

## About Our Programs

- Over 100 Alberta Police based Programs currently operating.
- Victim Service programs handle on average 31,000 new cases a year in Alberta. Over half involve assisting victims of violent crime.
- Each year, Victim Services programs provide service on average to 38,000 Albertans.
- Approximately 1,640 volunteers and Board Members contribute an average of 230,000 hours per year.

Our role is to alleviate the impact of crime/tragedy on its victims. At the time of the incident, we provide a listening ear, comfort and reassurance by phone or in person; in the victim's home or at the hospital. A follow up consultation is provided when necessary to determine what further information or support the victim requires.

In cases where court appearance is necessary, we contact the witness/victim to offer information on court procedures and upcoming court dates. We are available to accompany the victim to court.

## Information

We provide resource material and information on Solicitor General Programs available to victims of crime, such as Financial Benefits, Victim Impact Statement and Requesting Restitution Programs. When victims want information about their case, we liaise with those handling the police file to promptly answer questions such as:

- Has an arrest been made?
- How do I report additional stolen property?
- When is my court date?
- Who is the police officer in charge of my case?
- How do I file a Victim Impact Statement?
- Can I apply for restitution?
- Can I apply for Financial Benefits?

## Referrals

We provide a referral service that connects victims with other community agencies and organizations.

- Counseling Agencies
- Distress/Crisis Lines
- Shelters
- Medical Examiner's Office
- Social Services/Child Welfare

## Our Guiding Principles

The following principles are intended to promote fair treatment of victims and should be reflected in federal/provincial/territorial laws, policies and procedures.

1. Victims of crime should be treated with courtesy, compassion and respect.
2. The privacy of victims should be considered and respected to the greatest extent possible.
3. All reasonable measures should be taken to minimize inconvenience to victims.
4. The safety and security of victims should be considered at all stages of the criminal justice process and appropriate measures should be taken when necessary to protect victims from intimidation and retaliation.
5. Information should be provided to victims about the criminal justice system and the victim's role and opportunities to participate in the criminal justice process.
6. Victims should be given information, in accordance with prevailing law, policies and procedures about the status of the investigation; the scheduling, progress and final outcome of the proceedings; and the status of the offender in the correctional system.
7. Information should be provided to victims about available victim assistance services, other programs and assistance available to them and means of obtaining financial reparation.
8. The views, concerns and representations of victims are an important consideration in the criminal justice process and should be considered with prevailing law, policies and procedures.
9. The needs, concerns and diversity of victims should be considered in the development and delivery of programs and services and in related education and training.
10. Information should be provided to victims about available options to raise their concerns when they believe these principles have not been followed.

## How You Can Help

### Volunteer Opportunities

Caring, dedicated and mature people are needed to provide front line support, information and referrals to victims, families and others affected by crime or tragedy. We are looking for volunteers who share our genuine desire to help others in a time of crisis and who have strong communication skills including the need to maintain confidentiality.

Volunteers must also:

- Be a Canadian Citizen or landed immigrant
- Agree to a complete Security Clearance
- Meet the terms of the program
- Complete core training
- Maintain confidentiality pursuant to The Freedom of Information and Privacy Act

### Training

We provide our volunteers with extensive training and professional development opportunities throughout the year. Our training program includes topics such as Victimization, Suicide Prevention &

Intervention, Assault, Bias Crimes, Domestic Violence, Elder Abuse, Property Crimes, Robbery, Sexual Assault, and Criminal Harassment.