

## 2002-2003 Victim Services Survey Guidebook

### Instructions and Definitions

*Version française disponible*

#### GENERAL INSTRUCTIONS

1. Please keep a copy of the completed questionnaire for reference purposes in the event that Statistics Canada contacts you for clarification of the information given. Using the self-addressed envelope, please return the completed copy that has the pre-printed label no later than November 28, 2003.
2. Please avoid leaving blank spaces. Enter "0" where specified or "N/A" if the question is not applicable to your agency.
3. Should you have any problems completing the survey, please contact Melanie Payer at 1-888-659-8157.

#### SECTION 1 - AGENCY PROFILE AS OF OCTOBER 22, 2003

##### QUESTION 1

Check all that apply. If your agency is a combined victim service (e.g. has both a police-based program and a community-based program that are separately funded), please fill out one questionnaire for both programs. Please provide information on both programs on one survey form. For example, under Section 1 – Agency Profile, describe the services offered by both programs and for any quantitative information, such as number of clients served or revenues and expenditures, please sum the counts for both programs.

- **Police-based:** Victim services that are offered by a federal, provincial or municipal police service.
- **System-based:** Models of service delivery for victims of crime that are independent from police, courts and Crown-attorneys and assist victims throughout their contact with the criminal justice system. System-based agencies may also serve clients who choose not to involve the criminal justice system. These models of service are found in Newfoundland and Labrador, Prince Edward Island, Nova Scotia and New Brunswick where they are administered by the provincial governments.
- **Victim Crisis Assistance and Referral Service:** Specific to Ontario, these agencies work closely with the police but are a community-based, non-government service. They provide on-scene and short-term assistance to victims of crime and other traumatic events and make referrals to community services for longer-term assistance.
- **Victim/Witness Assistance Program:** These programs are specifically mandated to provide support services for individuals who have become involved in the court process as either victims or witnesses of crimes. They generally provide information, assistance and referrals with the goal of making the court process less intimidating. Types of services provided can include court orientation, preparation and accompaniment, updates on progress of the case, coordination of meetings with the Crown, assessment of children's ability to testify, etc.

Programs can be geared toward specific clientele such as children or victims of domestic violence.

- **Crown-based Public Assistance Offices:** These offices are found exclusively in Alberta and are affiliated with the Crown Prosecutor's Office. They provide information to victims involved in the court process, refer them to other service agencies and liaise with the prosecutor. They will occasionally provide court-orientation or witness preparation if necessary, but this particular service is usually delivered by other service agencies.
- **Corrections-based – provincial/territorial victim notification services:** A service whereby information about offenders in the provincial or territorial correctional system is shared with victims who have requested notification.
- **Correction-based – federal victim notification services:** A service whereby information about offenders in the federal correctional system is shared with victims who have requested notification.
- **Sexual Assault/Rape Crisis Centre:** Agencies whose mandate is to exclusively serve victims of recent or historical sexual assault or rape. These agencies will often have 24-hour crisis telephone lines and are community-based, not-for-profit agencies.
- **Other Community-based:** Any other non-government, not-for-profit agencies not listed above that provide direct services to victims of crime and are funded in whole or in part by the provincial/territorial and/or federal government. For the purpose of this survey, transition homes are excluded because Statistics Canada's Transition Home Survey already surveys them. Crime prevention programs are also excluded.
- **Criminal Injuries Compensation Programs:** Programs that provide monetary awards and benefits to victims of crime to help ease the financial hardship incurred as a result of their victimization and to assist them in healing from physical injury or psychological trauma. Such programs are normally governed by legislation that outlines eligibility criteria and by guidelines for decision-making.
- **Other Financial Benefits Programs:** Programs other than Criminal Injury Compensation Programs that are designated to pay for specific services for victims of crime. Examples of specific services are professional counseling, transportation to hearings, and paying for independent legal counsel to respond to applications to open counseling, therapeutic or medical records by defense counsel in cases of sexual assault.

## QUESTION 2

**Primary victim of crime:** A person who is the direct victim of a criminal offence regardless of whether or not the incident was reported to the police.

**Secondary victim of crime:** A person who is not the direct victim of a criminal offence, but who has suffered harm or loss as a result of the incident, or a person who is a witness to the crime. For example, the wife of a murder victim, the parents of a sexually assaulted child, and customers present during the robbery of a bank or store would all be considered secondary victims. Only count secondary victims who have received services.

## QUESTION 4

**Urban/Suburban** areas have minimum population concentrations of 1,000.

**Rural** areas include small towns, villages and other populated places with less than 1,000 population.

**Reserve** is a tract of land set aside by the federal government for the use and benefit of a First Nations Band that is governed by the department of Indian and Northern Affairs Canada.

## QUESTION 6

**Populations targeted** means persons that your agency is specifically mandated to serve even though they may not be your exclusive clientele.

**Primary and secondary victims:** Please refer to definitions in QUESTION 2 above.

**Adults:** Means either persons 18 years of age or older or persons who are older than the maximum age for child protection services in your province or territory, whichever definition is used by your agency.

**Seniors:** Means persons either 65 years of age or older or persons of an age that your agency defines as senior.

**Children/Youth:** Means persons under the age of 18 years or persons no older than the maximum age for child protection services in your province or territory, whichever definition is used by your agency.

**Families:** Means any family members related by blood, marriage or by law. Includes relations through foster care and adoption.

**All Adult Victims/No Specific Populations Targeted:** Your agency is not mandated to serve any specific populations.

**Adult Victims of Partner Abuse:** Persons who have been abused physically or sexually by their current or previous spouse, common-law partner or other intimate partner. Can include youth and same-sex partners.

**Adult Victims of Other Domestic Violence:** Adults who have experienced violence in the home by someone with whom they reside, other than by a partner. This includes adult secondary victims who have witnessed domestic violence, including witnessing partner abuse among a couple (e.g. an adult child who has witnessed the abuse of their mother by their father; a mother who has witnessed the abuse of her adult daughter by her son-in-law, etc.).

Services that also target persons who were physically or sexually assault by a spouse, ex-spouse, common-law or other intimate partner should also fill in "Adult Victims of Partner Abuse".

**Hate & Bias Crimes:** Persons who have experienced criminal victimization which was motivated by bias prejudice or hate based on race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or any other similar factor.

**Senior Victims of Partner Abuse:** Persons 65 years of age or older (or of an age that your agency defines as senior) who have been abused physically or sexually by their current or previous spouse, common-law partner or other intimate partner. Can include same-sex partners.

**Senior Victims of Elder Abuse:** Persons 65 years of age or older (or of an age that your agency defines as senior) who have suffered physically or financially from action or inaction by a child, other relative, caregiver or other persons in a position of power and/or trust.

**Senior Victims of Other Types of Crimes:** Includes persons 65 years or over (or of an age that your agency defines as senior) who do not fall within the category "Senior Victims of Elder Abuse". For instance, includes seniors who have experienced violent or property crimes by a stranger or acquaintance who is not in a position of power and/or trust, senior victims of impaired driving, etc.

**Child/Youth Victims of Sexual Abuse or Sexual Exploitation:** Children/youth who have been sexually abused by anyone (i.e. family member or non-family member, including a stranger). Can include youth who have been sexually abused by a current or previous spouse, common-law or

intimate partner. Can also include children and youth who have been sexually exploited (e.g. lured or forced into prostitution, pornography or other sex-trade work).

**Child/Youth Victims of Physical Abuse/Neglect:** Children/youth who have been physically abused or neglected by any relationship (i.e. family or non-family member, including a stranger). Can include youth who have been physically abused by a current or previous spouse, common-law or other intimate partner.

**Child/Youth Victims of Domestic Violence:** Children/youth who experienced and/or witnessed violence in the home.

**Child/Youth Victims of School-based Violence:** Children/youth who have been victims of violence at school or have been victimized by a fellow-student not necessarily on school property.

**Families of Missing, Abducted and Exploited Children:** Families of children/youth who are missing, have been abducted or have been exploited by being forced or coerced into prostitution, pornography, any other sex-trade work, or any other type of labour or action, legal or illegal.

## QUESTION 7

**Dedicated programs** are any services that are geared toward the specific needs of certain groups or that are sensitive to the cultural perspectives and traditions of certain groups. An example would be counseling or healing sessions that take into account the cultural perspective or traditions of Aboriginal peoples or specific ethno-cultural groups. Other examples would be hospital accompaniment for female victims of sexual assault, and court-preparation sessions for young children that use methods other than those for adults.

**Adults** means either persons 18 years of age or older or persons who are older than the maximum age for child protection services in your province or territory, whichever definition is used by your agency.

**Seniors** means persons either 65 years of age or older or persons of an age that your agency defines as senior.

**Children** means persons under the age of 18 years or persons no older than the maximum age for child protection services in your province or territory, whichever definition is used by your agency.

**Aboriginal Persons** are persons who trace their origins to the native people or First Nations people who inhabited the area of what is now Canada when the first Europeans arrived. This category encompasses First Nations Persons, Métis Persons and Inuit Persons.

**First Nations Persons:** A person who is a member of an Indian Band or First Nation. For example, Algonquian, Athapaskan, Chimakuan, Haida, Iroquoian, Kutenai, Penutian, Salishan, Siouan, Tlinglit, Inuit, Yupik First Nations peoples and those who are members of associated Bands.

**Métis Persons:** Descendants of people of mixed Indian and European ancestry.

**Inuit Persons:** The Aboriginal inhabitants of Northern Canada who reside or historically resided north of the 60th parallel, with some living in Northern Québec and Labrador.

**Ethno-Cultural and Visible Minority Persons** are persons who identify their heritage as non-British, non-French and non-Aboriginal.

## QUESTION 8

**Critical stress debriefing** is trauma counseling, debriefing, education, training and/or support that is provided soon after a criminal incident to assist in preventing and mitigating the disabling stress on a victim (either primary or secondary).

**Prevention training** is training for clients with the goal of providing them with the tools to prevent re-victimization.

**Restorative justice/mediation measures:** A restorative justice measure is any process in which the victim and the offender, and, where appropriate, any other individuals or community members affected by a crime, participate together actively in the resolution of matters arising from the crime, generally with the help of a facilitator. Restorative processes may include mediation, conciliation, conferencing and sentencing circles.

**Victim notification** is a service that provides information to victims about the status of offenders, such as dates for upcoming releases from correctional institutions and movement from one institution to another.

## QUESTION 9

**Restorative justice processes for criminal justice matters** is any process in which the victim and the offender, and, where appropriate, any other individuals or community members affected by a crime, participate together actively in the resolution of matters arising from the crime, generally with the help of a facilitator. Restorative processes may include mediation, conciliation, conferencing and sentencing circles.

## QUESTION 13

The languages listed are based on the most common languages spoken at home according to the 1996 Census of Population. In addition, the languages of Ojibway and Inuktituk were added based on consultations used to develop Statistics Canada's 2001-2002 Transition Home Survey whereby Aboriginal groups indicated that these are common Aboriginal languages in Canada.

## QUESTION 20

**Outreach work** is any activity performed by agency staff or volunteers whereby they pro-actively initiate contact with potential clients or persons at risk who could benefit from the agency's services. Outreach work also includes pro-actively raising awareness and liaising with the community and other agencies to improve, either directly or indirectly, services for clients.

An example of outreach work would be workers from sexual assault centres or woman assault centres speaking to students at high schools, colleges or universities to educate them about sexual assault and dating violence. Other examples would be victim/witness assistants approaching persons at courthouses waiting to testify and supplying them with information about the court process, and a women's centre initiating a partnership with a community-based recreation centre to provide activities for children while their mothers are receiving services.

## QUESTIONS 21 AND 23

**Training** is the process whereby employees or volunteers are given the knowledge and experience required to do their job or to qualify them to acquire more advanced responsibilities.

**Informal training** by the agency includes "on-the-job" training which is unstructured training in the work environment. It is training whereby employees or volunteers acquire the knowledge

needed to perform their work under normal working conditions with the help of an experienced worker or under the direction of supervisory personnel. Informal training also includes the provision of “self-training” tools by the agency (e.g. texts, manuals, videos, CD’s or computer software) that are self-administered. Informal training would also include conference, seminar and workshop attendance.

**Formal training** by the agency includes the agency subsidizing the employee or volunteer in full or in part to attend certified courses, post-secondary courses or any other private courses.

## QUESTIONS 22 AND 24

**Support** is the resources an agency makes available to assist staff and volunteers with the mental, emotional and/or physical challenges of their work, including different forms of work-induced stress.

**Informal support** includes the support offered between co-workers and by management in the form of informal discussion, guidance and encouragement. It also includes informal support for required leave (where there are no policies on leave for this reason) or change of duties, etc.

**Formal support** includes the agency subsidizing employees or volunteers in full or in part to obtain professional assistance, including assistance through an Employee Assistance Program (E.P.A.). This would also include any policies or protocols in place that would facilitate staff obtaining assistance (e.g. formal policies authorizing leave for this purpose, etc.).

## SECTION 2 - ANNUAL INFORMATION

### QUESTION 30

**Notification** is a service that provides information to victims about the status of offenders, such as dates for upcoming releases from correctional institutions, or movement from one institution to another.

### QUESTION 31

**Paid full-time equivalents:** For the purpose of this survey, full-time work is considered 40 hours per week. Please convert part-time employees to a full-time equivalent. For example, four part-time workers who each work ten hours a week would be considered the equivalent of one full-time employee.

For persons working under fee-for-service agreements or on contract, add the total number of hours worked by each and divide by 52 (number of weeks in a year) to obtain the number of hours worked per week. For instance, two fee-for-service workers who each worked 520 hours for the annual reporting period would be considered half of a full-time equivalent as calculated below:

- a)  $520+520=1,040$  hours
- b)  $\frac{1,040 \text{ hours}}{52} = 20$  hours per week
- c)  $\frac{20 \text{ hours}}{40 \text{ hours}} = 0.5$  of a full-time equivalent

Therefore, 0.5 would be entered in Question 31 if your agency had no part-time staff. If your agency had other part-time staff, 0.5 would be added to their full-time equivalency and this total would be entered in Question 31.

## QUESTION 32

**Training** is the process whereby employees are given the knowledge and experience required to do their job or to qualify them to acquire more advanced responsibilities. Includes informal training such as “on-the-job” training, the use of “self-training” materials, attendance at conferences and workshops, and formal training such as certified courses. See **QUESTIONS 21 and 23** above for more detail.

**Professional development** is acquired through courses, workshops, conferences and seminars that provide skills, knowledge or insight to assist in an employee’s or a volunteer’s professional growth. Examples would be sessions on personal and interpersonal growth and development, sessions on workplace issues such as harassment, sessions on emerging issues in one’s field of work, etc.

## QUESTION 33

**Number of persons who volunteered - new** means the number of volunteers who began sometime during the annual reporting period (i.e. fiscal year 2002-2003). Include volunteers who had previously left the agency and re-joined during the annual reporting period.

**Number of persons who volunteered - ongoing** means the number of volunteers who were volunteering during any part of the previous annual reporting period (i.e. fiscal year 2001-2002) and continued to volunteer during part or all of the annual reporting period (i.e. fiscal year 2002-2003).

**Number of volunteers who left** means any new or ongoing volunteers who left at some point before the end of the annual reporting period (i.e. fiscal year 2002-2003) and did not return during before the end of the annual reporting period.

Example: Volunteer A started volunteering with the agency halfway during fiscal year 2001-2002 and continued to volunteer until mid-way through fiscal year 2002-2003. At mid-fiscal year 2002-2003, Volunteer A had to leave the agency. Volunteer A would therefore be counted twice – once under “Number of persons who volunteered - ongoing” and once under “Number of volunteers who left”.

## QUESTION 34

**Direct service to clients** means the number of hours volunteers spent with clients providing service. Include all means of service provision such as face-to-face, by phone, etc.

**On-call hours** means the number of hours volunteers spent “on-call” for the purpose of assisting clients if required. If you are able to identify the number of hours spent providing direct service to clients during on-call hours, please include these hours under “Direct service to clients”. Otherwise, report all hours worked on call under “On-call hours for direct service”.

## QUESTION 36

See QUESTION 32 above.

## QUESTION 37

**Client waiting list:** A list or process that is used to prioritize service for clients when all clients cannot be served on demand. This would include prioritizing clients for further assistance once

immediate needs are met. An example would be meeting the immediate needs of a sexual assault victim by accompanying her to the hospital and providing information and support, but then having to place her on a waiting list for longer term assistance such as counseling.

## **SECTION 4 – PROFILE OF PRIMARY AND SECONDARY CLIENTS FOR THE OPERATING HOURS OF OCTOBER 22, 2003**

Count each primary and secondary victim and witness to whom your agency provided service during the agency's operating hours on October 22, 2003. See QUESTION 2 above for definitions of primary and secondary victims.

Count all clients who were served either face-to-face and by phone, but exclude clients served via your agency's crisis-line. A count of all calls received via your agency's crisis-line during crisis-line hours for October 22, 2003 is to be entered in question 47 on line 14 (see QUESTION 47 below for details).

If your agency is not scheduled to serve victims of crime on October 22, 2003 because, for instance, that day is dedicated to administrative duties or to serving clients who are not victims of crime, please choose the next working day on which victims of crime are served as your "profile day" and enter this date on the survey form in the space provided.

### **QUESTION 46**

**Most serious victimization:** The client should be counted only according to the incident(s) for which he or she received service on October 22, 2003. If the client received service due to more than one type of victimization, please use the following guidelines to count them according to the "most serious victimization" they experienced:

- 1) Offences resulting in loss of life are more serious than any other type of crime.
- 2) If a client experienced both a violent victimization (e.g. sexual assault) and a non-violent victimization (e.g. Break and enter), the client should always be classified under the violent offence.
- 3) If a client experienced two types of violent offences (e.g. a sexual assault by a family member and an assault by an acquaintance), the most serious offence would be that which resulted in the most harm or trauma to the client.

**Homicide** offences are murder and manslaughter.

**Other loss of life** offences include offences such as impaired driving causing death, dangerous operation of a vehicle causing death, criminal negligence causing death and infanticide.

**Crimes against the person** are crimes against the person that either cause or threaten to cause harm to an individual. For the purpose of this survey, criminal harassment (stalking) is classified as a violent offence.

**Property crimes** are crimes that result in the destruction or theft of any type of property or that result in financial loss to the victim. For the purpose of this survey, arson is classified as a property offence.

**Other Criminal Code offences** include any other offences against the *Criminal Code* that cannot be categorized as violent, property offences or traffic offences



**Non-criminal incidents** include other traumatic events such as natural disasters, suicide, and drowning.

**Traffic incidents – undetermined if criminal** includes traffic collisions where, at the time of completion of this survey, the police have not yet determined if the incident was an accident or a crime.

**Other incident – undetermined if criminal** includes other incidents where, at the time of completion of this survey, the police have not yet determined if the incident was an accident, a result of natural causes, or a crime (e.g. fires, deaths, missing persons, etc.).

## QUESTION 47

See QUESTION 8 above.

**Crisis counseling and other assistance via crisis lines:** Please report the total number of calls received on your agency's crisis line during crisis line hours on October 22, 2003. If your crisis line hours spread over two days (e.g. from 8:00 pm October 22, 2003 to 7:00 am October 23 2003), please count all of the calls received during this entire time span and not just those received until midnight of the first day.

## QUESTION 49

**Hospital/public healthcare provider** includes any publicly funded medical or health services such as hospitals and clinics, family doctors and community health centres.

**Other government agency** means any other agency run by the municipal, provincial/territorial or federal government such as ministries of social services.

**Community agency** includes not-for-profit agencies such as women's centres, transition homes, counseling services, sexual assault centres, other service organizations, schools, community centres, etc.

**Private practitioner** includes persons in private practice such as psychologists, therapists and lawyers.

## SECTION 5 – CRIMINAL INJURIES COMPENSATION PROGRAMS AND OTHER FINANCIAL BENEFIT PROGRAMS: ANNUAL INFORMATION

### QUESTION 50

**Applications** are any formal requests submitted to obtain compensation or financial benefits.

**New applications received** are applications that were submitted during the annual reporting period (i.e. fiscal year 2002-2003). If an appeal was initiated during the annual reporting period, it should be counted under this category.

**Applications brought forward from a previous year** are applications that were submitted prior to the annual reporting period and continued to be active during the annual reporting period. If an appeal was initiated prior to the annual reporting period and remained active during the annual reporting period, it should be counted under this category. Includes applications that were adjudicated in the year prior to the annual reporting period and a decision was rendered in the annual reporting period.

**Applications carried forward to the next year** are any new applications or applications brought forward from a previous year that were not adjudicated or decided during the annual reporting period. Include any applications where a decision was made during the annual reporting period, but benefits were not paid out as of the end of the annual reporting period.

**Applications adjudicated/concluded** are applications that were adjudicated (with or without a decision yet rendered) or concluded by a decision being made. Includes applications where a decision was made during the annual reporting period, but benefits were not paid out as of the end of the annual reporting period.

## **QUESTION 51**

**Allowed** means applications where a decision was made to grant benefits.

**Disallowed** means applications that were denied at any stage of the process.

**Decision pending** are applications that have been adjudicated but are awaiting a final decision as to whether or not benefits should be granted.

**Other** is any application that does not fall into any of the categories above (e.g. withdrawn by applicant).

## **QUESTIONS 52 AND 53**

Please indicate all amounts awarded during the annual reporting period even if the amount was not paid out to the applicant during that reporting period.

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