



CS30

VICTIM SERVICES

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POLICY

- 1. The Delta Police Department (Department) Victim Services program will provide support, information, referral and practical assistance to primary and secondary victims and witnesses of crime and trauma in Delta, and where appropriate, services may also be extended to family members of victims and other impacted persons of the community.

REASON FOR POLICY

- 2. To comply with requirements of the federal Canadian Victims Bill of Rights and the provincial Victims of Crime Act (hereafter the Acts)
3. To provide efficient and effective support services to victims and witnesses of crime or trauma that seek to mitigate the negative impacts, increase victim safety, reduce future victimization, and promote victim centered criminal justice system services.

RELATED POLICIES

CS31 – Victim & Witness Protection
IM31 – Intimate Partner Violence

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IM32 – Sexual Assault Investigations

DEFINITIONS

4. For the purposes of this Policy, the following definitions shall apply:

Victim: an individual who suffers physical, mental or emotional injury or harm, property damage, or economic loss, as a result of an act or omission perpetrated against them that forms the basis of an offence or an alleged offence, including direct and indirect victims, such as spouses, siblings, children or parents of the individual.

PROCEDURES

General

5. Members and Victim Services staff shall:
- a) treat victims with courtesy, compassion, respect and not discriminate against them for any reason;
 - b) release information to victims as outlined in the Acts;
 - c) support participation of victims in decisions that affect their rights under the Acts;
 - d) seek to protect victims against the commission of criminal acts and support their safety;
 - e) assist victims in seeking restitution for damages and losses incurred;
 - f) assist victims with Victim Impact Statements and applying for testimonial aids in court proceedings;
 - g) provide services, at the earliest opportunity, including through the provision of crisis intervention, to victims, and witnesses of crime and trauma, who are referred to the Victim Services program or who are entitled to services under the Acts; and
 - h) provide services to victims and witnesses of traumatic incidents that may include, but are not limited to the following non-criminal incidents: sudden death, suicide/attempted suicide, industrial



accidents, missing persons, natural disaster, family problems, and motor vehicle incidents (including fatalities).

Delivery of Services

6. Victim Services staff are to provide the following services:
 - a) emotional support;
 - b) crisis intervention;
 - c) information on the criminal justice system;
 - d) information on the status of police investigations;
 - e) referrals to community services;
 - f) court support services, including court updates, court orientation, court accompaniment, attendance at Crown counsel meetings, and witness coordination with Crown counsel;
 - g) transportation (where appropriate);
 - h) assistance with Crime Victim Assistance applications, Victim Impact Statements and other relevant forms;
 - i) crime prevention information;
 - j) safety planning;
 - k) community presentations related to Victim Services and victimization;
 - l) provision of accredited facility dog services; and
 - m) any other services mandated under the Acts.

Program Structure

7. Under the authority of the Chief Constable, the Victim Services program:
 - a) reports to the Superintendent, Administration Bureau; and
 - b) is administered by a Program Coordinator, who will recruit and train qualified staff.



Staff Requirements

8. Program staff shall:
 - a) maintain strict confidentiality with regards to client information;
 - b) have and maintain appropriate qualifications, attitudes, skills, abilities and victim centered perspectives to effectively provide services to victims of crime and trauma;
 - c) successfully pass and maintain the appropriate security screening;
 - d) adhere to and act in accordance with the Department core values and policies; and
 - e) return police issued identification, access cards and property upon termination or departure from Department Victim Services.

Stakeholders & Working Relationships

9. Victim Services staff shall encourage and promote cooperative and coordinated relationships with stakeholders, including but not limited to:
 - a) other Victim Services programs and other services funded by the Ministry of Public Safety and Solicitor General, Victim Services and Crime Prevention Division;
 - b) other community service organizations;
 - c) other Departmental sections;
 - d) Emergency Support Services;
 - e) Crown counsel, corrections and justice system partners; and
 - f) other relevant stakeholders and local committees.

Police Investigations

10. Victim Services staff shall support police investigations by:
 - a) ensuring confidential investigative information is not released without police consent;



- b) discouraging victims and witnesses from disclosing investigative material to Victim Services, and refer them instead to the investigating officer;
- c) acting in a manner that supports the investigative goals of police;
- d) informing police of reports involving potential/real harm to self/others and criminal offences;
- e) referring all media requests to the Public Affairs Manager (unless directed otherwise); and
- f) storing all confidential file and client information appropriately in secure areas or on secure databases.

Referrals

- 11. Victim Services staff provide services 24 hours a day, 365 days a year at police request.
- 12. All requests for after-hours services are to be screened by the referring Duty NCO and by the victim services worker.
- 13. Attendance by Victim Services staff at incidents where their safety may be at risk requires approval by a police supervisor, who may also require a member to be or remain present with staff.
- 14. Members are required to refer to Victim Services in accordance with the Acts; and may refer other individuals who they feel would benefit from Victim Services.
- 15. Referrals may be screened to prevent conflicts of interest and to ensure the safety of staff.
- 16. Victim Services staff may accept referrals directly from:
 - a) police members
 - b) victims;
 - c) other community services agencies/providers;
 - d) other criminal justice system personnel; and



- e) other appropriate services and individuals.

*Revised Dates:
12 December 2012
12 March 2018