>72.9</u>	<u>64</u>	<u>78.0</u>
	34	100.0	48	100.0	82	100.0
<u>Contacts with Police</u>						
Yes	18	48.7	17	35.4	37	45.1
No	<u>19</u>	<u>51.3</u>	<u>31</u>	<u>64.6</u>	<u>48</u>	<u>54.9</u>
	37	100.0	48	100.0	85	100.0
<u>Contacts with Crown Prosecutor</u>						
Yes	8	21.6	6	12.5	14	17.1
No	<u>29</u>	<u>78.4</u>	<u>42</u>	<u>87.5</u>	<u>71</u>	<u>82.9</u>
	37	100.0	48	100.0	85	100.0

Relationship with Victim and Accused

As shown in Table 5:7 and 5:8, prior to the events leading up to the charge, 70% of nonvictim-witnesses reported some relationship or acquaintance with the victim while fewer than one-third indicated a similar relationship to the accused. Paralleling, the almost 70% of the sample of victims who reported some prior relationship with the offender in offences where the offender could be identified, 60% of the victim-witnesses reported some prior relationship with the accused.

Table 5: 7. Witnesses by Relationship to Victim

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
Witness is victim	37	100.0	0		37	43.5
<u>Victim is</u>						
Family/Friend/Neighbor	0		21	43.8	21	24.7
Employee/Employer	0		9	18.8	9	10.6
Client/Patient	0		4	8.3	4	4.7
Stranger	0		14	29.2	14	16.5
	<u>37</u>	<u>100.0</u>	<u>48</u>	<u>100.1*</u>	<u>85</u>	<u>100.0</u>

\* Error due to rounding.

One-quarter of the witnesses further reported some contact with the accused or an associate of the accused between the time of the complaint and the first scheduled court appearance. Half of these contacts were with the accused and three-quarters initiated by the accused.

Only two witnesses reported any attempt made to influence the way they would testify or to modify or change the evidence they would give. Neither indicated that they changed their testimony as a result of the contact. Both reported this contact to the police and were satisfied with the police reassurances.

#### Pre-Trial Courthouse Contact with Criminal Justice System

Almost three-quarters of victim-witnesses and half of nonvictim-witnesses reported some contact with representatives of the criminal

Table 5: 8. Witnesses by Relationship to Accused

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
<u>Accused is</u>						
Family member	7	19.4	0	-	7	8.5
Friend/Neighbor	11	30.6	14	30.4	25	30.5
Stranger	15	41.7	31	67.4	46	56.1
Other	3	8.3	1	2.2	4	4.9
	<u>36</u>	<u>100.0</u>	<u>46</u>	<u>100.0</u>	<u>82</u>	<u>100.0</u>

"DID YOU HAVE ANY CONTACT WITH THE ACCUSED (OR AN ASSOCIATE) BETWEEN THE TIME OF THE COMPLAINT AND (YOUR COURT APPEARANCE CONCERNING THE CRIME?"

Yes, with the accused	4	13.3	3	10.7	7	12.1
Yes, with friend/relative of accused	3	10.0	2	7.1	5	8.6
Yes, lawyer of accused	2	6.7	0	-	2	3.5
No	<u>21</u>	<u>70.0</u>	<u>23</u>	<u>82.2</u>	<u>44</u>	<u>75.8</u>
	30	100.0	28	100.0	58	100.0

justice system at the courthouse prior to the commencement of the trial. As indicated by Table 5:9, of the witnesses who did not have contact with a representative of the criminal justice system at the courthouse, overall 26% of nonvictim-witnesses and 10% of victim-witnesses would have preferred such an opportunity.

Where contacts occurred, about half resulted in an explanation of

Table 5: 9. Witnesses by Pre-Trial Contact with Criminal Justice Personnel at the Courthouse

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
"AFTER YOU ARRIVED AT THE COURT, DID YOU HAVE ANY CONTACT WITH A MEMBER OF THE (CRIMINAL JUSTICE SYSTEM) BEFORE THE TRIAL BEGAN?"						
Yes, Police	9	24.3	13	28.3	22*	26.5
Yes, Crown Prosecutor	12	32.4	6	13.0	18	21.7
Yes, both Police and Crown Prosecutor	6	16.2	4	8.7	10*	12.1
<u>Total Yes</u>	27	72.9	23	50.0	50	60.3
No, but would have preferred to talk to someone	4	10.8	12	26.1	16	19.3
No, and it didn't really matter	6	16.2	11	23.9	17	20.5
<u>Total No</u>	10	27.0	23	50.0	33	39.8
<u>Total</u>	37	99.0**	46	100.0	83	100.1**

\* In 31 of 32 reported contacts with police, the contact was with the officer who took the original statement.

\*\* Error due to rounding.

what was about to happen, and a third in a review of testimony, while the remainder of the witnesses having contact reported both purposes. Of the fifty witnesses reporting contact, ten remained unsatisfied either with

the amount of information given or with the limited opportunity which they had to review their testimony and to prepare for their appearance in court.

As shown by data in Appendix II, female witnesses were substantially less likely to report having had such contacts and were significantly more dissatisfied if such contact did not occur. Younger witnesses were slightly more likely to report such contacts and were almost twice as likely to indicate a desire for such contacts where they did not occur. Greater contact was also reported by respondents with lower incomes.

#### Court Appearances

Finally, to complete the description of witnesses' pre-trial experiences, it was noted that only 61% of witnesses were actually required to give their testimony in court (Table 5:10). Of the thirty-one witnesses who were not called upon to testify, half indicated that the pleas had been changed to guilty after the trial began while one-quarter indicated that the case had been dismissed. Another six respondents indicated that the case had been delayed and re-scheduled and had not resumed as of the time of the interview. Two witnesses indicated that they were not given a reason for not having to provide testimony.

As shown by Table 5:11, approximately one-third of the witnesses were required to come to court again for the same trial after it had been re-scheduled. In most cases this required only one additional court appearance.

Table 5:10. Witnesses by Giving of Testimony

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
"WERE YOU CALLED UPON TO GIVE YOUR TESTIMONY?"						
Yes	20	60.6	29	61.7	49	61.3
No	<u>13</u>	<u>39.4</u>	<u>18</u>	<u>38.2</u>	<u>31</u>	<u>38.8</u>
	33	100.0	47	100.0	80	100.1*

\* Error due to rounding.

Table 5:11. Witnesses by Required to Re-appear

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
"WERE YOU REQUIRED TO COME TO COURT AGAIN FOR THE SAME TRIAL WHICH WAS RE-SCHEDULED FOR SOME LATER POINT IN TIME?"						
Yes	9	24.3	18	37.5	27	31.8
No	<u>28</u>	<u>75.7</u>	<u>30</u>	<u>62.5</u>	<u>58</u>	<u>68.2</u>
	37	100.0	48	100.0	85	100.0

## WITNESS CONCERNS AND PROBLEMS

In addition to the inability to secure sufficient information both about the case in particular and the judicial process generally and a feeling of alienation from the process, the witnesses identified a number of additional problems. These are detailed in Table 5:12.

Table 5:12. Witnesses by Percentage Identifying Selected Problems

Problem (1)	Victim-Witnesses	Witnesses	Total
	(N=37) %	(N=48) %	(N=85) %
Desired some kind of protection before court appearance	21.6	4.4	11.8
Difficulty with parking arrangements at courthouse	35.5 (2)	28.6 (2)	31.8 (2)
Arranging babysitter/child care services	7.7 (3)	3.0 (3)	5.1 (3)
Arranging time off work	31.4 (4)	2.5 (4)	14.1 (4)
Locating right court	32.4	22.9	27.1
Other difficulties preparing to go to court	10.8	17.4	14.1
Other difficulties at court	18.9	8.7	12.9

(1) Respondents were also asked about transportation to/from court. None identified this as a problem.

(2) Based on respondents driving to court: Victim-Witnesses N=31; Witness N=35; Total N=66.

(3) Based on respondents with children: Victim-Witnesses N=26; Witnesses N=33; Total N=59.

(4) Based on respondents employed: Victim-Witnesses N=35; Witnesses N=40; Total N=75.

Protection

Ten witnesses (11.8%) expressed the desire to have received some kind of protection in the time before they went to court. Eight of these expressed the desire to in some way have the accused controlled so as to prevent the possibility of danger to the witness while two have simply requested that the police check their residence periodically. The desire for protection was chiefly expressed by victim-witnesses. Three of the witnesses were able to find protection from the police as requested and expressed satisfaction. The remainder, again mostly victim-witnesses, were unable to secure assistance or sufficient reassurance in this regard. These data are shown in Table 5:13.

Transportation

None of the witnesses cited problems arranging for transportation either to or from the courthouse.

Child Care

The small proportion of witnesses (5%) reporting difficulties in arranging for babysitting or child care reflects the fact that not all witnesses have pre-school or children requiring babysitting and that most of the witnesses who do are able to make some satisfactory arrangements. As indicated by Table 5:13, only one respondent reported being unable to satisfactorily resolve this problem. While the lack of babysitting may constitute a significant problem for those confronting it, statistically it may be expected that only a comparatively small proportion of witnesses will experience this difficulty and be unable to find satisfactory assistance.

Time Off Work

Of the 14% of respondents indicating a problem in arranging for time off work, all but one were victim-witnesses. In most cases the difficulty substantively involved the loss of wages rather than any problem either in getting the release time or in finding suitable temporary coverage. None of the witnesses reporting this problem indicated that satisfactory assistance was received.

Parking

There is comparatively limited parking around the courthouse and almost all of that which is available is metered. There are no special provisions for parking for witnesses. Therefore, it comes as no surprise that a problem reported frequently by the witnesses was difficulty with parking arrangements.

Three dimensions of the problem were cited: first, the difficulty in finding a parking space; second, the nuisance of having to regularly go out to plug the meter; and third, receiving a parking ticket. Several witnesses, while conceding that parking is a comparatively trivial problem, nevertheless interpreted the difficulty as somehow symbolic of their overall status and treatment as witnesses.

Locating the Right Court

Twenty-three witnesses reported difficulty in locating the right court after arriving at the courthouse. Of these half were unable to find assistance and four witnesses expressed dissatisfaction with the help they received. This difficulty was experienced by a slightly greater proportion of victim-witnesses.



### Additional Concerns

A total of 27% of the witnesses reported experiencing additional difficulties either in preparing to go to court or while waiting at the courthouse.

For respondents awaiting their appearance as a witness, the most frequently cited additional concern was again the lack of information both concerning the case in particular and the process of the court. This was reported as causing some anxiety by seven witnesses. In addition, a commonly cited concern was over the length of time required before the trial took place. Several witnesses found this to cause anxiety as illustrated by the following.

"I was very nervous. It has dragged on." (nonvictim-witness, female)

"I was really concerned about the length of time until the court case. There were rumors of threats against me." (nonvictim-witness, male)

A wider range of additional concerns were identified by witnesses citing additional difficulties while waiting at the courthouse. The length of the wait was a concern for some.

"I waited in the hall almost three hours." (nonvictim-witness, female)

"I was just sitting there for a couple of hours." (victim-witness, male)

"It was a long wait in the hall. Why couldn't they give me a particular time to be there." (nonvictim-witness, male)

Three witnesses indicated that during the wait they experienced increased nervousness and anxiety.

"I just became terribly nervous." (nonvictim-witness, female)

"The longer I sat there the more upset I got." (victim-witness, female)

Part of the anxiety, particularly for victim-witnesses, may be attributed to the fact that there is no waiting-room for witnesses. All persons waiting to appear in court share benches outside the court in the hallway. This is true for both victims and defendants. Thus:

"The accused were waiting there also and I really got upset by the way they looked at me." (victim-witness, male)

"Both parties had to sit in the hall together. I found this very upsetting." (victim-witness, female)

As indicated in Table 5:13, most of the witnesses indicating additional problems or concerns were unable to find assistance with their difficulties.

### Concerns by Age, Sex, and Income

As indicated by data in Appendix II, when these concerns were examined by age, sex, and income, it was observed that while the problems are common across all categories, two patterns emerged. First, female, younger, and lower income witnesses more frequently identified concerns for a need of protection, locating the right court, and finding suitable child care arrangements. In contrast male, higher income witnesses indicated difficulties with getting time off work and the parking arrangements. There were no significant differences across these variables for other difficulties identified as experienced, either preparing for court or at the courthouse.

Table 5:13. Percentage of Witnesses Identifying Problems Who Were Unable to Find Satisfactory Assistance

Problem	A. Number Identifying Problem	B. Percentage (of A) Unable to Find Help	C. Percentage (of A) Receiving Unsatisfactory Assistance	D. Total B & C
Desired some kind of protection before court appearance	N=10	70%	-	70%
Difficulty with parking arrangements at court house	N=21	-*	-*	-*
Arranging babysitter/child care services	N=3	33.3%	-	33.3%
Arranging time off work	N=12	58.3%	41.7%	100.0%
Locating night court	N=23	47.8%	17.4%	65.2%
Other difficulties preparing to go to court	N=12	58.3%	16.7%	75.0%
Other difficulties at court	N=11	72.7	9.1%	81.8%

\* No data

POST-TRIAL CONCERNSInformation Needs

The problem of a lack of information, a recurring theme expressed by victim and nonvictim witnesses alike, is again observed in the witnesses' reports of their post-trial contact with criminal justice personnel at the courthouse. Only 36% indicated that they had contact with the crown prosecutor or some other representative of the criminal justice system regarding the outcome of the case after the trial was concluded. However, as shown in Table 5:14, victim-witnesses were more than twice as likely to report such contact (55% to 21%). Of the witnesses reporting contacts with criminal justice personnel, approximately two-thirds indicated that the contact was with the police while one-third indicated contact with the crown prosecutor.

Two-thirds of witnesses reporting receiving information indicated satisfaction with the amount of information that they were given. One-third would have preferred more information regarding the outcome.

Almost 40% of victim-witnesses and half of nonvictim-witnesses reported no contact with representatives of the criminal justice system following the trial and, in addition, expressed the desire to have been given information regarding the outcome of the case. In general, well over half of the witnesses in the sample left the court dissatisfied, either because they had been given no information at all regarding the outcome of the case or because the information which they had received was inadequate or insufficient. Only 5% of victim-witnesses and 30% of nonvictim-witnesses, a total of 19% of the sample, indicated that they were not interested in receiving such information.

Table 5:14. Witnesses by Post-Trial Contact with Criminal Justice Personnel at the Courthouse

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
"AFTER THE TRIAL WAS CONCLUDED, DID YOU HAVE ANY CONTACT WITH (ANY MEMBER OF THE CRIMINAL JUSTICE SYSTEM) REGARDING THE OUTCOME OF THE CASE?"						
Yes, Crown Prosecutor	6	16.7	3	6.5	9	11.0
Yes, Police	14	38.9	7	15.2	21	25.6
No, but would have preferred to have had an opportunity	14	38.9	22	47.8	36	43.9
No, and it didn't matter	<u>2</u>	<u>5.6</u>	<u>14</u>	<u>30.4</u>	<u>16</u>	<u>19.5</u>
	36	100.1*	46	99.9*	82	100.0

\* Error due to rounding.

#### Witness Fees

Another significant aspect of the witnesses' post-trial experience concerned witness fees. The receipt of witness fees is intended to be virtually automatic after the subpoena is turned in with a cheque normally being mailed to the witness. In cases of need, a cheque could be issued at the courthouse. Nevertheless, almost one-quarter of all witnesses indicated that they did not receive their witness fees. As indicated in Table 5:15 the proportions ranged from 13% of victim-witnesses to 30% of nonvictim-witnesses.

Of the sixty-four respondents who reported receiving their witness

Table 5:15. Witnesses by Experience with Witness Fees

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
"DID YOU COLLECT YOUR WITNESS FEES?"						
Yes	32	86.5	32	69.6	64	77.1
No	<u>5</u>	<u>13.5</u>	<u>14</u>	<u>30.4</u>	<u>19</u>	<u>22.9</u>
	37	100.0	46	100.0	83	100.0
"UNDER THE CIRCUMSTANCES, DO YOU CONSIDER THE WITNESS FEES TO BE ADEQUATE?"						
Yes	16	53.3	23	67.7	39	60.9
No	11	36.7	11	32.4	22	34.4
Don't know	<u>3</u>	<u>10.0</u>	<u>0</u>	<u>-</u>	<u>3</u>	<u>4.7</u>
	30	100.0	34	100.1*	64	100.0

\* Error due to rounding.

fees, none indicated any difficulty in collecting. However, only 60% indicated that, under the circumstances, they considered the witness fees to be adequate. Most of the witnesses who were of the opinion that the witness fees were inadequate indicated their concern that twenty dollars a day is not sufficient compensation for the time spent at the courthouse or for lost wages. For example:

"Because they are not enough should a person have to take time off work and lose wages." (victim-witness, male)

"I lost almost that much an hour (in wages). I figure I lost about five times that amount." (victim-witness, male)

"It's not worth it to sit there for five hours and be in court for ten minutes." (nonvictim-witness, female)

"It's really a joke." (nonvictim-witness, male)

Several witnesses who objected to the amount of the witness fee linked this to other concerns. The following succinctly states this concern.

"It is not sufficient for the hassle and the parking ticket." (nonvictim-witness, male)

#### SOURCES OF WITNESS DISSATISFACTION

##### Treatment by Court

As shown in Table 5:16, overall 60% of the witnesses were satisfied with the way they were treated by the court. This proportion is slightly higher for nonvictim-witnesses. Victim-witnesses show a somewhat greater tendency to be dissatisfied or uncertain as to how to evaluate their treatment.

In general, three out of every ten witnesses expressed dissatisfaction with the way they were treated; most felt strongly about their dissatisfaction.

"I wish I had had the chance to review my testimony before." (nonvictim-witness, female)

"I really wasn't happy about having to ask a second time to get my statement in order to refresh my memory before testifying." (nonvictim-witness, female)

"Look, before a person is going to testify in court, someone should talk to him on how to give answers in court. Perhaps a witness could be told the kinds of questions he could expect and then the witness could be better prepared to answer them and be more relaxed." (nonvictim-witness, male)

"I really felt intimidated in court when I was on the witness stand. The crown prosecutor makes you feel uncomfortable. You should be able to have your original statement

Table 5:16. Witnesses by Satisfaction with Experiences

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
<b>"OVERALL, ARE YOU SATISFIED WITH THE WAY YOU WERE TREATED AS A WITNESS?"</b>						
Yes	18	51.4	31	64.6	49	59.0
No	11	31.4	15	31.3	26	31.3
Don't know	6	17.1	2	4.2	8	9.6
	35	99.9*	48	100.1*	83	99.9*
<b>"OVERALL, ARE YOU SATISFIED WITH THE WAY THE CASE IN GENERAL WAS HANDLED BY THE COURTS?"</b>						
Yes	13	35.1	16	35.6	29	35.4
No	22	59.5	27	60.0	49	59.8
Don't know	2	5.4	2	4.4	4	4.9
	37	100.0	45	100.0	82	100.1*

\* Error due to rounding.

or notes in front of you." (nonvictim-witness, female)

A number of witnesses complained about the circumstances under which they provided their testimony.

"The courts make witnesses feel guilty. The cross-examining lawyer makes you feel you are on trial and yet he (the offender) lied on the stand." (victim-witness, female)

"The crown prosecutor didn't allow enough time for twelve witnesses to testify after subpoenaing them." (victim-witness, theft over \$200)

"I really felt I should have been allowed to say more."  
(nonvictim-witness, female)

I really felt that while I was on the stand both the crown prosecutor and the defense lawyer treated me as if I was the criminal." (victim-witness, male)

More specifically, some witnesses identified concerns with the process of cross-examination.

"On cross-examination I was made to feel foolish and I was not able to have any notes with me and I blew it."  
(nonvictim-witness, female)

"I was a witness for the prosecution and when the defense lawyer began to get picky over details I was really (annoyed) that the crown prosecutor did not defend me." (nonvictim-witness, male)

"The defense lawyer made insinuations about my condition which weren't true. I also resent the fact that he put words in my mouth." (nonvictim-witness, female)

Several victims identified a number of separate complaints. For example, one lady, the victim of an indecent assault, would have preferred some anonymity.

"I did not like having to wait in the same place as the accused and I really didn't like waiting in the hall where some people I know saw me. Also, no one let me know when the case had started and I missed the beginning of the trial. Then everything was spoken by lawyers and no one could hear." (victim-witness, female)

Or, the following concerns expressed by a male nonvictim-witness to a charge of break and enter.

"Witnesses are not protected as much as the accused. I found a lot of the questions I was asked in court seemed irrelevant and I had to give testimony without any real familiarity with the law."

In contrast to these views, one nonvictim-witness to a charge of indecent assault stated the following:

"I would like it to be known that as a witness I was not made to feel like a fool and humiliated as I was told I would be if I took the stand. More than ever I feel victims should press charges."

#### Court Handling of the Case

A variety of reasons were cited by the witnesses for dissatisfaction over the way the case was handled in general by the courts. The most common concern indicated was the feeling that the sentence imposed by the court was too lenient. In part, this may be a function of an interesting anomaly represented by the sample in relation to the Court statistics for convictions. In contrast to a general conviction rate over 80% of the fifty-four cases which were reported by the witnesses to be now completed, twenty-five witnesses indicated that the trial did not produce a conviction. The objection was most frequently to the fact of an acquittal rather than to a sentence which was regarded as too lenient. The following statements indicate this.

"I am really frustrated with my experience in court on this instance and on previous occasions. I work in the hotel business and it is a waste of time to charge someone with assault because the police do their job well but the courts let them go free. On this particular incident I spent several hours in court and the offender was released."  
(victim-witness, male)

Or, the following statement by a nonvictim-witness, the mother of a 15 year old rape victim:

"I have grave doubts about the judicial system. There was a miscarriage of justice. I was very pleased with the arresting officers and with the social worker but the crown prosecutor on the other hand was very ho-hum about the case and just didn't seem to care. He gave no follow-up at all. We weren't entirely happy about having to go to court in the first place but we had to because (the crime had been reported). We feel it was all for nothing and that the offender went free and he'll probably commit another sexual offence."

A few of the concerns for leniency specifically identified sentences which were felt to be too lenient.

"The sentence was too lenient as the accused was on probation for previous assaults." (nonvictim-witness, female)

"The sentence was not severe enough." (victim-witness, female)

Some concern about leniency related to bail provisions.

"The courts allowed the accused to go free (on bail) and so now are unable to find her. The courts have been very lax. I'm (very unhappy) with the lack of justice." (nonvictim-witness, theft over \$200)

#### Officers of the Court

Just over one-quarter of the witnesses were critical of the way the case was handled by particular officers of the court. The most frequent criticism was directed at the crown prosecutor.

"I really feel that my friend's case could have been handled better by the crown prosecutor." (nonvictim-witness, male)

"I feel like I was left in the dark. I didn't like the way the crown prosecutor handled the case and I would have liked to have talked to her before going into court." (nonvictim-witness, female)

"The RCMP did an excellent job with respect to the case but the crown prosecutor made an error in the charge which resulted in a stay of the trial which still hasn't been completed. My experience with banking has made me familiar with this type of crime and I think I could have been helpful in preparing the case with the crown prosecutor if she had been more accessible." (nonvictim-witness, male)

"The crown prosecutor really didn't do a good job at all." (nonvictim-witness, female)

"I was really surprised at the outcome. I felt that the judge did not weigh the witnesses' testimony fairly and based his verdict on one witness' testimony only." (non-victim-witness, female)

#### Lack of Information

A number of witnesses again indicated dissatisfaction over the lack of opportunity to talk to someone particularly the crown prosecutor, either just before or just after the trial.

"I really would have liked to talk to the crown prosecutor before going into the trial." (nonvictim-witness, male)

"I felt that I could have and should have received more information. I also feel that the crown prosecutor did not do an adequate job." (nonvictim-witness, female)

#### Lack of Opportunity to Testify

Another 20% of the witnesses objected to the fact that charges were either dropped, plea bargained, or a guilty plea entered at the last minute. As a consequence victims arrived at the court and, after waiting, discovered that their testimony would not be required. In addition, many of these witnesses indicated that they were not given an explanation or opportunity to understand exactly what had happened. The following observations are typical.

"A deal was made about the sentence that was to be given between the crown prosecutor and the defense council. It was therefore a waste of time for me to appear but no one bothered to inform me about this. I feel I was totally ignored by the court and treated merely as a number not a person." (nonvictim-witness, female)

"I wanted to know why the charges were dropped. I didn't understand anything at the trial." (nonvictim-witness, female)

"I feel that I could have been informed about the fact that the case was more or less resolved before the trial began. It was not necessary for me to be there at all." (nonvictim-witness, male)

"I am upset over the fact that bargaining took place in the court and the weapons charge was dropped unfairly. I am also upset that I was never called to testify. I only heard of a fine being imposed from an officer after the trial was over. I would have liked to have had the opportunity to testify." (victim-witness, male)

"The charges were dropped and no one told me anything." (victim-witness, female)

Finally, two witnesses complained about what they considered to be an unjustifiable delay between the time of the crime and the trial.

Dissatisfaction by Age, Sex, and Income

As indicated by data in Appendix II, no significant differences were observed in the expressions of satisfaction or dissatisfaction, either with the way the witness particularly was treated or with the way the case in general was handled, across the variables of sex, age, and income. The concerns which have been identified above were generally encountered across all categories of witnesses.

Perhaps the essence of these concerns was captured by one male victim-witness who stated succinctly: "Criminals too often have more rights than victims or witnesses."

GENERAL SENTIMENTSWillingness to Serve

Despite the range of witnesses who expressed concerns and the extent of observed dissatisfaction with the way in which the particular case was handled by the courts, almost 90% of the witnesses indicated a willingness to become involved again as a witness in the future.

In response to the question, "given your experiences with the judicial system as a witness would you be at all reluctant or apprehensive in the future at being interviewed by the police about witnessing a crime, knowing that such a statement could possible result in your being called to testify," half of the witnesses indicated that they would be willing to give a statement to the police and almost 40% indicated that they would be very willing. These data are shown in Table 5:17.

Table 5:17. Witnesses by Future Willingness to Serve

	Victim-Witnesses		Witnesses		Total	
	N	%	N	%	N	%
"GIVEN YOUR EXPERIENCES WITH THE JUDICIAL SYSTEM AS A WITNESS, WOULD YOU BE AT ALL RELUCTANT OR APPREHENSIVE AT BEING INTERVIEWED BY THE POLICE ABOUT WITNESSING A CRIME, KNOWING THAT SUCH A STATEMENT COULD POSSIBLY RESULT IN YOUR BEING CALLED TO TESTIFY?"						
Very unwilling	3	8.6	3	6.3	6	7.2
Unwilling	2	5.7	1	2.1	3	3.6
Willing	21	60.0	21	43.8	42	50.6
Very willing	9	25.7	23	47.9	32	38.6
	35	100.0	48	100.1*	83	100.0

\* Error due to rounding.

Only one out of every ten witnesses indicated a lack of willingness to become involved in the criminal justice system again as a witness. However, as indicated by data in Appendix II, these were somewhat more likely to be female, younger, and lower income witnesses.

Dissatisfaction in Situation-Specific

From these observations it may be inferred that, for most of the witnesses, the identified concerns and dissatisfactions are situation-specific. While the witnesses may express some reservation over the



handling of a particular case, they remain generally committed to the process of Canadian Criminal Justice.

#### OBSERVATIONS AND IMPLICATIONS

##### 1. Witness Dissatisfaction

In marked contrast with the very substantial majority of victims who expressed satisfaction with the way in which their complaint was handled by the police and with their treatment by the investigating officer, the witnesses, victim and nonvictim alike, expressed significant dissatisfaction with the courts. Overall, a substantial minority, including half of the victim-witnesses, were dissatisfied with the way they were treated personally. Sixty-eight percent of the witnesses were dissatisfied with the way in which the case was handled by the courts in general.

##### 2. Lack of Information

The witnesses identified two predominant substantive objections to explain their lack of satisfaction with the courts. First, they were dissatisfied with the way in which they were treated, on the witness stand particularly and in the courthouse generally. Second, they expressed disagreement with the decision of the court.

A closer examination of the statements given by the witnesses suggests, however, that the underlying and un verbalized complaint is, in most cases, a general lack of information. Either the witnesses were inadequately prepared and therefore did not know what to expect in their court appearance, or they did not have the actions and decisions

of the courts adequately explained to them.

The problem of a lack of information, which was the lot of most witnesses, is only exacerbated by the fact that over a third of all respondents went into the experience of being a witness feeling confused, uninformed, and intimidated.

The critical need identified by the witnesses was for the provision of information, prior to the court appearance, at the courthouse and just before entering the court, and after the trial.

Throughout the witness experience, the most important source of information for both victim and nonvictim-witnesses alike remains the police. The crown and other officers of the courts presently take only a minor role in this regard.

##### 3. Disregard for Witnesses

The information supplied by the witnesses as well as the interviews with court personnel reported in the following chapter tend to suggest that since witnesses are obligated by law to appear and testify, their participation tends to be assumed by the courts.

The observed expressions of dissatisfaction with the courts are provided by good citizens, who, despite their experiences generally, expressed a willingness to be witnesses again. However, it is manifestly clear that they are not well served by the courts. Witnesses, too, have the right to be treated with respect and dignity. They do not deserve to be ignored, or treated like pawns in a larger game.

##### 4. Practical Inconveniences

Practical problems identified by the witnesses included: the absence

of parking facilities for witnesses and the inconvenience of both locating and maintaining the metered parking available; difficulties encountered in locating the right court; and the anxiety caused by waiting for two or three hours to give their testimony, consigned to benches in a corridor shared by the general public and by the accused.

As inadequate and inappropriate as the treatment of witnesses was observed to be, the facilities of the present courthouse are comparable.

#### 5. Concerns for Witness Fees

The final major concern of the witnesses was expressed by a substantial minority who indicated concern over the inadequacy of the present schedule of witness fees.

#### 6. Witness Awareness

In general, and whatever the specific concerns of the witnesses, the overriding implication of the information provided by the witnesses is that the crown and courts need to become more familiar with, and sensitive to, the needs and legitimate rights of witnesses.

## Chapter 6

### THE RESPONSE III: THE COURTS

#### OVERVIEW OF THE CHAPTER

#### CONCERN FOR WITNESSES

In general, witnesses are rather casually treated by the criminal justice system in Red Deer, with little concern for their needs. This is reflected in: facilities for witnesses which are at present, inadequate; criminal justice personnel who are too busy to become involved with the needs of witnesses; and the observation that the care and handling of witnesses appears not to be a priority for anyone. While the beginnings of concern were reported by the clerk of the Court of Queens Bench, the crown prosecutor sees only a minimal role in this regard for his office.

#### PROVISION OF INFORMATION

In response to the substantial need for information at all stages of the judicial process indicated by the sample of witnesses, the crown prosecutor accepts only a limited role, preferring to see the problem mainly as one of a lack of public education for which he has no responsibility. The clerk of the court is poorly organized to respond to a more limited range of witnesses' information needs. By default, the most common and complete source of information for witnesses becomes the police.

#### FACILITIES

The principal problems experienced by witnesses with the present courthouse facilities include parking, locating the right court, and the lack of a separate waiting room. With the move to the new courthouse later in 1983, two of these concerns should be ameliorated. Witnesses' parking problems are likely to continue.

#### TREATMENT OF WITNESSES

While employers are required by law to release employees from work if they have been subpoenaed as crown witnesses, employers may withhold

salary or wages. Witness fees thus do not adequately compensate some witnesses for the costs involved in answering the subpoena. The reported failure of some witnesses to receive their witness fee was understood to be a consequence of witnesses not reporting to the clerk of the court and handing in the subpoena.

The reported problems of witnesses with delays in the scheduling of court cases and the lengthy waiting times encountered at the courthouse were acknowledged. These were substantially attributed to prerogatives accorded defense attorneys and the difficulty in scheduling cases and witness appearances. In general, it was felt that there was little that could be done with regard to these problems that was not already being done.

#### WITNESS MANAGEMENT PROGRAM

The Witness Central Units, operating at present in Edmonton and Calgary with the intention of reducing the inconvenience experienced by witnesses, were reviewed. The need for a comparable witness management program for the Red Deer courts was identified.

#### OBSERVATIONS AND IMPLICATIONS

In general, it was observed that: (1) Improved facilities for witnesses should continue to be planned for and incorporated into the new courthouse. (2) Despite the fact that witnesses are under a legal obligation to appear, their legitimate information needs require a systematic and complete response, which implies a greater role for the crown prosecutor's office. (3) A full witness management program is required, either provided by the courts themselves or provided by a community agency under contract. (4) If delays and witness inconvenience cannot be ameliorated, then at a minimum the reasons for delays and waiting should be communicated to witnesses. (5) There is a need for court processes and practices to be clearly explained to witnesses so that they might better understand their experiences. (6) There is a need for a full study of the adequacy of witness fees. (7) If victims and witnesses are to be treated with the dignity and respect that they deserve, it is necessary for the courts to become sensitive to their legitimate needs.

(8) Finally, with regard to the principal of reparation, four observations were made. First, where victims are willing and interested, restitution should be introduced into Red Deer courts to the limits presently available under law. Second, serious consideration should be given to expanding the statutory limits on restitution. Third, because court-ordered restitution is only available to a few victims, the principles governing crimes compensation should be reviewed and expanded. Fourth, given the nature of many victimization experiences and the fact

that in many cases there is a prior relationship between victim and offender, the feasibility of a victim-offender reconciliation program for Red Deer should be examined.

#### CONCERN FOR WITNESSES

##### An Absence of Concern

The response of the courts to the needs and concerns of witnesses stands in stark contrast to the response of the police to the needs and concerns of victims. While one may suffer misfortune to be a victim, one is required by law to be a witness. Victims have rights; witnesses have obligations.

In contrast to the dignity and respect which the police attempt to accord to victims of crime, witnesses are at best treated casually, at worst tolerated. In this context, it was understandable that respondents to the survey of victims and witnesses were significantly more critical of their treatment as witnesses than of their treatment as victims of crime.

##### Dimensions of the Problem

On the evidence provided by the chief crown prosecutor, the clerk of the Court of Queen's Bench, the police, and lawyers in private practice, there appear to be several reasons for the observed concerns of witnesses. First, the physical facilities of the courthouse are, in the words of the clerk of the court, "absolutely inadequate". Second, the key criminal justice personnel all have rather narrowly defined jobs to do and find themselves with excessive workloads and little time. Third, the care and handling of witnesses simply appears not to be a priority

for anyone. At present, no one within the system takes significant responsibility for the needs of witnesses.

Clerk of the Court's Response

This situation of neglect may be changing. A new courthouse with enlarged and improved facilities will be open later this year. Further, as stated by the clerk of the court:

Over the years, witnesses have gone unnoticed; they were here and no one noticed. But we are starting to pay attention, and we're going to become more compassionate.

Such intentions, however, do not alter the present realities.

Crown Prosecutor's Response

The crown prosecutor, drawing on his own experience as a witness, noted that being a witness can be a dehumanizing experience. Yet,

People have an obligation to endure the unpleasantness of the court; court is never pleasant for anybody, how could it be? That's the nature of the adversary system.

It was indicated that the crown prosecutor is a barrister and has his first obligation to the court. There is understanding and sympathy for the interests and concerns of victims and witnesses, and perhaps limited accommodations can be made in court; but, it was added, the crown prosecutor can't get involved in the "hand holding". The crown has a specific task with respect to preparing and prosecuting the case:

(The crown prosecutor) should be approachable. That's just good PR. But it's really superficial and (the needs of victims and witnesses) are better handled by an outside agency. I can't see the crown prosecutor doing more.

The crown is to be regarded as an advocate for the community interest, not the private interest of individuals. The crown is the

lawyer for the state, not the victim.

There could be things done for the victim by outside agencies if they (victims) have concerns. I just don't want to be involved if it displaces the community interest.

Looking after the needs and the concerns of victim and nonvictim-witnesses is not understood as a major function for either the crown or the court. However, the crown prosecutor did suggest either the establishment of some form of ombudsman for victims and witnesses or at least the establishment of a witness information office within the policing agency: "The police are best equipped to handle this and they have the experience.

PROVISION OF INFORMATION

Needs and Present Practice

One of the most substantial needs identified by the witnesses was their concern for information, before, during, and after the court appearance. The crown prosecutor regards this primarily as a role for the police. Pre-trial conferences are held with witnesses only for more serious cases such as serious assault or rape. This amounts to a very small proportion of cases, estimated between 5% and 10%.

In addition, the crown prosecutor may meet briefly with witnesses prior to going into court. At this time the crown will briefly outline the process and run through the witness' testimony generally. The crown is, however, particularly conscious of not coaching witnesses and is reluctant and "loathe to have this kind of contact."

Instead, for the most part, the crown expects the police to review

the statement with the witness. But there is no fixed policy in this regard.

#### Information or Education?

The crown prosecutor regarded these concerns as arising not just over a lack of information but from a lack of education with respect to the nature of the Canadian legal system. In this regard the prosecutor notes: "How much can the crown bear the responsibility for the role of educating people?"

It was suggested that a more appropriate approach would be to have this concern handled by some outside agency.

#### The Role of the Clerk of the Court

The clerk of the court observed that his office receives very few requests for information from witnesses. He admits to being somewhat puzzled by this since his name is on the subpoena.

A pamphlet entitled The Witness and the Justice System, produced by the Alberta Attorney General's department and detailing much of the information which witnesses might be expected to require, is usually available through the office of the clerk of the court. However, the booklet must be requested as it is not routinely set out for witnesses to pick up. At the time of the interview the booklet was out of print and unavailable.

#### The Role of the Police

The most common and complete source of information for witnesses remains the police.

### FACILITIES

#### The Current Problems as Defined by Witnesses

As noted in the previous chapter, witnesses identified certain difficulties with the facilities of the present Red Deer courthouse. These included the absence of parking, the difficulty in locating the correct court, and the lack of a separate waiting room for the witnesses.

#### Addressing the Problems

The clerk of the court indicated that with the opening of the new courthouse later in 1983, a reception desk will be established immediately inside the main entrance which should ameliorate the difficulties witnesses have in finding the appropriate court room. It was also reported that present plans call for a separate waiting room for witnesses. However, parking may continue to be a problem. While it is estimated that only twelve parking stalls would be required for witness parking, there is the problem of how this might be supervised to ensure that only witnesses take advantage of them.

### TREATMENT OF WITNESSES

#### Witness Concerns

Witnesses also identified several concerns regarding their treatment arising out of their experiences. These included: difficulty in getting time off work; delays, both in seeing the case come to trial and in waiting at the courthouse to provide their testimony; their treatment in the court itself; and the inadequacy and delay in receipt of witness fees.

Time Off Work

Employers are required by law to provide subpoenaed witnesses with sufficient time off work to allow them to appear in court. However, employees paid an hourly or weekly wage may, at the discretion of the employer, be docked wages for time missed while at court. The latter concern was the one most frequently identified by witnesses.

Adequacy of Witness Fees

The witness fee is intended to compensate crown witnesses for unavoidable expenses. Justifiable claims may also be made for such things as transportation costs, lodging, babysitting, or parking. However, witness fees are not intended to replace lost wages.

In the opinion of the clerk of the court, witnesses shouldn't lose wages when they are providing testimony and it was felt that this matter should be investigated.

Payment of Witness Fees

The payment of witness fees is the responsibility of the clerk of the court. The procedure requires the witness to hand in the subpoena, and normally a cheque will be mailed. However, if the witness requires the money more immediately, a cheque can be issued at the courthouse. In general, the witness fee will be mailed as long as the witness shows up and reports to the clerk of the court. In most instances it was felt that where witness fees were not received, this was the consequence of the failure of the witness to properly report. Most likely this is a consequence of a lack of information regarding the procedure for the paying of fees despite the fact that the procedure is printed on the

subpoena. Witnesses who did not receive their fees were advised to contact the clerk of the court.

Delays in Court Proceedings

The matter of the scheduling of court cases and the sometime attendant delay is understood to be related to due process and regarded as unavoidable. However, if there is to be a delay or a change of plea, and this is known in advance, the policy of the crown prosecutor's office is to contact both police and civilian witnesses and cancel their appearance. There is not, it is conceded, always sufficient lead time to allow this policy to be fully effective.

Much of the delay in bringing cases to trial is a function of the prerogatives accorded the defense. The crown, it was stated, has very little control, as has the court. The defense attorney, on the other hand, has an overpowering obligation to his client and is expected to serve the client's best interest. Thus, the crown prosecutor feels that, "There is little we can do that we're not doing already."

Scheduling Witnesses

The delays cited by the witnesses after arriving at the courthouse were regarded as a different problem. The waiting time required of witnesses was understood to be a function of the difficulty in scheduling cases and in predicting how long any particular case will take. This was suggested as being analogous to having an appointment with a doctor. In general, the crown seeks to achieve balance between under-utilizing the courts (underbooking) and requiring unnecessary waiting by the witnesses (overbooking). It is acknowledged, however, that this is not

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an exact science.

However, the crown indicates concern in this regard, since, "We are obviously interested in the welfare of witnesses."

#### WITNESS MANAGEMENT PROGRAM

##### Alberta Witness Central Program

Recognizing the needs of witnesses, the Alberta Attorney General's department has developed Witness Central Units in both Calgary and Edmonton. These are programs specifically aimed at the needs of witnesses and were prompted by research showing that witnesses were dissatisfied with the inconvenience they were made to suffer while performing their duties as witnesses.

The fundamental purpose of the program is to reduce inconvenience to witnesses and thus help to ensure their participation in the criminal justice system. The services provided include:

- subpoena preparation and distribution to the police for service;
- a witness cancellation service at the direction of prosecutors;
- monitoring of subpoena service;
- a central telephone service through which witnesses may receive answers to their requests for information;
- a 24-hour answering service to take messages when staff is not available;
- information on available social services;
- travel and accommodation arrangement if required;
- arrangements for an interpreter if necessary;

- emergency in-city transportation;
- the sending of acknowledgement letters to thank witnesses who have appeared in court.

It is intended that a second phase of the project, when implemented, will incorporate such services as:

- witness payment;
- courthouse reception;
- on-call alert to expert witnesses;
- employer intervention, urging employers to continue paying wages to an employee called to serve as a witness, or at least not to discourage the employee from honoring the subpoena.

##### Red Deer Witness Management Program

The need for a comparable service for the courts in Red Deer was apparent from the data presented in Chapter 5 and from the concerns expressed by the clerk of the court. Further, it was understood from the clerk of the court that the Attorney General's Department has been reviewing these needs. It was anticipated that a witness management program will eventually be established in conjunction with the new courthouse.

"Witnesses are going to be better looked after when we're in the new building and when we get our witness management program. But we still don't have the program yet."



OBSERVATIONS AND IMPLICATIONS

If the response of the police to the needs of victims of crime was best described as insufficient, the response of the courts to the needs of witnesses is most appropriately characterized as inadequate and inappropriate.

1. Court Facilities

As identified by the sample of witnesses, and further indicated by the clerk of the court, the present courthouse facilities are grossly inadequate. This situation will be ameliorated shortly with the opening of the new courthouse which is currently under construction.

It is important, however, that prior to the opening of the new courthouse, the minimal needs of the witnesses are not overlooked. For this reason it is important that planning continue to incorporate, (1) adequate free parking for victims, (2) a reception centre to ensure witnesses convenience in locating the right court room, and (3) a separate waiting room for witnesses.

2. Information Needs of Witnesses

The information needs of witnesses must be respected despite the fact that witnesses are under a legal obligation to appear. The minimal satisfaction of that need would include at least the following.

The pamphlet produced by the Alberta Attorney General entitled The Witness and the Justice System should be adapted to refer specifically to the facilities, procedures, and schedule of the Red Deer courts. The brochure should then be routinely distributed to witnesses with the

subpoena. In addition, the police and the crown, as identified in the brochure, should be available to prospective witnesses to provide additional information.

After a witness has arrived at the court, the crown prosecutor, or his agent, should be briefly available to explain the case and the court procedure, and to outline briefly the role that the witness will be expected to play. Further information for the witness immediately prior to the court appearance, such as a review of the witness' statement, would be regularly undertaken by the police.

Most significantly, the crown prosecutor should be available to witnesses immediately following the trial to explain the outcome, the sentence, and the rationale for the sentence, and particularly, to explain any discretionary disposition made in the case. These explanations should be provided in non-technical language which would clearly satisfy the witness's right to know.

3. Witness Management Program

The expressed desire to establish a witness management program in the new courthouse similar to the Witness Central Units presently existing in Calgary and Edmonton is laudable, particularly if the range of services incorporates both phases of the witness central program.

However, there is some question as to whether the number of witnesses attending Red Deer courts will be judged sufficient to justify the elaboration of such a comprehensive program. If it is determined that the cost of the program is too great relative to the smaller volume of need, and the program is not initiated, the range of legitimate witness needs which would have been thereby addressed must not be ignored.

In this eventuality, therefore, it would be appropriate for the necessary services to be provided by any subsequently established community based victims service under contract.

#### 4. Delays and Witness Inconvenience

A concern expressed by many witnesses was for delays, both in seeing a case come to trial and after the witnesses have arrived at the court-house, waiting to be called to provide testimony.

It may be possible that more careful attention to scheduling of cases could ameliorate some of the frustration and inconvenience experienced by the witnesses. However, in the event that delays occur, either in bringing the case to trial or in calling a witness at the time the case is being heard, at least part of the frustration experienced by the witnesses could be ameliorated if the crown prosecutor would assume responsibility for clearly communicating to the witnesses the reasons for the delay.

#### 5. Court Experiences

Discussions both with lawyers in private practice and the crown prosecutor suggested that the court will not tolerate the intimidation or abuse of witnesses on the witness stand. Be that as it may, intimidation and abuse are precisely what some witnesses experience. Speculation would hold that these conflicting perceptions represent a case of "intimidation being in the eye of the beholder;" that witnesses are exercising their judgement from a different perspective and with a different set of expectations than are the crown, the lawyers, or the judge.

In many cases, the problem underlying such witness distress is a lack of information and knowledge concerning the process of the court. Once again, responsibility should be assumed by the crown prosecutor to explain the process of the court to witnesses prior to their appearance. In instances where witnesses are obviously distressed or frustrated by their experiences, the crown should further assume the responsibility to discuss the experience with the witness and to explain as clearly as possible why the process occurred as it did.

In general, with this problem, as with a great number of the other concerns expressed by witnesses, the underlying difficulty appears to be the lack of knowledge and information.

#### 6. Witness Fees

That the present schedule of witness fee was cited as inadequate by more than a third of the witnesses and by an officer of the court should indicate the need for a full study of the adequacy of witness compensation. While upon receipt of a subpoena, the requirement to be a witness is a legal obligation, and while the witness fee is not intended as compensation for lost wages, the present practice nevertheless does create hardship for at least some witnesses. Those most affected in this way are among the more disadvantaged members of the community.

One current alternative worth considering, developed by the National District Attorneys Association in the United States and cited by Geoff Norquay and Richard Weiler in a report prepared for the Solicitor General of Canada (Services to Victims and Witnesses of Crime in Canada), suggests that employers be required to provide leave with pay to employees for court appearances. In exchange, the employer would receive a tax de-

**CONTINUED**

**3 OF 6**

duction of an amount equal to the salary paid to the employee while serving as a witness.

Further, in circumstances where this proposal would be unworkable, it is reasonable that witness compensation more closely approximate the financial cost to the witness.

The responsibility of citizenship is that witnesses be willing to serve. It is perhaps unreasonable to expect that they should also be required to "pay" for the experience.

#### 7. Victim-Witness Services

The officers of the courts interviewed were, in many respects, unaware of the full nature and scope of the needs and concerns of victims and witnesses of crime. The concept of victim services is not captured by one respondent's notion of hand-holding; on the contrary, it is the recognition of the fundamental rights of victims and witnesses of crime. At present, the courts in Red Deer allow very few of what may be regarded as such rights (Appendix III).

If victims and witnesses are to be treated in the criminal justice system with the dignity and respect that they deserve, and that should be regarded as their right, it is imperative that the courts become sensitive to the legitimate nature of their needs.

#### 8. Reparation

The issue of reparations, in particular the concept of restitution, has been identified previously at several points in this report. That reparation/restitution is a legitimate right of victims of crime is being

increasingly recognized in many jurisdictions, both in principle and in practice, in Canada and in the United States. It is further recognized that the alternative civil remedies, which the crown prosecutor would offer instead, are frequently limited and ineffective.

Nevertheless, in Red Deer, even the limited provisions under the Sections 616, 653, 654, 655, and 663.2 of the Criminal Code of Canada are subverted by a continuing insistence within the crown prosecutor's office on a near absolute dichotomy between criminal and civil remedies, between community and individual interests.

Since the Criminal Code does provide for restitution to victims of crime as a sentencing option, the objection to pursuing restitution within the crown prosecutor's office would appear to be more grounded in practical difficulties of restitution orders than in the legal distinction between different remedies and different interests. Lest the rule of law become a rule of convenience, it is necessary that the crown prosecutor's office seriously re-think its present position.

It was observed that, where victims are willing and interested, restitution should be introduced into the Red Deer courts to the limits presently available under the law.

The right of victims to reparation would not, however, be sufficiently served by this limited practice. Thus, it was indicated that serious consideration should be given to expanding the legal option of restitution. In this regard, one reasonable initial model is represented by the recommendation of the Law Reform Commission of Canada in the report to parliament entitled Dispositions and Sentences in the Criminal Process. An excerpt from this report is reproduced in Appendix V.

It was also observed that restitution as a sentencing option has

legitimation other than simply assisting crime victims. This refers to the fact that restitution is an effective means by which offenders may be made directly and personally responsible for the harm they have done. Simply, as a method of helping crime victims, restitution would have limited value since the great majority of crimes go unsolved, in many instances the arrest of an offender does not result in a conviction, and in some other cases where a conviction is secured, restitution is not an appropriate sanction. As a consequence, court-ordered restitution is available to only a comparatively small number of crime victims.

The right of victims of crime to reparation therefore requires a comprehensive review of the principles governing crimes compensation in Canada, with a view to significantly expanding these programs.

Finally, the nature of the victimization reported in the majority of offences recorded in the sample of victims as cleared otherwise and the fact that in 70% of the cases where the offender was known there was a prior relationship to the victim, together suggest that there is a reasonable basis for the alternative resolution of disputes that are currently dealt with as criminal charges.

One of the concerns identified by a number of victims was the fact that after a crime had been reported, the available options were formal criminal justice prosecution or nothing. Many victims found this lack of options frustrating. It is thus observed that the feasibility, utility, and potential scope for implementation of a victim-offender reconciliation program in Red Deer should be examined.

## Chapter 7

RECOMMENDATIONS AND CONCLUSIONSINTRODUCTION

The implications of these data for the organization of community social services and for the policy and practice of criminal justice are numerous. The needs of crime victims and witnesses have been identified as many and varied. Obviously, no single approach to serving victims and witnesses will effectively respond to all needs.

Consideration of the data in the context of the literature on victim/witness assistance has resulted in the drawing of certain implications which are presented on the following pages in the form of recommendations. These recommendations do not exhaust the possibilities. Rather, other readers with different interests and perspectives are likely to draw additional, perhaps radically different, implications and conclusions. I sincerely hope that this will happen.

For entirely too long victims have been treated as orphans within the criminal justice system. A principal pre-requisite for substantial change in the system is the development of public awareness and concern through informed discussion and debate. If this report can contribute to the growth of such awareness and discussion, particularly within the Red Deer community, a major reason for the undertaking of this study will have been accomplished.

The only goal can be a balanced system of justice for all participants.

RECOMMENDATIONS1. VICTIM-AWARENESS PROGRAMS

*It is recommended that on-going, varied, and broadly based victim-awareness programs be established in the community.*

Such programs, which could be undertaken by the police, victim/witness assistance programs, or other interested community services and organizations, would be targeted both at the community generally and at victims of crime particularly. Their purpose would be to increase consciousness of the legitimate needs and concerns of crime victims and help to develop a community-wide concern for the rights of victims and witnesses.

2. VICTIM AND WITNESS RIGHTS

*It is recommended that the rights of victims and witnesses be explicitly recognized.*

The recognition of victim/witness rights would legitimate the needs experienced by victims and witnesses as well as their expectations for consideration and services. At the same time, such recognition would constitute an acknowledgement by the criminal justice system of its obligations to victims and witnesses.

There are broad implications of this recommendation for criminal justice policy and statute as well as for the practices of individual representatives of the criminal justice system.

3. POLICE IN-SERVICE TRAINING

*It is recommended that the police establish an in-service training program dealing with the needs and concerns of victims and witnesses.*

Many of the problems and concerns experienced by victims and witnesses could be ameliorated by greater police awareness of, and sensitivity to, the needs of the victim/witness. In addition, police officers in contact with victims require a current, working knowledge of community services available to deal with victims' needs and problems.

4. INFORMATION NEEDS

*It is recommended that the police undertake appropriate measures to insure that the needs of victims and witnesses for information regarding case progress are consistently recognized and met.*

Both implicitly and explicitly, victims and witnesses identified a lack of information and/or knowledge of the working of the criminal justice system as the source of their concerns, anxieties, and even hostilities. Increased concern for, and attentiveness to, the obligation to provide information could substantially reduce the myriad of problems which now confront victims and witnesses in Red Deer.

By default, the police have assumed the role of principal information-provider on behalf of the criminal justice system as a whole. Until such time as other elements of the criminal justice system in Red Deer recognize and assume their obligations to victims and witnesses, this police role will remain particularly crucial.

#### 5. VICTIMS' EXPECTATIONS FOR POLICE SERVICES

*It is recommended that the police cultivate victims' expectations for police services and initiate procedures designed to insure that such heightened expectations are satisfied.*

One of the salient findings of the research was the observation that victims and witnesses have consistently low expectations for assistance and services and thus are not in a position to identify or respond to inappropriate service. In response to this dilemma, the police should routinely distribute, to all victims, a brief pamphlet outlining the function of the criminal justice system and detailing the responsibilities of the police to victims of crime. The pamphlet would also identify the role of the complaints officer in the city detachment, providing the victim with a recourse in the event of inadequate or inappropriate police service. This practice would have the advantage of helping to keep the police response to victims' needs consistent and complete.

While such an undertaking could be attempted by some other community service assuming a victim-advocacy role, it is more desirable for the police to mount such a program on their own initiative.

#### 6. POLICE CP/PCR UNIT

*It is recommended that the staffing of the police Crime Prevention/Police Community Relations unit be increased.*

The valuable contribution of the CP/PCR unit in developing and implementing crime prevention programs has been identified. However,

the magnitude of the task is beyond the capability of the present two-man unit.

In the context of a massively reactive criminal justice system, police crime prevention programs constitute the principal pro-active approach undertaken by the community in the discharge of its obligation to protect its members from the threat of criminal activity. Yet the data in this study suggest that victims are not protecting themselves as well as they could or should. While there is no attempt here to absolve citizens from personal responsibility, the need for substantially greater police activity in this regard is obvious.

#### 7. VICTIMS WORKSHOP

*It is recommended that a crime victims' workshop be undertaken for the staff of all community social services having contact with victims and witnesses.*

Such a workshop would respond to the observed lack of knowledge and understanding characterising the community social services delivery system in regard to the operation of the criminal justice system; the concerns, needs, and rights of victims and witnesses; and the services available for crime victims within the community.

#### 8. EXPANDING EXISTING COMMUNITY SOCIAL SERVICES

*It is recommended that existing community social services be expanded to provide the capacity to deal effectively with the needs of crime victims.*

Certain community services were identified as requiring expanded capabilities in order to help insure an effective community response to the problems and needs of victims. Specifically identified were the Emergency Department of the hospital, the Women's Emergency Shelter, sexual assault counselling and services, and a crisis phone line.

In addition, as victims become increasingly aware of the range of services available and seek to take advantage of these services, there will be a need to generally expand a service delivery system which is at present largely overloaded.

#### 9. VICTIMS' SERVICES

*It is recommended that a new victims' service be established as part of the overall community social service delivery system.*

This is the pivotal recommendation to come out of the study. There are, at present, simply too many service gaps and needs to expand existing services to be effectively answered in any other way. The unanswered needs of victims were observed to be substantial; present services were observed to be inadequate or insufficient.

A newly established victims' service would be responsible for a wide range of services, previously identified in this report, which are required both by victims particularly, and the community generally, which are now unavailable. In addition, such a service could address a variety of ancillary functions which have been identified here as separate recommendations.

Because of the total nature of the identified needs, the appropriate place for such a service is with a community agency. Nevertheless,

it is imperative that services to victims be offered within a very close working relationship with the police. It would not overstate the latter requirement to suggest that, at least externally, this working relationship would possess the appearance of a joint venture. The roles of the police and a community-based victims' service, in relation to the needs of victims, are together crucial and inseparable.

#### 10. EVALUATION OF SERVICES TO VICTIMS

*It is recommended that all services to victims regularly undergo systematic and complete evaluation.*

This recommendation would apply both to existing services and to any new victims' services which might be established. The evaluations would have the double purpose of controlling the quality of services and insuring that the real needs of victims are addressed. In this and other ways, the danger of a nominal response will be minimized.

#### 11. VICTIM/WITNESS ASSISTANCE HANDBOOK

*It is recommended that a comprehensive victim/witness assistance handbook be prepared.*

This recommendation is linked to Recommendation 7. The primary users of such a handbook would be all community and criminal justice agencies serving the needs of victims and witnesses, having contact with victims and witnesses, or making referrals. The proposed contents of such a handbook have been previously identified in the report.



In addition, a shorter version of the comprehensive handbook should be prepared as a pamphlet for general distribution to the community and for the use of individual victims.

#### 12. FUNDING SERVICES TO VICTIMS AND WITNESSES

*It is recommended that all three levels of government accept their respective responsibilities to participate in the funding of services to victims and witnesses.*

While victim/witness assistance currently receives a comparatively low fiscal priority, it is clearly the responsibility of governments to provide sufficient funding. This would be accomplished through re-allocation of current criminal justice resources, the extension of existing funding programs, and/or new appropriations. Two funding alternatives which recognize the responsibility of offenders are a fine-surtax system and the general dedication of fine revenues to support victim/witness services.

In this regard, it is important to recognize that the funding requirements for services to victims and witnesses go beyond the exclusive needs of any new victims' service.

#### 13. COURT AWARENESS OF WITNESS NEEDS

*It is recommended that the courts and the crown prosecutor's office undertake to become more familiar with, and sensitive to, the needs and legitimate rights of witnesses.*

Despite the legal obligation under which they serve, witnesses

nevertheless retain certain rights in relation to their participation in the judicial process. Yet at several points in the study it was noted that these rights are not fully understood or appreciated by the crown prosecutor or the courts.

Whether through persuasion, legislation, or both, the courts must become more knowledgeable of, and responsive to, the needs of witnesses.

#### 14. WITNESS MANAGEMENT

*It is recommended that a witness management program be established for the courts in Red Deer.*

A witness management program would be justified in two ways. First, it represents an explicit recognition of the rights of witnesses and expresses the commitment of the courts to reduce the inconvenience which witnesses now experience. Second, such a program would benefit the courts by helping make witnesses more willing.

Should a separate program not be feasible, the necessary services as identified in the report could be provided under contract by a community agency: most appropriately, any new victims' service.

#### 15. WITNESS FEES

*It is recommended that the purpose and function of witness fees be studied.*

The policies governing witness fees should be re-examined with a view to eliminating financial hardship or cost caused to witnesses by their legal obligation to give testimony.

16. REPARATION

*It is recommended that the criminal justice system commit itself fully to the principle of reparation.*

The principle and various practices of reparation to victims of crime have been commented on at different points in the report. Specifically, what is required now is the following. The courts and the crown prosecutor in Red Deer should pursue restitution to victims to the limit presently available under the law. As well, the availability of criminal injuries compensation should be fully publicized.

In addition, the legal option of restitution should be substantially expanded, following the recommendations of the Law Reform Commission of Canada and the effective, greater utilization of restitution in more progressive jurisdictions. Further, a comprehensive review and re-consideration of principles governing victim compensation in Canada should be undertaken with a view to realizing the greater potential of this practice.

17. VICTIM-OFFENDER RECONCILIATION

*It is recommended that research be undertaken in Red Deer to investigate the potential, and make recommendations, for the implementation of a victim-offender reconciliation program.*

While this study did not specifically address the issue of victim-offender reconciliation, both the data and the literature-search suggest that this is a logical corollary to victims' assistance.

18. FURTHER RESEARCH

*It is recommended that further research be undertaken in the community with concern for continuing to develop effective victim-assistance programs and programs which would prevent victimization.*

Particular areas for such additional research would include:

1. The analysis of victimization patterns in the community as a whole.
2. Analysis of the dynamics of victimization, including consideration of the process of becoming a victim and victim-offender homogeneity.
3. Systematic follow-up evaluation of victim-witness services and police crime prevention programs.

CONCLUSIONS

The emergence of concern for victim/witness services and the rights of victims and witnesses mark a search for balance within the criminal justice system. The last few decades saw the growth of concern for the rights of offenders and an acknowledgement of society's responsibility to the offender. What is experienced now is the mirror image, as society grapples with its responsibilities to the victim and for the rights of victims in general.

The needs of victims and witnesses have been documented. The rights of victims and witnesses are becoming self-evident. The responsibilities of the community are being identified, as suggested by

the recommendations presented here and reflected in many similar reports and studies. Yet the criminal justice system is sometimes agonizingly slow to change, as befits an institution grounded in precedent and moving forward by facing back.

Notwithstanding, the necessary changes will come. That is the implication of these data, the consensus of the literature, and the example of other and more progressive jurisdictions.

Then what of the future?

Crime is a function of the interaction of offender, victim, and community. As the community accepts increasing responsibility for the emergence of some members as offenders and others as victims, it is likely to increasingly insist that each group accepts some of the responsibility toward the other together with their joint responsibility to the community.

In such a context of shared responsibility, the current black and white dichotomy of criminal justice will dissolve to shades of grey.

Reparation and reconciliation will become increasingly common: there will be an emphasis upon reducing the damage caused by the offender while restoring the capacity of all participants to act in a socially responsible manner.

There is a word for such a future.

It is called Justice.

The growing concern for victims is an important step in that direction.

## Appendix I

## DATA COLLECTION

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Royal Canadian Mounted Police Gendarmerie royale du Canada

Your file      Votre référence

Our file      Notre référence  
RDCP 400-1

October 1, 1982

Mr. John Doe,  
123 Any Street,  
Red Deer, Alberta.

Dear Mr. Doe:

The Canada Department of Justice, in cooperation with the Red Deer City Detachment of the Royal Canadian Mounted Police, is presently sponsoring a major study of the problems and needs which victims of crime in Red Deer experience.

The purpose of the study is to find out more about the kinds of concerns that crime victims have so that better treatment and services for victims can be made available in Red Deer. The exact nature of the study is described in the enclosed pamphlet.

Your name is one of the names which has been scientifically selected from lists of people who have reported being the victim of a crime to the police this year. In the next few days, you will be contacted by a member of the City Detachment of the R.C.M.P. who will request your participation in the study. If you agree to participate, you will then be contacted by a field worker from the study who will arrange a telephone interview at a time that is convenient for you. The interview itself will take approximately 30 minutes, or less.

We know that this is a lot to ask of busy people. However, after you have been interviewed, we think that you will agree that the study deals with matters of great concern to crime victims and will be very useful. We also think that you will find the interview personally interesting.

Therefore, we want to urge you to agree to be interviewed. Your opinions are very important to us and no one else can take your place in the study.

...2

- 2 -

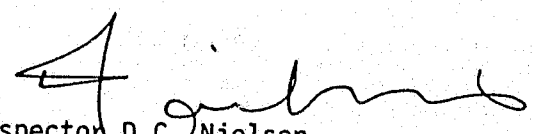
Finally, we want you to know that anything that you tell the interviewer will be absolutely and totally confidential and will be used only for the final report of the study. No one will be told who was interviewed and no individual answers will be identified. Also no information, except the final report, will be given to the police or any other agency.

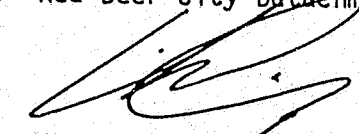
We sincerely appreciate your generosity in giving some of your time and effort to help with this study. If you need any further information, or if there are any questions that you wish to raise, please feel free to call one of the following:

- Dr. Bill Stuebing, 342-3314 or 347-5319
- Inspector D.C. Nielsen, 346-1161
- Staff Sargent Wayne Hutmacher, 346-1161

Thank you again for your cooperation and for your help in making this a successful and worthwhile project.

Very sincerely,

  
Inspector D.C. Nielsen  
Officer-in-Charge  
Red Deer City Detachment

  
Wm. K. Stuebing, Ph.D.  
Research Director

:lm  
Encl.

## Some Questions and Answers on...

## VICTIMS OF CRIME IN RED DEER:

## A Study of Needs and Concerns

Q: What is the study about?

A: In recent years, a growing concern has developed in Canada for the rights of victims of crime. A good part of this concern focuses on the kinds of treatment that victims of crime receive both from the Criminal Justice System specifically and from the community itself more generally.

Many people think that the Criminal Justice System in Canada has concerned itself for too long only with the offender and the needs and problems which the offender has. At the same time it has largely ignored the victim of the crime and even made things worse for the victim by concerning itself only with the law and the offender.

But now this is changing as we recognize the rights and needs of victims of crime. Particularly we are concerned with questions about how victims of crime should be treated by the Criminal Justice System and by what kinds of services should be available for victims of crime within the community.

This study is intended to provide the kinds of information that are necessary to plan and develop appropriate and effective services for crime victims in Red Deer.

Q: What specifically is the study interested in?

A: By interviewing a large number of people who have been identified as victims of different kinds of crime in Red Deer this year we hope to learn the following:

1. What are the kinds of concerns and problems which victims of crime experience as a result of a crime. Do they have particular problems with the police, with the courts, or with the community itself. Are there particular problems in their lives caused by the crime?
2. How do victims in Red Deer feel about their experiences as a victim? In terms of their needs, what kinds of things are presently being done well in this community either by the police or by other groups or individuals. Also, and importantly, what kinds of things do they think are not being done well or are not even done at all.

Very generally we want to know how victims of crime in Red Deer would like to be treated and what is necessary to accomplish this.

- 2 -

Q: Then what is the practical value of the study?

A: The results of the study will be used by the police, the courts, and other government and community agencies in Red Deer to review the kinds of services which they presently provide and to plan for any new services that the study indicates are needed.

We hope that as a result of this study we will be able to develop comprehensive, coordinated, and effective services for the victims of crime in Red Deer.

Q: Will the results of the study be made public?

A: Yes, definitely. The full report will be published by the Federal Department of Justice and will be available to anyone who is interested. Summaries of the report will be widely distributed to numerous groups and organizations within the City. In addition, reports of the main findings will be published in the newspapers.

It is important that everyone who wants to know the results of the study will find it easy to get the information.

Q: Will this violate the privacy of the participants?

A: No! The privacy of the people who take part in the study is very important and there are several ways that there privacy is protected and guaranteed.

First, participation in the study is voluntary. Only those people who agree to be interviewed will participate. For example, this brochure is an attempt to explain all about the study before anyone is asked to be interviewed. Also, any additional questions that you might have will be answered before the interview will begin.

Second, everything that is said in the interview will be treated as totally and absolutely confidential information. No one will ever be able to find out what any particular person said.

Third, the people who are interviewed will also be anonymous. No one will ever be told the names of the people who took part, no names will be attached to the interview report, and no lists will be kept of those who were interviewed once the interviews are complete.

Q: How are people selected for the study?

A: A list was developed from the files of the Red Deer City Detachment of the R.C.M.P. of all people who had reported being the victim of a crime this year. From this list names were scientifically selected at random for the sample.

This brochure and the accompanying letter were then sent to the people who were selected. They will shortly be contacted by a member of the Red Deer City Detachment who will request their participation in the study. If they agree to be interviewed they will then be contacted by a field worker from the study who will arrange to interview them.

Q: Why is it important to interview any particular person?

A: The answer to this question is complex and has to do with the way in which the sample was selected. Briefly, we have selected a sample which we know probably represents the range of crime victims in Red Deer generally. The opinions of any single person in the sample are therefore important since no other person can replace them and if there opinions are not included the results will be incomplete.

Only by having everyone selected for the study make their needs known can we be sure that the general results reflect the needs and concerns of victims of crime in Red Deer generally.

Q: How will the interviews take place?

A: Since we are trying to complete this study as quickly as possible so that we may begin to develop appropriate services for victims soon, we would prefer that the interview take place on the phone. Also, we think that in many cases this would be the most comfortable arrangement for the person being interviewed. However, if this is not convenient or if the person to be interviewed prefers we will arrange for a face-to-face interview at a time and place that is suitable to both the person being interviewed and to the interviewer.

Q: When would the interview take place?

A: At a time that is convenient for the person being interviewed. When the interviewer calls the person being interviewed has the choice of answering the questions at that time or arranging another time that is more suitable or convenient.

Q: How long will it take?

A: Usually between twenty minutes and a half an hour, depending upon how much the person being interviewed wants to tell us.

Q: What about other questions I might have?

A: When the interviewer phones for the interview he or she will answer any additional questions you may have. Also, at any time during the interview you may ask any question you wish and the interviewer will answer your question before continuing.

It is your right to know just what it is that you are participating in, and we want to respect your rights.

Q: Can I get any further information before the interviewer calls?

A: Yes. If there is any further information which is not supplied by this brochure please feel free to call the Research Director, Dr. Bill Stuebing. During the day, the phone number is 342-3314 or if there is no answer you may leave a message at 342-3226. During the evening, the phone number is 347-5319. Or you may call either Inspector Nielson or Staff Sergeant Huttmacher at the Red Deer City Detachment of the R.C.M.P. The number there is 346-1161.

\*\*\*\*\*

Thank you again for your consideration and cooperation. Without your valuable assistance this study could not be possible and the development of effective services for the victims of crime in Red Deer would be more difficult.

RED DEER CRIME VICTIM SURVEY

POLICE CONTACT REPORT

I.I.N. \_\_\_\_\_

Name of Victim: \_\_\_\_\_

Phone Number: \_\_\_\_\_ / \_\_\_\_\_ Confirmed or \_\_\_\_\_

Nature of Event: \_\_\_\_\_

Date Reported: \_\_\_\_\_ Occurrence No.: \_\_\_\_\_

Contact Agreed to Interview:

\_\_\_\_\_ YES; Interview Time Preference: \_\_\_\_\_

\_\_\_\_\_ NO \_\_\_\_\_ Unable to Contact

Date(s)/Time(s) Phone Contact(s) Made/Attempted: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Instructions for Contacts: (see master sheet for details)

1. Identify yourself and the purpose of the call, referring to the letter which the person will have received.
2. Identify the event in question and the date reported.
3. Inquire if the person has any questions concerning the study.

IF THERE ARE QUESTIONS: Answer the questions as best you can using the materials supplied. Refer any questions which you cannot answer to the Research Director who will call the victim.

4. Request the persons cooperation as a participant in the study.

IF NO OR HESITANT: Assure the person of the importance of the study; of the importance of each individual participating; of the confidentiality of the information and the identity of the participants.

IF STILL NO OR HESITANT: "May I have the Research Director phone and discuss the nature and significance of the study with you?"

5. Determine the most suitable time and day for the interviewer to call. Confirm telephone number.

RED DEER CRIME VICTIM SURVEY

POLICE CONTACT - MASTER SHEET

1. Hello (Mr./Mrs./Miss/Ms. ---- -----), my name is \_\_\_\_\_ and I'm calling from the city detachment of the R.C.M.P. with regard to the study of crime victims which you were recently informed of by letter.

2. On (date reported), you reported to us that you were the victim of (nature of event). Your name has since been selected as one of the people to be interviewed about the problems and needs that crime victims in Red Deer have.

3. First of all, I wanted to ask if you had any questions concerning the study, either about its purpose or about the way it will take place?

NOTE: Answer questions using available material. If there are any questions which you cannot answer, suggest that you will set up an interview appointment but insure that the questions are answered before the interview begins (or suggest that you will have the Research Directorphone the person.)

4. The main purpose of my call is to request your cooperation as a participant. Are you willing to allow yourself to be interviewed?

NOTE: If hesitant or no: reassure the person of the importance of the study; of the importance of each and every single interview; of the confidentiality given both the information and the identity of the participants. If you are unable to persuade the person within a reasonable amount of time, inquire: "May I have the Research Directorphone and discuss the nature of the study with you?"

IT IS VERY IMPORTANT THAT ALL OR NEARLY ALL THE PEOPLE SELECTED FOR THE STUDY ARE ACTUALLY INTERVIEWED.

BE SINCERE, POLITE, YET PERSISTENT.

5. Thank you for agreeing. Before I refer your number to an interviewer however, I would like to ask you if there is any particular time that would be most convenient for you?

NOTE: e.g., morning/afternoon/evening? weekday/weekend? Try to establish a particular day and time.

6. Is this the best phone number to contact you at? (If not, determine the more suitable phone number.)

7. Thank you again for agreeing to be interviewed. An interviewer will be contacting you (at the time you indicated/within a few days/etc.). Thank you again.

0-1

O/N \_\_\_\_\_

CDN \_\_\_\_\_

SURVEY OF VICTIMS OF CRIME

RED DEER, ALBERTA

1982

INTERVIEW IDENTIFICATION NUMBER: \_\_\_\_\_

Date/Time of Interview: \_\_\_\_\_

Interviewer: \_\_\_\_\_

Form of Interview:

\_\_\_ 1. telephone

\_\_\_ 2. in person (Where did Interview take place?)

\_\_\_\_\_  
(Was another person(s) present? Specify.)

Nature of Offence:

\_\_\_ 1. homicide/attempted homicide

\_\_\_ 5. break and enter

\_\_\_ 2. sexual offence

\_\_\_ 6. motor vehicle theft

\_\_\_ 3. assault

\_\_\_ 7. theft over \$200

\_\_\_ 4. robbery

\_\_\_ 8. wilful damage to private property

Date of O.R. \_\_\_\_\_

Present Status of Offence:

\_\_\_ 1. cleared by charge

\_\_\_ 0. n.a.

\_\_\_ 2. cleared otherwise

\_\_\_ 3. not cleared

Interviewers Report: (R. cooperative, R. appeared to understand the questions, distractions or interruptions, R. appeared to take the questions seriously, etc. Please report any unusual circumstances or events.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

0-2

Hello, \_\_\_\_\_ (Mr./Mrs./Miss/Ms. ....)

My name is \_\_\_\_\_, and I am an interviewer for the study of crime victims and their needs which you have been informed about by letter and by a phone call from the city detachment of the R.C.M.P.

I understand that you have agreed to be interviewed for the study and I have a list of questions I would like to ask you, but before I begin let me thank you for agreeing to participate in this study.

As you know, the main reason for doing this study is to find out the kinds of concerns and problems which you, and people like you, have had as a result of becoming the victim of a crime and to determine whether the community could have, or should have, done more to help people like yourself.

Before you begin to answer the questions, I want to assure you that your personal cooperation is very much appreciated. Only you can give us your opinions and they are needed if the study is to be a success.

I would also remind you that this interview is totally confidential. The names of the people who have agreed to participate will not be revealed to anybody and no information will be used which could give away the identity of anyone who participated in the study.

Finally, as you know, we would prefer to conduct this interview by phone. Is a telephone interview acceptable to you? [If you prefer, we can make arrangements to do the interview in person.]

(If no, make specific arrangements for the interview.)

Thank you. May we proceed?

(If this time is inconvenient, arrange for a specific time to call back.)

Thank you again.

Now before we begin, do you have any questions about the study?

Then shall we begin?

1-1 PRIMARY NEEDS SURVEY

First, I would like you to think about the incident itself.

1. Do you recall what day of the week the crime took place on?

- 1. Monday
- 2. Tuesday
- 3. Wednesday
- 4. Thursday
- 5. Friday
- 6. Saturday
- 7. Sunday
- 9. DK

4

2. Approximately what time of the day or night did the crime occur?

\_\_\_\_\_ a.m./p.m. (RECORD TIME CITED AND CHECK)

- 1. Between 9 a.m. & noon
- 2. Between noon & 5 p.m.
- 3. Between 5 p.m. & midnight
- 4. Between midnight & 9 a.m.
- 9. DK

5

3. Briefly, could you describe the events of the crime?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6 7

FOR THE QUESTIONS 4-6 ASK ONLY IF THE ANSWERS ARE UNCLEAR FROM THE RESPONDENT'S DESCRIPTION; OTHERWISE, JUST CONFIRM THE APPROPRIATE ANSWERS.

4. a. Was there a direct confrontation with the offender?

- 1. No (GO TO Q.5)
- 2. Yes (PROCEED WITH REMAINING QUESTIONS THIS SET)
- 9. DK (GO TO Q. 5)

8

4.b. How many offenders were there?

- 1. One
- 2. Two
- 3. Three
- 4. Four or more
- 9. DK

9

4.c. Was the offender(s) armed?

- 1. Yes, gun/rifle
- 2. Yes, knife
- 3. Yes, other (Specify: \_\_\_\_\_)
- 4. No
- 9. DK

10

5. a. Did you suffer physical injury as a result of this incident?

- 1. No (GO TO Q. 6)
- 2. Yes. (PROCEED WITH REMAINING QUESTIONS)
- 9. DK (GO TO Q. 6)

11



5.b. Did you require medical aid or attention?

- 1. Yes
- 2. No
- 0. n.a.

12

5.c. Who did you first receive medical aid from?

- 1. Police
- 2. Doctor at scene
- 3. Hospital
- 4. Ambulance Attendant
- 5. Other (Specify: \_\_\_\_\_)
- 9. DK
- 0. n.a.

13

5.d. Were you satisfied with the first medical aid you received?

- 1. Yes
- 2. No
- 0. n.a.

14

IF NO: In what way were you not satisfied?

\_\_\_\_\_

\_\_\_\_\_

15

5.e. Were you hospitalized or treated at the hospital?

- 1. Yes, emergency room treatment and released
- 2. Yes, admitted to hospital (for how long \_\_\_\_\_)
- 3. No
- 0. n.a.

16

5.f. Were any drugs or medicines prescribed for you?

- 1. Yes
- 2. No
- 0. n.a.

17

5.g. Have you had to take any medical treatment since the incident for your injuries?

- 1. Yes
- 2. No
- 0. n.a.

18

5.h. Did you miss any work because of your injuries?

- 1. Yes
- 2. No (GO TO Q.6)
- 0. DK/n.a. (GO TO Q.6)

19

IF YES: Did you lose any wages as a result?

- 1. Yes (How much \$ \_\_\_\_\_)
- 2. No
- 9. DK
- 0. n.a.

20

6. a. Were any of your possessions or property taken in this incident?

- 1. No (GO TO Q.7)
- 2. Yes (PROCEED WITH REMAINING QUESTIONS)
- 9. DK (GO TO Q.7)

21

6.b. What specifically was taken? (INDICATE ALL THAT APPLY)

- 1. cash/travellers cheques
- 2. T.V./radio/stereo
- 3. jewellery/furs
- 4. beer/wine/spirits
- 5. stocks/bonds
- 6. credit cards
- 7. furniture
- 8. personal mementoes
- 9. Other (Specify: \_\_\_\_\_)
- 0. DK/n.a.

22 23 24

25 26 27

28 29 30

6.c. Was there (has there been) an insurance evaluation?

- 1. No, R. was not covered by insurance
- 2. No, but R. has insurance coverage
- Yes (ESTIMATE OF LOSS ACCEPTED BY INSURANCE COMPANY:

\$ \_\_\_\_\_ (GO TO Q.7)

- 3. Less than \$200
- 4. \$200 to \$500
- 5. \$500 to \$1000
- 6. \$1000 to \$2000
- 7. \$2000 to \$5000
- 8. Over \$5000
- 9. DK
- 0. n.a.

31

6.d. What do you personally estimate to be the value of your loss including cash?

\$ \_\_\_\_\_

- 1. Less than \$200
- 2. \$200 to \$500
- 3. \$500 to \$1000
- 4. \$1000 to \$2000
- 5. \$2000 to \$5000
- 6. Over \$5000
- 9. DK
- 0. n.a.

32

7. a. Was there any damage done to your dwelling (business) or its contents during the incident?

- 1. Yes
- 2. No (GO TO Q.8)
- 9. DK (GO TO Q.8)

33

7.b. What would you estimate as the cost of this damage?

\$ \_\_\_\_\_

- 1. less than \$200
- 2. \$200 to \$499
- 3. \$500 to \$999
- 4. \$1000 to \$1999
- 5. \$2000 to \$5000
- 6. Over \$5000
- 9. DK
- 0. n.a.

34

7.c. Were any of your possessions (property) scattered about or disarranged during the incident?

- 1. Yes, extensively, scattered everywhere
- 2. Yes, some disarrangement, few things scattered about
- 3. No
- 9. DK
- 0. n.a.

35

8. Other than personal injury, loss or damage to your property, did you suffer any other inconvenience as a result of this incident?

- 1. Yes
- 2. No
- 9. DK

36

IF YES, PROBE FOR DETAILS:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

37

1-4

9. a. Immediately after the crime was committed, who did you contact first?

- 1. Police (GO TO Q.10)
- 2. Family member/relative
- 3. Friend/neighbour
- 4. Lawyer/insurance agent
- 5. Pastor/Priest
- 6. Hospital/ambulance
- 7. Social agency (Specify: \_\_\_\_\_)
- 8. Other (Specify: \_\_\_\_\_)
- 9. DK (GO TO Q. 10)

38

9. b. IF PERSON(S) CONTACTED WAS NOT POLICE: What sort of help or assistance did you get from the person(s) you contacted first? (PROBE FOR SPECIFIC EXAMPLES)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

39 " 40

9. c. Were you satisfied with the help or assistance you received?

- 1. Yes
- 2. No
- 9. DK

41

IF NO: In what way, or for what reason were you not satisfied?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

42

10. Who first reported the incident to the police?

- 1. Self
- 2. Other family member
- 3. Friend/neighbor
- 4. Other (Specify: \_\_\_\_\_)
- 9. DK

43

11. When was the incident reported to the police?

- 1. Immediately
- 2. Within the first hour
- 3. Within several hours
- 4. Next day
- 5. 2 days to a week
- 6. Over a week later
- 9. DK

44

12. Was there any special reason you had in mind when you reported the incident (had the incident reported) to the police? (For example:)

12a. It was the right thing to do/ It was your duty?

- 1. Yes
- 2. No
- 9. DK

45

12b. It was necessary to claim insurance?

- 1. Yes
- 2. No
- 9. DK

46

12c. To prevent the offender from committing similar acts again?

- 1. Yes
- 2. No
- 9. DK

47

12d. Needed help or protection at the time?

- 1. Yes
- 2. No
- 9. DK

48

1-5

12e. To get your property/possessions back?

- 1. Yes
- 2. No
- 9. DK

49

12f. It was just instinct/ I never even thought about it?

- 1. Yes
- 2. No
- 9. DK

50

12g. There was nobody else to call?

- 1. Yes
- 2. No
- 9. DK

51

12h. Were there any other reasons? Other: (Specify: \_\_\_\_\_)

\_\_\_\_\_

\_\_\_\_\_

52

13. Were you, or whoever notified the police, at all reluctant or hesitant to call them?

- 1. No (GO TO Q.14)
- 2. Yes
- 9. DK (GO TO Q.14)

53

IF YES: Was there any particular reason you were hesitant to contact the police? For example:

13a. You did not want to take the time. Might mean time spent in court or lost from work?

- 1. Yes
- 2. No
- 0. DK/n.a.

54

13b. Did not want harm or punishment to come to the offender?

- 1. Yes
- 2. No
- 0. DK/n.a.

55

13c. Were afraid of reprisal either against yourself or some other person?

- 1. Yes
- 2. No
- 0. DK/n.a.

56

13d. Thought it was private, not criminal matter?

- 1. Yes
- 2. No
- 0. DK/n.a.

57

13e. Police couldn't do anything about the matter?

- 1. Yes
- 2. No
- 0. DK/n.a.

58

13f. Police didn't want to be bothered about such things?

- 1. Yes
- 2. No
- 0. DK/n.a.

59

13g. Didn't know how to notify them or that they should be notified?

- 1. Yes
- 2. No
- 0. DK/n.a.

60

13h. The police might cause trouble for you (including fear that they might discover something about you that you wouldn't want them to know about)?

- 1. Yes
- 2. No
- 0. DK/n.a.

61

13i. Too confused or upset to notify them?

- 1. Yes
- 2. No
- 0. DK/n.a.

62

1-6

13j. Didn't want other people to find out what happened; afraid of publicity?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 0. DK/n.a.

63

13k. Not sure the real offenders would be caught?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 0. DK/n.a.

64

13l. Fear of insurance cancellation or increased rates?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 0. DK/n.a.

65

13m. Do not speak English well enough?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 0. DK/n.a.

66

13n. Afraid of the police?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 0. DK/n.a.

67

13o. Were there any other reasons? (Specify: \_\_\_\_\_)

68

14. How long did it take the police to arrive after they were notified of the incident?

- \_\_\_ 1. 5 Minutes or less
- \_\_\_ 2. 6-15 minutes
- \_\_\_ 3. 16-30 minutes
- \_\_\_ 4. 31-60 minutes
- \_\_\_ 5. More than one hour
- \_\_\_ 6. Did not come that day
- \_\_\_ 7. Did not come at all
- \_\_\_ 9. DK

69

15. Did the police question or doubt whether a crime had occurred?

- \_\_\_ 1. Yes (Give details: \_\_\_\_\_)
- \_\_\_ 2. No
- \_\_\_ 9. DK

70

16. Did the police officer who talked to you immediately after the incident at the scene of the crime leave his/her card with you?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

71

IF YES: Do you know if the officer wrote the incident number on the card?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

72

17. Do you feel that the police officer who talked to you at the scene of the incident (after the incident) was understanding and sympathetic with your concerns and problems as the victim?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

73

Could you explain to me why you feel this way. \_\_\_\_\_

74

75

1-7

18. In general, are you satisfied with the help you received from the police?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

76

IF NO: Please explain why you feel this way. \_\_\_\_\_

77

19. People tell us a lot of different things about how they feel when they are victims of a crime. Thinking about how you felt at the time of the crime or when you first discovered that you had been a victim of a crime, how did you feel?

(PROBE FEELINGS: ANGER, FEAR, PAIN, CONFUSED, SURPRISE, NERVOUS, SICK/NAUSEOUS, ANNOYANCE, ETC.)

(NOTE: INDICATE NO MORE THAN TWO MOST PREDOMINANT FEELINGS, INDICATING FIRST (1) AND SECOND (2) STATEMENTS.

- \_\_\_ 1. Not upset/not bothered
- \_\_\_ 2. Anger/outrage
- \_\_\_ 3. Fear/pain
- \_\_\_ 4. Surprise/confusion
- \_\_\_ 5. Sick/nauseous
- \_\_\_ 6. Nervous
- \_\_\_ 7. Crying/upset
- \_\_\_ 8. Intimidated
- \_\_\_ 9. Other (Specify: \_\_\_\_\_)
- \_\_\_ 9. DK

78

79

20. a. In the first few hours after the crime, did you receive any help from anyone in dealing with these feelings?

\_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.21) \_\_\_ 9. DK (GO TO Q.21)

80

IF YES: Who provided the help?

- \_\_\_ 1. Family/relative
- \_\_\_ 2. Friend/acquaintance
- \_\_\_ 3. Police
- \_\_\_ 4. Doctor/Hospital
- \_\_\_ 5. Minister/Priest
- \_\_\_ 6. Stranger
- \_\_\_ 7. Social service agency (Specify: \_\_\_\_\_)
- \_\_\_ 8. Other (Specify: \_\_\_\_\_)
- \_\_\_ 9. DK
- \_\_\_ 0. n.a.

81

20b. Were you satisfied with the help you received?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

82

IF NO: Please explain why you feel this way. \_\_\_\_\_

(GO TO Q.22)

1-8

21. (IF YOU DID NOT RECEIVE HELP) Would you have preferred to have had someone help you to deal with your feelings?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

83

22. a. As a result of the crime, did you require emergency transportation?

\_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.23) \_\_\_ 9. DK (GO TO Q.23)

84

22 b. Did you receive emergency transportation, and if so, who provided it?

- \_\_\_ 1. Yes, family/relative \_\_\_ 8. Yes, other (Specify: \_\_\_\_\_)
- \_\_\_ 2. Yes, friend/acquaintance \_\_\_\_\_
- \_\_\_ 3. Yes, police \_\_\_ 9. No (GO TO Q.23)
- \_\_\_ 4. Yes, doctor/hospital/ambulance
- \_\_\_ 5. Yes, Minister/Priest \_\_\_ 0. DK/n.a. (GO TO Q.23)
- \_\_\_ 6. Yes, stranger
- \_\_\_ 7. Yes, social service agency (Specify: \_\_\_\_\_)

85

22c. Were you satisfied with the help you received in obtaining transportation?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

86

IF NO: Please explain why not? \_\_\_\_\_

23. a. As a result of the crime, did you require help in making emergency repairs to secure your home or car?

\_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.24) \_\_\_ 9. DK (GO TO Q.24)

87

23b. Did you receive help, and if so, who provided the assistance?

- \_\_\_ 1. Yes, family/relative \_\_\_ 8. Yes, other (Specify: \_\_\_\_\_)
- \_\_\_ 2. Yes, friend/acquaintance \_\_\_\_\_
- \_\_\_ 3. Yes, police \_\_\_ 9. No (GO TO Q.24)
- \_\_\_ 4. Yes, doctor/hospital/ambulance
- \_\_\_ 5. Yes, Minister/Priest \_\_\_ 0. DK/n.a. (GO TO Q.24)
- \_\_\_ 6. Yes, stranger
- \_\_\_ 7. Yes, social service agency (Specify: \_\_\_\_\_)

88

23c. Were you satisfied with the help you received with the emergency repairs?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

89

IF NO: Why do you say this? \_\_\_\_\_

24. a. As a result of the crime, did you require any help in cleaning up your home (or the scene of the incident)?

\_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.25) \_\_\_ 9. DK (GO TO Q.25)

90

24 b. Did you receive help, and if so, who provided the assistance?

- \_\_\_ 1. Yes, family/relative \_\_\_ 8. Yes, other (Specify: \_\_\_\_\_)
- \_\_\_ 2. Yes, friend/acquaintance \_\_\_\_\_
- \_\_\_ 3. Yes, police \_\_\_ 9. No (GO TO Q.25)

(Additional response items over)

1-9

- \_\_\_ 4. Yes, doctor/hospital/ambulance
- \_\_\_ 5. Yes, Minister/Priest \_\_\_ 0. DK/n.a. (GO TO Q.25)
- \_\_\_ 6. Yes, stranger

91

24c. Were you satisfied with the help you received?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

92

IF NO: Why do you feel this way? \_\_\_\_\_

25. a. As a result of the crime, did you require any emergency financial aid or assistance?

\_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.26) \_\_\_ 9. DK (GO TO Q.26)

93

25 b. Did you receive help and, if so, who provided the assistance?

- \_\_\_ 1. Yes, family/relative \_\_\_ 8. Yes, other (Specify: \_\_\_\_\_)
- \_\_\_ 2. Yes, friend/acquaintance \_\_\_\_\_
- \_\_\_ 3. Yes, police \_\_\_ 9. No (GO TO Q.26)
- \_\_\_ 4. Yes, doctor/hospital/ambulance
- \_\_\_ 5. Yes, Minister/Priest \_\_\_ 0. DK/n.a. (GO TO Q.26)
- \_\_\_ 6. Yes, stranger
- \_\_\_ 7. Yes, social service agency (Specify: \_\_\_\_\_)

94

25c. Were you satisfied with the emergency financial aid you received?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

95

IF NO: Why do you feel this way? \_\_\_\_\_

26. a. Did you require help or advice in contacting insurance companies, credit card companies, etc.?

\_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.27) \_\_\_ 9. DK (GO TO Q.27)

96

26 b. Did you receive help, and if so, who helped you in contacting these companies?

- \_\_\_ 1. Yes, family/relative \_\_\_ 8. Yes, other (Specify: \_\_\_\_\_)
- \_\_\_ 2. Yes, friend/acquaintance \_\_\_\_\_
- \_\_\_ 3. Yes, police \_\_\_ 9. No (GO TO Q.27)
- \_\_\_ 4. Yes, doctor/hospital/ambulance
- \_\_\_ 5. Yes, Minister/Priest \_\_\_ 0. DK/n.a. (GO TO Q.27)
- \_\_\_ 6. Yes, stranger
- \_\_\_ 7. Yes, social service agency (Specify: \_\_\_\_\_)

97

26c. Were you satisfied with the help you received?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

98

IF NO: Why not? \_\_\_\_\_

1-10

27.a. Did you want someone to talk to after the police had left?  
\_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.28) \_\_\_ 9. DK (GO TO Q.28)

99

27b. Were you able to find someone to talk to, and if so, who was that person?

- \_\_\_ 1. Yes, family/relative
- \_\_\_ 2. Yes, friend/acquaintance
- \_\_\_ 3. Yes, police
- \_\_\_ 4. Yes, doctor/hospital/ambulance
- \_\_\_ 5. Yes, Minister/Priest
- \_\_\_ 6. Yes, stranger
- \_\_\_ 7. Yes, social service agency (Specify: \_\_\_\_\_)
- \_\_\_ 8. Yes, other (Specify: \_\_\_\_\_)
- \_\_\_ 9. No (GO TO Q.28)
- \_\_\_ 0. DK/n.a. (GO TO Q.28)

100

27c. Were you satisfied with the person you found to talk to?

- \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

101

IF NO: Why not? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

28.a. Did you want someone to stay with you (or did you want to stay with someone) to provide security or protection after the crime?

- \_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.29) \_\_\_ 9. DK (GO TO Q.29)

102

28b. Were you able to find someone to stay with you and, if so, who was that person?

- \_\_\_ 1. Yes, family/relative
- \_\_\_ 2. Yes, friend/acquaintance
- \_\_\_ 3. Yes, police
- \_\_\_ 4. Yes, doctor/hospital/ambulance
- \_\_\_ 5. Yes, Minister/Priest
- \_\_\_ 6. Yes, stranger
- \_\_\_ 7. Yes, social service agency (Specify: \_\_\_\_\_)
- \_\_\_ 8. Yes, other (Specify: \_\_\_\_\_)
- \_\_\_ 9. No (GO TO Q.29)
- \_\_\_ 0. DK/n.a. (GO TO Q.29)

103

28c. Were you satisfied with the person you found?

- \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

104

IF NO: Why not? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

29.a. Did you require someone to advise you on how or where to go to get help for any of the needs or problems that arose as a result of the crime?

- \_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.30) \_\_\_ 9. DK (GO TO Q.30)

105

1-11

29b. Were you able to find someone to advise you, and if so, who was it?

- \_\_\_ 1. Yes, family/relative
- \_\_\_ 2. Yes, friend/acquaintance
- \_\_\_ 3. Yes, police
- \_\_\_ 4. Yes, doctor/hospital/ambulance
- \_\_\_ 5. Yes, Minister/Priest
- \_\_\_ 6. Yes, stranger
- \_\_\_ 7. Yes, social service agency (Specify: \_\_\_\_\_)
- \_\_\_ 8. Yes, Other (Specify: \_\_\_\_\_)
- \_\_\_ 9. No (GO TO Q.30)
- \_\_\_ 0. DK/n.a. (GO TO Q.30)

106

29c. Were you satisfied with the advice you got from that person?

- \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

107

IF NO: Why not? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

30.a. Was there any other kind of help that you required or could have used during the period immediately following the crime?

- \_\_\_ 1. Yes (Specify: \_\_\_\_\_)
- \_\_\_ 2. No (GO TO Q.31)
- \_\_\_ 9. DK (GO TO Q.31)

108

30b. Were you able to find someone to help on this problem, and if so, who was it?

- \_\_\_ 1. Yes, family/relative
- \_\_\_ 2. Yes, friend/acquaintance
- \_\_\_ 3. Yes, police
- \_\_\_ 4. Yes, doctor/hospital/ambulance
- \_\_\_ 5. Yes, Minister/Priest
- \_\_\_ 6. Yes, stranger
- \_\_\_ 7. Yes, social service agency (Specify: \_\_\_\_\_)
- \_\_\_ 8. Yes, other (Specify: \_\_\_\_\_)
- \_\_\_ 9. No (GO TO Q.31)
- \_\_\_ 0. DK/n.a. (GO TO Q.31)

109

30c. Were you satisfied with the help you received?

- \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a.

110

IF NO: Why do you say this? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

31. IF THE RESPONDENT RECEIVED ANY INJURY AS A RESULT OF THE CRIME.

(IF NOT, GO TO Q.36)

Did anyone inform you about the Crimes Compensation Board?

- \_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.36) \_\_\_ 9. DK (GO TO Q.36)
- \_\_\_ 0. n.a.

111

1-12

32. Do you remember who informed you of the Crimes Compensation Board?

- 1. Police
- 2. Crown Prosecutor
- 3. Other (Specify: \_\_\_\_\_)
- 9. DK
- 0. n.a.

112

33. Did you apply for compensation (Are you planning on applying for compensation)?

- 1. Yes (GO TO Q.34)
- 9. DK
- 2. No (GO TO Q.35)
- 0. n.a.

113

34. Did you receive compensation?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

114

IF YES: Were you satisfied with the amount of compensation you received?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

115

35. IF YOU DID NOT APPLY: May I ask why you didn't apply for compensation?

- 1. Didn't think I would qualify
- 2. Didn't want to take the time
- 3. Other (Specify: \_\_\_\_\_)

116

- 9. Really don't know why
- 0. n.a.

36.a. Apart from your first reactions to the incident, have you suffered from any of the following as a result of the crime in the time since the crime was committed: first, a fear of being alone?

- 1. Yes
- 2. No
- 9. DK

117

IF YES: Have you sought any help for this problem? Where?

- 1. Yes, but unable to find help
- 2. Yes, family/relative
- 3. Yes, police, crown
- 4. Yes, doctor/hospital
- 5. Yes, Minister/Priest
- 6. Yes, friend/acquaintance
- 7. Yes, social service agency (Specify: \_\_\_\_\_)
- 8. Yes, other (Specify: \_\_\_\_\_)
- 9. No
- 0. DK/n.a.

118

IF YES: (2-8) Are you satisfied with the help you received?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

119

IF NO: Why not?

\_\_\_\_\_  
\_\_\_\_\_

1-13

36b. Have you suffered a fear of entering your residence or rooms within your residence?

- 1. Yes
- 2. No
- 9. DK

120

IF YES: Have you sought any help for this problem? From whom?

- 1. Yes, but unable to find help
- 2. Yes, family/relative
- 3. Yes, police/crown
- 4. Yes, doctor/hospital
- 5. Yes, Minister/Priest
- 6. Yes, friend/acquaintance
- 7. Yes, social service agency (Specify: \_\_\_\_\_)
- 8. Yes, other (Specify: \_\_\_\_\_)
- 9. No
- 0. DK/n.a.

121

IF YES: (2-8) Are you satisfied with the help you received?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

122

IF NO: Why not?

\_\_\_\_\_  
\_\_\_\_\_

36c. Have you suffered a fear of walking alone outside or at night?

- 1. Yes
- 2. No
- 9. DK

123

IF YES: Have you sought any help for this problem? From whom?

- 1. Yes, but unable to find help
- 2. Yes, family/relative
- 3. Yes, police/crown
- 4. Yes, doctor/hospital
- 5. Yes, Minister/Priest
- 6. Yes, friend/acquaintance
- 7. Yes, social service agency (Specify: \_\_\_\_\_)
- 8. Yes, other (Specify: \_\_\_\_\_)
- 9. No
- 0. DK/n.a.

124

IF YES: (2-8) Are you satisfied with the help you received?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

125

IF NO: Why not?

\_\_\_\_\_  
\_\_\_\_\_

36d. Have you suffered from sleeplessness?

- 1. Yes
- 2. No
- 9. DK

126

IF YES: Have you sought any help for this problem? From whom?

- 1. Yes, but unable to find help
- 2. Yes, family/relative
- 3. Yes, police/crown

(Additional Response Items Over)

- 4. Yes, doctor/hospital
- 5. Yes, Minister/Priest
- 6. Yes, friend/acquaintance
- 7. Yes, social service agency (Specify: \_\_\_\_\_)
- 8. Yes, other (Specify: \_\_\_\_\_)
- 9. No  0. DK/n.a.

127

IF YES: (2-8) Are you satisfied with the help you received?

- 1. Yes  2. No  9. DK  0. n.a.

128

IF NO: Why not? \_\_\_\_\_

36e. Have you suffered from headaches?

- 1. Yes  2. No  9. DK

129

IF YES: Have you sought any help for this problem? From whom?

- 1. Yes, but unable to find help
- 2. Yes, family/relative
- 3. Yes, police/crown
- 4. Yes, doctor/hospital
- 5. Yes, Minister/Priest
- 6. Yes, friend/acquaintance
- 7. Yes, social service agency (Specify: \_\_\_\_\_)
- 8. Yes, other (Specify: \_\_\_\_\_)
- 9. No  0. DK/n.a.

130

IF YES: (2-8) Are you satisfied with the help you received?

- 1. Yes  2. No  9. DK  0. n.a.

131

IF NO: Why not? \_\_\_\_\_

36f. Have you experienced a general increase in suspicion or distrust of others?

- 1. Yes  2. No  9. DK

132

IF YES: Have you sought any help for this problem? From whom?

- 1. Yes, but unable to find help
- 2. Yes, family/relative
- 3. Yes, police/crown
- 4. Yes, doctor/hospital
- 5. Minister/Priest
- 6. Yes, friend/acquaintance
- 7. Yes, social service agency (Specify: \_\_\_\_\_)
- 8. Yes, other (Specify: \_\_\_\_\_)
- 9. No  0. DK/n.a.

133

IF YES: (2-8) Are you satisfied with the help you received?

- 1. Yes  2. No  9. DK  0. n.a.

134

IF NO: Why not? \_\_\_\_\_

36g. Have you experienced any other ongoing problems as a result of this incident?

- 1. Yes (Specify: \_\_\_\_\_)
- 2. No  9. DK

135

IF YES: Have you sought any help for this problem? From whom?

- 1. Yes, but unable to find help
- 2. Yes, family/relative
- 3. Yes, police/crown
- 4. Yes, doctor/hospital
- 5. Yes, Minister/Priest
- 6. Yes, friend/acquaintance
- 7. Yes, social service agency (Specify: \_\_\_\_\_)
- 8. Yes, other (Specify: \_\_\_\_\_)
- 9. No  0. DK/n.a.

136

IF YES: (2-8) Are you satisfied with the help you received?

- 1. Yes  2. No  9. DK  0. n.a.

137

IF NO: Why not? \_\_\_\_\_

37. Do you know or have any ideas, hunches or suspicions as to the identity of the offender(s)? Could you identify him/her?

- 1. Yes, the offender was caught  4. No (GO TO Q.39)
- 2. Yes, I saw the offender  9. DK (GO TO Q.39)
- 3. Yes, idea, hunch, suspicion only

138

38. IF YES TO Q. 37: Was the offender:

- 1. a friend
- 2. an acquaintance or someone you know
- 3. a friend of a friend
- 4. a neighbour
- 5. a relative
- 6. someone you had trouble with before
- 7. an employee/hired person
- 8. a stranger
- 9. other (Specify: \_\_\_\_\_)
- 0. n.a.

139

1-16

39. To the best of your knowledge, have you ever been the victim of another crime committed by the same offender?

- 1. Yes, once
- 2. Yes, 2-3 times
- 3. Yes, 4-5 times
- 4. Yes, 6-10 times
- 5. Yes, more than 10 times
- 6. No (GO TO Q.40)
- 9. DK (GO TO Q.40)

140

IF YES: On the other occasion(s), was the crime similar to this incident, or different?

- 1. Similar
- 2. Different
- 3. some similar, some different
- 9. DK
- 0. n.a.

141

IF DIFFERENT: (Give details: \_\_\_\_\_)

40. To the best of your knowledge, have you ever been the victim of another crime (or crimes) committed by a different offender (or offenders)?

- 1. Yes, once
- 2. Yes, 2-3 times
- 3. Yes, 4-5 times
- 4. Yes, 6-10 times
- 5. Yes more than 10 times
- 6. No (GO TO Q.41)
- 9. DK (GO TO Q.41)

142

IF YES: On the other occasion(s), was the crime similar to this incident or different?

- 1. Similar
- 2. Different
- 3. Some similar, some different
- 9. DK
- 0. n.a.

143

IF DIFFERENT: (Give details: \_\_\_\_\_)

41. Thinking back to how you felt at the time of the particular incident that we have been discussing, if the offender had been brought to trial at that time and convicted, what sentence would you have wanted him to receive then?

- 1. Fine (How much? \$ \_\_\_\_\_)
- 2. Discharge
- 3. Suspended sentence
- 4. Probation
- 5. Prison, 30 days or less
- 6. Prison, 1-6 months
- 7. Prison, 6 months-2 years
- 8. Prison, 2 years or more
- 9. Other (Specify: \_\_\_\_\_)
- 0. DK/n.a.

144

1-17

42. Now that some time has passed since the incident, have your views changed on what sentence you would want him to receive if he were brought to trial and convicted today?

- 1. Views have not changed
- 2. Would want harsher sentence now
- 3. Would want more lenient sentence now
- 4. Other (Specify: \_\_\_\_\_)
- 9. DK

145

43. If the offender were willing, and if the court was prepared to arrange it, would you accept restitution (that is, have the offender make good the loss you have suffered or have him provide some equivalent value or service to you) instead of having him sentenced in one of the ways we have just mentioned?

- 1. No, the other sentence is better
- 2. No, but he should make restitution in addition to the other sentence.
- 3. Yes
- 4. Other (Specify: \_\_\_\_\_)
- 9. DK

146

44. If the offender could be sentenced to a number of weeks or days (that is, some suitable period of time) of unpaid work for the community instead of being sentenced in one of the ways that we mentioned earlier, would you accept such a sentence?

- 1. No, the other sentence is better
- 2. No, he should provide community service in addition to the other sentence.
- 3. Yes
- 4. Other (Specify: \_\_\_\_\_)
- 9. DK

147

45. In sentencing offenders generally, what do you think ought to be the court's most important aim or purpose?

- 1. Protection
- 2. Moral denunciation
- 3. Retribution/punishment
- 4. Rehabilitation
- 5. Deterrence
- 6. Restitution/compensation
- 7. Other (Specify: \_\_\_\_\_)
- 9. DK

148

46. In sentencing offenders generally, what do you think ought to be the court's second most important aim or purpose?

- 1. Protection
- 2. Moral denunciation
- 3. Retribution/punishment
- 4. Rehabilitation
- 5. Deterrence
- 6. Restitution/compensation
- 7. Other (Specify: \_\_\_\_\_)
- 9. DK

149



## 2-1 SECONDARY NEEDS SURVEY

Now I want to ask you some questions about your experiences in the weeks and months after the incident we've been discussing.

47. During that period of time, did you want information on how the police investigation was progressing?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK T50
48. Did you receive information on how the police investigation was progressing during that period of time?  
 \_\_\_ 1. Yes \_\_\_ 2. No (GO TO Q.53) \_\_\_ 9. DK (GO TO Q.53) T51
49. How did you receive this information?  
 49a. Were you contacted by the police?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T52
- 49b. Did you contact the police?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T53
- 49c. Were you contacted by the Crown Prosecutor?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T54
- 49d. Did you contact the Crown Prosecutor?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T55
- 49e. Did you get information by receiving a subpoena?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T56
- 49f. Did you receive information in some other way?  
 \_\_\_ 1. Yes (Specify: \_\_\_\_\_)  
 \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T57
50. Of these different ways of getting information, which way provided you with the most information?  
 \_\_\_ 1. Contacted by police \_\_\_ 6. Other (Specify if not noted in Q. 49: \_\_\_\_\_)  
 \_\_\_ 2. Contacted police  
 \_\_\_ 3. Contacted by crown  
 \_\_\_ 4. Contacted crown \_\_\_ 9. DK  
 \_\_\_ 5. Received subpoena \_\_\_ 0. n.a. T58
51. Were you satisfied with the kind of information you got?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T59  
 IF NO: Why not? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## 2-2

52. Were you satisfied with the amount of information you got?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T60  
 IF NO: Why not? \_\_\_\_\_  
 \_\_\_\_\_
53. In general, are you satisfied that the police did all that they could to locate and arrest the offender?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK T61  
 IF NO: Why not? \_\_\_\_\_  
 \_\_\_\_\_
- 54.a. IF PROPERTY WAS STOLEN: Was your stolen property recovered?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T62  
 IF: 'NO', 'DK', OR 'n.a.', GO TO Q.55
- 54b. IF YES (Q.54.a.): Who notified you that your property had been recovered?  
 \_\_\_ 1. The police \_\_\_ 9. DK  
 \_\_\_ 2. The crown \_\_\_ 0. n.a.  
 \_\_\_ 3. Other (Specify: \_\_\_\_\_) T63
- 54c. IF YES (Q.54.a.): Has your property been returned to you?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T64
- 54d. IF YES (Q.54.a.): Did you experience any difficulty or delay in having your property returned to you?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK \_\_\_ 0. n.a. T65  
 IF YES: What was the nature of the delay or difficulty?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
55. Has someone been charged with the crime?  
 \_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK T66  
 IF YES: How were you informed that someone had been charged?  
 \_\_\_ 1. The police contacted me \_\_\_ 6. I read about it in the newspaper  
 \_\_\_ 2. I contacted the police  
 \_\_\_ 3. The crown contacted me \_\_\_ 7. Other (Specify: \_\_\_\_\_)  
 \_\_\_ 4. I contacted the crown  
 \_\_\_ 5. I received a subpoena \_\_\_ 9. DK  
 \_\_\_ 0. n.a. T67

2-3

56. As a result of your experiences over the past few months, have you become aware of any special services or assistance for victims of crime provided by:

56a. The police?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

168

56b. Other government social or welfare services?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

169

56c. Other private agencies in the community?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

170

IF YES IN ANY OF THESE THREE QUESTIONS: (Please specify: \_\_\_\_\_)

\_\_\_\_\_  
\_\_\_\_\_

57. Sometimes the victims of crimes believe that something they did or didn't do contributed to their becoming a victim. Looking back on your experience, do you feel that you did anything which might have helped bring on the incident?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

171

IF YES: What do you think that it was that you did? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

58. Do you think that you could have done more to prevent the incident?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

172

IF YES: What might you have done? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

59. Since the incident, have you done anything to protect yourself or your property from crime? For example, have you:

59a. Changed any of your activity patterns (eg., go out less, don't go out alone or after dark, etc.)?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

173

59b. More regularly checked to insure doors and/or windows are locked?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

174

59c. Installed new, stronger locks or put bars on your windows?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

175

59d. Left more lights on at night/installed new lights/purchased a light timer?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

176

2-4

59e. Joined 'Neighborhood Watch'?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

177

59f. Marked your possessions or property for identification?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

178

59g. Bought a watch dog?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

179

59h. Purchased and/or carry a weapon for protection?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

180

59i. Bought insurance?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

181

59j. Protected your car by locking it or putting it in a safer place?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

182

59k. Put your possessions, other than your car, in a safer place?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

183

59l. Arranged to have your home checked while you are away?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

184

59m. Is there anything else that you've done to protect yourself or your property from crime?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

185

IF YES: What is that? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

60. Did you receive any information on what to do or what steps to take to protect yourself and your property from crime?

\_\_\_ 1. Yes \_\_\_ 2. No \_\_\_ 9. DK

186

IF YES: Where did you receive the information?

\_\_\_ 1. The Police \_\_\_ 9. DK

\_\_\_ 2. Newspaper/radio/TV \_\_\_ 0. n.a.

\_\_\_ 3. Relatives/friends

\_\_\_ 4. Other (Specify: \_\_\_\_\_)

187

61. Overall, do you think that the police have done a good job, an average job, or a poor job in handling this incident?

\_\_\_ 1. Good \_\_\_ 3. Poor

\_\_\_ 2. Average \_\_\_ 9. DK

188

IF POOR: Please explain why you say this. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

2-5

62. On the whole, do you think that the police are doing a good job, an average job, or a poor job in dealing with crime in this community?

- 1. Good
- 2. Average
- 3. Poor
- 9. DK

189

63. Generally speaking, do you think that the community as a whole does a good job, an average job, or a poor job in looking after the special needs and problems of victims of crime?

- 1. Good
- 2. Average
- 3. Poor
- 9. DK

190

3-1

In the incident we have been discussing, charges were laid against the accused and you received a subpoena to testify as a prosecution witness.

The next questions will deal with your experiences as a witness.

64. a. When you made the original complaint of the crime (when the original complaint of the crime was made) and before you made any statement to the Police, did you know that you might be required to testify in court?

- 1. Yes (ASK Q. 64.b.)
- 2. No (ASK Q. 64.c.)
- 9. DK (ASK Q. 64.c.)

201

64. b. (IF YES TO Q. 64. a.) How did you know that you might be called to testify?

- 1. I knew/just assumed it since I had made a complaint.
- 2. The Policeman who took the complaint/came to the scene told me.
- 3. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

202

64. c. (IF NO/DK TO Q. 64. a.) When did you realize that you might be called to testify?

- 1. The Police Officer told me during/immediately after taking my statement.
- 2. The Police told me later, during the investigation.
- 3. Not until the subpoena arrived.
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

203

65. How much time was it after the crime when you received the subpoena?

- 1. Less than 1 month
- 2. About 1 month
- 3. About 2 months
- 4. About 3 months
- 5. About 4 months
- 6. About 5 months
- 7. About 6 months
- 8. More than 6 months
- 9. DK

204

66. How long after you received the subpoena were you first scheduled to appear in court as a witness?

- 1. Less than 1 week
- 2. 1 to 2 weeks
- 3. 3 to 4 weeks
- 4. 5 to 6 weeks
- 5. More than 6 weeks
- 9. DK

205

67.a. Were you personally served with the subpoena?

- 1. Yes (GO TO Q. 68)
- 2. No (GO TO Q. 67.b.)

206

67.b. (IF NO TO Q.67.a.) Who accepted the subpoena on your behalf?

- 1. Spouse (husband or wife)
- 2. Other member of immediate family
- 3. Other relative
- 4. Roommate; other person sharing residence
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

207

GO TO Q. 69

68.a. (IF YES TO Q.67.a.) Was the Police Officer who served the subpoena the same officer that originally responded to your complaint?

- 1. Yes
- 2. No
- 3. Subpoena served by someone other than Police Officer
- 9. DK
- 0. n.a.

208

68.b. (IF YES TO Q. 68.a.) What questions did you ask of that individual?

- 1. What is this?
- 2. Do I have to go?
- 3. Why do I have to go?
- 4. What if I can't make it?
- 5. Who do I call/how do I find out why I have been subpoenaed?
- 6. How much will I be paid?
- 7. Other(s) (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

209

210

211

212

68.c. (IF QUESTIONS ASKED) Did this individual answer your question(s) satisfactorily?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

213

(IF NO: Could you explain why you say this? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

69.a. When you received the subpoena, did you fully understand that you were required by law to appear as a witness?

- 1. Yes (ASK Q.69.b.)
- 2. No (ASK Q.69.c.)
- 9. DK (GO TO Q.70)

214

69.b. (IF YES TO Q.69.a.) How did you know this?

- 1. I had prior knowledge of the nature of a subpoena.
- 2. After giving my initial statement to the Police, I was informed that I would be/might be required to testify.
- 3. Prior to the delivery of the subpoena, the Crown Prosecutor informed me that I would be called to testify.
- 4. When I read the subpoena, I understood it to say that I was legally obligated to testify.
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

215

216

217

218

69.c. (IF NO TO Q.69.a.) How did you find out that you were obligated by law to appear in court and testify?

- 1. After I read the subpoena.
- 2. The individual who delivered the subpoena explained it to me after I asked him what it meant.
- 3. The person who delivered the subpoena volunteered the information.
- 4. The Crown Prosecutor called me.
- 5. I called the Crown Prosecutor.
- 6. Someone else in the criminal justice system contacted me and told me. (SPECIFY: \_\_\_\_\_)
- 7. I contacted someone else in the criminal justice system. (SPECIFY: \_\_\_\_\_)
- 8. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

219

70.a. After the time you received the subpoena, did you ever try to contact anyone in the criminal justice system to ask questions regarding the subpoena?

- 1. Yes
- 2. No (GO TO Q.71)
- 9. DK (GO TO Q.71)

220

70.b. (IF YES TO Q.70.a.) Who did you try to contact?  
(CHECK ALL THAT APPLY)

- 1. Police
- 2. Crown Prosecutor
- 3. Clerk of the Court
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

221

70.c. (IF YES TO Q.70.a.) Was it difficult for you to contact that person/those persons regarding your questions?

- 1. Yes. Please explain: \_\_\_\_\_
- 2. No
- 9. DK
- 0. n.a.

222

70.d. (IF YES TO Q.70.a.) What question(s) did you want to ask?  
(CHECK ALL THAT APPLY)

- 1. What is a subpoena?
- 2. Do I have to go to court?
- 3. Why do I have to go?
- 4. What if I can't make it?
- 5. How much money will I be paid?
- 6. Why have I been subpoenaed?
- 7. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

223

224

225

226

227

70.e. (IF YES TO Q.70.a.) In general, were you satisfied with the answers to your questions?

- 1. Yes
- 2. No. Please explain why you say this: \_\_\_\_\_
- 9. DK
- 0. n.a.

228

71.a. How much contact did you have with the Police during the time between receiving the subpoena and the date on which you were to appear to testify?

- 1. One meeting/call
- 2. Two meetings/calls
- 3. Three or more meetings/calls
- 4. No contact at all (GO TO Q.72)

229

71.b. (IF ANY) Did they contact you or did you contact them?

- 1. They contacted me
- 2. I contacted them
- 3. Both
- 9. DK
- 0. n.a.

230

71.c. (IF ANY) What was the nature of your contact with the Police?

- 1. To review my testimony.
- 2. To remind me of the need for me to be in court.
- 3. To explain what will happen when I appear in court.
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

231

232

233

72.a. How much contact did you have with the Crown Prosecutor during the time between receiving the subpoena and the date on which you were to appear to testify?

- 1. One meeting/call
- 2. Two meetings/calls
- 3. Three or more meetings/calls
- 4. No contact at all (GO TO Q.73)

234

72.b. (IF ANY) Did they contact you or did you contact them?

- 1. They contacted me.
- 2. I contacted them.
- 3. Both
- 9. DK
- 0. n.a.

235

72.c. (IF ANY) What was the nature of your contact with the Crown Prosecutor?

- 1. To review my testimony.
- 2. To remind me of the need for me to be in court.
- 3. To explain what will happen when I appear in court.
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

236

237

238

73.a. Did you have any contact with any other person connected with the judicial system regarding your testimony, the need for you to be in court and/or to explain what will happen to you when you appear in court?

- 1. Yes. Who was that person? \_\_\_\_\_
- 2. No. (GO TO Q.74)
- 9. DK (GO TO Q.74)
- 0. n.a.

239

73.b. How many meetings/calls did you have with this person?

- 1. One meeting/call
- 2. Two meetings/calls
- 3. Three or more meetings/calls
- 9. DK  0. n.a.

240

73.c. Did they contact you or did you contact them?

- 1. They contacted me.
- 2. I contacted them.
- 9. DK  0. n.a.

241

73.d. What specifically was/were the contact(s) about?

- 1. To review my testimony.
- 2. To remind me of the need for me to be in court.
- 3. To explain what will happen when I appear in court.
- 9. DK
- 0. n.a.

242

243

244

74.a. Some people who are called to be witnesses tell us that they felt confused, uninformed and/or intimidated by the judicial process in which they were expected to participate. Did you experience any of these feelings?

- 1. Yes, a little  3. No (GO TO Q.76)
- 2. Yes, a lot  9. DK

245

74.b. (IF YES) Could you explain how you felt and why you felt this way?

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(CODE ALL APPLICABLE)

- 1. Intimidated by/didn't understand the judicial process itself.
- 2. Not given enough information about what would happen.
- 3. Lack of personal attention/concern for me as a person.
- 4. Other
- 9. DK
- 0. n.a.

246

247

248

249

75.a. Between the time of the original complaint of the crime and the time you were required to appear in court to testify, did you have any contact with the accused or with any other persons related to or associated with the accused concerning the crime?

- 1. Yes  9. DK (GO TO Q.76)
- 2. No (GO TO Q.76)

250

75.b. (IF YES) Could you describe the nature of the contact(s)?

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FOR THE QUESTIONS 75.c. to 75.j., ASK ONLY IF THE ANSWERS ARE UNCLEAR FROM THE RESPONDENTS DESCRIPTION; OTHERWISE, JUST CONFIRM THE APPROPRIATE ANSWERS.

75.c. Who was the contact with?

- 1. Accused
- 2. Friend/relative of the accused
- 3. Other (SPECIFY: \_\_\_\_\_)
- 9. DK  0. n.a.

251

75.d. How many meetings/contacts did you have with this person?

- 1. One  9. DK
- 2. Two  0. n.a.
- 3. Three or more

252

75.e. Did they contact you or did you contact them?

- 1. They contacted me.  9. DK
- 2. I contacted them.  0. n.a.
- 3. Both

253

75.f. In this/these contact(s), was any attempt made to influence the way you would testify or to modify or change the evidence you would give?

- 1. Yes  9. DK (GO TO Q.75)
- 2. No (GO TO Q.76)  0. n.a. (GO TO Q.75)

254

75.g. (IF YES TO Q.75.f.) Did you or might you have changed your testimony as a result of the contact?

- 1. Yes  9. DK
- 2. No  0. n.a.

255

75.h. (IF YES TO Q.75.f.) Before you went to court, did you report this contact to the police or anyone else connected with the judicial system?

- 1. Yes, Police
- 2. Yes, Crown Prosecutor
- 3. Yes, Other (SPECIFY: \_\_\_\_\_)
- 4. No (GO TO Q.76)
- 9. DK (GO TO Q.76)       0. n.a.

256

75.i. (IF YES TO Q.75.h.) What did the Police/Crown/other say/do after you reported the contact?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

257

75.j. (IF YES TO Q.75.h.) Were you satisfied with what the Police/Crown/other said/did?

- 1. Yes       9. DK
  - 2. No       0. n.a.
- IF NO: Why do you say this: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

258

76.a. Some people tell us that after they find out that they are going to be a witness, they felt that they would have liked some kind of protection in the time before they went to court. Did you at any time before you went to court feel that you would like some kind of protection?

- 1. Yes       9. DK (GO TO Q.77)
- 2. No (GO TO Q.77)

259

76.b. (IF YES) What kind of protection did you want?

\_\_\_\_\_  
\_\_\_\_\_

260

76.c. (IF YES) Were you able to find this kind of protection and if so, who gave it to you?

- 1. Yes, Police
- 2. Yes, Crown Prosecutor
- 3. Yes, family/relative
- 4. Yes, friend/acquaintance
- 5. Yes, social service agency (SPECIFY: \_\_\_\_\_)
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.78)
- 9. DK (GO TO Q.78)       0. n.a.

261

76.d. (IF YES TO Q.76.c.) Were you satisfied with the kind of protection you received?

- 1. Yes       9. DK
- 2. No       0. n.a.

262

IF NO: Why do you say this? \_\_\_\_\_  
\_\_\_\_\_

77.a. When you were preparing to go to court, did you have any problems arranging for transportation to the courthouse or back home again?

- 1. Yes
- 2. No (GO TO Q.78)       9. DK (GO TO Q.78)

263

77.b. Were you able to get help with your transportation and if so, who provided the help?

- 1. Yes, family/friend
- 2. Yes, Police
- 3. Yes, Crown Prosecutor
- 4. Yes, taxi/bus
- 5. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.79)
- 9. DK (GO TO Q.79)       0. n.a.

264

77.c. Were you satisfied with the help you received?

- 1. Yes       2. No       9. DK
- GO TO Q.79       0. n.a.

265

78. Did you drive your own car to the courthouse, and if so, were you satisfied with the parking arrangements?

- 1. Yes       9. DK
- 2. No       0. n.a./did not drive

266

IF NO: Why do you say this? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

79.a. When you were preparing to go to court, did you have any problem arranging for a babysitter or other suitable child care services?

- 1. Yes       9. DK (GO TO Q.80)
- 2. No (GO TO Q.80)       0. n.a. (GO TO Q.80)

267

79.b. Were you able to get help with your child care problem, and if so, who provided the help?

- 1. Yes, family/friend
- 2. Yes, babysitter/daycare
- 3. Yes, Police
- 4. Yes, Crown Prosecutor
- 5. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. Took child/children to court with me
- 8. No (GO TO Q.80)
- 9. DK (GO TO Q.80)       0. n.a.

268

79.c. Were you satisfied with the way your child care problem was handled?

- 1. Yes       9. DK
- 2. No       0. n.a.

269

IF NO: Why not? \_\_\_\_\_

80.a. When you were preparing to go to court, did you have any problem arranging for time off work?

- 1. Yes       9. DK (GO TO Q.81)
- 2. No (GO TO Q.81)       0. n.a./not employed (GO TO Q.82)

270

80.b. Were you able to get help from anyone in arranging to get the necessary time off, and if so, who helped you?

- 1. Yes, job supervisor/fellow employee
- 2. Yes, family/friend
- 3. Yes, Police
- 4. Yes, Crown Prosecutor
- 5. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.81)
- 9. DK (GO TO Q.81)       0. n.a.

271

80.c. Were you satisfied with the help you received in this matter?

- 1. Yes       9. DK
- 2. No       0. n.a.

272

IF NO: Why not? \_\_\_\_\_

81. IF EMPLOYED AT THE TIME: Did you lose any wages or salary as a result of having to go to court?

- 1. Yes (How much? \$ \_\_\_\_\_)
- 2. No       9. DK
- 0. n.a.

273

82.a. When you were preparing to go to court, did you encounter any other problem or inconvenience which has not been mentioned yet?

- 1. Yes (SPECIFY: \_\_\_\_\_)
- 2. No (GO TO Q.83)       9. DK (GO TO Q.83)

274

82.b. IF YES: Were you able to get any help in dealing with this problem, and if so, who helped you?

- 1. Yes, family/friend
- 2. Yes, Police
- 3. Yes, Crown Prosecutor
- 4. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 5. Yes, other (SPECIFY: \_\_\_\_\_)
- 6. No (GO TO Q.83)
- 9. DK (GO TO Q.83)       0. n.a.

275

82.c. Were you satisfied with the help you received?

- 1. Yes       9. DK
- 2. No       0. n.a.

276

IF NO: Why do you feel this way? \_\_\_\_\_

83.a. When you got to the courthouse on the day that you were required to be there, did you have any difficulty in locating the right court?

- 1. Yes       9. DK
- 2. No

277

IF YES: What was the nature of your difficulty? \_\_\_\_\_



83.b. Did you receive any assistance in finding the right court, and if so, who provided the assistance?

- 1. Yes, court officer
- 2. Yes, Police
- 3. Yes, Crown Prosecutor
- 4. Yes, friend/relative
- 5. Yes, another witness
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.84)
- 9. DK (GO TO Q.84)       0. n.a.

278

83.c. Were you satisfied with the assistance you received?

- 1. Yes       9. DK
- 2. No       0. n.a.

279

IF NO: Why do you feel this way? \_\_\_\_\_

84.a. After you arrived at the correct court, and while you were waiting there, did you experience any further difficulty or inconvenience?

- 1. Yes       9. DK (GO TO Q.85)
- 2. No (GO TO Q.85)

280

IF YES: What was the nature of this difficulty or inconvenience? \_\_\_\_\_

84.b. Did you receive any assistance in dealing with this difficulty, and if so, who provided the assistance?

- 1. Yes, court officer
- 2. Yes, Police
- 3. Yes, Crown Prosecutor
- 4. Yes, friend/relative
- 5. Yes, another witness
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.85)
- 9. DK (GO TO Q.85)       0. n.a.

281

84.c. Were you satisfied with the assistance you received?

- 1. Yes       9. DK
- 2. No       0. n.a.

282

IF NO: Why do you feel this way? \_\_\_\_\_

85. a. After you arrived at the correct court, did you have any contact with a member of the judicial system before the trial or hearing began?

- 1. Yes (ASK Q.85.b.-85.d.)       9. DK (GO TO Q.86)
- 2. No (ASK Q.85.e.)

283

85.b. IF YES: Who was this contact with?

- 1. Police who took original statement
- 2. Police court duty officer
- 3. Crown Prosecutor
- 4. Clerk of the Court
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK       0. n.a.

284

85.c. IF YES: What was the nature of this contact? (CHECK ALL)

- 1. To explain what was about to happen
- 2. To explain about the procedures for collecting witness fees
- 3. To tell me when I could leave
- 4. To review my testimony
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK       0. n.a.

285

85.d. IF YES: Were you satisfied with the kind and amount of information you were given at this time?

- 1. Yes       9. DK
- 2. No       0. n.a.

286

IF NO: Could you explain why you say this? \_\_\_\_\_

(GO TO Q.86)

85.e. IF NO TO Q.85.a.: Would you have preferred an opportunity to talk to a member of the judicial system before the trial or hearing began?

- 1. Yes       9. DK
- 2. No, it didn't really matter       0. n.a.

287

86.a. Were you called upon to give your testimony in court?

- 1. Yes (GO TO Q.87)       2. No

288

86.b. IF NO: What was the reason you were given for not having to give your testimony?

- 1. The plea had been changed to guilty
- 2. The case had been dismissed because other witnesses did not appear
- 3. The case had been delayed and had to be re-scheduled

289

- 4. The case had been dismissed for some other reason  
(SPECIFY: \_\_\_\_\_)
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK  0. n.a.

87. How long were you required to stay at the court?
- 1. 1/2 day  4. two days or more
  - 2. one day  9. DK
  - 3. 1-1/2 days

- 88.a. Was this longer than the period stated in the subpoena?
- 1. Yes  9. DK (GO TO Q.89)
  - 2. No (GO TO Q.89)

- 88.b. IF YES: When were you notified that you would be required to stay for a longer period of time?
- 1. Before the trial or hearing began
  - 2. During the course of the trial or hearing
  - 3. Other (SPECIFY: \_\_\_\_\_)
  - 9. DK  0. n.a.

- 88.c. IF YES: Did the fact that you were required to stay for a longer period of time cause you any additional problems or inconvenience?
- 1. Yes  9. DK (GO TO Q.89)
  - 2. No (GO TO Q.89)  0. n.a.

88.d. IF YES TO Q.88.c.: What was the nature of the additional inconvenience or problems?

CODE ALL APPROPRIATE ITEMS

- 1. babysitting/child care
- 2. transportation
- 3. getting time off work
- 4. uncertainty about how long I would be
- 5. missed other appointment/engagement
- 6. other
- 9. DK (GO TO Q.89)  0. n.a.

290

291

292

293

294

295

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297

298

88.e. Were you able to get any assistance in dealing with these additional problems, and if so, who provided the help?

- 1. Yes, family/friend
- 2. Yes, hired service (babysitter, taxi, etc.)
- 3. Yes, Police
- 4. Yes, Crown Prosecutor
- 5. Yes, other court officer
- 6. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 7. Yes, other (SPECIFY: \_\_\_\_\_)
- 8. No (GO TO Q.89)
- 9. DK (GO TO Q.89)  0. n.a.

88.f. Were you satisfied with the assistance you received?

- 1. Yes  9. DK
- 2. No  0. n.a.

IF NO: Why not? \_\_\_\_\_

89.a. Were you required to come to court again for the same trial which was re-scheduled for some later point in time?

- 1. Yes  9. DK (GO TO Q.90)
- 2. No (GO TO Q.90)

89.b. IF YES: Was it explained to you why you had to return at another time?

- 1. Yes  9. DK (GO TO Q.90)
- 2. No (GO TO Q.90)  0. n.a.

89.c. IF YES TO Q.89.a.: After the first time that you went to court, how many additional times did you have to go back for the same trial?

- 1. Once  4. Four times or more
- 2. Twice  9. DK
- 3. Three times  0. n.a.

90.a. After trial was concluded, did you have any contact with the Crown Prosecutor or any other member of the judiciary system regarding the outcome of the case?

- 1. Yes, Crown Prosecutor
- 2. Yes, other (SPECIFY: \_\_\_\_\_)
- 3. No (GO TO Q.90.c.)
- 9. DK (GO TO Q.91)

299

300

301

302

303

304

305

90.b. Were you satisfied with the amount of information you were given regarding the outcome?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

306

IF NO: Why do you say this? \_\_\_\_\_

(GO TO Q.91)

90.c. IF NO TO Q.90.a.: Would you have preferred to have been given information regarding the outcome by the Crown Prosecutor or another member of the judicial system?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

307

91.a. Did you collect your witness fees for your court appearance?

- 1. Yes
- 2. No (GO TO Q.92)
- 9. DK (GO TO Q.92)

308

91.b. Who informed you of the procedure for collecting witness fees?

- 1. Crown Prosecutor
- 2. Clerk of the Court
- 3. Police
- 4. Another witness
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

309

91.c. Did you have any difficulty in collecting your witness fees?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

310

IF YES: What kind of difficulty did you experience? \_\_\_\_\_

91.d. Under the circumstances, do you consider the witness fees to be adequate?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

311

IF NO: Why do you feel this way? \_\_\_\_\_

92. Overall, are you satisfied with the way you were treated as a witness?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

312

IF NO: Briefly, what are your major reasons for saying this? \_\_\_\_\_

93. Again overall, are you satisfied with the way the case in general was handled by the courts?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

313

IF NO: Why do you feel this way? \_\_\_\_\_

94.a. Is the case now completed?

- 1. Yes
- 2. No (GO TO Q.95)
- 9. DK (GO TO Q.95)
- 0. n.a.

314

94.b. IF YES: Was there a conviction in the case?

- 1. Yes
- 2. No (GO TO Q.95)
- 9. DK (GO TO Q.95)
- 0. n.a.

315

94.c. IF YES TO Q.94.b.: What was your reaction to the sentence imposed by the court?

- 1. Too harsh
- 2. About right
- 3. Too lenient
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

316

95. ASK THIS QUESTION ONLY IF RESPONDENT IS NOT VICTIM-WITNESS.

What, if any, was your relationship to the victim?

- 1. Respondent is the victim
- 2. Family member
- 3. Friend
- 4. Neighbour
- 5. Stranger
- 6. Other (SPECIFY: \_\_\_\_\_)
- 9. DK

317

96. FOR VICTIM-WITNESSES, DO NOT ASK THIS QUESTION BUT REFER TO Q. 38 AND CHECK APPROPRIATE ALTERNATIVE.

What, if any, was your relationship to the accused?

- 1. Family member
- 2. Friend
- 3. Neighbour
- 4. Stranger
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK

318

97. Given your experience with the judicial system as a witness, would you be at all reluctant or apprehensive in the future at being interviewed by the police about witnessing a crime, knowing that such a statement could possibly result in your being called to testify?

- 1. Very unwilling
- 2. Unwilling
- 3. Willing
- 4. Very willing
- 5. DK

319

4-1

Finally, I would like to get some brief background information so that we can better interpret the results of this survey and so that we can design better services for crime victims.

A.  1. Male  2. Female

191

B. First, how old are you at the present time?

- 1. 16 and under
- 2. 17-21
- 3. 22-29
- 4. 30-39
- 5. 40-49
- 6. 50-59
- 7. 60-69
- 8. 70 and older
- 0. DK/not stated

192

C. How would you describe your Ethnic Background? \_\_\_\_\_

193

D. How long have you lived in Red Deer?

- 1. Less than 1 year
- 2. 1-2 years
- 3. 3-5 years
- 4. 6-10 years
- 5. more than 10 years
- 0. DK/not stated

194

E. Are you married or single?

- 1. Single
- 2. Married
- 3. Common Law
- 4. Divorced/separated
- 5. Widowed/widower
- 0. DK/not stated

195

F. What was the last year of education that you completed (before leaving school)?

- 1. None
- 2. Some elementary
- 3. Complete elementary
- 4. Some secondary
- 5. Complete secondary
- 6. Some post-secondary, non-U
- 7. Complete post-sec., non-U
- 8. Some university
- 9. University degree(s)
- 0. DK/not stated

196

G. In approximate terms, what was your total family income last year (consider all sources)?

- 1. Under \$5,000
- 2. \$5,000 - \$9,999
- 3. \$10,000 - \$14,999
- 4. \$15,000 - \$19,999
- 5. \$20,000 - \$29,999
- 6. \$30,000 - \$39,999
- 7. \$40,000 - \$49,999
- 8. \$50,000 - \$59,999
- 9. \$60,000 and over
- 0. DK/not stated

197

5-1 GENERAL COMMENT

That completes the list of questions I have.

Is there anything else that you would like to add to the things we have been talking about or other information that you think we should take into consideration when writing the report for this study?

THANK YOU FOR YOUR COOPERATION.

:1m



Royal Canadian Mounted Police Gendarmerie royale du Canada

Your file      Votre référence

Our file      Notre référence  
RDCP 400-1

October 1, 1982

Mrs. Richard Roe,  
234 Centre Ave.,  
Red Deer, Alberta.

Dear Mrs. Roe:

The Canada Department of Justice, in cooperation with the Red Deer City Detachment of the Royal Canadian Mounted Police, is presently sponsoring a major study of the problems and needs which victims of crime in Red Deer experience.

The purpose of the study is to find out more about the kinds of concerns that crime victims have so that better treatment and services for victims can be made available in Red Deer. The exact nature of the study is described in the enclosed pamphlet.

Your name is one of the names which has been scientifically selected from lists of people who have reported being the victim of a crime to the police this year. In the next few days, you will be contacted by a member of the City Detachment of the R.C.M.P. who will request your participation in the study. If you agree to participate, you will then be contacted by a field worker from the study who will arrange a telephone interview at a time that is convenient for you. The interview itself will take approximately 30 minutes, or less.

We know that this is a lot to ask of busy people. However, after you have been interviewed, we think that you will agree that the study deals with matters of great concern to crime victims and will be very useful. We also think that you will find the interview personally interesting.

Therefore, we want to urge you to agree to be interviewed. Your opinions are very important to us and no one else can take your place in the study.

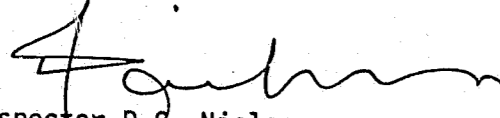
Finally, we want you to know that anything that you tell the interviewer will be absolutely and totally confidential and will be used only for the final report of the study. No one will be told who was interviewed and no individual answers will be identified. Also no information, except the final report, will be given to the police or any other agency.

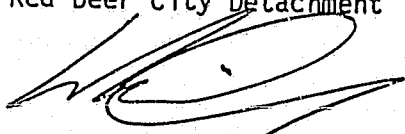
We sincerely appreciate your generosity in giving some of your time and effort to help with this study. If you need any further information, or if there are any questions that you wish to raise, please feel free to call one of the following:

- Dr. Bill Stuebing, 342-3314 or 347-5319
- Inspector D.C. Nielsen, 346-1161
- Staff Sargent Wayne Hutmacher, 346-1161

Thank you again for your cooperation and for your help in making this a successful and worthwhile project.

Very sincerely,

  
Inspector D.C. Nielsen  
Officer-in-Charge  
Red Deer City Detachment

  
Wm. K. Stuebing, Ph.D.  
Research Director

:lm  
Encl.

Some Questions and Answers on...

VICTIMS AND WITNESSES OF CRIME IN RED DEER:

A Study of Needs and Concerns

Q: What is the study about?

A: In recent years, a growing concern has developed in Canada for the rights of victims and witnesses of crime. A good part of this concern focuses on the kinds of treatment that victims and witnesses of crime receive both from the Criminal Justice System specifically and from the community itself more generally.

Many people think that the Criminal Justice System in Canada has concerned itself for too long only with the offender and the needs and problems which the offender has. At the same time it has largely ignored the victim of the crime and even made things worse for the victim by concerning itself only with the law and the offender.

But now this is changing as we recognize the rights and needs of victims and witnesses of crime. Particularly we are concerned with questions about how victims and witnesses of crime should be treated by the Criminal Justice System and by what kinds of services should be available for victims and witness of crime within the community.

This study is intended to provide the kinds of information that are necessary to plan and develop appropriate and effective services for crime victims and witnesses in Red Deer.

Q: What specifically is the study interested in?

A: By interviewing a large number of people who have been identified as victims of different kinds of crime in Red Deer this year we hope to learn the following:

1. What are the kinds of concerns and problems which victims and witnesses of crime experience as a result of a crime. Do they have particular problems with the police, with the courts, or with the community itself. Are there particular problems in their lives caused by the crime?
2. How do victims and witnesses in Red Deer feel about their experiences? In terms of their needs, what kinds of things are presently being done well in this community either by the police, courts or by other groups or individuals. Also, and importantly, what kinds of things do they think are not being done well or are not even done at all?

Very generally we want to know how victims and witnesses of crime in Red Deer would like to be treated and what is necessary to accomplish this.

Q: Then what is the practical value of the study?

A: The results of the study will be used by the police, the courts, and other government and community agencies in Red Deer to review the kinds of services which they presently provide and to plan for any new services that the study indicates are needed.

We hope that as a result of this study we will be able to develop comprehensive, coordinated, and effective services for the victims and witnesses of crime in Red Deer.

Q: Will the results of the study be made public?

A: Yes, definitely. The full report will be published by the Federal Department of Justice and will be available to anyone who is interested. Summaries of the report will be widely distributed to numerous groups and organizations within the City. In addition, reports of the main findings will be published in the newspapers.

It is important that everyone who wants to know the results of the study will find it easy to get the information.

Q: Will this violate the privacy of the participants?

A: No! The privacy of the people who take part in the study is very important and there are several ways that their privacy is protected and guaranteed.

First, participation in the study is voluntary. Only those people who agree to be interviewed will participate. For example, this brochure is an attempt to explain all about the study before anyone is asked to be interviewed. Also, any additional questions that you might have will be answered before the interview will begin.

Second, everything that is said in the interview will be treated as totally and absolutely confidential information. No one will ever be able to find out what any particular person said.

Third, the people who are interviewed will also be anonymous. No one will ever be told the names of the people who took part, no names will be attached to the interview report, and no lists will be kept of those who were interviewed once the interviews are complete.

Q: How are people selected for the study?

A: A list was developed from the files of the Red Deer City Detachment of the R.C.M.P. of all people who had reported being the victim of a crime this year or had been subpoenaed as a witness. From this list names were scientifically selected at random for the sample.

This brochure and the accompanying letter were then sent to the people who were selected. They will shortly be contacted by a member of the Red Deer City Detachment who will request their participation in the study. If they agree to be interviewed they will then be contacted by a field worker from the study who will arrange to interview them.

Q: Why is it important to interview any particular person?

A: The answer to this question is complex and has to do with the way in which the sample was selected. Briefly, we have selected a sample which we know probably represents the range of victims and witnesses in Red Deer generally. The opinions of any single person in the sample are therefore important since no other person can replace them and if their opinions are not included the results will be incomplete.

Only by having everyone selected for the study make their needs known can we be sure that the general results reflect the needs and concerns of victims and witnesses of crime in Red Deer generally.

Q: How will the interviews take place?

A: Since we are trying to complete this study as quickly as possible so that we may begin to develop appropriate services for victims soon, we would prefer that the interview take place on the phone. Also, we think that in many cases this would be the most comfortable arrangement for the person being interviewed. However, if this is not convenient or if the person to be interviewed prefers we will arrange for a face-to-face interview at a time and place that is suitable to both the person being interviewed and to the interviewer.

Q: When would the interview take place?

A: At a time that is convenient for the person being interviewed. When the interviewer calls the person being interviewed has the choice of answering the questions at that time or arranging another time that is more suitable or convenient.

Q: How long will it take?

A: Usually between twenty minutes and a half an hour, depending upon how much the person being interviewed wants to tell us.

Q: What about other questions I might have?

A: When the interviewer phones for the interview he or she will answer any additional questions you may have. Also, at any time during the interview you may ask any question you wish and the interviewer will answer your question before continuing.

It is your right to know just what it is that you are participating in, and we want to respect your rights.

Q: Can I get any further information before the interviewer calls?

A: Yes. If there is any further information which is not supplied by this brochure please feel free to call the Research Director, Dr. Bill Stuebing. During the day, the phone number is 342-3314 or if there is no answer you may leave a message at 342-3226. During the evening, the phone number is 347-5319. Or you may call either Inspector Nielson or Staff Sergeant Huttmacher at the Red Deer City Detachment of the R.C.M.P. The number there is 346-1161.

\*\*\*\*\*

Thank you again for your consideration and cooperation. Without your valuable assistance this study could not be possible and the development of effective services for the victims and witnesses of crime in Red Deer would be more difficult.

0-1

O/N \_\_\_\_\_  
CDN \_\_\_\_\_

SURVEY OF WITNESSES OF CRIME

RED DEER, ALBERTA

1982

INTERVIEW IDENTIFICATION NUMBER: \_\_\_\_\_

Date/Time of Interview: \_\_\_\_\_

Interviewer: \_\_\_\_\_

Form of Interview:

- 1. telephone
- 2. in person (Where did interview take place?)

1

(Was another person(s) present? Specify.)  
\_\_\_\_\_

Nature of Offence:

- |   |   |
|---|---|
| <input type="checkbox"/> 1. homicide/attempted homicide | <input type="checkbox"/> 5. break and enter                   |
| <input type="checkbox"/> 2. sexual offence              | <input type="checkbox"/> 6. motor vehicle theft               |
| <input type="checkbox"/> 3. assault                     | <input type="checkbox"/> 7. theft over \$200                  |
| <input type="checkbox"/> 4. robbery                     | <input type="checkbox"/> 8. wilful damage to private property |

2

Date of O.R. \_\_\_\_\_

4  
3

Interviewers Report: (R. cooperative, R. appeared to understand the questions, distractions or interruptions, R. appeared to take the questions seriously, etc. Please report any unusual circumstances or events.)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

0-2

Hello, \_\_\_\_\_ (Mr./Mrs./Miss/Ms. ....)

My name is \_\_\_\_\_, and I am an interviewer for the study of crime witnesses and their needs which you have been informed about by letter and by a phone call from the city detachment of the R.C.M.P.

I understand that you have agreed to be interviewed for the study and I have a list of questions I would like to ask you, but before I begin let me thank you for agreeing to participate in this study.

As you know, the main reason for doing this study is to find out the kinds of concerns and problems which you, and people like you, have had as a result of becoming a witness to a crime and to determine whether the community or the criminal justice system could have, or should have, done more to help people like yourself.

Before you begin to answer the questions, I want to assure you that your personal cooperation is very much appreciated. Only you can give us your opinions and they are needed if the study is to be a success.

I would also remind you that this interview is totally confidential. The names of the people who have agreed to participate will not be revealed to anybody and no information will be used which could give away the identity of anyone who participated in the study.

Finally, as you know, we would prefer to conduct this interview by phone. Is a telephone interview acceptable to you? [If you prefer, we can make arrangements to do the interview in person.]

(If no, make specific arrangements for the interview.)

Thank you. May we proceed?

(If this time is inconvenient, arrange for a specific time to call back.)

Thank you again.

Now before we begin, do you have any questions about the study?

Then shall we begin?



3-1

As a result of the (cite offence) reported on (Cite O/R Date), charges were laid against the accused and you received a subpoena to testify as a prosecution witness.

The questions I will now ask you deal with your experiences as a witness.

64. a. When the original complaint of the crime was made and before you made any statement to the Police, did you know that you might be required to testify in court?

- 1. Yes (ASK Q. 64.b.)
- 2. No (ASK Q. 64.c.)
- 9. DK (ASK Q.64.c.)

64.b (IF YES TO Q. 64.a.) How did you know that you might be called to testify?

- 1. I knew/just assumed it since I had been interviewed by the police/made the complaint.
- 2. The Policeman who took the complaint/came to the scene told me.
- 3. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

64.c. (IF NO/DK TO Q. 64.a.) When did you realize that you might be called to testify?

- 1. The Police Officer told me during/immediately after taking my statement.
- 2. The Police told me later, during the investigation.
- 3. Not until the subpoena arrived.
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

65. How much time was it after the crime when you received the subpoena?

- 1. Less than 1 month
- 2. About 1 month
- 3. About 2 months
- 4. About 3 months
- 5. About 4 months
- 6. About 5 months
- 7. About 6 months
- 8. More than 6 months
- 9. DK

66. How long after you received the subpoena were you first scheduled to appear in court as a witness?

- 1. Less than 1 week
- 2. 1 to 2 weeks
- 3. 3 to 4 weeks
- 4. 5 to 6 weeks
- 5. More than 6 weeks
- 9. DK

201

202

203

204

205

3-2

67. a. Were you personally served with the subpoena?

- 1. Yes (GO TO Q. 68)
- 2. No (GO TO Q. 67.b.)

67.b. (IF NO TO Q.67.a.) Who accepted the subpoena on your behalf?

- 1. Spouse (husband or wife)
- 2. Other member of immediate family
- 3. Other relative
- 4. Roommate; other person sharing residence
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

GO TO Q. 69

68. a. (IF YES TO Q.67.a.) Was the Police Officer who served the subpoena the same officer that originally took your statement?

- 1. Yes
- 2. No
- 3. Subpoena served by someone other than Police Officer
- 9. DK
- 0. n.a.

68.b. (IF YES TO Q. 68.a.) What questions did you ask of that individual?

- 1. What is this?
- 2. Do I have to go?
- 3. Why do I have to go?
- 4. What if I can't make it?
- 5. Who do I call/how do I find out why I have been subpoenaed?
- 6. How much will I be paid?
- 7. Other(s) (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

68.c. (IF QUESTIONS ASKED) Did this individual answer your question(s) satisfactorily?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

(IF NO: Could you explain why you say this? \_\_\_\_\_)

206

207

208

209

210

3-3

69. a. When you received the subpoena, did you fully understand that you were required by law to appear as a witness?

- 1. Yes (ASK Q.69.b.)
- 2. No (ASK Q.69.c.)
- 9. DK (GO TO Q.70)

214

69. b. (IF YES TO Q.69.a.) How did you know this?

- 1. I had prior knowledge of the nature of a subpoena.
- 2. After giving my initial statement to the Police, I was informed that I would be/might be required to testify.
- 3. Prior to the delivery of the subpoena, the Crown Prosecutor informed me that I would be called to testify.
- 4. When I read the subpoena, I understood it to say that I was legally obligated to testify.
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

215

216

217

218

69. c. (IF NO TO Q.69.a.) How did you find out that you were obligated by law to appear in court and testify?

- 1. After I read the subpoena.
- 2. The individual who delivered the subpoena explained it to me after I asked him what it meant.
- 3. The person who delivered the subpoena volunteered the information.
- 4. The Crown Prosecutor called me.
- 5. I called the Crown Prosecutor.
- 6. Someone else in the criminal justice system contacted me and told me. (SPECIFY: \_\_\_\_\_)
- 7. I contacted someone else in the criminal justice system. (SPECIFY: \_\_\_\_\_)
- 8. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

219

70. a. After the time you received the subpoena, did you ever try to contact anyone in the criminal justice system to ask questions regarding the subpoena?

- 1. Yes
- 2. No (GO TO Q.71)
- 9. DK (GO TO Q.71)

220

3-4

70. b. (IF YES TO Q.70.a.) Who did you try to contact? (CHECK ALL THAT APPLY)

- 1. Police
- 2. Crown Prosecutor
- 3. Clerk of the Court
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

221

70. c. (IF YES TO Q.70.a.) Was it difficult for you to contact that person/those persons regarding your questions?

- 1. Yes. Please explain: \_\_\_\_\_
- 2. No
- 9. DK
- 0. n.a.

222

70. d. (IF YES TO Q.70.a.) What question(s) did you want to ask? (CHECK ALL THAT APPLY)

- 1. What is a subpoena?
- 2. Do I have to go to court?
- 3. Why do I have to go?
- 4. What if I can't make it?
- 5. How much money will I be paid?
- 6. Why have I been subpoenaed?
- 7. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

223

224

225

226

227

70. e. (IF YES TO Q.70.a.) In general, were you satisfied with the answers to your questions?

- 1. Yes
- 2. No. Please explain why you say this: \_\_\_\_\_
- 9. DK
- 0. n.a.

228

71. a. How much contact did you have with the Police during the time between receiving the subpoena and the date on which you were to appear to testify?

- 1. One meeting/call
- 2. Two meetings/calls
- 3. Three or more meetings/calls
- 4. No contact at all (GO TO Q.72)

229

71.b. (IF ANY) Did they contact you or did you contact them?

- 1. They contacted me
- 2. I contacted them
- 3. Both
- 9. DK
- 0. n.a.

230

71.c. (IF ANY) What was the nature of your contact with the Police?

- 1. To review my testimony.
- 2. To remind me of the need for me to be in court.
- 3. To explain what will happen when I appear in court.
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

231

232

233

72.a. How much contact did you have with the Crown Prosecutor during the time between receiving the subpoena and the date on which you were to appear to testify?

- 1. One meeting/call
- 2. Two meetings/calls
- 3. Three or more meetings/calls
- 4. No contact at all (GO TO Q.73)

234

72.b. (IF ANY) Did they contact you or did you contact them?

- 1. They contacted me.
- 2. I contacted them.
- 3. Both
- 9. DK
- 0. n.a.

235

72.c. (IF ANY) What was the nature of your contact with the Crown Prosecutor?

- 1. To review my testimony.
- 2. To remind me of the need for me to be in court.
- 3. To explain what will happen when I appear in court.
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

236

237

238

73.a. Did you have any contact with any other person connected with the judicial system regarding your testimony, the need for you to be in court and/or to explain what will happen to you when you appear in court?

- 1. Yes. Who was that person? \_\_\_\_\_
- 2. No. (GO TO Q.74)
- 9. DK (GO TO Q.74)
- 0. n.a.

239

73.b. How many meetings/calls did you have with this person?

- 1. One meeting/call
- 2. Two meetings/calls
- 3. Three or more meetings/calls
- 9. DK
- 0. n.a.

240

73.c. Did they contact you or did you contact them?

- 1. They contacted me.
- 2. I contacted them.
- 9. DK
- 0. n.a.

241

73.d. What specifically was/were the contact(s) about?

- 1. To review my testimony.
- 2. To remind me of the need for me to be in court.
- 3. To explain what will happen when I appear in court.
- 9. DK
- 0. n.a.

242

243

74.a. Some people who are called to be witnesses tell us that they felt confused, uninformed and/or intimidated by the judicial process in which they were expected to participate. Did you experience any of these feelings?

- 1. Yes, a little
- 2. Yes, a lot
- 3. No (GO TO Q.75)
- 9. DK (GO TO Q.75)

244

245

74.b. (IF YES) Could you explain how you felt and why you felt this way?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(CODE ALL APPLICABLE)

- 1. Intimidated by/didn't understand the judicial process itself.
- 2. Not given enough information about what would happen.
- 3. Lack of personal attention/concern for me as a person.
- 4. Other
- 9. DK
- 0. n.a.

246

247

248

249

3-7

75.a. Between the time of the original complaint of the crime and the time you were required to appear in court to testify, did you have any contact with the accused or with any other persons related to or associated with the accused concerning the crime?

- 1. Yes
- 2. No (GO TO Q.76)
- 9. DK (GO TO Q.76)

250

75.b. (IF YES) Could you describe the nature of the contact(s)?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

FOR THE QUESTIONS 75.c. to 75.j., ASK ONLY IF THE ANSWERS ARE UNCLEAR FROM THE RESPONDENTS DESCRIPTION; OTHERWISE, JUST CONFIRM THE APPROPRIATE ANSWERS.

75.c. Who was the contact with?

- 1. Accused
- 2. Friend/relative of the accused
- 3. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

251

75.d. How many meetings/contacts did you have with this person?

- 1. One
- 2. Two
- 3. Three or more
- 9. DK
- 0. n.a.

252

75.e. Did they contact you or did you contact them?

- 1. They contacted me.
- 2. I contacted them.
- 3. Both
- 9. DK
- 0. n.a.

253

75.f. In this/these contact(s), was any attempt made to influence the way you would testify or to modify or change the evidence you would give?

- 1. Yes
- 2. No (GO TO Q.76)
- 9. DK (GO TO Q.76)
- 0. n.a.

254

75.g. (IF YES TO Q.75.f.) Did you or might you have changed your testimony as a result of the contact?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

255

3-8

75.h. (IF YES TO Q.75.f.) Before you went to court, did you report this contact to the police or anyone else connected with the judicial system?

- 1. Yes, Police
- 2. Yes, Crown Prosecutor
- 3. Yes, Other (SPECIFY: \_\_\_\_\_)
- 4. No (GO TO Q.76)
- 9. DK (GO TO Q.76)
- 0. n.a.

256

75.i. (IF YES TO Q.75.h.) What did the Police/Crown/other say/do after you reported the contact?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

257

75.j. (IF YES TO Q.75.h.) Were you satisfied with what the Police/Crown/other said/did?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

258

IF NO: Why do you say this: \_\_\_\_\_

76.a. Some people tell us that after they find out that they are going to be a witness, they felt that they would have liked some kind of protection in the time before they went to court. Did you at any time before you went to court feel that you would like some kind of protection?

- 1. Yes
- 2. No (GO TO Q.77)
- 9. DK (GO TO Q.77)

259

76.b. (IF YES) What kind of protection did you want?

\_\_\_\_\_

\_\_\_\_\_

260

76.c. (IF YES) Were you able to find this kind of protection and if so, who gave it to you?

- 1. Yes, Police
- 2. Yes, Crown Prosecutor
- 3. Yes, family/relative
- 4. Yes, friend/acquaintance
- 5. Yes, social service agency (SPECIFY: \_\_\_\_\_)
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.78)
- 9. DK (GO TO Q.78)
- 0. n.a.

261

76.d. (IF YES TO Q.76.c.) Were you satisfied with the kind of protection you received?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

262

IF NO: Why do you say this? \_\_\_\_\_

77.a. When you were preparing to go to court, did you have any problems arranging for transportation to the courthouse or back home again?

- 1. Yes
- 2. No (GO TO Q.78)
- 9. DK (GO TO Q.78)

263

77.b. Were you able to get help with your transportation and if so, who provided the help?

- 1. Yes, family/friend
- 2. Yes, Police
- 3. Yes, Crown Prosecutor
- 4. Yes, taxi/bus
- 5. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.79)
- 9. DK (GO TO Q.79)
- 0. n.a.

264

77.c. Were you satisfied with the help you received?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

265

78. Did you drive your own car to the courthouse, and if so, were you satisfied with the parking arrangements?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a./did not drive

266

IF NO: Why do you say this? \_\_\_\_\_

79.a. When you were preparing to go to court, did you have any problem arranging for a babysitter or other suitable child care services?

- 1. Yes
- 2. No (GO TO Q.80)
- 9. DK (GO TO Q.80)
- 0. n.a. (GO TO Q.80)

267

79.b. Were you able to get help with your child care problem, and if so, who provided the help?

- 1. Yes, family/friend
- 2. Yes, babysitter/daycare
- 3. Yes, Police
- 4. Yes, Crown Prosecutor
- 5. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. Took child/children to court with me
- 8. No (GO TO Q.80)
- 9. DK (GO TO Q.80)
- 0. n.a.

268

79.c. Were you satisfied with the way your child care problem was handled?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

269

IF NO: Why not? \_\_\_\_\_

80.a. When you were preparing to go to court, did you have any problem arranging for time off work?

- 1. Yes
- 2. No (GO TO Q.81)
- 9. DK (GO TO Q.81)
- 0. n.a./not employed (GO TO Q.82)

270

80.b. Were you able to get help from anyone in arranging to get the necessary time off, and if so, who helped you?

- 1. Yes, job supervisor/fellow employee
- 2. Yes, family/friend
- 3. Yes, Police
- 4. Yes, Crown Prosecutor
- 5. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.81)
- 9. DK (GO TO Q.81)
- 0. n.a.

271

80.c. Were you satisfied with the help you received in this matter?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

272

IF NO: Why not? \_\_\_\_\_

81. IF EMPLOYED AT THE TIME: Did you lose any wages or salary as a result of having to go to court?

- 1. Yes (How much? \$ \_\_\_\_\_)
- 2. No
- 9. DK
- 0. n.a.

273

82.a. When you were preparing to go to court, did you encounter any other problem or inconvenience which has not been mentioned yet?

- 1. Yes (SPECIFY: \_\_\_\_\_)
- 2. No (GO TO Q.83)
- 9. DK (GO TO Q.83)

274

82.b. IF YES: Were you able to get any help in dealing with this problem, and if so, who helped you?

- 1. Yes, family/friend
- 2. Yes, Police
- 3. Yes, Crown Prosecutor
- 4. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 5. Yes, other (SPECIFY: \_\_\_\_\_)
- 6. No (GO TO Q.83)
- 9. DK (GO TO Q.83)
- 0. n.a.

275

82.c. Were you satisfied with the help you received?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

276

IF NO: Why do you feel this way? \_\_\_\_\_

83.a. When you got to the courthouse on the day that you were required to be there, did you have any difficulty in locating the right court?

- 1. Yes
- 2. No
- 9. DK

277

IF YES: What was the nature of your difficulty? \_\_\_\_\_

83.b. Did you receive any assistance in finding the right court, and if so, who provided the assistance?

- 1. Yes, court officer
- 2. Yes, Police
- 3. Yes, Crown Prosecutor
- 4. Yes, friend/relative
- 5. Yes, another witness
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.84)
- 9. DK (GO TO Q.84)
- 0. n.a.

278

83.c. Were you satisfied with the assistance you received?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

279

IF NO: Why do you feel this way? \_\_\_\_\_

84.a. After you arrived at the correct court, and while you were waiting there, did you experience any further difficulty or inconvenience?

- 1. Yes
- 2. No (GO TO Q.85)
- 9. DK (GO TO Q.85)

280

IF YES: What was the nature of this difficulty or inconvenience? \_\_\_\_\_

84.b. Did you receive any assistance in dealing with this difficulty, and if so, who provided the assistance?

- 1. Yes, court officer
- 2. Yes, Police
- 3. Yes, Crown Prosecutor
- 4. Yes, friend/relative
- 5. Yes, another witness
- 6. Yes, other (SPECIFY: \_\_\_\_\_)
- 7. No (GO TO Q.85)
- 9. DK (GO TO Q.85)
- 0. n.a.

281

84.c. Were you satisfied with the assistance you received?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

282

IF NO: Why do you feel this way? \_\_\_\_\_

85. a. After you arrived at the correct court, did you have any contact with a member of the judicial system before the trial or hearing began?

- 1. Yes (ASK Q.85.b.-85.d.)
2. No (ASK Q.85.e.)
9. DK (GO TO Q.86)

283

85.b. IF YES: Who was this contact with?

- 1. Police who took original statement
2. Police court duty officer
3. Crown Prosecutor
4. Clerk of the Court
5. Other (SPECIFY: )
9. DK
0. n.a.

284

85.c. IF YES: What was the nature of this contact? (CHECK ALL)

- 1. To explain what was about to happen
2. To explain about the procedures for collecting witness fees
3. To tell me when I could leave
4. To review my testimony
5. Other (SPECIFY: )
9. DK
0. n.a.

285

85.d. IF YES: Were you satisfied with the kind and amount of information you were given at this time?

- 1. Yes
2. No
9. DK
0. n.a.

286

IF NO: Could you explain why you say this?

(GO TO Q.86)

85.e. IF NO TO Q.85.a.: Would you have preferred an opportunity to talk to a member of the judicial system before the trial or hearing began?

- 1. Yes
2. No, it didn't really matter
9. DK
0. n.a.

287

86.a. Were you called upon to give your testimony in court?

- 1. Yes (GO TO Q.87)
2. No

288

86.b. IF NO: What was the reason you were given for not having to give your testimony?

- 1. The plea had been changed to guilty
2. The case had been dismissed because other witnesses did not appear
3. The case had been delayed and had to be re-scheduled

289

(next page)

4. The case had been dismissed for some other reason

(SPECIFY: )

5. Other (SPECIFY: )

- 9. DK
0. n.a.

87. How long were you required to stay at the court?

- 1. 1/2 day
2. one day
3. 1-1/2 days
4. two days or more
9. DK

290

88.a. Was this longer than the period stated in the subpoena?

- 1. Yes
2. No (GO TO Q.89)
9. DK (GO TO Q.89)

291

88.b. IF YES: When were you notified that you would be required to stay for a longer period of time?

- 1. Before the trial or hearing began
2. During the course of the trial or hearing
3. Other (SPECIFY: )
9. DK
0. n.a.

292

88.c. IF YES: Did the fact that you were required to stay for a longer period of time cause you any additional problems or inconvenience?

- 1. Yes
2. No (GO TO Q.89)
9. DK (GO TO Q.89)
0. n.a.

293

88.d. IF YES TO Q.88.c.: What was the nature of the additional inconvenience or problems?

CODE ALL APPROPRIATE ITEMS

- 1. babysitting/child care
2. transportation
3. getting time off work
4. uncertainty about how long I would be
5. missed other appointment/engagement
6. other
9. DK (GO TO Q.89)
0. n.a.

294

295

296

297

298

88.e. Were you able to get any assistance in dealing with these additional problems, and if so, who provided the help?

- 1. Yes, family/friend
- 2. Yes, hired service (babysitter, taxi, etc.)
- 3. Yes, Police
- 4. Yes, Crown Prosecutor
- 5. Yes, other court officer
- 6. Yes, Social Service Agency (SPECIFY: \_\_\_\_\_)
- 7. Yes, other (SPECIFY: \_\_\_\_\_)
- 8. No (GO TO Q.89)
- 9. DK (GO TO Q.89)       0. n.a.

299

300

88.f. Were you satisfied with the assistance you received?

- 1. Yes       9. DK
- 2. No       0. n.a.

IF NO: Why not? \_\_\_\_\_

301

89.a. Were you required to come to court again for the same trial which was re-scheduled for some later point in time?

- 1. Yes       9. DK (GO TO Q.90)
- 2. No (GO TO Q.90)

302

89.b. IF YES: Was it explained to you why you had to return at another time?

- 1. Yes       9. DK (GO TO Q.90)
- 2. No (GO TO Q.90)       0. n.a.

303

89.c. IF YES TO Q.89.a.: After the first time that you went to court, how many additional times did you have to go back for the same trial?

- 1. Once       4. Four times or more
- 2. Twice       9. DK
- 3. Three times       0. n.a.

304

90.a. After trial was concluded, did you have any contact with the Crown Prosecutor or any other member of the judiciary system regarding the outcome of the case?

- 1. Yes, Crown Prosecutor
- 2. Yes, other (SPECIFY: \_\_\_\_\_)
- 3. No (GO TO Q.90.c.)
- 9. DK (GO TO Q.91)

305

90.b. Were you satisfied with the amount of information you were given regarding the outcome?

- 1. Yes       9. DK
- 2. No       0. n.a.

IF NO: Why do you say this? \_\_\_\_\_

(GO TO Q.91)

306

90.c. IF NO TO Q.90.a.: Would you have preferred to have been given information regarding the outcome by the Crown Prosecutor or another member of the judicial system?

- 1. Yes       9. DK
- 2. No       0. n.a.

307

91.a. Did you collect your witness fees for your court appearance?

- 1. Yes       9. DK (GO TO Q.92)
- 2. No (GO TO Q.92)

308

91.b. Who informed you of the procedure for collecting witness fees?

- 1. Crown Prosecutor       9. DK
- 2. Clerk of the Court       0. n.a.
- 3. Police
- 4. Another witness
- 5. Other (SPECIFY: \_\_\_\_\_)

309

91.c. Did you have any difficulty in collecting your witness fees?

- 1. Yes       9. DK
- 2. No       0. n.a.

310

IF YES: What kind of difficulty did you experience? \_\_\_\_\_

91.d. Under the circumstances, do you consider the witness fees to be adequate?

- 1. Yes       9. DK
- 2. No       0. n.a.

311

IF NO: Why do you feel this way? \_\_\_\_\_



3-17

92. Overall, are you satisfied with the way you were treated as a witness?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

IF NO: Briefly, what are your major reasons for saying this?

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312

93. Again overall, are you satisfied with the way the case in general was handled by the courts?

- 1. Yes
- 2. No
- 9. DK
- 0. n.a.

IF NO: Why do you feel this way?

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313

94.a. Is the case now completed?

- 1. Yes
- 2. No (GO TO Q.95)
- 9. DK (GO TO Q.95)
- 0. n.a.

314

94.b. IF YES: Was there a conviction in the case?

- 1. Yes
- 2. No (GO TO Q.95)
- 9. DK (GO TO Q.95)
- 0. n.a.

315

94.c. IF YES TO Q.94.b.: What was your reaction to the sentence imposed by the court?

- 1. Too harsh
- 2. About right
- 3. Too lenient
- 4. Other (SPECIFY: \_\_\_\_\_)
- 9. DK
- 0. n.a.

316

95. ASK THIS QUESTION ONLY IF RESPONDENT IS NOT VICTIM-WITNESS.

What, if any, was your relationship to the victim?

- 1. Respondent is the victim
- 2. Family member
- 3. Friend
- 4. Neighbour
- 5. Stranger
- 6. Other (SPECIFY: \_\_\_\_\_)
- 9. DK

317

3-18

96. FOR VICTIM-WITNESSES, DO NOT ASK THIS QUESTION BUT REFER TO Q. 38

AND CHECK APPROPRIATE ALTERNATIVE.

What, if any, was your relationship to the accused?

- 1. Family member
- 2. Friend
- 3. Neighbour
- 4. Stranger
- 5. Other (SPECIFY: \_\_\_\_\_)
- 9. DK

318

97. Given your experience with the judicial system as a witness, would you be at all reluctant or apprehensive in the future at being interviewed by the police about witnessing a crime, knowing that such a statement could possibly result in your being called to testify?

- 1. Very unwilling
- 2. Unwilling
- 3. Willing
- 4. Very willing
- 5. DK

319

4-1

Finally, I would like to get some brief background information so that we can better interpret the results of this survey and so that we can design better services for crime victims.

A.  1. Male  2. Female

191

B. First, how old are you at the present time?

1. 16 and under  6. 50-59  
 2. 17-21  7. 60-69  
 3. 22-29  8. 70 and older  
 4. 30-39  9. DK/not stated  
 5. 40-49

192

C. How would you describe your Ethnic Background? \_\_\_\_\_

193

D. How long have you lived in Red Deer?

1. Less than 1 year  4. 6-10 years  
 2. 1-2 years  5. more than 10 years  
 3. 3-5 years  9. DK/not stated

194

E. Are you married or single?

1. Single  4. Divorced/separated  
 2. Married  5. Widowed/widower  
 3. Common Law  9. DK/not stated

195

F. What was the last year of education that you completed (before leaving school)?

1. None  6. Some post-secondary, non-U  
 2. Some elementary  7. Complete post-sec., non-U  
 3. Complete elementary  8. Some university  
 4. Some secondary  9. University degree(s)  
 5. Complete secondary  9. DK/not stated

196

G. In approximate terms, what was your total family income last year (consider all sources)?

1. Under \$5,000  6. \$30,000 - \$39,999  
 2. \$5,000 - \$9,999  7. \$40,000 - \$49,999  
 3. \$10,000 - \$14,999  8. \$50,000 - \$59,999  
 4. \$15,000 - \$19,999  9. \$60,000 and over  
 5. \$20,000 - \$29,999  9. DK/not stated

197

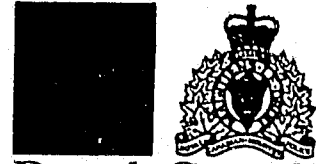
5-1 GENERAL COMMENT

That completes the list of questions I have.

Is there anything else that you would like to add to the things we have been talking about or other information that you think we should take into consideration when writing the report for this study?

THANK YOU FOR YOUR COOPERATION.

:1m



Royal Canadian Mounted Police Gendarmerie royale du Canada

Your file Votre référence

October 1, 1982

Our file Notre référence

Mr. John Smith,  
Executive Director,  
Consolidated Community Services,  
#123, 456 Main Street,  
Red Deer, Alberta.

Dear Mr. Smith:

Over the past decade there has been a growing concern in this country for the needs and problems of victims of crime and the treatment that is accorded the victim both within the Criminal Justice System proper in the community generally.

A series of initiatives are presently being undertaken by both the federal and provincial governments to both recognize and address the rights and needs of crime victims. One aspect of these initiatives is a research component which is intended to provide the necessary information on which to base the expansion or enhancement of existing services for victims as well as the establishment of new services.

Red Deer has been selected by the federal government in consultation with the provincial government as a site for such a study and for the subsequent elaboration of victim services.

The purpose of this letter is to introduce the study being conducted in Red Deer funded by the Federal Department of Justice and undertaken in cooperation with the Federal and Provincial Solicitors General, Provincial Attorney General and the R.C.M.P.

While an important part of the study will be the interviewing of 400 victims of various crimes in Red Deer, an equally critical part of the study will be a comprehensive inventory and analysis of the range of services which are presently available in the community for victims of crime. These services of course need not necessarily be specifically directed at crime victims but represent the range of available services which crime victims may take advantage of. Thus, an important part of the research design is the interviews with representatives of between thirty-five and forty community service-delivery agency. In these interviews we hope to identify the full range of services available, develop an understanding of the kinds of volumes which the present services experience, and receive significant input from informed agency representatives concerning the kinds of service needs which they perceive are needed for crime victims.

Your agency has been selected as one which could assist us in this regard, and you will shortly be contacted by Mrs. Hazel Flewelling who has been hired as a research assistant to this project and who will seek to make an appointment to interview you.

In order to facilitate the interview process and to keep the time commitment required on your part to a minimum, Mrs. Flewelling will be offering to make available copies of the interview protocol in advance of the interview should you desire it.

We look forward to working with you and we sincerely appreciate your cooperation. If you require any further information prior to Mrs. Flewelling's telephoning your agency, please feel free to contact either of us, Inspector Don Nielsen of the City R.C.M.P. (346-1161) or Dr. Bill Stuebing (342-3300 or 342-3226) or Staff Sargent Wayne Hutmacher also of the City R.C.M.P. (346-1161). We will be happy to answer any questions which you may have.

Thank you again for your cooperation.

Very sincerely,

Wm. K. Stuebing, Ph.D.  
Research Director

Inspector D.C. Nielsen  
Officer-in-Charge  
Red Deer City Detachment

c.c. Mrs. Hazel Flewelling

:lm

**CONTINUED**

**4 OF 6**

OUTLINE FOR AGENCY INTERVIEWS

NOTE: In reporting the results of agency interviews the intention is that the report should represent a close to verbatim reporting of the interview in its entirety. Please begin the report by identifying the agency involved, the name and the title of the respondent or if more than one all respondents present, please indicate the date of the interview, time the interview began and time it was completed. In addition to the full interview report, please provide precis.

The purpose of the study will have been identified previously to the respondent, however, it may be appropriate to review briefly the purpose of the interview. For this purpose, the following statement may be useful.

As you probably know, we are presently conducting a comprehensive study of the needs of crime victims and victim-witnesses in Red Deer. The general purpose of the study is to provide the kinds of information which are necessary to initiate new and improved victim services in Red Deer. As a part of the study we are conducting interviews with a large number of social service agencies in the community. For while there is presently no systematic or comprehensive activity in Red Deer to provide services to victims and witnesses of crime, we can assume that at least some victims and witnesses are finding at least some of their needs being met by existing community agencies and services. By interviewing representatives of various social service agencies we hope to inventory such presently available services and to use the experience and expertise of people such as yourself to identify the kinds of services that are needed.

Unless you have any questions concerning the nature and purposes of this study, perhaps we may begin with some general questions about the nature of your agency.

STUDY OF NEEDS OF VICTIMS & VICTIM-WITNESSES IN RED DEERQUESTIONS FOR AGENCY INTERVIEWS:

1. Identification and Scope of Agency: (2 - 3 sentences total)
  - General goals and specific objectives of your Agency
  - Kinds of services presently provided
  - Target population for your services
  - Geographical target area
  - Sources of clientele
2. Do you identify, or would you be able to identify a part of your clientele as victims of crime? [IF "NO", proceed to question 13; IF YES, proceed with the following questions.]
3. What specific services do you presently provide to victims of crime? How specifically are crime victims referred to your agency/service?
4. How widely available are your services made to crime victims? What is/are the characteristic delivery mode(s) for the services you provide to crime victims?
5. How extensive is your provision of service to crime victims? (eg., Over what period of time and/or what number of contacts is the service provided?) Are there any fees for these services?
6. What follow-up procedures do you have, if any, to insure the clients needs have been or are continuing to be met?

7. Have there been any changes over time (say the last 10 years) in the delivery of services to crime victims by your agency?
8. Do you observe any seasonal or other variations in the needs for services by victims of crime?
9. When reviewing cases where you provide services to victims of crime, how would you describe your rate of success or failure?
10. Can you describe that part of your clientele that is identified as crime victims? (For example, age, sex, marital status, socio-economic status, nature and type of victimization, or other relevant characteristics.)
11. Do you have or would you be able to generate any statistical data describing the nature, number or scope of services which your Agency presently provides to victims of crime? Would you be willing to provide this information to our research project?
12. Are you engaged in any working relationships with other community services or agencies in the provision of services to meet the needs of crime victims? How would you assess these working relationships?
13. Are there any general observations which you would care to make on the needs of victims of crime or victim-witnesses and the provision of services to meet these needs in Red Deer at the present time?

14. I am going to show you a list of a variety of services which could be provided to the victims of crime. In each case I would like you to indicate your response to the three kinds of information called for in each case (and indicated at the top of the page). [PROVIDE SHEET AND REVIEW EACH SERVICE TYPE.]
15. Are there any other observations or comments which you would care to make on victim related concerns and issues? Are there any examples of specific cases which might help shed light on victim needs and concerns?
16. Are there any specific characteristics of the Red Deer community, the criminal justice system in Red Deer or our local social services system which you think should be kept in mind when new or expanded victim services are developed?
17. Are there any other specific concerns or matters which you feel we should be aware of?

FOR FURTHER INFORMATION, PLEASE CONTACT:

- Mrs. Hazel Flewelling (Agency Interviewer) 346-6317)
- Dr. Bill Stuebing (Research Director) 347-5319

RED DEER CRIME VICTIMS NEEDS STUDY  
SERVICE CHECKLIST FOR AGENCY INTERVIEWS

## QUESTIONS:

- i) Red Deer Agencies or Community Services presently providing the service?
- ii) Identification of strengths or limitations of present services?
- iii) Are additional services required in this area? (If so, who would be an appropriate delivery agent(s) (your own agency, some other existing service or agency - please identify, - some new service or agency?)

POSSIBLE SERVICES TO CRIME VICTIMS

1. Assuming immediate responsibility for the victim at the scene of the crime. This would include such services as medical aid, financial aid, counselling or emotional support, repairs to property or other activities to provide for the immediate security and protection of the victim, referral to appropriate social service agencies or advisors, etc.
2. Referring and/or transporting the victim to emergency medical or social service facilities. This would include such services as transportation, immediate and extended medical attention, or other human-need services and referrals both to victims who have contacted the police as well as to victims who have not reported their victimization.
3. The provision of counselling and/or emotional support to the victim of crime on an on-going basis.
4. Providing the victim of a crime with a companion during the period immediately following the crime.
5. Addressing the victims family situation, including such services as notification of next of kin, babysitting, and other arrangements as might be necessary to take care of family obligations.
6. Protecting the victim from unnecessary exploitation from the media, police and the courts as well as from others directly or indirectly involved in the criminal event such as landlords, witnesses, neighbors, etc.
7. Through follow-up procedures insuring the adequate delivery of public assistance or other community services to victims. This would include referral to appropriate agencies and the provision of advice, follow-up support, the provision of information regarding the resources available within the community.
8. Assisting victims with their responsibilities to the criminal justice system as key witnesses. This would include encouraging the victims to report crimes to the police.
9. Counselling victims concerning the prevention of their re-victimization. This would include the provision of crime prevention information and assistance in making such arrangements as might be necessary to increase their personal security.

## Questions:

- i) Red Deer Agencies or Community Services presently providing the service?
  - ii) Identification of strengths or limitations of present services?
  - iii) Are additional services required in this area? (If so, who would be an appropriate delivery agent(s) (your own agency, some other existing service or agency - please identify, - some new service or agency?)
- 
10. Assisting victims in securing the return of stolen property which has been recovered by the police.
  11. Utilizing victim-contact information in community crime prevention planning.
  12. Developing public awareness programs aimed at target hardening.
  13. Operating and coordinating volunteer programs to supplement the services which professional personnel provide to victims.
  14. Maintaining a hot-line for crime victims who are in need of immediate help.
  15. Assisting victims or the families of victims with aftermath arrangements, eg., information on the role of insurance companies and how to deal with them, funerals, assistance in applying for crime compensation or assistance in dealing with credit card companies, banks or other such concerns.
  16. Providing the victim with information on the progress of his case, any charges that may have been laid in the matter, and information on the options and procedures available to the victim to lay charges and to participate in the criminal justice process.
  17. Establishing special in-service training for police officers to assist them in dealing with the victims of crime and their trauma.
  18. Conducting victim awareness seminars for court and officials and crown prosecutors.
  19. Developing in the community an increased victim awareness and concern for the rights and needs of victims.
  20. Providing criminal justice planning with input on crime prevention and on the role of victims in crime.
  21. Helping to coordinate restitution/compensation programs with the courts and other criminal justice agencies.

## Appendix II

## ANCILLARY TABLES

TABLE NO.

- A2:1. Offences (Unaggregated) by Sample Characteristics-Percentage Distribution
- A2:2. Disposition of Offence by Sample Characteristics (Jan. - June, 1982 Subsample)
- A2:3. Offence by Day of Occurance
- A2:4. Offence by Time of Occurance
- A2:5. Offence by Reports of Direct Confrontation with Offender(s)
- A2:6. Disposition of Offence by Reports of Direct Confrontation with Offender(s) (Jan. - June, 1982 Subsample)
- A2:7. Disposition of Offence by Previous Victimization (Jan. - June, 1982 Subsample)
- A2:8. Disposition of Offence by Victims Suffering Physical Injury (Jan. - June, 1982 Subsample)
- A2:9. Sex by Reported Injury, Loss or Damage
- A2:10. Age by Reported Injury, Loss or Damage
- A2:11. Income by Reported Injury, Loss or Damage
- A2:12. Disposition of Offence by Reported Police Response Time (Jan. - June, 1982 Subsample)
- A2:13. Sex by Percentage of Victims Identifying Feelings
- A2:14. Age by Percentage of Victims Identifying Feelings
- A2:15. Income by Percentage of Victims Identifying Feelings
- A2:16. Sex by Help in Dealing with Feelings
- A2:17. Age by Help in Dealing with Feelings
- A2:18. Income by Help in Dealing with Feelings
- A2:19. Sex by Percentage of Victims Identifying Needs
- A2:20. Age by Percentage of Victims Identifying Needs

- A2:21. Income by Percentage of Victims Identifying Needs
- A2:22. Date of Offence by Percentage of Victims Stating Selected Needs and Concerns
- A2:23. Disposition of the Offence by Percentage of Victims Reporting On-Going Problems as a Result of the Incident (Jan. - June, 1982 Subsample)
- A2:24. Sex by Percentage of Victims Reporting On-Going Problems
- A2:25. Age by Percentage of Victims Reporting On-Going Problems
- A2:26. Income by Percentage of Victims Reporting On-Going Problems
- A2:27. Sex by Victim Participation in the Incident (Jan. - June, 1982 Subsample)
- A2:28. Age by Victim Participation in the Incident (Jan. - June, 1982 Subsample)
- A2:29. Income by Victim Participation in the Incident (Jan. - June, 1982 Subsample)
- A2:30. Sex by Percentage of Victims Identifying Subsequent Selected Protective Measures (Jan. - June, 1982 Subsample)
- A2:31. Age by Percentage of Victims Identifying Subsequent Selected Protective Measures (Jan. - June, 1982 Subsample)
- A2:32. Income by Percentage of Victims Identifying Subsequent Selected Protective Measures (Jan. - June, 1982 Subsample)
- A2:33. Disposition of Offence by Suspect Identified and Charged (Jan. - June, 1982 Subsample)
- A2:34. Disposition of Offence by Evaluation of Community Response to Victims (Jan. - June, 1982 Subsample)
- A2:35. Sex by Evaluation of Police and Community Services (Jan. - June, 1982 Subsample)
- A2:36. Age by Evaluation of Police and Community Services (Jan. - June, 1982 Subsample)
- A2:37. Income by Evaluation of Police and Community Services (Jan. - June, 1982 Subsample)
- A2:38. Offence by Victims' Understanding of the Purpose of Sentencing
- A2:39. Disposition of the Offence by Victims' Understanding of the Purpose of Sentencing (Jan. - June, 1982 Subsample)



- A2:40. Disposition of Offence by Desired Sentence (Jan. - June, 1982 Subsample)
- A2:41. Disposition of Offence by Acceptance of Reparative Sentencing (Jan. - June, 1982 Subsample)
- A2:42. Date of Offence by Victims' Understanding of the Purpose of Sentencing
- A2:43. Date of Offence by Desired Sentencing
- A2:44. Date of Offence by Acceptance of Reparative Sentencing
- A2:45. Sex by Apprehension Regarding the Judicial System:
- A2:46. Age by Apprehension Regarding the Judicial System
- A2:47. Income by Apprehension Regarding the Judicial System
- A2:48. Age by Pre-Trial Contact with Criminal Justice Personnel at the Courthouse
- A2:49. Income by Pre-Trial Contact with Criminal Justice Personnel at the Courthouse
- A2:50. Sex by Pre-Trial Contact with Criminal Justice Personnel at the Courthouse
- A2:51. Sex by Percentage Identifying Selected Problems
- A2:52. Age by Percentage Identifying Selected Problems
- A2:53. Income by Percentage Identifying Selected Problems
- A2:54. Sex by Satisfaction with Experiences
- A2:55. Age by Satisfaction with Experiences
- A2:56. Income by Satisfaction with Experiences
- A2:57. Sex by Future Willingness to Serve
- A2:58. Age by Future Willingness to Serve
- A2:59. Income by Future Willingness to Serve

Table A2: 1. Offences (Unaggregated) by Sample Characteristics-Percentage Distribution

Sample Characteristics	Sexual Offences	Assault	Robbery	Break/Enter	Motor Vehicle Theft	Theft Over \$200	Wilful Damage (Private)	Total
	(N=18) %	(N=164) %	(N=5) %	(N=69) %	(N=22) %	(N=53) %	(N=17) %	(N=350) %
A. <u>Sex</u>								
Male	5.6	45.7	60.0	63.8	68.2	62.3	47.1	51.1
Female	<u>94.4</u>	<u>54.3</u>	<u>40.0</u>	<u>36.2</u>	<u>31.8</u>	<u>37.7</u>	<u>52.9</u>	<u>48.9</u>
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
B. <u>Age</u>	(N=18) %	(N=168) %	(N=5) %	(N=69) %	(N=22) %	(N=53) %	(N=17) %	(N=353) %
Under 16	22.2	4.8	-	1.5	-	-	-	3.7
16-21	22.2	23.8	20.0	13.0	13.6	31.5	41.2	23.0
22-29	22.2	39.3	-	30.4	27.3	27.8	11.8	32.3
30-39	27.8	20.8	-	20.3	22.7	20.4	23.5	21.0
40-49	5.6	8.9	60.0	17.4	27.3	13.0	11.8	13.0
50-59	-	2.4	-	11.6	-	7.4	-	4.5
60 and older	<u>-</u>	<u>-</u>	<u>20.0</u>	<u>5.8</u>	<u>9.1</u>	<u>-</u>	<u>11.8</u>	<u>2.6</u>
	100.0	100.0	100.0	100.0	100.0	100.1*	100.1*	100.1*

Table A2: 1. Offences (Unaggregated) by Sample Characteristics-Percentage Distribution (continued)

Sample Characteristics	Sexual Offences	Assault	Robbery	Break/Enter	Motor Vehicle Theft	Theft Over \$200	Wilful Damage (Private)	Total
	(N=18)	(N=164)	(N=5)	(N=69)	(N=21)	(N=50)	(N=17)	(N=344)
C. <u>Length of Residence in Red Deer</u>	%	%	%	%	%	%	%	%
2 years or less	44.4	25.0	20.0	23.7	4.8	30.0	17.7	25.0
3-5 years	5.6	22.0	-	13.0	23.8	38.0	17.7	21.2
6-10 years	5.6	20.7	20.0	13.0	19.1	12.0	17.7	16.9
More than 10 years	<u>44.4</u>	<u>32.3</u>	<u>60.0</u>	<u>49.3</u>	<u>52.4</u>	<u>20.0</u>	<u>47.0</u>	<u>36.9</u>
	100.0	100.0	100.0	100.0	100.1*	100.0	100.1*	100.0
D. <u>Marital Status</u>	(N=18)	(N=168)	(N=5)	(N=69)	(N=22)	(N=53)	(N=17)	(N=352)
	%	%	%	%	%	%	%	%
Single	33.3	44.1	20.0	24.6	22.7	34.0	41.2	36.4
Married	66.7	35.1	80.0	59.4	45.5	49.1	47.1	45.5
Common Law	-	6.0	-	4.4	13.6	7.6	-	5.7
Divorced/Separated	-	14.9	-	5.8	9.1	9.4	5.9	10.5
Widowed	-	-	-	5.8	9.1	-	5.9	2.0
	100.0	100.1*	100.0	100.0	100.0	100.1*	100.1*	100.1*

Table A2: 1. Offences (Unaggregated) by Sample Characteristics-Percentage Distribution (continued)

Sample Characteristics	Sexual Offences	Assault	Robbery	Break/Enter	Motor Vehicle Theft	Theft Over \$200	Wilful Damage (Private)	Total
	(N=15)	(N=165)	(N=5)	(N=69)	(N=22)	(N=50)	(N=17)	(N=343)
E. <u>Education</u>	%	%	%	%	%	%	%	%
6 years or less	6.7	6.1	20.0	5.8	4.6	-	-	5.0
7-11 years	13.3	44.9	60.0	39.1	50.0	52.0	47.1	44.0
12 years	46.7	29.7	-	27.5	31.8	38.0	35.3	31.2
Some post-secondary	13.3	14.6	20.0	13.1	9.1	8.0	11.8	12.8
Complete post-secondary (diploma/degree)	<u>20.0</u>	<u>4.7</u>	<u>-</u>	<u>14.5</u>	<u>4.5</u>	<u>2.0</u>	<u>5.9</u>	<u>7.0</u>
	100.0	100.1*	100.0	100.0	100.0	100.0	100.1*	100.0

Table A2: 1. Offences (Unaggregated) by Sample Characteristics-Percentage Distribution (continued)

Sample Characteristics	Sexual Offences (N=12)	Assault (N=147)	Robbery (N=4)	Break/Enter (N=58)	Motor Vehicle Theft (N=21)	Theft Over \$200 (N=47)	Wilful Damage (Private) (N=17)	Total (N=306)
F. <u>Income</u>	%	%	%	%	%	%	%	%
Up to \$9,999	8.3	21.8	25.0	6.9	9.5	14.9	11.8	15.0
\$10,000-\$14,999	16.7	24.5	-	5.2	9.5	19.1	29.4	18.6
\$15,000-\$19,999	50.0	17.0	-	19.0	9.5	29.8	5.9	19.3
\$20,000-\$29,999	-	15.0	25.0	34.5	47.6	12.8	23.5	20.6
\$30,000-\$39,999	16.7	8.8	50.0	12.1	14.3	4.3	23.5	10.8
\$40,000-\$49,999	8.3	5.4	-	12.1	9.5	6.4	-	6.9
\$50,000-\$59,999	-	7.5	-	10.3	-	12.8	5.9	7.8
	100.0	100.0	100.0	100.1*	99.9*	100.1*	100.0	100.0

\* Error due to rounding.

Table A2: 2. Disposition of Offence by Sample Characteristics  
(Jan. - June, 1982 Subsample)

Sample Characteristics	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
<b>A. Sex</b>								
Male	53	58.2	18	26.9	52	57.1	123	49.4
Female	38	41.8	49	73.1	39	42.9	126	50.6
	91	100.0	67	100.0	91	100.0	249	100.0
<b>B. Age</b>								
Under 16	3	3.3	1	1.5	2	2.2	6	2.4
16-21	18	19.6	11	16.4	29	31.9	58	23.2
22-29	27	29.4	30	44.8	22	24.2	79	31.6
30-39	23	25.0	13	19.4	18	19.8	54	21.6
40-49	12	13.0	8	11.9	13	14.3	33	13.2
50-59	5	5.4	4	6.0	3	3.3	12	4.8
60 and older	4	4.3	0	-	4	4.4	8	3.2
	92	100.0	67	100.0	91	100.1*	250	100.0
<b>C. Length of Residence in Red Deer</b>								
2 years or less	24	27.0	5	7.6	27	30.3	56	23.0
3-5 years	12	13.5	26	39.4	18	20.2	56	23.0
6-10 years	24	27.0	11	16.7	9	10.1	44	18.0
More than 10 years	29	32.6	24	36.4	35	39.3	88	36.1
	89	100.1*	66	100.1*	89	99.9*	244	100.1*

Table A2: 2. Disposition of Offence by Sample Characteristics  
(Jan. - June, 1982 Subsample) (continued)

Sample Characteristics	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
<b>D. Marital Status</b>								
Single	26	28.3	19	28.4	43	47.3	88	35.2
Married	44	47.8	30	44.8	44	48.4	118	47.2
Common Law	4	4.4	12	17.9	0	-	16	6.4
Divorced/ Separated	16	17.4	6	9.0	2	2.2	24	9.6
Widowed	<u>2</u>	<u>2.2</u>	<u>0</u>	<u>-</u>	<u>2</u>	<u>2.2</u>	<u>4</u>	<u>1.6</u>
	92	100.1*	67	100.1*	91	100.1*	250	100.0
<b>E. Education</b>								
6 years or less	5	5.5	1	1.5	7	8.1	13	5.3
7-11 years	29	31.9	37	56.1	41	47.1	107	43.9
12 years	25	27.5	23	34.9	28	32.2	76	31.2
Some post- secondary	24	26.4	5	7.6	6	6.9	35	14.3
Complete post- secondary (diploma/degree)	<u>8</u>	<u>8.8</u>	<u>0</u>	<u>-</u>	<u>5</u>	<u>5.8</u>	<u>13</u>	<u>5.3</u>
	91	100.1*	66	100.1*	87	100.1*	244	100.0
<b>F. Income</b>								
Up to \$9,999	17	22.7	9	14.1	10	13.5	36	16.9
\$10,000-\$14,999	10	13.3	19	29.7	10	13.5	39	18.3
\$15,000-\$19,999	13	17.3	9	14.1	19	25.7	41	19.3
\$20,000-\$29,999	19	25.3	14	21.9	12	16.2	45	21.1
\$30,000-\$39,999	9	12.0	6	9.4	8	10.8	23	10.8
\$40,000-\$49,999	3	4.0	0	-	10	13.5	13	6.1
\$50,000 or more	<u>4</u>	<u>5.3</u>	<u>7</u>	<u>10.9</u>	<u>5</u>	<u>6.8</u>	<u>16</u>	<u>7.5</u>
	75	99.9*	64	100.1*	74	100.0	213	100.0

\*Error due to rounding.

Table A2: 3. Offence by Day of Occurance

Day of Occurance	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
Monday through Thursday	62	36.5	59	50.0	121	40.6
Friday through Sunday	<u>108</u>	<u>63.5</u>	<u>59</u>	<u>50.0</u>	<u>167</u>	<u>59.4</u>
	170	100.0	118	100.0	298	100.0

Table A2: 4. Offence by Time of Occurance

Time of Occurance	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
0900-1700 hrs	37	19.6	31	25.2	68	21.8
1700-2400 hrs	99	52.4	40	32.5	139	44.6
2400-0900 hrs	<u>53</u>	<u>28.0</u>	<u>52</u>	<u>42.3</u>	<u>105</u>	<u>33.7</u>
	189	100.0	123	100.0	312	100.1*

\* Error due to rounding.

Table A2: 5. Offence by Reports of Direct Confrontation with Offender(s)

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
"WAS THERE A DIRECT CONFRONTATION WITH THE OFFENDER?"						
Yes	178	93.7	19	11.9	197	56.3
No	<u>12</u>	<u>6.3</u>	<u>141</u>	<u>88.1</u>	<u>153</u>	<u>43.7</u>
	190	100.0	160	100.0	350	100.0

Table A2: 6. Disposition of Offence by Reports of Direct Confrontation with Offender(s) (Jan. - June, 1982 Subsample)

	Cleared by Charge/Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%
"WAS THERE A DIRECT CONFRONTATION WITH THE OFFENDER?"						
Yes	115	72.3	35	39.3	150	60.5
No	<u>44</u>	<u>27.7</u>	<u>54</u>	<u>60.7</u>	<u>98</u>	<u>39.5</u>
	159	100.0	89	100.0	248	100.0

Table A2: 7. Disposition of Offence by Previous Victimization (Jan. - June, 1982 Subsample)

	Cleared by Charge/Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%
"HAVE YOU EVER BEEN THE VICTIM OF ANOTHER CRIME COMMITTED BY THE <u>SAME</u> OFFENDER?"						
Yes, once	10	6.3	0	-	10	4.0
Yes, 2-3 times	11	6.9	0	-	11	4.4
Yes, 4-5 times	9	5.7	2	2.2	11	4.4
Yes, more than 5 times	<u>10</u>	<u>6.3</u>	<u>0</u>	<u>-</u>	<u>10</u>	<u>4.0</u>
Total Yes	40	25.2	2	2.2	42	16.8
No	119	74.8	83	92.2	202	81.2
Don't know	<u>0</u>	<u>-</u>	<u>5</u>	<u>5.6</u>	<u>5</u>	<u>2.0</u>
	159	100.0	90	100.0	249	100.0

"HAVE YOU EVER BEEN THE VICTIM OF ANOTHER CRIME COMMITTED BY A DIFFERENT OFFENDER?"

Yes, once	28	17.6	25	27.5	53	21.2
Yes, 2-3 times	21	13.2	7	7.7	28	11.2
Yes, 4-5 times	7	4.4	3	3.3	10	4.0
Yes, more than 5 times	<u>6</u>	<u>3.8</u>	<u>5</u>	<u>5.5</u>	<u>11</u>	<u>4.4</u>
Total Yes	62	39.0	40	44.0	102	40.8
No	<u>97</u>	<u>61.0</u>	<u>51</u>	<u>56.0</u>	<u>148</u>	<u>59.2</u>
	159	100.0	91	100.0	250	100.0



Table A2: 8. Disposition of Offence by Victims Suffering Physical Injury (Jan. - June, 1982 Subsample)

	Cleared by Charge/ Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%
<b>"DID YOU SUFFER PHYSICAL INJURY AS A RESULT OF THIS INCIDENT?"</b>						
Yes	74	47.1	21	24.7	95	39.3
No	<u>83</u>	<u>52.9</u>	<u>64</u>	<u>75.3</u>	<u>147</u>	<u>60.7</u>
	157	100.0	85	100.0	242	100.0
<b>"DID YOU REQUIRE MEDICAL AID OR ATTENTION?"</b>						
Yes	36	43.9	14	53.9	50	46.3
No	<u>46</u>	<u>56.1</u>	<u>12</u>	<u>46.1</u>	<u>58</u>	<u>53.7</u>
	82	100.0	26	100.0	108	100.0

Table A2: 9. Sex by Reported Injury, Loss or Damage

	Male		Female		Total	
	N	%	N	%	N	%
<b>"DID YOU SUFFER PHYSICAL INJURY AS A RESULT OF THE INCIDENT?"</b>						
Yes	55	31.4	65	38.9	120	35.1
No	<u>120</u>	<u>68.6</u>	<u>102</u>	<u>61.1</u>	<u>222</u>	<u>64.9</u>
	175	100.0	167	100.0	342	100.0
<b>"WERE ANY OF YOUR POSSESSIONS OR PROPERTY TAKEN IN THE INCIDENT?"</b>						
Yes	91	51.7	61	36.9	152	44.1
No	<u>85</u>	<u>48.3</u>	<u>108</u>	<u>63.1</u>	<u>193</u>	<u>55.9</u>
	176	100.0	169	100.0	345	100.0
<b>"WAS THERE ANY DAMAGE DONE TO YOUR DWELLING (BUSINESS) OR ITS CONTENTS?"</b>						
Yes	47	27.8	50	31.3	97	29.5
No	<u>122</u>	<u>72.2</u>	<u>110</u>	<u>68.7</u>	<u>232</u>	<u>70.5</u>
	169	100.0	160	100.0	329	100.0
<b>"DID YOU SUFFER ANY OTHER INCONVENIENCE AS A RESULT OF THIS INCIDENT?"</b>						
Yes	87	48.6	95	57.2	182	52.8
No	<u>92</u>	<u>51.4</u>	<u>71</u>	<u>42.8</u>	<u>163</u>	<u>47.2</u>
	179	100.0	166	100.0	345	100.0

Table A2:10. Age by Reported Injury, Loss or Damage

	21 and Younger		22 - 29		30 - 39		40 and Older		Total	
	N	%	N	%	N	%	N	%	N	%
"DID YOU SUFFER PHYSICAL INJURY AS A RESULT OF THE INCIDENT?"										
Yes	35	38.0	45	40.5	27	38.6	13	18.3	120	34.9
No	<u>57</u>	<u>62.0</u>	<u>66</u>	<u>59.5</u>	<u>43</u>	<u>61.4</u>	<u>58</u>	<u>81.7</u>	<u>224</u>	<u>65.1</u>
	92	100.0	111	100.0	70	100.0	71	100.0	344	100.0
"WERE ANY OF YOUR POSSESSIONS OR PROPERTY TAKEN IN THE INCIDENT?"										
Yes	35	38.0	41	36.6	37	51.4	40	56.3	153	44.1
No	<u>57</u>	<u>62.0</u>	<u>71</u>	<u>63.4</u>	<u>35</u>	<u>48.6</u>	<u>31</u>	<u>43.7</u>	<u>194</u>	<u>55.9</u>
	92	100.0	112	100.0	72	100.0	71	100.0	347	100.0
"WAS THERE ANY DAMAGE DONE TO YOUR DWELLING (BUSINESS) OR ITS CONTENTS?"										
Yes	18	20.9	41	38.0	20	29.9	18	26.1	97	29.4
No	<u>68</u>	<u>79.1</u>	<u>67</u>	<u>62.0</u>	<u>47</u>	<u>70.1</u>	<u>51</u>	<u>73.9</u>	<u>233</u>	<u>70.6</u>
	86	100.0	108	100.0	67	100.0	69	100.0	330	100.0
"DID YOU SUFFER ANY OTHER INCONVENIENCE AS A RESULT OF THIS INCIDENT?"										
Yes	46	49.5	65	58.0	38	52.8	35	50.0	184	53.0
No	<u>47</u>	<u>50.5</u>	<u>47</u>	<u>42.0</u>	<u>34</u>	<u>47.2</u>	<u>35</u>	<u>50.0</u>	<u>163</u>	<u>47.0</u>
	94	100.0	112	100.0	72	100.0	70	100.0	347	100.0

Table A2:11. Income by Reported Injury, Loss or Damage

	Under \$15,000		\$15,000-\$29,999		\$30,000 and Over		Total	
	N	%	N	%	N	%	N	%
"DID YOU SUFFER PHYSICAL INJURY AS A RESULT OF THE INCIDENT?"								
Yes	49	49.0	33	27.1	23	30.7	105	35.4
No	<u>51</u>	<u>51.0</u>	<u>89</u>	<u>72.9</u>	<u>52</u>	<u>69.3</u>	<u>192</u>	<u>64.6</u>
	100	100.0	122	100.0	75	100.0	297	100.0
"WERE ANY OF YOUR POSSESSIONS OR PROPERTY TAKEN IN THE INCIDENT?"								
Yes	39	36.8	61	50.8	35	46.1	135	44.7
No	<u>67</u>	<u>63.2</u>	<u>59</u>	<u>49.2</u>	<u>41</u>	<u>53.9</u>	<u>167</u>	<u>55.3</u>
	106	100.0	120	100.0	76	100.0	302	100.0
"WAS THERE ANY DAMAGE DONE TO YOUR DWELLING (BUSINESS) OR ITS CONTENTS?"								
Yes	29	29.0	31	27.9	27	37.0	87	30.6
No	<u>71</u>	<u>71.0</u>	<u>80</u>	<u>72.1</u>	<u>46</u>	<u>63.0</u>	<u>197</u>	<u>69.4</u>
	100	100.0	111	100.0	73	100.0	284	100.0
"DID YOU SUFFER ANY OTHER INCONVENIENCE AS A RESULT OF THIS INCIDENT?"								
Yes	57	54.3	67	60.9	37	47.4	161	53.1
No	<u>48</u>	<u>45.7</u>	<u>53</u>	<u>39.1</u>	<u>41</u>	<u>52.6</u>	<u>142</u>	<u>46.9</u>
	105	100.0	110	100.0	78	100.0	303	100.0

Table A2:12. Disposition of Offence by Reported Police Response Time  
(Jan. - June, 1982 Subsample)

	Cleared by Charge/Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%
"HOW LONG DID IT TAKE THE POLICE TO ARRIVE AFTER THEY WERE NOTIFIED OF THE INCIDENT?"						
5 minutes or less	34	23.3	13	15.3	47	20.4
6-15 minutes	48	32.9	18	21.2	66	28.6
16-30 minutes	14	9.6	18	21.2	32	13.9
31-60 minutes	3	2.1	9	10.6	12	5.2
More than one hour	<u>5</u>	<u>3.4</u>	<u>11</u>	<u>12.9</u>	<u>16</u>	<u>6.9</u>
<u>Police Responded</u>	104	71.3	69	81.2	173	75.0
Police did not respond	15	10.3	8	9.4	23	10.0
Victim went to police station	<u>27</u>	<u>18.5</u>	<u>8</u>	<u>9.4</u>	<u>35</u>	<u>15.2</u>
	146	100.1*	85	100.0	231	100.2*

\* Error due to rounding.

Table A2:13. Sex by Percentage of Victims Identifying Feelings\*

	Male (N=180) %	Female (N=170) %	Total (N=350) %
"HOW DID YOU FEEL AT THE TIME OF THE CRIME OR WHEN YOU FIRST DISCOVERED THAT YOU HAD BEEN THE VICTIM OF A CRIME?"			
Anger/Outrage	60.6	51.8	56.3
Fear/Pain	17.2	40.6	28.6
Surprise/Confusion	38.3	25.3	32.0
Upset	9.4	21.8	15.4
Nervous	7.2	8.2	7.7
Intimidated	5.6	10.0	7.7
Sick/Nauseous	3.3	23.5	2.9
Other	10.6	10.0	10.3
Not Upset/Not Bothered	9.4	11.2	10.3

\*Percentages do not add to 100% since most respondents identified more than one emotion.

Table A2:14. Age by Percentage of Victims Identifying Feelings\*

	21 and Younger	22 - 29	30 - 39	40 and Older	Total
	(N=94)	(N=114)	(N=74)	(N=71)	(N=353)
	%	%	%	%	%
"HOW DID YOU FEEL AT THE TIME OF THE CRIME OR WHEN YOU FIRST DISCOVERED THAT YOU HAD BEEN THE VICTIM OF A CRIME?"					
Anger/Outrage	54.3	57.0	55.4	54.9	55.5
Fear/Pain	28.7	44.7	21.6	9.9	28.6
Surprise/ Confusion	27.7	32.5	29.7	39.4	32.0
Upset	22.3	16.7	8.1	11.3	15.3
Nervous	12.8	4.4	8.1	7.0	7.9
Intimidated	8.5	8.8	8.1	4.2	7.6
Sick/Nauseous	7.5	0.9	5.4	7.0	4.8
Other	7.5	6.1	17.6	9.9	9.6
Not Upset/ Not Bothered	12.8	6.1	13.5	9.9	10.2

\* Percentages do not add to 100% since most respondents identified more than one emotion.

Table A2:15. Income by Percentage of Victims Identifying Feelings\*

	Under \$15,000	\$15,000- \$29,999	\$30,000 and Over	Total
	(N=106)	(N=122)	(N=78)	(N=306)
	%	%	%	%
"HOW DID YOU FEEL AT THE TIME OF THE CRIME OR WHEN YOU FIRST DISCOVERED THAT YOU HAD BEEN THE VICTIM OF A CRIME?"				
Anger/Outrage	51.9	61.5	55.1	56.5
Fear/Pain	38.7	23.0	18.0	27.1
Surprise/ Confusion	30.2	36.1	26.9	31.7
Upset	21.7	18.0	6.4	16.3
Nervous	9.4	4.1	7.7	6.7
Intimidated	12.3	5.7	9.0	8.8
Sick/Nauseous	-	4.9	1.3	2.3
Other	8.5	5.7	18.0	9.8
Not Upset/ Not Bothered	8.5	12.3	1.3	11.4

\* Percentages do not add to 100% since most respondents identified more than one emotion.

Table A2:16. Sex by Help in Dealing with Feelings

	Male		Female		Total	
	N	%	N	%	N	%
"IN THE FIRST FEW HOURS AFTER THE CRIME, DID YOU RECEIVE ANY HELP FROM ANYONE IN DEALING WITH THESE FEELINGS?" (Table 2:12)						
Yes	72	40.9	99	58.6	171	49.6
No, "but would have preferred to have had someone help."	24	13.6	34	20.1	58	16.8
No, and did not need help	<u>80</u>	<u>45.5</u>	<u>36</u>	<u>21.3</u>	<u>116</u>	<u>33.6</u>
	176	100.0	169	100.0	345	100.0

Table A2:17. Age by Help in Dealing with Feelings

	21 and Younger		22 - 29		30 - 39		40 and Older		Total	
	N	%	N	%	N	%	N	%	N	%
"IN THE FIRST FEW HOURS AFTER THE CRIME, DID YOU RECEIVE ANY HELP FROM ANYONE IN DEALING WITH THESE FEELINGS?" (Table 2:12)										
Yes	42	46.7	63	55.8	41	55.4	25	35.7	171	49.3
No, "but would have preferred to have had someone help."	24	26.7	19	16.8	5	6.8	10	14.3	58	16.7
No, and did not need help	<u>24</u>	<u>26.7</u>	<u>31</u>	<u>27.4</u>	<u>28</u>	<u>37.8</u>	<u>35</u>	<u>50.0</u>	<u>118</u>	<u>34.0</u>
	90	100.1*	113	100.0	74	100.0	70	100.0	347	100.0

\* Error due to rounding.

Table A2:18. Income by Help in Dealing with Feelings

	Under \$15,000		\$15,000- \$29,999		\$30,000 and Over		Total	
	N	%	N	%	N	%	N	%
"IN THE FIRST FEW HOURS AFTER THE CRIME, DID YOU RECEIVE ANY HELP FROM ANYONE IN DEALING WITH THESE FEELINGS?" (Table 2:12)								
Yes	51	50.5	61	50.4	36	46.1	148	49.3
No, "but would have preferred to have had someone help."	24	23.8	24	19.8	7	9.0	55	18.3
No, and did not need help	<u>26</u>	<u>25.7</u>	<u>36</u>	<u>29.8</u>	<u>35</u>	<u>44.9</u>	<u>97</u>	<u>32.3</u>
	101	100.0	121	100.0	78	100.0	300	99.9*

\* Error due to rounding.

Table A2:19. Sex by Percentage of Victims Identifying Needs

Needs	Male	Female	Total
	(N=180) %	(N=174) %	(N=354) %
Someone to talk to after the police left	31.7	62.1	46.6
Someone to stay to provide security/ protection	11.7	51.7	31.4
Advice on how to get help to deal with problems that arose as a result of the crime	8.9	28.2	18.4
Emergency transportation	11.7	13.8	12.7
Help in cleaning up home (or scene of incident)	7.2	14.9	11.0
Emergency financial aid	4.4	14.4	9.3
Help in making emergency repairs to secure home or car	7.2	11.5	9.3
Help in contacting insurance companies, credit card companies, etc.	4.4	8.1	6.2
Other identified needs	12.8	19.0	15.5

Table A2:20. Age by Percentage of Victims Identifying Needs

Needs	21 and Younger (N=94) %	22 - 29 (N=114) %	30 - 39 (N=74) %	40 and Older (N=71) %	Total (N=353) %
Some to talk to after the police left	48.9	58.8	37.8	33.8	46.7
Someone to stay to provide security/protection	25.5	54.4	21.6	12.7	31.4
Advice on how to get help to deal with problems that arose as a result of the crime	19.2	26.3	9.5	14.1	18.4
Emergency transportation	18.1	9.7	12.2	11.3	12.8
Help in cleaning up home (or scene of incident)	5.3	14.0	16.2	8.5	11.1
Emergency financial aid	7.5	12.3	10.8	5.6	9.4
Help in making emergency repairs to secure home or car	5.3	16.7	5.4	7.0	9.4
Help in contacting insurance companies, credit card companies, etc.	11.7	4.4	2.7	5.6	6.2
Other identified needs	12.8	20.2	16.2	12.7	15.9

Table A2:21. Income by Percentage of Victims Identifying Needs

Needs	Under \$15,000 (N=106) %	\$15,000-\$29,999 (N=122) %	\$30,000-and Over (N=78) %	Total (N=306) %
Someone to talk to after the police left	55.7	52.5	30.8	48.0
Someone to stay to provide security/protection	50.0	26.2	14.1	31.4
Advice on how to get help to deal with problems that arose as a result of the crime	26.4	20.5	6.4	19.0
Emergency transportation	16.0	8.2	10.3	11.4
Help in cleaning up home (or scene of incident)	15.1	7.4	10.3	10.8
Emergency financial aid	14.2	10.7	3.9	10.1
Help in making emergency repairs to secure home or car	15.1	8.2	6.4	9.5
Help in contacting insurance companies, credit card companies, etc.	6.6	8.2	1.3	5.9
Other identified needs	14.2	21.3	5.1	14.7

Table A2:22. Date of Offence by Percentage of Victims Stating Selected Needs and Concerns

	Jan.-June, 1982 Subsample	Sept.-Nov. 1982 Subsample
	(N=251) %	(N=103) %
<u>Selected Needs:</u>		
Wanted someone to talk to after the police left	46.0	48.1
Wanted someone to stay to provide security/protection	32.4	28.9
<u>On-Going Concerns:</u>		
Fear of being alone	29.6	34.6
Fear of entering residence or rooms in residence	24.4	26.9
Fear of walking alone outside or at night	31.2	35.6
Sleeplessness	28.0	27.9
Headaches	19.6	17.3
General increase in suspicion/distrust of others	52.0	55.8
Other concerns	15.6	19.2

Table 2:23. Disposition of the Offence by Percentage of Victims Reporting Ongoing Problems as a Result of the Incident (Jan. - June, 1982 Subsample)

Problem	Cleared by Charge/Cleared Otherwise	Not Cleared	Total
	(N=159) %	(N=92) %	(N=251) %
General increase in suspicion or distrust of others	52.7	53.3	52.9
Fear of walking alone outside or at night	24.0	46.1	32.1
Fear of being alone	28.9	31.5	29.8
Sleeplessness	31.0	23.6	29.2
Fear of entering residence or rooms within residence	20.5	33.7	25.4
Headaches	19.8	19.8	19.8
Other on-going problems	21.0	6.7	15.9



Table A2:24. Sex by Percentage of Victims Reporting Ongoing Problems

Problem	Male	Female	Total
	(N=180) %	(N=174) %	(N=354) %
General increase in suspicion or distrust of others	51.7	52.9	52.3
Fear of walking alone outside or at night	18.9	46.6	32.5
Fear of being alone	14.4	47.7	30.8
Sleeplessness	20.6	35.1	27.7
Fear of entering residence or rooms within residence	18.3	32.2	25.1
Headaches	11.1	26.4	18.6
Other on-going problems	8.3	25.3	16.7

Table A2:25. Age by Percentage of Victims Reporting Ongoing Problems

Problems	21 and Younger	22 - 29	30 - 39	40 and Older	Total
	(N=94) %	(N=114) %	(N=74) %	(N=71) %	(N=353) %
General increase in suspicion or distrust of others	48.9	55.3	60.8	46.5	53.0
Fear of walking alone outside or at night	47.8	36.0	18.9	21.1	32.6
Fear of being alone	36.2	43.0	17.6	19.7	31.2
Sleeplessness	31.9	36.0	25.7	12.7	28.1
Fear of entering residence or rooms within residence	30.9	29.8	21.6	14.1	25.2
Headaches	19.2	24.6	20.3	8.5	19.0
Other on-going problems	14.9	23.7	16.2	8.5	16.7

Table A2:26. Income by Percentage of Victims Reporting Ongoing Problems

Problem	Under \$15,000	\$15,000- \$29,999	\$30,000 and Over	Total
	(N=106) %	(N=122) %	(N=78) %	(N=306) %
General increase in suspicion or distrust of others	41.5	62.3	53.9	52.9
Fear of walking alone outside or at night	39.6	35.3	18.0	32.4
Fear of being alone	36.8	32.0	19.2	30.4
Sleeplessness	37.7	28.7	16.7	28.8
Fear of entering residence or rooms within residence	20.8	26.2	26.9	24.5
Headaches	21.7	18.0	12.8	18.0
Other on-going problems	24.5	13.9	10.3	16.7

Table A2:27. Sex by Victim Participation in the Incident (Jan. - June, 1982 Subsample)

	Male		Female		Total	
	N	%	N	%	N	%
"DO YOU FEEL THAT YOU DID ANYTHING THAT MIGHT HAVE HELPED BRING ON THE INCIDENT?"						
Yes	47	38.5	55	44.5	102	41.5
No	<u>75</u>	<u>61.5</u>	<u>69</u>	<u>55.5</u>	<u>144</u>	<u>58.5</u>
	122	100.0	124	100.0	246	100.0
"DO YOU THINK THAT YOU COULD HAVE DONE MORE TO PREVENT THE INCIDENT?"						
Yes	52	45.2	45	36.3	97	40.6
No	<u>63</u>	<u>54.8</u>	<u>79</u>	<u>63.7</u>	<u>142</u>	<u>59.4</u>
	115	100.0	124	100.0	239	100.0

Table A2:28. Age by Victim Participation in the Incident  
(Jan. - June, 1982 Subsample)

	21 and Younger		22 - 29		30 - 39		40 and Older		Total	
	N	%	N	%	N	%	N	%	N	%
<b>"DO YOU FEEL THAT YOU DID ANYTHING THAT MIGHT HAVE HELPED BRING ON THE INCIDENT?"</b>										
Yes	25	39.1	33	41.8	24	44.4	20	40.0	102	41.3
No	39	60.9	46	58.2	30	55.6	30	60.0	145	58.7
	64	100.0	79	100.0	54	100.0	50	100.0	247	100.0
<b>"DO YOU THINK THAT YOU COULD HAVE DONE MORE TO PREVENT THE INCIDENT?"</b>										
Yes	26	41.9	31	40.3	21	39.0	19	40.4	97	40.4
No	36	58.1	46	59.7	33	61.0	28	59.6	143	59.6
	62	100.0	77	100.0	54	100.0	47	100.0	240	100.0

Table A2:29. Income by Victim Participation in the Incident  
(Jan. - June, 1982 Subsample)

	Under \$15,000		\$15,000-\$29,999		\$30,000 and Over		Total	
	N	%	N	%	N	%	N	%
<b>"DO YOU FEEL THAT YOU DID ANYTHING THAT MIGHT HAVE HELPED BRING ON THE INCIDENT?"</b>								
Yes	33	44.0	39	45.9	17	33.3	89	42.2
No	42	56.0	46	54.1	34	66.7	122	57.8
	75	100.0	85	100.0	51	100.0	211	100.0
<b>"DO YOU THINK THAT YOU COULD HAVE DONE MORE TO PREVENT THE INCIDENT?"</b>								
Yes	31	43.7	35	41.2	17	34.0	83	40.3
No	40	56.3	50	58.8	33	66.0	123	59.7
	71	100.0	85	100.0	50	100.0	206	100.0

Table A2:30. Sex by Percentage of Victims Identifying Subsequent Selected Protective Measures (Jan. - June, 1982 Subsample)

	Male (N=123) %	Female (N=126) %	Total (N=249) %
More regularly checked to insure doors/windows are locked	57.7	59.5	58.6
Arranged to have home checked while away	53.7	42.9	48.2
Changed activity pattern (go out less, don't go out alone, etc.)	26.0	51.6	39.0
Locking car, putting it in safer place	41.5	29.4	35.3
Keep possessions in safer place	38.2	25.4	31.7
Leave on lights/ install new lights/ light timer	25.2	34.1	29.7
Install new/stronger locks and/or bars on windows	22.8	26.2	24.5
Marked property for identification	16.3	12.7	14.5
Bought insurance	11.4	12.7	12.1
Bought watchdog	4.9	6.4	5.6
Purchased/carry weapon for protection	2.4	8.7	5.6
Joined "Neighborhood Watch."	2.4	4.0	3.2
Other protective measures	14.6	19.1	16.9

Table A2:31. Age by Percentage of Victims Identifying Subsequent Selected Protective Measures (Jan. - June, 1982 Subsample)

	21 and Younger (N=64) %	22 - 29 (N=79) %	30 - 39 (N=54) %	40 and Older (N=53) %	Total (N=250) %
More regularly checked to insure doors/windows are locked	57.8	76.0	35.2	58.5	58.8
Arranged to have home checked while away	39.1	46.8	46.3	64.2	48.4
Changed activity pattern (go out less, don't go out alone, etc.)	46.9	49.4	31.5	20.8	38.8
Locking car, putting it in safer place	39.1	31.7	35.2	35.9	35.2
Keep possessions in safer place	42.2	27.9	22.2	34.0	31.6
Leave on lights/ install new lights/ light timer	26.6	35.4	24.1	30.2	29.6
Install new/stronger locks and/or bars on windows	23.4	24.1	18.5	32.1	24.4
Marked property for identification	10.9	13.9	11.1	22.6	14.4
Bought insurance	6.3	12.7	14.8	15.1	12.0
Bought watchdog	6.3	7.6	3.7	3.8	5.6
Purchased/carry weapon for protection	10.9	5.1	5.6	-	5.6
Joined "Neighborhood Watch."	-	2.5	5.6	5.7	3.2
Other protective measures	20.3	11.4	22.2	15.1	16.8

Table A2:32. Income by Percentage of Victims Identifying Subsequent Selected Protective Measures (Jan. - June, 1982 Subsample)

	Under \$15,000	\$15,000- \$29,999	\$30,000 and Over	Total
	(N=75)	(N=86)	(N=52)	(N=213)
	%	%	%	%
More regularly checked to insure doors/windows are locked	60.0	65.1	44.2	58.2
Arranged to have home checked while away	30.7	60.5	48.1	47.0
Changed activity pattern (go out less, don't go out alone, etc.)	58.7	34.9	28.9	41.8
Locking car, putting it in safer place	24.0	43.0	42.3	36.2
Keep possessions in safer place	22.7	38.4	26.9	30.1
Leave on lights/ install new lights/ light timer	32.0	30.2	28.9	30.5
Install new/stronger locks and/or bars on windows	18.7	25.6	19.2	21.6
Marked property for identification	8.0	14.0	21.2	13.6
Bought insurance	14.7	16.3	9.6	13.6
Bought watchdog	5.3	4.7	11.5	6.6
Purchased/carry weapon for protection	5.3	7.0	3.9	5.6
Joined "Neighborhood Watch."	-	3.5	3.9	2.4
Other protective measures	10.7	24.4	13.5	16.9

Table A2:33. Disposition of Offence by Suspect Identified and Charged (Jan. - June, 1982 Subsample)

	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
Charges laid	83	90.2	7	10.8	0	-	90	36.3
Victim dropped/ failed to press charges	0	-	38	58.5	0	-	38	15.3
No charges laid	1	1.1	15	23.1	78	85.7	94	37.9
Don't know	8	8.7	5	7.7	13	14.3	26	10.5
	92	100.0	65	100.1*	91	100.0	248	100.0

\* Error due to rounding.

Table A2:34. Disposition of Offence by Evaluation of Community Response to Victims (Jan. - June, 1982 Subsample)

	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
"GENERALLY SPEAKING, DO YOU THINK THAT THE COMMUNITY AS A WHOLE DOES A GOOD JOB, AN AVERAGE JOB OR A POOR JOB IN LOOKING AFTER THE SPECIAL NEEDS AND PROBLEMS OF VICTIMS OF CRIME?"								
Good	15	16.5	5	7.6	10	10.9	30	12.1
Average	19	20.9	17	25.8	23	25.0	59	23.7
Poor	34	37.4	32	48.5	35	38.0	101	40.6
Don't know	<u>23</u>	<u>25.3</u>	<u>12</u>	<u>18.2</u>	<u>24</u>	<u>26.1</u>	<u>59</u>	<u>23.7</u>
	91	100.1*	66	100.1*	92	100.0	249	100.1*

\* Error due to rounding.

Table A2:35. Sex by Evaluation of Police and Community Services (Jan. - June, 1982 Subsample)

	Male		Female		Total	
	N	%	N	%	N	%
"DO YOU THINK THE POLICE HAVE DONE A GOOD JOB, AN AVERAGE JOB, OR A POOR JOB IN HANDLING THIS INCIDENT?"						
Good	82	67.2	70	55.6	152	61.3
Average	23	18.9	35	27.8	58	23.4
Poor	10	8.2	15	11.9	25	10.1
Don't know	<u>7</u>	<u>5.7</u>	<u>6</u>	<u>4.8</u>	<u>13</u>	<u>5.2</u>
	122	100.0	126	100.1*	248	100.0
"ON THE WHOLE, DO YOU THINK THE POLICE ARE DOING A GOOD JOB, AN AVERAGE JOB OR A POOR JOB IN DEALING WITH CRIME IN THIS COMMUNITY?"						
Good	80	66.1	80	63.5	160	64.8
Average	32	26.5	37	29.4	69	27.9
Poor	2	1.7	3	2.4	5	2.0
Don't know	<u>7</u>	<u>5.8</u>	<u>6</u>	<u>4.8</u>	<u>13</u>	<u>5.3</u>
	121	100.1*	126	100.1*	247	100.0
"GENERALLY SPEAKING, DO YOU THINK THE COMMUNITY DOES A GOOD JOB, AN AVERAGE JOB OR A POOR JOB IN LOOKING AFTER THE SPECIAL NEEDS AND PROBLEMS OF VICTIMS OF CRIME?"						
Good	14	11.5	16	12.7	30	12.1
Average	34	27.9	25	19.8	59	23.8
Poor	38	31.2	62	49.2	100	40.3
Don't know	<u>36</u>	<u>29.5</u>	<u>23</u>	<u>18.3</u>	<u>59</u>	<u>23.8</u>
	122	100.1*	126	100.0	248	100.0

\* Error due to rounding.

Table A2:36. Age by Evaluation of Police and Community Services  
(Jan. - June, 1982 Subsample)

	21 and Younger		22 - 29		30 - 39		40 and Older		Total	
	N	%	N	%	N	%	N	%	N	%
<b>"DO YOU THINK THE POLICE HAVE DONE A GOOD JOB, AN AVERAGE JOB, OR A POOR JOB IN HANDLING THIS INCIDENT?"</b>										
Good	34	53.1	45	57.0	32	60.4	42	79.3	153	61.5
Average	23	35.9	18	22.8	10	18.9	7	13.2	58	23.3
Poor	5	7.8	10	12.7	7	13.2	3	5.7	25	10.0
Don't know	<u>2</u>	<u>3.1</u>	<u>6</u>	<u>7.6</u>	<u>4</u>	<u>7.6</u>	<u>1</u>	<u>1.9</u>	<u>13</u>	<u>5.2</u>
	64	99.9*	79	100.1*	53	100.1*	53	100.1*	249	100.0
<b>"ON THE WHOLE, DO YOU THINK THE POLICE ARE DOING A GOOD JOB, AN AVERAGE JOB OR A POOR JOB IN DEALING WITH CRIME IN THIS COMMUNITY?"</b>										
Good	39	60.9	46	59.0	38	71.7	38	71.7	161	64.9
Average	22	34.4	25	32.1	13	24.5	9	17.0	69	27.8
Poor	1	1.6	2	2.5	2	3.8	0	-	5	2.0
Don't know	<u>2</u>	<u>3.1</u>	<u>5</u>	<u>6.4</u>	<u>0</u>	<u>-</u>	<u>6</u>	<u>11.3</u>	<u>13</u>	<u>5.3</u>
	64	100.0	78	100.0	53	100.0	53	100.0	248	100.0
<b>"GENERALLY SPEAKING, DO YOU THINK THE COMMUNITY DOES A GOOD JOB, AN AVERAGE JOB OR A POOR JOB IN LOOKING AFTER THE SPECIAL NEEDS AND PROBLEMS OF VICTIMS OF CRIME?"</b>										
Good	12	18.8	1	1.3	10	18.5	7	13.2	30	12.1
Average	19	29.7	17	21.8	8	14.8	15	28.3	59	23.7
Poor	22	34.4	43	55.1	25	46.3	11	20.8	101	40.6
Don't know	<u>11</u>	<u>17.2</u>	<u>17</u>	<u>21.8</u>	<u>11</u>	<u>20.4</u>	<u>20</u>	<u>37.7</u>	<u>59</u>	<u>23.7</u>
	64	100.1*	78	100.0	54	100.0	53	100.0	249	100.1*

\* Error due to rounding.

Table A2:37. Income by Evaluation of Police and Community Services  
(Jan. - June, 1982 Subsample)

	Under \$15,000		\$15,000-\$29,999		\$30,000-and Over		Total	
	N	%	N	%	N	%	N	%
<b>"DO YOU THINK THE POLICE HAVE DONE A GOOD JOB, AN AVERAGE JOB, OR A POOR JOB IN HANDLING THIS INCIDENT?"</b>								
Good	43	57.3	51	59.3	35	67.3	129	60.6
Average	19	25.3	18	20.9	11	21.2	48	22.5
Poor	9	12.0	10	11.6	4	7.7	23	10.8
Don't know	<u>4</u>	<u>5.3</u>	<u>7</u>	<u>8.1</u>	<u>2</u>	<u>3.9</u>	<u>13</u>	<u>6.1</u>
	75	99.9*	86	99.9*	52	100.1*	213	100.0
<b>"ON THE WHOLE, DO YOU THINK THE POLICE ARE DOING A GOOD JOB, AN AVERAGE JOB OR A POOR JOB IN DEALING WITH CRIME IN THIS COMMUNITY?"</b>								
Good	44	59.5	52	60.5	34	65.4	130	61.3
Average	28	37.8	23	26.7	16	30.8	67	31.6
Poor	2	2.7	0	-	2	30.8	4	1.9
Don't know	<u>0</u>	<u>-</u>	<u>11</u>	<u>12.8</u>	<u>0</u>	<u>-</u>	<u>11</u>	<u>5.2</u>
	74	100.0	86	100.0	52	100.0	212	100.0
<b>"GENERALLY SPEAKING, DO YOU THINK THE COMMUNITY DOES A GOOD JOB, AN AVERAGE JOB OR A POOR JOB IN LOOKING AFTER THE SPECIAL NEEDS AND PROBLEMS OF VICTIMS OF CRIME?"</b>								
Good	11	14.7	10	11.8	6	11.5	27	12.7
Average	15	20.0	29	34.1	9	17.3	53	25.0
Poor	34	45.3	33	38.8	19	36.5	86	40.6
Don't know	<u>15</u>	<u>20.0</u>	<u>13</u>	<u>15.3</u>	<u>18</u>	<u>34.6</u>	<u>46</u>	<u>21.7</u>
	75	100.0	85	100.0	52	99.9*	212	100.0

\* Error due to rounding.

Table A2:38. Offence by Victims' Understanding of the Purpose of Sentencing

	Offences vs Persons		Offences vs Property		Total	
	N	%	N	%	N	%
<b>"MOST IMPORTANT PURPOSE."</b>						
Rehabilitation	55	28.8	36	22.1	91	25.7
Protection	51	26.7	40	24.5	91	25.7
Deterrence	28	14.7	31	19.0	59	16.7
Retribution	43	22.5	15	9.2	58	16.4
Restitution/Compensation	2	1.0	25	15.3	27	7.6
Moral Denunciation	5	2.6	7	4.3	12	3.4
Don't know/Other	<u>7</u>	<u>3.7</u>	<u>9</u>	<u>5.5</u>	<u>16</u>	<u>4.5</u>
	191	100.0	163	100.0	354	100.0
<b>"SECOND MOST IMPORTANT PURPOSE."</b>						
Rehabilitation	34	17.9	41	25.2	75	21.3
Protection	36	19.0	20	12.3	56	15.9
Deterrence	35	18.4	20	12.3	55	15.6
Retribution	28	14.7	23	14.1	51	14.5
Restitution/Compensation	22	11.6	26	16.0	48	13.6
Moral Denunciation	4	2.1	6	3.7	10	2.8
Don't know/Other	<u>31</u>	<u>16.3</u>	<u>27</u>	<u>16.6</u>	<u>58</u>	<u>16.4</u>
	190	100.0	163	100.2*	353	100.0

\* Error due to rounding.

Table A2:39. Disposition of the Offence by Victims' Understanding of the Purpose of Sentencing (Jan. - June, 1982 Subsample)

	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
<b>"MOST IMPORTANT PURPOSE."</b>								
Rehabilitation	18	19.6	21	31.4	22	24.2	61	24.4
Protection	27	29.4	15	22.4	24	26.4	66	26.4
Deterrence	20	21.7	12	17.9	18	19.8	50	20.0
Retribution	15	16.3	13	19.4	17	18.7	45	18.0
Restitution/Compensation	6	6.5	2	3.0	6	6.6	14	5.6
Moral Denunciation	2	2.2	1	1.5	2	2.2	5	2.0
Don't know/Other	<u>4</u>	<u>4.4</u>	<u>3</u>	<u>4.5</u>	<u>2</u>	<u>2.2</u>	<u>9</u>	<u>3.6</u>
	92	100.1*	67	100.1*	91	100.1*	250	100.0
<b>"SECOND MOST IMPORTANT PURPOSE."</b>								
Rehabilitation	14	15.2	17	25.4	21	23.1	52	20.8
Protection	12	13.0	14	20.9	9	9.9	35	14.0
Deterrence	17	18.5	8	11.9	9	9.9	34	13.6
Retribution	20	21.7	7	10.5	14	15.4	41	16.4
Restitution/Compensation	15	16.3	6	9.0	14	15.4	35	14.0
Moral Denunciation	1	1.1	1	1.5	4	4.4	6	2.4
Don't know/Other	<u>13</u>	<u>14.1</u>	<u>14</u>	<u>20.9</u>	<u>20</u>	<u>22.0</u>	<u>47</u>	<u>18.8</u>
	92	99.9*	67	100.1*	91	100.1*	250	100.0

\*Error due to rounding.



Table A2:40. Disposition of Offence by Desired Sentence  
(Jan. - June, 1982 Subsample)

	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
"IF THE OFFENDER HAD BEEN BROUGHT TO TRIAL (AT THE TIME OF THE INCIDENT) WHAT SENTENCE WOULD YOU HAVE WANTED HIM TO RECEIVE?"								
Fine	14	15.2	8	11.9	8	8.8	30	12.0
Probation/ Suspended Sentence/ Discharge	20	21.8	7	10.5	17	18.7	44	17.6
Prison, 6 months or less	13	14.1	8	11.9	21	23.1	42	16.8
Prison, more than 6 months	22	23.9	13	19.4	22	24.2	57	22.8
Other	13	14.1	18	26.9	6	6.6	37	14.8
Don't know	<u>10</u>	<u>10.9</u>	<u>13</u>	<u>19.4</u>	<u>17</u>	<u>18.7</u>	<u>40</u>	<u>16.0</u>
	92	100.0	67	100.0	91	100.1*	250	100.0

\* Error due to rounding.

Table A2:41. Disposition of Offence by Acceptance of Reparative  
Sentencing (Jan. - June, 1982 Subsample)

	Cleared By Charge		Cleared Otherwise		Not Cleared		Total	
	N	%	N	%	N	%	N	%
"WOULD ACCEPT RESTITUTION INSTEAD OF (SUGGESTED SENTENCE, TABLE 2:27)"								
<u>No</u> , other sentence is better	45	48.9	29	44.6	38	41.8	112	45.2
<u>No</u> , but restitution in addition to other sentence	14	15.2	2	3.1	8	8.8	24	9.7
<u>Yes</u>	25	27.2	24	36.9	39	42.9	88	35.5
Other/Don't know	<u>8</u>	<u>8.7</u>	<u>10</u>	<u>15.4</u>	<u>6</u>	<u>6.6</u>	<u>24</u>	<u>9.7</u>
	92	100.0	65	100.0	91	100.1*	248	100.1*
"WOULD ACCEPT COMMUNITY SERVICE INSTEAD OF (SUGGESTED SENTENCE, TABLE 2:27)"								
<u>No</u> , other sentence is better	26	28.3	29	44.6	30	33.0	85	34.3
<u>No</u> , but community service in addition to other sentence	6	6.5	6	9.2	12	13.2	24	9.7
<u>Yes</u>	51	55.4	23	35.4	47	51.6	121	48.8
Other/Don't know	<u>9</u>	<u>9.8</u>	<u>7</u>	<u>10.8</u>	<u>2</u>	<u>2.2</u>	<u>18</u>	<u>7.3</u>
	92	100.0	65	100.0	91	100.0	248	100.1*

\* Error due to rounding

Table A2:42. Date of Offence by Victims' Understanding of the Purpose of Sentencing

	Jan.-June, 1982 Subsample		Sept.-Nov. 1982 Subsample		Total	
	N	%	N	%	N	%
<b>"MOST IMPORTANT PURPOSE."</b>						
Rehabilitation	61	24.4	30	29.1	91	25.8
Protection	66	26.4	24	23.3	90	25.5
Deterrence	50	20.0	9	8.7	59	16.7
Retribution	45	18.0	13	12.6	58	16.4
Restitution/ Compensation	14	5.6	13	12.6	27	7.8
Moral Denunciation	5	2.0	7	6.8	12	3.4
Don't know/Other	<u>9</u>	<u>3.6</u>	<u>7</u>	<u>6.8</u>	<u>16</u>	<u>4.5</u>
	250	100.0	103	99.9*	353	100.1*
<b>"SECOND MOST IMPORTANT PURPOSE."</b>						
Rehabilitation	52	20.8	23	22.3	75	21.3
Protection	35	14.0	21	20.4	56	15.9
Deterrence	34	13.6	21	20.4	55	15.6
Retribution	41	16.4	10	9.7	51	14.5
Restitution/ Compensation	35	14.0	13	12.6	48	13.6
Moral Denunciation	6	2.4	4	3.9	10	2.8
Don't know/Other	<u>47</u>	<u>18.8</u>	<u>11</u>	<u>10.7</u>	<u>58</u>	<u>16.4</u>
	250	100.0	103	100.0	353	100.1*

\* Error due to rounding.

Table A2:43. Date of Offence by Desired Sentence

	Jan.-June, 1982 Subsample		Sept.-Nov. 1982 Subsample		Total	
	N	%	N	%	N	%
<b>"IF THE OFFENDER HAD BEEN BROUGHT TO TRIAL (AT THE TIME OF THE OFFENCE) WHAT SENTENCE WOULD YOU HAVE WANTED HIM TO RECEIVE?"</b>						
Fine	30	12.0	21	20.4	51	14.5
Probation/ Suspended Sentence/ Discharge	44	17.6	16	15.5	60	17.0
Prison, 6 months or less	42	16.8	27	26.2	69	19.6
Prison, more than 6 months	57	22.8	23	22.3	80	22.7
Other	37	14.8	13	12.6	50	14.2
Don't know	<u>40</u>	<u>16.0</u>	<u>3</u>	<u>2.9</u>	<u>43</u>	<u>12.2</u>
	250	100.0	103	99.9*	353	100.2*

\* Error due to rounding.

Table A2:44. Date of Offence by Acceptance of Reparative Sentencing

	Jan.-June, 1982 Subsample		Sept.-Nov. 1982 Subsample		Total	
	N	%	N	%	N	%
"WOULD...ACCEPT RESTITUTION INSTEAD OF (SENTENCE FIRST SUGGESTED)."						
No, other sentence is better	112	45.2	42	40.8	154	43.9
No, but restitution in addition to other sentence	24	9.7	8	7.8	32	9.1
Yes	88	35.5	41	39.8	129	36.8
Other/Don't know	<u>24</u>	<u>9.7</u>	<u>12</u>	<u>11.7</u>	<u>36</u>	<u>10.3</u>
	248	100.1*	103	100.1*	351	100.1*

"WOULD...ACCEPT  
COMMUNITY SERVICE  
INSTEAD OF (SENTENCE  
FIRST SUGGESTED)."

No, other sentence is better	85	34.3	26	25.2	111	31.6
No, but community service in addition to other sentence	24	9.7	11	10.7	35	10.0
Yes	121	48.8	57	55.3	178	50.7
Other/Don't know	<u>18</u>	<u>7.3</u>	<u>9</u>	<u>8.7</u>	<u>27</u>	<u>7.7</u>
	248	100.1*	103	99.9*	351	100.0

\* Error due to rounding.

Table A2:45. Sex by Apprehension Regarding the Judicial Process

	Male		Female		Total	
	N	%	N	%	N	%
"SOME PEOPLE WHO ARE CALLED UPON TO BE WITNESSES TELL US THAT THEY FELT CONFUSED, UNINFORMED AND/OR INTIMIDATED BY THE JUDICIAL PROCESS...DID YOU...?"						
Yes, a little	10	23.3	10	26.3	20	24.7
Yes, a lot	1	2.3	8	21.1	9	11.1
No	<u>32</u>	<u>74.4</u>	<u>20</u>	<u>52.6</u>	<u>52</u>	<u>64.2</u>
	43	100.0	38	100.0	81	100.0

Table A2:46. Age by Apprehension Regarding the Judicial Process

	Under 30 Years		30 Years and Older		Total	
	N	%	N	%	N	%
"SOME PEOPLE ARE CALLED UPON TO BE WITNESSES TELL US THAT THEY FELT CONFUSED, UNINFORMED AND/OR INTIMIDATED BY THE JUDICIAL PROCESS...DID YOU...?"						
Yes, a little	11	23.4	9	26.5	20	24.7
Yes, a lot	9	19.2	0	-	9	11.1
No	<u>27</u>	<u>57.5</u>	<u>25</u>	<u>73.5</u>	<u>52</u>	<u>64.2</u>
	47	100.1*	34	100.0	81	100.0

\* Error due to rounding.

Table A2:47. Income by Apprehension Regarding the Judicial Process

	Under \$20,000		\$20,000 and Over		Total	
	N	%	N	%	N	%
"SOME PEOPLE WHO ARE CALLED UPON TO BE WITNESSES TELL US THAT THEY FELT CONFUSED, UNINFORMED AND/OR INTIMIDATED BY THE JUDICIAL PROCESS...DID YOU...?"						
Yes, a little	9	23.7	11	29.0	20	26.3
Yes, a lot	27	5.3	5	13.2	7	9.2
No	<u>27</u>	<u>71.1</u>	<u>22</u>	<u>57.9</u>	<u>49</u>	<u>64.5</u>
	38	100.1*	38	100.1*	76	100.0

\* Error due to rounding.

Table A2:48. Age by Pre-Trial Contact with Criminal Justice Personnel at the Courthouse

	Under 30 Years		30 Years and Older		Total	
	N	%	N	%	N	%
"AFTER YOU ARRIVED AT THE COURT, DID YOU HAVE ANY CONTACT WITH A MEMBER OF THE (CRIMINAL JUSTICE SYSTEM) BEFORE THE TRIAL BEGAN?"						
Yes, Police	11	21.6	11	34.4	22	26.5
Yes, Crown Prosecutor	15	29.4	3	9.4	18	21.7
Yes, both Police and Crown Prosecutor	<u>6</u>	<u>11.8</u>	<u>4</u>	<u>12.5</u>	<u>10</u>	<u>12.1</u>
<u>Total Yes</u>	32	62.8	18	56.3	50	60.3
No, but would have preferred to talk to someone	12	23.5	4	12.5	16	19.3
No, and it didn't really matter	<u>7</u>	<u>13.7</u>	<u>10</u>	<u>31.3</u>	<u>17</u>	<u>20.5</u>
<u>Total No</u>	19	37.2	14	43.8	33	39.8
<u>Total</u>	51	100.0	32	100.1*	83	100.1*

\* Error due to rounding.

Table A2:49. Income by Pre-Trial Contact with Criminal Justice Personnel at the Courthouse

	Under \$30,000		\$30,000 and Over		Total	
	N	%	N	%	N	%
"AFTER YOU ARRIVED AT THE COURT, DID YOU HAVE ANY CONTACT WITH A MEMBER OF THE (CRIMINAL JUSTICE SYSTEM) BEFORE THE TRIAL BEGAN?"						
Yes, Police	15	35.7	5	13.5	20	25.3
Yes, Crown Prosecutor	12	28.6	6	16.2	18	22.8
Yes, both Police and Crown Prosecutor	<u>0</u>	<u>-</u>	<u>8</u>	<u>21.6</u>	<u>8</u>	<u>10.1</u>
<u>Total Yes</u>	27	64.3	19	51.3	46	58.2
No, but would have preferred to talk to someone	8	19.1	8	21.6	16	20.3
No, and it didn't really matter	<u>7</u>	<u>16.7</u>	<u>10</u>	<u>27.0</u>	<u>17</u>	<u>21.5</u>
<u>Total No</u>	15	35.8	18	48.6	33	41.8
<u>Total</u>	42	100.1*	37	99.9*	79	100.0

\* Error due to rounding.

Table A2:50. Sex by Pre-Trial Contact with Criminal Justice Personnel at the Courthouse

	Male		Female		Total	
	N	%	N	%	N	%
"AFTER YOU ARRIVED AT THE COURT, DID YOU HAVE ANY CONTACT WITH A MEMBER OF THE (CRIMINAL JUSTICE SYSTEM) BEFORE THE TRIAL BEGAN?"						
Yes, Police	12	27.9	10	25.0	22	26.5
Yes, Crown Prosecutor	13	30.2	5	12.5	18	21.7
Yes, both Police and Crown Prosecutor	<u>6</u>	<u>14.0</u>	<u>4</u>	<u>10.0</u>	<u>10</u>	<u>12.1</u>
<u>Total Yes</u>	31	72.1	19	47.5	50	60.3
No, but would have preferred to talk to someone	2	4.7	14	35.0	16	19.3
No, and it didn't really matter	<u>10</u>	<u>23.3</u>	<u>7</u>	<u>17.5</u>	<u>17</u>	<u>20.5</u>
<u>Total No</u>	12	28.0	21	52.5	33	39.8
<u>Total</u>	43	100.1*	40	100.0	83	100.1*

\* Error due to rounding.

Table A2:51. Sex by Percentage Identifying Selected Problems

Problem	Male (N=44) %	Female (N=41) %	Total (N=85) %
Desired some kind of protection before court appearance	6.8	17.1	11.1
Difficulty with parking arrangements at courthouse	42.5 (1)	16.7 (1)	30.9 (1)
Arranging time off work	20.5	9.1 (2)	15.6 (2)
Locating right court	9.1	35.0	27.1
Other difficulties preparing to go to court	13.6	14.6	14.1
Other difficulties at court	11.4	14.6	12.9

(1) Based on respondents driving to court: Male N=40; Female N=28; Total N=68.

(2) Based on female respondents employed, N=33; total N=77.

Table A2:52. Age by Percentage Identifying Selected Problems

Problem	Under 30 Years (N=49) %	30 Years and Older (N=36) %	Total (N=85) %
Desired some kind of protection before court appearance	18.4	2.8	
Difficulty with parking arrangements at courthouse	33.3 (1)	28.1 (1)	30.9 (1)
Arranging time off work	17.1 (2)	13.9	15.6 (2)
Locating right court	26.5	27.7	27.1
Other difficulties preparing to go to court	8.1	22.2	14.1
Other difficulties at court	16.3	8.3	12.9

(1) Based on number of respondents driving to court: Under 30 N=36; Over 30 N=32; Total N=68.

(2) Based on number of respondents employed: Under 30 N=41; Total N=77.

Table A2:53. Income by Percentage Identifying Selected Problems

Problem	Under \$20,000	\$20,000 and over	Total
	(N=42) %	(N=39) %	(N=81) %
Desired some kind of protection before court appearance	14.3	5.1	7.4
Difficulty with parking arrangements at courthouse	23.5 (1)	34.4 (1)	28.8 (1)
Arranging time off work	2.8 (2)	24.3 (2)	13.7 (2)
Locating right court	40.5	10.3	25.9
Other difficulties preparing to go to court	16.7	12.8	14.8
Other difficulties at court	14.3	7.8	11.1

(1) Based on respondents driving to court: Under \$20,000 N=34;  
over \$20,000 N=32; Total N=66.

(2) Based on respondents employed: Under \$20,000 N=36;  
Over \$20,000 N=37; Total N=73.

Table A2:54. Sex by Satisfaction with Experiences

	Male		Female		Total	
	N	%	N	%	N	%
"OVERALL, ARE YOU SATISFIED WITH THE WAY YOU WERE TREATED AS A WITNESS?"						
Yes	29	69.1	20	48.8	49	59.0
No	12	28.6	14	34.1	26	31.3
Don't know	<u>1</u>	<u>2.4</u>	<u>7</u>	<u>12.1</u>	<u>8</u>	<u>9.6</u>
	42	100.1*	41	100.1*	83	99.9*
"OVERALL, ARE YOU SATISFIED WITH THE WAY THE CASE IN GENERAL WAS HANDLED BY THE COURTS?"						
Yes	15	34.9	14	35.9	29	35.4
No	27	62.8	22	56.4	49	59.8
Don't know	<u>1</u>	<u>2.3</u>	<u>3</u>	<u>7.7</u>	<u>4</u>	<u>4.9</u>
	43	100.0	39	100.0	82	100.1*

\* Error due to rounding.

Table A2:55. Age by Satisfaction with Experiences

	Under 30 Years		30 Years and Older		Total	
	N	%	N	%	N	%
"OVERALL, ARE YOU SATISFIED WITH THE WAY YOU WERE TREATED AS A WITNESS?"						
Yes	27	55.1	22	64.7	49	59.0
No	16	32.7	10	29.4	26	31.3
Don't know	<u>6</u>	<u>12.2</u>	<u>2</u>	<u>5.9</u>	<u>8</u>	<u>9.6</u>
	49	100.0	34	100.0	83	99.9*
"OVERALL, ARE YOU SATISFIED WITH THE WAY THE CASE IN GENERAL WAS HANDLED BY THE COURTS?"						
Yes	16	34.8	13	36.1	29	35.4
No	28	60.9	21	58.3	49	59.8
Don't know	<u>2</u>	<u>4.4</u>	<u>2</u>	<u>5.6</u>	<u>4</u>	<u>4.9</u>
	46	100.1*	36	100.0	82	100.1*

\* Error due to rounding.

Table A2:56. Income by Satisfaction with Experiences

	Under \$20,000		\$20,000 and Over		Total	
	N	%	N	%	N	%
"OVERALL, ARE YOU SATISFIED WITH THE WAY YOU WERE TREATED AS A WITNESS?"						
Yes	23	57.5	22	56.4	45	57.0
No	12	30	14	35.9	26	32.9
Don't know	<u>5</u>	<u>12.5</u>	<u>3</u>	<u>7.7</u>	<u>8</u>	<u>10.1</u>
	40	100.0	39	100.0	79	100.0
"OVERALL, ARE YOU SATISFIED WITH THE WAY THE CASE IN GENERAL WAS HANDLED BY THE COURTS?"						
Yes	15	38.5	10	25.6	25	32.1
No	23	59.0	26	66.7	49	62.8
Don't know	<u>1</u>	<u>2.6</u>	<u>3</u>	<u>7.7</u>	<u>4</u>	<u>5.1</u>
	39	100.1*	39	100.0	78	100.0

\* Error due to rounding.



Table A2:57. Sex by Future Willingness to Serve

	Male		Female		Total	
	N	%	N	%	N	%
"GIVEN YOUR EXPERIENCES WITH THE JUDICIAL SYSTEM AS A WITNESS, WOULD YOU BE AT ALL RELUCTANT OR APPREHENSIVE AT BEING INTERVIEWED BY THE POLICE ABOUT WITNESSING A CRIME, KNOWING THAT SUCH A STATEMENT COULD POSSIBLY RESULT IN YOUR BEING CALLED TO TESTIFY?"						
Very unwilling	0	-	6	14.6	6	7.2
Unwilling	3	7.1	0	-	3	3.6
Willing	20	47.6	22	53.7	42	50.6
Very willing	<u>19</u>	<u>45.2</u>	<u>13</u>	<u>31.7</u>	<u>32</u>	<u>38.6</u>
	42	99.9*	41	100.0	83	100.0

\* Error due to rounding.

Table A2:58. Age by Future Willingness to Serve

	Under 30 Years		30 Years and Over		Total	
	N	%	N	%	N	%
"GIVEN YOUR EXPERIENCES WITH THE JUDICIAL SYSTEM AS A WITNESS, WOULD YOU BE AT ALL RELUCTANT OR APPREHENSIVE AT BEING INTERVIEWED BY THE POLICE ABOUT WITNESSING A CRIME, KNOWING THAT SUCH A STATEMENT COULD POSSIBLY RESULT IN YOUR BEING CALLED TO TESTIFY?"						
Very unwilling	5	10.6	1	2.8	6	7.2
Unwilling	0	-	3	8.3	3	3.6
Willing	28	59.6	14	38.9	42	50.6
Very willing	<u>14</u>	<u>29.8</u>	<u>18</u>	<u>50.0</u>	<u>32</u>	<u>38.6</u>
	47	100.0	36	100.0	83	100.0

Table A2:59. Income by Future Willingness to Serve

	Under \$20,000		\$20,000 and over		Total	
	N	%	N	%	N	%
"GIVEN YOUR EXPERIENCES WITH THE JUDICIAL SYSTEM AS A WITNESS, WOULD YOU BE AT ALL RELUCTANT OR APPREHENSIVE AT BEING INTERVIEWED BY THE POLICE ABOUT WITNESSING A CRIME, KNOWING THAT SUCH A STATEMENT COULD POSSIBLE RESULT IN YOUR BEING CALLED TO TESTIFY?"						
Very unwilling	5	12.5	1	2.6	6	7.6
Unwilling	0	-	3	7.7	3	3.8
Willing	16	40.0	24	61.5	40	50.6
Very willing	<u>19</u>	<u>47.5</u>	<u>11</u>	<u>28.2</u>	<u>30</u>	<u>38.0</u>
	40	100.0	39	100.0	79	100.0

Appendix III

STATEMENT OF RIGHTS FOR VICTIMS AND WITNESSES

The National Organization for Victims Assistance (NOVA), an inclusive organization of victim and witness concerns in the United States, has compiled a sample listing as a summary of the many rights either proposed or adopted that have been advanced in recent years for victims and witnesses of crime. While the listing does not carry the endorsement of NOVA, nevertheless it is hoped that the listing will assist in the identification of rights for victims and witnesses. The following is adapted from that statement.

PREAMBLE

As a just and humane people, Canadians should support rights for those victimized by crime with the same pride as we provide protections to those accused of crime.

Rights which are designed to reduce the hardships and losses that many victims suffer are as important to the distribution of justice as rights which insure fair and equal treatment of all citizens.

Victims who are entitled to such rights include not only the direct victim of a crime but dependents and family members. Witnesses, whether or not they are victims, need to be accorded many of the same rights in their dealings with the Criminal Justice System.

STATEMENT OF RIGHTS

1. VICTIMS AND WITNESSES HAVE A RIGHT TO PROTECTION FROM INTIMIDATION AND HARM.

- A victim or witness has the right to be free from intimidation when involved in the Criminal Justice System.

- The victim or witness has the right to receive the maximum available protection from threats and harm when such intimidation cannot be prevented.

2. VICTIMS AND WITNESSES HAVE A RIGHT TO BE INFORMED CONCERNING THE CRIMINAL JUSTICE PROCESS.

- A victim or witness has the right to be informed about the procedures and practices of the Criminal Justice System.
- The victim or witness has the right to be informed of financial assistance and other social services available to victims and witnesses.
- A victim or witness has the right to be informed of any compensation or fees to which they are entitled.
- A victim or witness has the right to know the status and progress of his case from the police investigation to the final disposition.
- A victim or witness has a right to be informed of a defendant's release on bail.
- A victim or witness has the right to be informed of post-sentencing hearings affecting the probation or parole of the offender.
- A victim or witness has the right to be informed of the convicted offender's release from prison.
- A victim or witness has the right to be informed of all hearings and procedures in time to exercise his/her rights to attend.

- A victim or witness has the right to be informed of whatever rights to legal counsel are available to him/her in that province.

### 3. VICTIMS AND WITNESSES HAVE A RIGHT TO COUNSEL.

- A victim or witness has a right to receive confidential counsel from persons outside the Criminal Justice System such as a Counsellor, Clergyman, or Victim Advocate.
- A victim or witness has the right to participate in the Criminal Justice process directly or through representation.
- A victim, witness, or a representative of either have the right to discuss their case with the prosecutor and to have it explained in non-technical language.
- A victim or witness has the right to retain counsel withstanding in court to represent him/her in cases involving the victim's reputation.
- A victim has a right to be informed of available civil rights and remedies respecting his/her case.
- A victim has the right to discuss his/her case with the Crown Prosecutor and be informed of any offers to plea bargain with the defendant.

### 4. VICTIMS AND WITNESSES HAVE A RIGHT TO REPARATIONS.

- A victim or witness has the right to receive a reasonable witness fee plus reimbursement for necessary out-of pocket expenses associated with lawfully observing a subpoena.

- A victim or his/her surviving dependents have the right to receive financial compensation for physical and/or emotional injuries suffered as result of being a victim of crime.
- A victim has the right to receive restitution for expenses or property loss incurred as the result of the crime and when restitution is ordered, to have the order diligently and fairly enforced.
- A victim has the right to proceed in civil suits for recovery for damages and to place a lien on any profits received by his assailant as a result of publications or media coverage resulting from the crime.

5. VICTIMS AND WITNESSES HAVE A RIGHT TO PRESERVATION OF PROPERTY AND EMPLOYMENT.

- A victim or witness has the right to respond to a subpoena without fear of retaliation or loss of wages from his/her employer.
- A victim has the right to have recovered, identifiable property returned quickly, whenever possible using photographs as evidence in any criminal proceedings.

6. VICTIMS AND WITNESSES HAVE A RIGHT TO DUE PROCESS IN CRIMINAL COURT PROCEEDINGS.

- A victim or witness has the right to be notified in advance when a court proceeding has been re-scheduled or cancelled.
- A victim or witness has the right to a speedy disposition of the case so as to minimize the stress, cost, and inconvenience

resulting from his/her involvement in a prosecution.

- A victim has the right to have a victim-impact statement presented and considered prior to sentencing.

7. VICTIMS AND WITNESSES HAVE A RIGHT TO BE TREATED WITH DIGNITY AND COMPASSION.

- A victim has a right to basic human services to meet emergency, delayed, and long term needs caused by financial, physical, or psychological injury.
- A victim or witness has the right to be treated with dignity by human service professionals who provide basic assistance.
- A victim or witness has a right to receive courteous assistance as they cooperate with Criminal Justice personnel.

NOTE: A similar but less inclusive listing specifically relative to the Canadian context is presented by Geoff Norquay and Richard Weiller in Services to Victims and Witnesses of Crime in Canada, Ottawa: A Research Division report published by the Communication Division, Ministry of the Solicitor General, 1981. pp. 99-105.

## Appendix IV

## COMMUNITY AND SOCIAL SERVICE AGENCIES INTERVIEWED

1. Adult Day Centre
2. The Red Deer AID Line
3. The Alberta Alcohol and Drug Abuse Commission
4. Alberta Consumer and Corporate Affairs
5. Alberta Social Service and Community Health
  - a) The Child Welfare Office
  - b) Income Security
  - c) Family Court
  - d) The Client Consultation Unit
6. The Alberta Solicitor General
7. Better Business Bureau
8. Birthright
9. Canadian Mental Health Association
10. Catholic Social Services
11. Central Alberta Refugee Effort (C.A.R.E.) Committee Immigrant Centre
12. City of Red Deer Ambulance Service
13. Family and Community Support Services
14. Family Service Bureau
15. The Golden Circle
16. The John Howard Society
17. Legal Aid
18. The Michener Centre
19. The Peoples' Church Crisis Line

20. The Red Deer Chamber of Commerce
21. Red Deer Family Resource Office
22. The Red Deer Health Unit
23. The Red Deer Ministerial Association
24. Red Deer Public School District (Counselling Department)
25. The Red Deer Regional Hospital (Emergency Department)
26. The Red Deer Regional Hospital Social Services Department
27. Red Deer Separate School District (Counselling Services)
28. Salvation Army
29. Women's Shelter



### 1. ADULT DAY CENTRE

The Adult Day Centre has been in operation since 1974 and at that time was set up primarily for patients discharged from institutions, functioning largely as a drop-in centre. In 1981 there was an expansion of the service with new directions and goals being stated, specifically, a group psychotherapy program which was designed to increase an individual's self-awareness concerning the emotional and interpersonal aspects of his life and a social re-building program which was designed to provide basic living skills and was structured for individuals with chronic interpersonal and living problems.

To the extent that many of the clientele may be identified as victims of crime, such an identification would be a long way back in their case histories. Usually sexual abuse, particularly incest. Although the presenting difficulty is often different, incest very frequently comes to the surface upon probing and manifests itself in many guises such as wife beating, assaults, repetitive sexual abuse, etc.

### 2. THE RED DEER AID LINE.

The Red Deer AID Line (advice-information-direction) is a free and confidential service operated by the Alternative Futures Society and providing information and referral to social agencies, government services, clubs, and associations. The AID line exists to link people to resources within the community or within reasonable distance such as Edmonton or Calgary through community directories. Follow-up procedures include a 20% call-back asking, did you get the information you were wanting?

The AID line had been in operation for only four weeks prior to the interview in late November and as of that time no clients had presented

themselves as victims of crime. However, should a victim of crime request help, assurances were given that the appropriate referral would be made. The Red Deer AID Line intends to have a crisis line operational by October of 1983.

### 3. THE ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION

AADAC is a commission of the Provincial Government with a mandate in the area of alcohol and drug addictions precluding the abusive use of drugs and alcohol. It provides a preventive and treatment service and clients are received on the basis of self-referral, agency referral, and referral from physicians.

AADAC clients are more likely to be perpetrators rather than victims; however, a significant proportion would be considered rape victims and victims of incestuous relationships. Victims present themselves to this agency with an addiction and it is only through counselling that underlying problems such as rape and incest surface. Counselling service and education is available to anyone who seeks it and is available on a no-fee basis as long as there appears to be a need. It is further noted that of clients with alcohol as a presenting problem many are women who between the ages of 12 and 20 years experienced an incestuous relationship or were sexually abused as children. They do not actually come forward until they are 30 to 40 years of age.

### 4. ALBERTA CONSUMER AND CORPORATE AFFAIRS

The goals of Alberta Consumer and Corporate Affairs were identified as serving consumers within the community in relation to any complaints or concerns with regard to business or financial institutions through the

handling of consumer complaints, family financial counseling, managing money, licencing of insurance companies and real estate firms, providing consumer education generally and within school settings, auditing credit unions, assisting in setting up cooperatives, and providing materials on matters related to these concerns. Clients are received on self-referral or by referral from social service agencies, banks, and lawyers.

Although a very limited number of clients could be considered victims of crime, those who are were identified as often being people who have insurance and are under-insured who suffer a break and enter and then experience difficulty with their claim.

#### 5. ALBERTA SOCIAL SERVICE AND COMMUNITY HEALTH

Alberta Social Service and Community Health exist to deliver social and community health services to Albertans. Services presently provided within the Department of Social Services include income security (welfare), general assistance (Social Allowance), child welfare, family maintenance, and family court. The range of assistance presently being provided includes protection of children, financial assistance, shelter, food, family court services, peace bonds, or restraining orders. Services are widely available to anyone and characteristically include counselling and legal referral. Services are provided as long as they are needed and no fees are charged. Follow-up procedures exist only in the cases involving children.

Specific services include the following:

5.a. THE CHILD WELFARE OFFICE - This service provides for child protection, children in care away from parents, handicapped children services, adoptions, services under the Juvenile Delinquent Act including juvenile

probation, foster homes and services for unmarried mothers. Children who have been abused are identified as victims of crime, as are battered women. Child abuse seems to be cyclical but no pattern can be identified. However, difficult economic times and emotional stress may play a part. It is observed that there is a need for teaching parenting skills. It is felt that more work could be done in the schools for parenting skills and parents are teaching by example. The Department is presently preparing a module for use in the high school through family life education.

5.b. INCOME SECURITY - A number of financial programs are available to the unemployable person and the unemployed employable person. Battered women and anyone against whom a crime has been committed and as a consequence are unemployed are eligible for this assistance.

5.c. FAMILY COURT - A service establishing and supervising family maintenance as well as dealing with custody dispositions and agreements. In recent years the family court has assumed a more aggressive role relative to the needs of crime victims, particularly in the areas of peace bonds, restraining orders, and financial maintenance orders.

5.d. THE CLIENT CONSULTATION UNIT - The Client Consultation Unit works with people in the field—that is, persons delivering services rather than dealing with clients directly. They operate primarily on a consultative basis on the most severe kinds of cases and provide planning, assessment, and treatment plans. They also give workshops and provide training to all employees of the Department of Social Services and Community Health within Central Alberta. Some clients come on their own volition to workshops that are offered. Indirectly some of the clients of the Client Consultation Unit may be considered victims of crime. Thus, the unit provides consultative services to those working with, for example,

incest victims or sexual abuse victims receiving psychotherapy through Mental Health Services. The clientele particularly singled out as identifiable victims of crime are abused children suffering either physical abuse or neglect, and battered women. These are dealt with primarily through the Child Welfare Office and Mental Health Services. It is felt here that there is a need for a Parents Anonymous Group for people who are abusing their children. It is also observed that there is a need for a shelter for battered women and some kind of crisis intervention capacity. It is also noted that the AID line should be aware of what services are available within the community but should be aware of what services are available within the community but that there is an obvious absence of 24-hour professional counselling and emergency accommodation. Particularly important is the need for coordination of existing services.

In general, relative to the broadly focused programs of Alberta Social Service and Community Health, it is difficult to identify victims of crime as identifiable group of clients; nevertheless, a full range of services is available to victims through Social Services.

#### 6. THE ALBERTA SOLICITOR GENERAL

The Alberta Solicitor General provides limited service to victims of crime through the Adult Probation Branch and Community Corrections Department. While their work is primarily with offenders rather than victims as such, some of the offenders are victims themselves and at least part of their work involves restitution to victims. These specific services are tied directly to restitution of crime victims and must be either referred through the court or requested by the Adult Probation

Branch to the court. The services are indicated to be widely available but are not publicly known. The Adult Probation Branch is responsible to the court to insure that the individuals successfully makes restitution. If the offender fails to pay, then he or she can be charged again. The length of the service is determined by the period of probation. It is observed that, unfortunately, the courts don't usually ask for restitution; therefore, it is up to the Crown, police, and the victim to do that and in this event there are procedures to do so should the victim wish. In addition, it was noted that recently there is a noticeable change in attitude towards restitution and the program is becoming increasingly more available and better known. It is finally noted that between 75 and 80 per cent of offenders making restitution do so without ever having to go back to court.

#### 7. BETTER BUSINESS BUREAU

The main concern of the Better Business Bureau is fair dealing in the market place by both the seller and the buyer. They act as an information centre, a clearing house for complaints, and a watchdog. They serve consumers, business, and the general public. To the extent that a victim of an offence may refer his concern to the Better Business Bureau, he may in turn be referred to Alberta Consumer and Corporate Affairs or in some cases to the police. It was generally observed that there is probably a lack of education for the ordinary person regarding what to do or where to go if one is a victim of a crime.

#### 8. BIRTHRIGHT

Birthright is an agency which basically exists to offer help to any

girl who wants to continue her pregnancy to term. It was noted that few if any of the clients of Birthright could be identified as victims of crime. However, it was generally observed that there is a lack of awareness on the part of the victim as to what services are available and what their rights are. It is felt that victims needed qualified counselling and that a crisis centre was needed for battered women. In general, it was felt that social services are over-worked in some areas and that follow-up is neglected.

#### 9. CANADIAN MENTAL HEALTH ASSOCIATION

The Canadian Mental Health Association exists to foster the mental health of all citizens, direct service to the troubled, reduce the fear and stigma of mental illness through public education; provide social action to advocate for troubled people, and operate a Bereaved Friends program. While the principal services provided are generally available to any adult member of the community having, or at risk of having, a mental health problem, a certain clientele was identified as the victims of crime. Specifically these were 18- to 35-year-old males who may have been married but are now single, lower income, with little or no family support system. The services provided include counselling and referral. In addition the Canadian Mental Health Association provides a bereavement program to provide supportive friendship for persons suffering loss by death of a significant person. This service is available to secondary victims of homicide.

#### 10. CATHOLIC SOCIAL SERVICES

Catholic Social Services aims to raise or improve the quality of

life for individuals through counselling and referral. Their services include immigrant counselling, translating, interpreting, and the provision of rehabilitation services for the developmentally handicapped. Clients come to Catholic Social Services either by referral from other agencies or by self-referral. Only a small number of the clientele could be considered to be victims of crime and the needs of these individuals would be met through counselling and referral to other agencies within the community. That part of the clientele that could be specifically identified as victims of crime included cases of rape and incest for females under the age of 20 and battered women up to the age of 50.

#### 11. CENTRAL ALBERTA REFUGEE EFFORT (C.A.R.E.) COMMITTEE IMMIGRANT CENTRE

The Immigrant Centre assists in the settlement of immigrants in Central Alberta by promoting the sponsorship of refugees, providing orientation to Canadian life for newly arrived immigrants, and by providing a full range of services to immigrants. A part of the clientele at the Immigrant Centre could be considered to be victims of crime and the Immigrant Centre provides such services as advocacy, counselling, and interpretation. It is felt that should a client become a victim they already know the agency and would be very likely to seek assistance.

#### 12. CITY OF RED DEER AMBULANCE SERVICE

The Ambulance Service provides emergency and non-emergency transportation to persons who are not capable of getting themselves to medical assistance. They provide basic life support service and a majority of their personnel are trained as emergency medical technicians. At the

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present time these services are being provided through the 911 emergency number. The services are provided at a cost determined by City Council and the person is generally billed at a later date on an invoice unless he has Blue Cross coverage. The observations on clientele who are victims of crime tend to suggest a disproportionately large number of those who are "down on their luck," alcoholic, lacking roots, etc. The ambulance service works closely with the RCMP, Family Service Bureau, Home Care, Family and Community Support Services, and other community agencies. One of the concerns identified in the interview, and frequently noted by ambulance attendants, is the question of what is the financial responsibility of victims of crime for the ambulance service. At present, victims are billed by the City.

#### 13. FAMILY AND COMMUNITY SUPPORT SERVICES

Family and Community Support Services design and support programs of a preventive nature. Their main goal is to assist community groups to determine social needs, developing services as required and monitoring the programs that are supported. Presently FCSS provides services through the Family Service Bureau, counselling, family life programs, Observation Nursery, Homemakers Services, Immigrant Centre, the Golden Circle home maintenance program and outreach, Downtown House, Meals on Wheels, school age child programs, AID service, Citizen Action Bus, and day care services. All clients are received by funded agencies on the basis of self-referral and some could be considered as victims of crime. A particular concern which was identified was with regard to seniors and the fear of crime and the fear of being a victim. FCSS has provided funding for a recent workshop for senior citizens in the area of victim

services and crime prevention. This program was positively received and will probably be repeated. In general it was felt that there is a need for more concern in dealing with the victim as well as the offender and that such treatment may have something to do with the prevention of crime. It was also felt that local social services could be more effective in dealing with the needs of crime victims through a cooperative effort of existing agencies.

#### 14. FAMILY SERVICE BUREAU

The Family Service Bureau exists to strengthen family life through counselling family life education programs, homemakers services, and a group home for adolescents. Services include family and marriage counselling, general counselling, developmental and enrichment programming, and the homemakers service. Clientele are received both by referral from other agencies and by self-referral. A part of the clientele of the Family Service Bureau could definitely be identified as victims of crime although there are no separate programs for victims. Specific services include counselling, opportunities for Venting, and treatment programs if available and appropriate. The Family Service Bureau through its Homemaker Service Program provides an emergency homemakers service in cases of need for the community generally and this would include victims of crime. They also make referral to other agencies for support if available; for example, cases of abused women are usually referred to welfare, legal aid, and dial-a-law. The FSB services are available to everyone. The provision of service depends on individual cases and while fees are charged no clients are denied service by reason of their inability to pay. Over a five-month period the clientele

included 28 battered women between the ages of 17 and 50 years, and 3 female victims of incest. It is observed that the demand for services for battered women increases in the winter, fall, and spring and declines in the summer when battered women can just take off. In terms of battered women and incest it is felt that the Family Service Bureau offers a fairly successful service by virtue of the fact that victims come to them.

#### 15. THE GOLDEN CIRCLE

The Golden Circle is a senior citizens centre which operates an outreach program to assist senior citizens in staying in the residence of their choice. They presently provide counselling services for seniors and their families and make referrals to other agencies. The outreach program has had limited experience with seniors as victims of crime. In most cases it was felt that the victim population would probably include wealthy retired widows who are preyed upon by fly-by-night persons with contracts to provide roofing, housing, siding, insulation, vacuum cleaners, etc. The outreach worker provides services to victims by phoning the agency in question, working with the Better Business Bureau, and assuming an advocacy role. Counselling and assistance are also provided to seniors who are victims of such offences as break and enter and wilful damage.

#### 16. THE JOHN HOWARD SOCIETY

The John Howard Society has as its objective to provide for the effective integration into the community of those in conflict with the law; to promote changes in the law and the administration of justice which will lead to more humane and effective treatment of individuals

(including victims); to promote citizen awareness and an acceptance of responsibility for the problems of crime and the Criminal Justice System; and to ensure that citizens may become involved in the delivery and management of justice related programs. These goals are believed to be met by: (1) the provision of direct services to inmates, ex-offenders and their families; (2) the development and implementation of public education programs; and (3) the lobbying of government. At present only a small part of the clientele of the John Howard Society are victims of crime; most came as a result of self-referral on an informal basis for counselling or advice. There are no fees charged and generally speaking contact is of short duration. The John Howard Society is presently critical of the lack of comprehensive services available for crime victims and of the generally inadequate referral system. It is suggested that a comprehensive service is urgently needed which will work in close cooperation with police and other community agencies providing crisis intervention, follow-up and referral services as well as case notification and court orientation to a very wide range of victims and victim needs which exist in the community.

#### 17. LEGAL AID

The goals of Legal Aid were described as providing a service for perpetrators of crime who cannot afford legal counsel. This is accomplished by appointing lawyers to represent these defendants. Services are presently available to persons being sued through civil actions, to persons being charged with a criminal offence, or to persons wishing to start divorce proceedings whose circumstances warrant urgency and who are without funds. For the most part the clientele of Legal Aid are not

victims of crime but rather are the offenders. However, it is noted that generally there does not appear to be any services for victims, but victims do not understand the judicial system and that there is no designated agency to assume responsibility for informing victims regarding the judicial system. At present the office receives many calls from individuals who simply want information and an explanation of the court process.

#### 18. THE MICHENER CENTRE

Michener Centre is a Provincial Institution for the mentally handicapped which provide residential accommodation, training and professional services, medical and occupational therapy, and physical facilities to the clients who live within the centre. It was observed that no part of the clientele of Michener Centre could be identified as victims of crime. However, it was further observed that there is an office of the Public Guardian and should a resident become the victim of a crime that victim has an advocate who could speak on his/her behalf. It was felt that the mentally retarded generally within the community are particularly vulnerable either in terms of breaking the law, or in becoming victims of assault or theft.

#### 19. THE PEOPLES' CHURCH CRISIS LINE

The Peoples' Church Crisis Line provides a 24-hour telephone line with listeners who care for people and who offer encouragement and help to people in need. The telephone crisis line also offers follow-up counselling through home visits. In most instances the clientele is self-referred; however, some limited referrals are provided by other

agencies. Services provided to victims of crime are essentially similar to those made available to anyone else seeking help. Phone counselling is followed up by a home visit or office appointment and if necessary subsequent referral to appropriate agencies. There are no charges for this service. To the extent that an identifiable victim clientele exists it is felt that this is described as women in family situations from all socio-economic levels aged 20 to 40 years suffering from beating or violence at home. A large proportion of the calls appeared to be alcohol related.

#### 20. THE RED DEER CHAMBER OF COMMERCE

The primary thrust of the Chamber of Commerce program for victims of crime is directed at those businesses that are affected either by internal or external theft. The program is essentially educational, promotional, and advertising. At present there are three yearly blitzes aimed at the shoplifter and an evaluation is done in consultation with the RCMP and the Chamber's commercial committee to determine effectiveness. In general, the shoplifting problem appears to be at its very worst around Christmas time and the "consumer scam" offence such as the coupon book problem usually surfaces in the fall. Internal theft is noted as greater than external theft (shoplifting).

#### 21. RED DEER FAMILY RESOURCE OFFICE

The Red Deer Family Resource Office has a child abuse team consisting of a family counsellor, a representative from the Family Service Bureau, a doctor, a psychologist, a public health nurse, two social workers, a pediatric nurse, and a psychiatrist. The team meets every two weeks and



operates in a consultative capacity offering support and coordination to child welfare workers. Clients are received on referral from other agencies. The child abuse team sees its clients as definitely identified victims of crime both from physical as well as sexual abuse and assault. Indirectly, the child abuse team is the specific service provided but it also coordinates treatment. Crime victims are referred through the community referral process. Services are available to anyone under 18 years of age. The primary role is to protect the safety of the child through individual contact and case management. The extensiveness of the service to crime victims varies as the case determines. The team is involved with families anywhere from one week to a number of years. The service essentially continues to be provided until the protection of the child is guaranteed. There are no fees charged to the client.

## 22. THE RED DEER HEALTH UNIT

The Red Deer Health Unit is primarily a preventive health agency. However, there are some rehabilitation programs. The services provided included public health nursing, preventive dentistry, nutrition, environmental health inspection, occupational health nursing, speech pathology, and home care. The public health nursing department exists to provide health education to prevent the spread of communicable disease and to promote healthy lifestyles and good health practice through such services as clinics, counselling, home visits, screening, and referrals. The home care unit exists to maintain clients in the home for as long as possible through maintaining independence and promoting early discharge from other facilities. The kinds of services presently provided include nursing service, physiotherapy, occupational therapy, respiratory therapy,

contract services for homemaking or household tasks, homemakers for personal care, and other services as required—for example, meals on wheels, and the bereavement visiting program of Canadian Mental Health. No systematic attempt is made to identify any part of the clientele specifically as victims of crime; however, suggestive interpretation identified three parts of the clientele as victims: child victims of neglect or abuse, battered wives, and elderly parents who are being abused. Specific services aimed at these victims include such direct services as the health unit is capable of providing as well as referral and a support role to other community services. The extensiveness of the service varies with individual cases. It could be as simple as one assessment and referral. Referrals are received both from other agencies as well as self-referrals. There are no fees charged. It was further felt that over the last 10 years an increase in awareness has developed of the problems of wife battering, child abuse and parental abuse. It was felt that the health unit has a role to play and is willing to become involved, particularly through such means as family counselling.

## 23. THE RED DEER MINISTERIAL ASSOCIATION

The Red Deer Ministerial Association provides an opportunity for clergy to express common concerns and exchange of information, provides an opportunity for congregations to share in the unity as fellow believers in Christ, and provides opportunity for needs in the community to be expressed and to find ways to meet these needs. The services provided through the churches include both individual and group counselling, education, and areas of service to the community as a whole. They also provide opportunity for people to socialize together, to express common

concerns, and to be of assistance and help one another. A part of the clientele could be identified as victims of crime. Specific services provided include shouldering the hurt that has been experienced, individual and group counselling, venting opportunities, and support. In general, the services of the churches are as widely available to victims as to anyone else who has a need. The services are provided as long as there is a perceived need and are on-going. For the most part, clientele are self-referred, although some limited referral from other agencies also occurs. The extent to which the churches make referrals to other community agencies is a variable across different churches. A specifically identifiable victim clientele tend to be primarily victims of family violence, either abused children or battered wives.

24. RED DEER PUBLIC SCHOOL DISTRICT (COUNSELLING DEPARTMENT)

The prime objective of the counselling program in the Red Deer Public School System is to enhance the child's self-esteem so that he/she may function to his/her potential. To the extent that students may be identified through the counsellors as victims of crime, there appears to be a full range of offences represented. However, most of the clientele could be identified as victims of rape, assault, or child abuse. In recent years the counsellors are more frequently becoming aware of incest or suspected incest cases. Not all of these cases come to the attention of the counsellor through the child; some surface through a request for help from parents. In some cases the problem of incest is presented as a problem in a much different way at school. In each case where a child is identified as the victim of an offence, every effort is made to work very closely through the school with the parent and with

agencies within the community that provide the most direct assistance. The school district enjoys excellent cooperation with other community social services but has encountered limitations from existing community agencies particularly Alberta Social Services because of limited manpower and an over-extended workload. Services are provided on a no-charge basis as long as they are necessary. In a parenthetical observation it was noted that in cases of vandalism (i.e., where the school district itself is the victim) are dealt with primarily through repair and maintenance and are for the most part a matter of the principle, the student and the parent working out terms of repayment. However, the policy dictates that if the offender does not pay for the damages, charges are laid with the RCMP. There is some concern with the school district that once charges are laid it loses any opportunity to influence or control the situation.

25. THE RED DEER REGIONAL HOSPITAL (EMERGENCY DEPARTMENT)

The general goals and specific objectives of the Emergency Department are described as providing an emergency care for any and all medical emergencies in the community. Without question a part of the emergency department clientele is constituted to be victims of crime. However, statistical data is difficult to develop. A subjective interpretation would identify the victim clientele as including battered wives, including both mental as well as physical abuse; victims of violent crimes in mostly younger age groups (18 to 25 years old) including stranglings, stabbings, alcohol related accidents, etc.; drug abuse, mostly 14 to 24 years old; rape, molestations, and other sexual offences. It is felt that the Emergency Department is attending to more victims of crime and that the

care expectations of staff reflect attitudinal changes in society generally. For example, the level of awareness of child abuse on the part of physicians has risen. The Emergency Department is becoming more exacting with regard to child abuse; however, child abuse reports continue to constitute a problem. Social criteria are used for determining child abuse. It was observed that crimes involving medical emergencies tend to accompany pay days and that winter tends to bring on depression with both suicide and violent crime on the increase. The specific services provided to victims of crime include initial assessment and stabilization of presenting condition, and acute crisis intervention through counselling with referral to appropriate community services by the physician. Referrals are often made to out-patient clinic mental health services and detoxification centres in Edmonton and Calgary. The clientele are for the most part self-referred or referred by physicians. No fees are charged beyond that which Alberta Health Care pays. The Emergency Department has working relationships with Mental Health Services, Social Services, Welfare, lawyers, legal aid, family physicians, psychiatrists, AADAC, and the Red Cross. The facilities of the Emergency Department are, however, limited for counselling and other social services. It was felt that the department could use a social worker or someone in that area of special skills available on a 24-hour basis. In contrast it was also further observed that victims of crime are quite often victims of their own circumstances, that people have to take responsibility for their lives. The more social services the greater the need for them.

#### 26. THE RED DEER REGIONAL HOSPITAL SOCIAL SERVICES DEPARTMENT

The Social Services Department at the Hospital exists to provide the psychosocial and environment aspects within the broader sense of health provided at the Regional Hospital. The services at present provided include counselling and referral which assists clients to look at different aspects of their lives, enabling them to function or to look at long-term care. The Social Services Department offers both family and individual help. Clients are received on the basis of referral by physicians. A certain part of the clientele could be identified as victims of crime particularly battered women and victims of child abuse. Services are provided to people as patients rather than as victims and are as widely available to victims of crime as to anyone else who might need help. Services are available only while the patient remains in the hospital. No fees are charged.

#### 27. RED DEER SEPARATE SCHOOL DISTRICT (COUNSELLING SERVICES)

The Red Deer Separate School District provides counselling services both to the child and to the home. The counselling services act as a referral liaison between community agencies, the school, and the home. A certain part of the clientele are victims of crime and are received on a referral basis: self, teacher, and/or home. While counselling services are available to all, they are essentially focused on grades 7 through 12. Primary needs for victims are services for victims of child abuse. In particular, such victims are most frequently between the ages of 9 and 12 years and male, from lower income families. Psychological abuse is seen in older students from the high school group. Incest is not seen as a problem or at least it is not reported through the school counselling

service. The extensiveness of the service provided depends on the perceived need. No fees are charged. The Separate School District Counselling Service has working relationships with the Family Service Bureau, Catholic Social Services, and Services for the Handicapped. It was further observed that the community generally is short on services for victims of crime as well as short of compensation for victims. It is felt that the victim appears to be guilty of having a crime put upon him, and there is not enough awareness of victim needs.

#### 28. SALVATION ARMY

The purpose of the Salvation Army was expressed as to meet the needs of the particular people in the area as far as possible through helping with resources, either financial or personal, or referral to other agencies. The services provided are of an emergency nature including the immediate provision of groceries, gasoline, meals, clothing, counselling, and some spiritual counselling as well. Clients come on referral from other agencies, from other churches, and often by self-referral. It is probable that very few of the Salvation Army clientele would be identified as victims of crime. Rather in more cases the clientele are likely to be offenders and are often in contact with the Salvation Army for counselling of some sort. It was observed there appears to be very little support for victims of crime within the community. It was further observed that Social Services tends to be overloaded and working beyond capacity as are most agencies giving care. Perhaps what is required is some kind of adult block parent philosophy that provides care generally.

#### 29. WOMEN'S SHELTER

The Women's Shelter is still in the developmental stages, expected to commence operation later in 1983. It is intended to provide a safe temporary accommodation for women and children who are victims of violence. In addition to basic accommodation there will be crisis counselling, referral to other agencies, and day care service. The clientele is expected to be self-referral, police referral, and referral by the hospital emergency department. On the basis of a needs study conducted a year ago the women's shelter estimates the need at 39.9 persons per month. However, the service will be available to a maximum of 16 persons including children, due to limited funding. The anticipated clientele are for the most part all identified as victims of crime and will be received on a first-come basis. The service delivery will include provision of a safe shelter and counselling by trained professionals. Accommodation will be limited to a maximum stay of 18 days with no fees charged to the client. Follow-up procedures are anticipated to include support groups and outreach groups that meet on a regular weekly basis, which clients will attend to update and assist. From the needs study the potential clientele is identified for the most part as women between the ages of 18 and 45 years, living in a relationship with a male and suffering from abuse be it physical, mental, sexual, verbal, or involving their child. Clients are anticipated to come from all socio-economic backgrounds. The Women's Shelter is developing working relationships with other agencies within the community.

## Appendix V

## RESTITUTION AND COMPENSATION ORDERS

(Law Reform Commission of Canada Recommendations)

1. Restitution is an undertaking on the part of the offender to pay back, so far as he is able, for the injury suffered by the victim. The restitution may be in symbolic form, by apologies, for example, or the payment of a sum of money, or work done for the benefit of the victim.

2. The court should give priority to this sanction where the offence involves a victim, and where restitution as a provision of conditional discharge is not appropriate.

3. Where the type of damage inflicted on the victim, or the financial situation of the accused, shows that restitution by way of service or work for the benefit of the victim is appropriate, the court may require this with the consent of the victim.

4. Where the court decides that monetary restitution is appropriate, it must specify the amount and method of payment according to the financial resources and obligations of the accused.

5. Where a violent offence has been committed, or where there has been an illegal entry into a private home or a theft from an individual, the court may issue a compensation order, payable by the government:

- (a) where the offender cannot make restitution to the victim within a reasonable length of time; or
- (b) for that part of the damage for which no restitution would otherwise be paid by the offender.

In the first case, the court shall require the offender to reimburse the government, taking into account his financial resources and ability to meet these obligations.

6. If the offender wilfully refuses to comply with the promise to pay restitution, the court may impose any other sanction for the original offence it considers appropriate.

Source: Law Reform Commission of Canada, A Report on Dispositions and Sentencing in the Criminal Process, 1976.

## AVANT-PROPOS

### Objet et portée de la recherche

La recherche visait à identifier les besoins des témoins et des victimes d'actes criminels à Red Deer, en Alberta, afin de fournir une base de données visant à permettre l'amélioration des services offerts aux victimes et aux témoins.

### Méthode

Des interviews détaillées ont été menées auprès de 354 victimes, de 85 témoins, de 41 représentants de 31 organismes communautaires de service social et de 14 membres du personnel affecté au système de justice criminelle. Les noms des victimes ont été tirés des dossiers de la GRC, dans 4 catégories d'infractions contre la propriété et 4 catégories d'infractions contre la personne. Les interviews ont été faites en 1982, par téléphone, à l'aide d'un questionnaire.

Alors que les crimes contre la personne commis à Red Deer au cours des trois dernières années représentaient 12,5% des infractions, l'échantillonnage choisi aux fins des interviews comptait 54% de crimes contre la personne (dans les trois catégories suivantes: classés par mise en accusation, classés autrement, et non classés). Des répondants possibles ont alors été choisis parmi les victimes considérées comme souffrant d'un traumatisme supérieur à la moyenne.

## Conclusions

### Expériences, besoins et préoccupations des victimes

Les victimes d'actes criminels appartiennent à toutes les couches sociales observées, bien que l'expérience ait été plus traumatisante pour les jeunes victimes, les femmes et les personnes à faible revenu.

Pendant la période de crise, la plupart des victimes ont obtenu de l'aide de leur famille et de leurs amis, mais le tiers des personnes interrogées ont affirmé qu'elles n'ont pu se faire aider. D'une façon générale l'action du détachement de la GRC de leur ville était perçue comme très utile. Cependant, seulement 39% des victimes ont dit que l'agent-enquêteur avait laissé sa carte, et qu'un tel contact était nécessaire pour pouvoir obtenir facilement d'autres informations sur l'affaire. Bon nombre de victimes auraient souhaité avoir quelqu'un pour leur parler et pour leur fournir une protection, une sécurité et des conseils après le départ des policiers. Ni les victimes, ni la police n'avaient de sentiment positif à l'égard des organismes communautaires.

Après la période de crise, les victimes de crimes contre la personne éprouvaient une méfiance accrue à l'égard des autres, une crainte de marcher seules dans des endroits publics ou de se trouver seules ailleurs. Elles souffraient fréquemment d'insomnie et de maux de tête. Parmi les 3/4 des victimes qui n'ont pas demandé d'aide pour résoudre ces problèmes, un bon

nombre affirmaient qu'elles avaient peur d'en demander, ou qu'elles ne savaient pas comment s'y prendre pour le faire. Le quart des victimes estimaient qu'elles devaient être capables de régler elles-mêmes leurs problèmes. Parmi le quart qui ont demandé de l'aide, les 3/4 ont été satisfaites de l'assistance qui leur a été fournie.

Environ 40% des victimes estimaient qu'elles avaient peut-être provoqué elles-mêmes le crime. Par exemple, une femme victime de voies de fait estimait qu'elle n'aurait peut-être pas dû marcher seule tard le soir, et une autre femme, victime de voies de fait commises par son mari, a mentionné qu'elle avait choisi un mauvais moment pour déménager.

### Réponse de la police

Malgré l'estime que les victimes témoignaient pour la police, celle-ci était préoccupée du fait qu'elle ne pouvait mieux répondre aux besoins des victimes. La police estimait qu'il pourrait y avoir amélioration par une meilleure formation interne des policiers aux besoins des victimes. On estimait également que le processus de communication avec les victimes pourrait être amélioré après la crise. A l'heure actuelle, la police pense qu'il n'est pas efficace de renvoyer les victimes à des services communautaires, puisque bien souvent des services adéquats n'y sont pas offerts.

### Organismes communautaires

Il a été convenu que le système actuel ne fonctionne pas

très bien, qu'une capacité complète de répondre à une crise était nécessaire, et qu'il y avait un besoin d'informer tant les organismes communautaires que le public. On a déclaré qu'il conviendrait que ces organismes, aussi bien que les services policiers, prennent de l'expansion. De même, on estimait que le service d'urgence de l'hôpital pourrait traiter non seulement les blessures physiques, mais également les traumatismes psychiques et les problèmes émotifs.

#### Témoins

On a noté que seulement 6% environ des victimes sont devenues témoins. Les diverses préoccupations exprimées par les témoins étaient les suivantes: le manque d'information au sujet du fonctionnement de la cour qui crée un sentiment de confusion et d'intimidation, le manque à gagner occasionné par la présence à la cour, lié au temps passé à attendre, souvent inutilement - lorsque le témoin n'a même pas besoin de témoigner, les salles d'attente inadéquates et le manque de respect que le personnel de la justice criminelle manifeste à l'égard des témoins. Ces derniers se sont également dit inquiets du fait que les tribunaux semblent être trop indulgents à l'endroit des accusés.

D'après le sondage, il semble que ni la Couronne, ni le greffier de la cour n'aient de temps ni d'intérêt pour les témoins. On a constaté le besoin d'un programme de gestion des témoins, semblable aux activités du Witness Central Unit, qui existe à Edmonton et à Calgary.

Les résultats de l'enquête suggèrent les recommandations suivantes:

- 1) Etablissement, dans la communauté, de programmes permanents, variés et bien étayés, d'information des victimes.
- 2) Reconnaissance expresse des droits des victimes et des témoins par les différents organismes concernés.
- 3) Mise sur pied, par la police, d'un programme de formation interne, axé sur les besoins et les préoccupations des victimes et des témoins.
- 4) Mise en oeuvre, par la police, de mesures appropriées pour faire en sorte que les besoins d'information des victimes et des témoins, quant à l'évolution d'une affaire donnée, soient reconnus et qu'on y satisfasse en conséquence.
- 5) Effort de la police en vue d'encourager les victimes à avoir des attentes positives en matière de services policiers, et mise en oeuvre, par la police, de moyens par lesquels le respect de telles attentes sera assuré.
- 6) Augmentation de l'effectif des services de police en matière de prévention criminelle et de communications avec la communauté.
- 7) Organisation d'un atelier sur les victimes d'actes criminels à l'intention du personnel de tous les services sociaux communautaires qui sont en contact avec les victimes et les témoins.



- 8) Expansion des services sociaux communautaires existants en vue de leur permettre de s'occuper efficacement des besoins des victimes d'actes criminels.
- 9) Création d'un nouveau service aux victimes d'actes criminels, qui ferait partie du système principal des services sociaux communautaires.
- 10) Evaluation régulière, systématique et complète de tous les services offerts aux victimes.
- 11) Préparation d'un guide complet d'assistance aux victimes et aux témoins.
- 12) Acceptation, par les trois paliers de gouvernement, de leur responsabilité respective quant au financement des services offerts aux victimes et aux témoins.
- 13) Effort de la part du personnel judiciaire et des procureurs de la Couronne pour se familiariser avec les besoins et les droits légitimes des témoins et en tenir compte.
- 14) Mise sur pied d'un programme de gestion des témoins dans le cadre du processus judiciaire.
- 15) Etude de l'objet et de la raison d'être des frais accordés aux témoins.
- 16) Engagement total des membres du système de justice criminelle face au principe de la réparation.
- 17) Recherches à effectuer à Red Deer, afin de découvrir les possibilités d'implantation d'un programme de réconciliation victimes-contrevenants et de faire des recommandations.

- 18) Autres recherches à effectuer dans la communauté quant à la continuation de l'élaboration de programmes efficaces d'aide aux victimes et de programmes visant à la prévention du crime.

En conclusion, l'auteur a exprimé le désir que l'accroissement récent des préoccupations à l'égard des contrevenants corresponde au même accroissement des préoccupations à l'égard des victimes et des témoins, et que ces préoccupations soient reflétées par des programmes dotés d'un personnel suffisant et financés de façon sûre.

**END**