

Victim Services Coordinating Committee
of Greater Victoria,
Sooke, Salt Spring Island and
the Outer Gulf Islands

Victim Service Referral Protocol

June 2017

Table of Contents

Preamble	3
Statement of Purpose	3
Statement of Principles	3
Clarification of Mandate	3
Description of Services	4
Referral Process	7
Mandated Victim Services: Referrals by Crime Type	8
Confidentiality	9
Monitoring and Accountability	10
Grievance Procedure	10
Communications	10
Training	11
Agencies' Approval of Protocol	12

Preamble

The protocols and procedures established below are solely intended to facilitate a seamless delivery of service to victims of crime. This is not a legal agreement, this is a guide that delineates how referrals will be made, how information will be shared, and how any disputes that may arise between the parties involved will be resolved. The protocols and procedures should be reviewed annually to ensure they are current and relevant.

Statement of Purpose

The Greater Victoria Victim Services Coordination Committee includes victim service agencies from Greater Victoria (including the West Shore, CFB Esquimalt and the Saanich Peninsula), Sooke (up to and including Port Renfrew), Salt Spring Island and the Outer Gulf Islands.

The purpose of the Committee is to:

1. Coordinate services to victims of crime.
2. Identify and respond to gaps and overlaps in service, ensuring that where there is duplication of service, it is in the best interests of the victim.
3. Establish initiatives and implement strategies that will enhance and ensure the delivery of our services.
4. Share information and coordinate educational workshops to provide general and specialized training for all victim services personnel, as far as possible.
5. Work together in a positive and supportive manner.

Statement of Principles

As a group of practitioners assisting crime victims, we share these beliefs:

1. Crime victims have the right to be treated with courtesy and respect, free of discrimination;
2. Crime victims have the right to services that will assist them in regaining physical and financial losses and restoring emotional well-being;
3. Crime victims have the right of self-determination and dignity;
4. Each victim service program offers a professional service, delivered either by paid staff or volunteers, with an expertise that is respected by other Committee members;
5. The needs of our programs will not supersede the needs of the victim;
6. As a unified group we can effect change, benefitting victims of crime.

Clarification of Mandate

The agencies that are party to this protocol are funded by the Ministry of Justice, to provide Victim Services to victims of crime who reside in Greater Victoria (including the West Shore and the Saanich Peninsula), Sooke (up to and including Port Renfrew), and the Outer Gulf Islands.

All member agencies share the following program objectives:

1. To lessen the impact of crime and trauma on victims and their families and to assist in their recovery;
2. To increase victim safety and to help reduce the risk of further victimization;
3. To increase the level of participation and sense of empowerment for victims throughout their participation in the criminal justice system; and
4. To increase the effectiveness of a victim while acting as a witness in court proceedings.

Additionally:

- To provide services to victims of crime and their families that are appropriate to the nature of their victimization and level of involvement with the criminal justice system;
- To ensure that victims are supported as an integral part of the justice process;
- To help victims begin to address the effects of the crimes committed against them;
- To ensure that services are provided confidentially, free of charge and delivered in a timely manner.

Description of Services

All victim service programs are mandated to provide specific services (detailed in the Victim Services Division contract Appendix A).

All programs must provide the following services:

- Emotional support
- Pro-active and timely referrals to a community-based victim service program when the victim's issue directly coincides with the mandate of that community-based program
- Referrals to counselling resources, community, government, justice, health and other available resources
- Provision of general information regarding safety, crime prevention, the justice system, legislation, and programs relevant to victims
- Information on the status of the case
- Court orientation
- Assistance with completing applications for Crime Victim Assistance
- Assistance with Victim Impact Statements
- Facilitate safety planning with the justice system, Victim Safety Unit, alarm programs, etc. where they exist
- Provide other practical support as appropriate
- Accompaniment to appointments and court for vulnerable victims
- Establish and maintain relationships with justice system personnel, other service providers and community resources
- Coordinate and meet with other victim service programs
- Monitor and compile information on legal issues, victims' rights, and compensation programs

Police Victim Services (PVS)

Service Recipients:

- All victims of crime and witnesses of crime and/or traumatic events. The exception would be victims that fit the categories listed on page 9. Those clients will receive a proactive and timely referral to the appropriate community-based victim service program.

Service Area:

- Police Departments/Detachments Served: Victoria, Saanich, Oak Bay, Central Saanich Police Departments, West Shore and Sidney/North Saanich RCMP and CFB Esquimalt Military Police.

Specialized Services Provided:

- Crisis Response: call-outs to assist police at crime/accident scenes or other locations as well as assistance to police with next-of-kin, accident or death notifications.
- Transportation: victims, witnesses or family members to hospital, court, police, transition house or shelter.
- After Hours Service: support pagers (casual staff) and trained volunteers available 24/7, including evenings and weekends, at police request.
- Court Support: information on the criminal justice system and court process, support with the court process, practical help with victim impact statements and court accompaniment.

RCMP Victim Services (PVS)

Service Recipients:

- Victims of all types of crime and tragedy, including primary victims, secondary victims and traumatized witnesses. The exception would be victims that fit the categories as listed on page 9. Those clients will receive a pro-active and timely referral to the appropriate community-based victim service program.

Service Area:

RCMP Victim Services are provided in three RCMP detachment services areas: Sooke, Outer Gulf Islands and Salt Spring Island. For West Shore and Sidney/ North Saanich RCMP, please see Greater Victoria Police Victim Services.

- The Sooke RCMP Victim Services Program serves Sooke, East Sooke, Otter Point, Shirley and outlying areas up to and including Port Renfrew.
- The Outer Gulf Islands RCMP Victim Services Program serves North and South Pender, Mayne, Galiano and Saturna Islands.
- The Salt Spring RCMP Victim Services Program serves Salt Spring Island and the islands located in Ganges Harbour. Referral will be made to a community-based program in Duncan or Greater Victoria as appropriate.

Specialized Services Provided:

- Crisis Response: police call-outs to assist police at crime/accident scenes or other locations with next of kin, accident or death notifications.
- Transportation: victim or family members to hospital, court, police, transition house, or shelter.
- After Hours Service: service delivery to clients is flexible and is available on an as-required basis outside of regular office hours in order to address individual needs or circumstances of the client.

Victoria Child Abuse Prevention & Counselling Centre (VCAPCC)

Service Recipients:

- Child and youth victims and witnesses of crime under age 19.

Service Area:

- Greater Victoria, Sooke, Salt Spring Island and the Outer Gulf Islands.

Specialized Services Provided:

- Crisis response for child and youth victims, including accompaniment to police and medical procedures.
- Crisis support for non-offending family members.

- Court preparation and court accompaniment for child and youth witnesses.
- Information and training for related criminal justice and community agencies.

Spousal Assault Victim Support Program (SAVSP)

Service Recipients:

- Adult and youth victims who have experienced crimes such as assault, threats, stalking by a current or ex-partner. This includes victims who may choose not to use the criminal justice system.

Service Area:

- Greater Victoria, Sooke, Salt Spring Island and the Outer Gulf Islands.

Specialized Services Provided:

- Assist and support victims who are reluctant to participate in the criminal justice system process
- Risk and safety assessments
- Education for victims and criminal justice personnel
- Community coordination on Violence Against Women in Relationships
- Referrals to our contracting agency programs

Regional Domestic Violence Unit (RDVU)

Service Recipients:

- The Unit will provide timely follow-up services in select domestic violence cases where high risk factors are present or in cases where there is an elevated level of risk to victims, and/or their children, accompanied by a need for intensive victim support.

Service Area:

- Greater Victoria and the Sooke area.

Specialized Services Provided:

- Portable GPS Alarm Program (ST200)
- Risk and safety assessments
- Intensive victim support
- Community coordination on Violence Against Women In Relationships

Vancouver Island Men's Trauma Counselling Society (MTC)

Service Recipients:

- Adult and mature youth male and transgendered victims of sexualized assault, male survivors of childhood physical and sexual abuse.

Service Area:

- Greater Victoria, Sooke, Salt Spring Island and the Outer Gulf Islands.

Specialized Services Provided:

- To assist male victims in accessing the legal system and facilitate their recovery; also to monitor attitudinal responses of the justice system to male victims of abuse.
- Crisis intervention (during usual business hours).

Victoria Sexual Assault Centre (VSAC)

Service Recipients:

- Adult female, Trans-community and youth victims of sexual assault and survivors of childhood sexual abuse.

Service Area:

- Greater Victoria, Sooke, Salt Spring Island and the Outer Gulf Islands.

Specialized Services Provided:

- 24 hour Crisis and Information Line (in partnership with Vancouver Island Crisis Line).
- 24 hours Sexual Assault Response Team (accompaniment and support during medical or forensic exams and police procedures).
- Crisis intervention and counselling to assist survivors and family members in responding to the effects of trauma.
- Training to organizations, post-secondary institutions, and police departments.

Referral Process

For the purpose of this protocol, “direct pro-active referrals” are when the referring agency provides the case-specific victim contact information directly to the appropriate victim service program.

In communities with both community-based and police-based victim service programs: Police-based Victim Service Workers will make direct proactive referrals to the appropriate community-based victim service program in cases of:

- victims of violence in relationships
- victims of sexual assault
- victims of child abuse/assault (physical or sexual) and related offences
- adult survivors of childhood sexual abuse (physical and sexual)
- child and youth Crown witnesses.

Community-based victim service workers will refer victims other than victims listed above to the appropriate police-based victim service program.

All victim service workers, to ensure an appropriate referral, will take into consideration: the local protocol referral procedures, the individual circumstances of the victim such as age, gender, ability and cultural needs; and the necessity of the timeliness of an effective referral.

In exceptional cases, where a victim service worker determines that the procedure outlined in the referral process is not appropriate, the rationale must be documented in the victim’s file. In situations where the need for involvement of both police-based and community-based victim service programs is identified, the programs will coordinate an approach to service delivery and jointly develop victim-centered support plan.

In general, the victim service worker will:

****With the victim's permission, make "pro-active referrals" to community-based victim service programs, as described below**:**

- a) A referral to the appropriate service should be made at the earliest possible opportunity following first contact (for the referring service agency to have repeated contacts may foster an attachment on the part of the vulnerable victim such that it becomes less likely that they will receive the community-based service that will best meet their needs).
- b) The victim should be informed, encouraged and actively assisted to access support from the community-based service.
- c) The referring worker should positively promote the community-based agency as the most appropriate service given the specific situation and needs of the victim. The victim should also be informed that the community-based service may be able to provide a broader range of support to the victim (such as counselling).
- d) The original victim service worker should have follow up contact with the victim only as necessary to ensure connection is made between the victim and the community-based victim service program.
- e) The original victim service worker should call the other victim service program when the worker is unsure whether a referral to that service would be appropriate; clarifying service mandates between agencies to ensure that the victim will not have to seek out several services.
- f) Where service overlaps, the victim service programs will work cooperatively to define a "best" response, and inform the committee of the outcome.
- g) Victim service program workers will make a consistent effort to ensure that the victim and offender in the same case will not be seen by the same agency.
- h) In order to avoid duplication of service, the RDVU will notify VSAC, Sooke RCMP VS, VCAPCC and SAVSP when a shared file has been triaged and accepted. To ensure that there are no gaps in service, VSAC and Sooke RCMP VS will continue to provide support to the victim until it is confirmed that the RDVU has taken control of the file.
- i) When the RDVU accepts a file that has a sexual assault component, the RDVU victim service worker will contact the victim and explain both the RDVU, VCAPCC and VSAC services. The victim can then decide which service(s) to access e.g. RDVU to assist with court support and resources, VCAPCC and VSAC to provide counselling services.

Mandated Victim Services: Referrals by Crime Type

Police-based victim services may assist initially in some cases, and more than one community agency may serve the same age group/crime type. Agencies will collaborate to ensure the most appropriate referral is made.

Sexual Offences against Children and Youth

If Historical or recent age 18 or under

If male age 16 or over

If male under age 16 upon agreement with

If female age 13 to 18

VCAPCC

MTC, CAPCC (under 19)

VCAPCC MTC

VCAPCC or VSAC

Adult and Historical Sexual Offences

If female age 19 or over

If male age 19 or over

VSAC

MTC

Threats and Criminal Harassment

All	PVS
If adult male (optional)	MTC
If spousal/intimate partner violence	SAVSP
If involving sexual violence	VSAC
Assault	
If spousal/intimate partner violence (all levels of assault)	SAVSP
If age 18 or under	VCAPCC
If adult male victim of childhood physical abuse	MTC
If conditions other than above:	
If common assault	PVS
If causing bodily harm	PVS
If aggravated	PVS
Hate Crimes	
All	PVS
Attempt Murder	
All	PVS
If spousal/intimate partner violence	SAVSP
If age 18 or under	VCAPCC
Robbery including home invasion	
All	PVS
If spousal/intimate partner violence	SAVSP
If involving sexual violence	VSAC
Property crime (primarily residential B & E and arson)	
All	PVS
If spousal/intimate partner violence	SAVSP

Secondary Victims

For most crimes, community programs will work with their own secondary victims or will work cooperatively with other Victim Service programs, with the following exceptions:

Murder and Manslaughter

All	PVS
-----	-----

Impaired driving causing death, dangerous driving causing death, MVA (non-criminal)

All	PVS
-----	-----

All Crimes

Witness age 18 or under	VCAPCC
-------------------------	--------

Confidentiality

Our services are governed by the following access to information/privacy laws:

Program Type

Police-based Victim Service,

Police-based Victim Services, Municipal

Community-based Victim Services

Privacy Legislation

RCMP Federal Privacy Act

Child, Family and Community Service Act

Youth Criminal Justice Act

BC Freedom of Information and Protection of Privacy Act

Child, Family and Community Service Act

Youth Criminal Justice Act

BC Personal Information Protection Act

Child, Family and Community Service Act

Youth Criminal Justice Act

Monitoring and Accountability

Performance measurement is an ongoing function of good governance. Auditing, monitoring and accountability mechanisms allow members to assess the effectiveness of strategies and ensure compliance with existing protocols and policies. Data collection on an ongoing basis is integral to monitoring the effectiveness of the protocol. Members shall collect data over time so they can analyze trends, detect deviations from expected performance, identify service gaps, and make the necessary changes in policies, practices, procedures and other areas. The specific data to be collected will be determined as needed.

Grievance Procedure

All member agencies of the Victim Services Coordinating Committee will ensure that training is provided to their staff and volunteers on the protocol itself, and the importance of adhering to the protocol. In the event that the protocol has not been followed, the mandated victim serving agencies agree to use the standardized grievance procedures outlined below:

- Step 1: At this step, the protocol will be reviewed and the victim service workers involved will talk to each other and try to resolve the issue.
- Step 2: If the issue remains unresolved, the parties will consult with their supervisors to clarify the interpretation of protocol. Supervisors may communicate directly to attempt resolution informally.
- Step 3: If the issue remains unresolved, the immediate supervisor(s) will be provided with written details regarding the grievance. Agency supervisors and involved staff/volunteers(s) will arrange to meet within fourteen (14) calendar days of learning of the problem to discuss the case in person. Appropriate documentation will be compiled and reviewed.
- Step 4: If the issue is still unresolved, the case will be taken to the Victim Services and Community Programs Division of the Ministry of Justice, who will facilitate a final resolution.

Communications

The Committee will meet at least three times annually to ensure coordination of the activities described in this protocol. The schedule of meetings will be agreed to annually. The meetings will be attended by the program manager or, if unable to attend, by an authorized representative of each program.

Chair and secretary of the committee will rotate annually among the member programs. As necessary, subcommittees will meet to address:

- Specific matters that may not involve all member programs; or
- Issues that require special analysis before being brought back to the full Committee for consideration

Between meetings of the Committee and subcommittees, members are encouraged to contact one another formally or informally as soon as the need arises to share information or resolve concerns.

Training

Consistent with our principle that all staff and volunteers should receive adequate training, it is agreed that all new, permanent staff will receive Victim Service Worker Training at the first opportunity that it is available and as organized and funded by the Ministry of Justice, Victim Services and Community Programs Division.

The Committee's meetings will be a forum for providing awareness of: each agency's programs, the practical application of the protocol, coordination, and changes and developments in victim services.

All staff and volunteers will be trained by their agencies on community resources and service delivery approaches, the protocol and any new policies to ensure effective service to the clients served by the agency.

Members will keep each other informed of training events being organized externally to the Committee that may be of importance to Committee members.

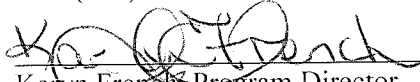
However, there has been no Victim Service Worker training available through Ministry of Justice for last X years and no anticipated renewal of mandatory training.

Agencies' Approval of Protocol

We approve of this protocol and are committed to making it work. Because coordination is an evolving process, this document is subject to change over time. Any agency that serves victims and is funded by the Ministry of Justice, Victim Services and Community Programs Division, is expected to sign the protocol.

Greater Victoria Police Victim Services

1903 Mount Newton Cross Rd, Saanichton, BC, V8M 2A9
Phone Number: (250) 995-7351
Fax: (250) 995-7320


Karyn French, Program Director


Sgt. Andy Duke, Board of Directors Chair

May 2, 2017
Date

May 3rd 2017
Date

Victoria Child Abuse Prevention & Counselling Centre

210-1175 Cook Street, Victoria, BC V8V 4A1
Phone Number: (250) 385-6111
Fax: (250) 386-8111


Sandra Bryce, Executive Director

April 24 / 2017
Date

Vancouver Island Men's Trauma Counselling Society


102-1022 Pandora Ave. Victoria, BC V9V 3P5
Phone Number: (250) 381-6367
Fax: (250) 381-3679


Paula Greene, Executive Director

April 12, 2017
Date

Outer Gulf Islands RCMP Victim Services

Box 122, 4419 Bedwell Harbour Road, Pender Island, BC V0N 2M0
Phone Number: (250) 629-6171
Fax: (250) 629-3625


Shirley Nord, Program Manager


Valerie Smith-Dayton, Program Manager


Cst Tyson Gould
Sgt. Rod Pickle, Outer Gulf Islands RCMP
RCMP Police

2017-06-01
Date

May 24, 2017.
Date

2017.05.25
Date

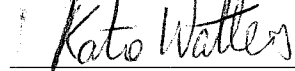
A/Sgt. TYSON GOULD

Salt Spring RCMP Victim Services

401 Lower Ganges Road, SSI, BC V8K 2V4

Phone Number: (250) 537-5555

Fax: (250) 537-1631



Katie Watters, Program Manager



Sgt. George Jenkins, Detachment Commander,
Salt Spring RCMP

May 16/17

Date

17-05-16

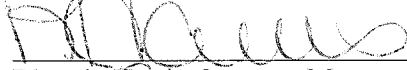
Date

Sooke RCMP Victim Services

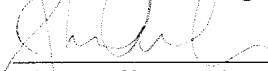
Box 40 2076 Church Road, Sooke, BC V9Z 0E4

Phone Number: (250) 642-5241, ext. 2231

Fax: (250) 642-3247



Rhonda Harris, Program Manager



S/Sgt. Jeff McArthur NCO i/c, Sooke RCMP

May 18, 2017

Date

2017. MAY. 08

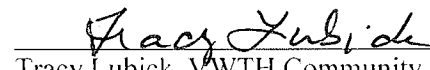
Date

Spousal Assault Victim Support Program and Regional Domestic Violence Unit

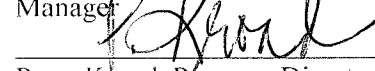
RM. 130- 850 Burdett Avenue, Victoria, BC V8W 1B4

Phone Number: (250) 356-1201

Fax: (250) 387-2828



Tracy Lubick, VVTH Community Programs
Manager



Parm Kroad, Program Director

April 26, 2017

Date

April 26, 2017

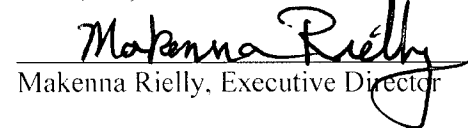
Date

Victoria Sexual Assault Centre

Suite 201-3969 Cedar Hill Road, Victoria, BC V8T 3J5

Phone Number: (250) 383-5545

Fax: (250) 383-6112



Makenna Rielly, Executive Director

Apr 28, 2017

Date