

## SERVICE DESCRIPTION

# VICTIM SERVICES

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### **DESCRIPTION:**

This service works in partnership with Salt Spring Island RCMP to provide support for victims of crime including crisis intervention, emotional support, information, trauma debriefing and court preparation.

### **HISTORY:**

This service began on Salt Spring Island in 1998 as a response to an increasing community need to support victims of domestic violence. From the beginning the program was broadened to a general service to address all victims of crime. Salt Spring Island Community Services (SSICS) has provided the service since its inception in 1998.

### **POPULATION SERVED:**

The service is available within the area served by Salt Spring Island RCMP detachment. It is available to victims of all types of crime including primary victims, secondary victims and traumatized witnesses.

### **GOALS AND EXPECTED OUTCOMES:**

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

**SERVICE DELIVERY PHILOSOPHY AND PRINCIPLES:**

1. The climate of service delivery will be caring, respectful, safe and open.
2. People will be treated with dignity and respect.
3. Services will be provided in a discreet and confidential manner.
4. Effective service includes empowerment, advocacy, and information.
5. Service will be person-centered. This includes individualized and flexible service which includes the person in setting the direction of service.
6. Service will be responsive and timely.
7. No one gets turned away. For those not appropriate for Victim Assistance services other resources will be identified.

**SERVICE DELIVERY ACTIVITIES:**

1. **Emotional Support.** Support to assist victims in their recovery from the effects of crime and trauma. The service does not include counselling, however the worker will refer a victim to appropriate resources.
2. **General Information.** Information including: justice system; relevant federal and provincial legislation; crime prevention; safety planning; community government, justice, health and other resources.
3. **Justice-Related Information.** Case-related information including: status of investigation, charges, protective orders, outcome of court, status of offender and length of sentence. Court-related information including: witness orientation, courtroom etiquette and procedures. Legal advice is not provided.
4. **Practical Assistance and Support.** Including: assessing immediate needs of victims, completing victim impact statements, safety planning, and other support and assistance as appropriate

5. **Accompaniment.** Accompany particularly vulnerable victims, at their request, to police, Crown Counsel or court.
6. **Community Relations.** Maintain working relations with appropriate community agencies to promote effective and efficient service delivery.
7. **Referral.** Connecting victims with other victim services, counselling or support services as appropriate.
8. **Police Call Outs.** Assist police at crime/accident scenes or other locations with next of kin accident or death notifications.
9. **Transportation.** Transport of a victim or family members to hospital, court, police, transition house, or shelter.
10. **Public Education.** Public awareness including: victimization, crime prevention, victim services, or other relevant public safety issues.

Service delivery is flexible and available when required outside of regular office hours to address the individual needs and circumstances.

#### **LOCATION:**

Service is provided from the RCMP building at 401 Lower Ganges Road. It is a wheelchair accessible building. Victim Services has a confidential office and interview room. Service is also provided in the community as required.

#### **STAFF RESOURCES:**

One part-time Coordinator provides services and coordinates the various aspects of the program. Trained volunteers assist the Coordinator with casework and projects. The Coordinator reports to the Director of Adult Services, and works closely with the RCMP Detachment Commander.

#### **ACCESS TO SERVICE:**

The primary referral source for service is the RCMP. Referrals are also received from Crown Counsel and community agencies.

Contact: RCMP (250) 537-5555, SSICS (250) 537-9971 or  
email [victimservices@ssics.ca](mailto:victimservices@ssics.ca)

**STANDARDS/REFERENCES/BEST PRACTICES:**

1. Police-Based Victim Services Principles Standards and Performance Indicators (Attorney General 1999).
2. RCMP Annual Quality Assurance Review.
3. Justice Institute of BC Victim Services Training. Persons providing services require core victim services training, with electives also available on specialized topics.

**FUNDING/SPONSORSHIP:**

The service receives core funding from the BC Ministry of Public Safety and Solicitor General. Local fundraising contributes to special projects.

**PARTNERSHIPS/KEY CONNECTIONS:**

1. RCMP - Salt Spring Detachment
2. Salt Spring Island Crime Prevention Association
3. Island Women Against Violence/Transition House
4. Police Victim Services of British Columbia
5. Victim Services Coordinating Group of Greater Victoria, Sooke and the Gulf Islands