



# 2007 -2008 Victim Services Survey

Please make any corrections to the address label  
and other contact information here:

Name of organization	
Contact person	
Postal Address	
City	
Province	Postal Code

**Please complete and return by June 30, 2008. If you require assistance in completing this questionnaire or if you have any questions or comments regarding this survey, please call: 1-888-659-8157.**

## Purpose of the Victim Services Survey

The purpose of the Victim Services Survey is to collect data on the agencies that provided services to primary and secondary victims of crime during the previous 12 months of operation, as well as to provide a one-day "snapshot" of the clientele being served on a specific date. The survey also collects annual information from criminal injuries compensation/financial benefits programs for victims of crime. The Victim Services Survey is distributed across Canada to all system-based, police-based, court-based and community-based victim services, sexual assault centres and provincial/territorial financial benefits programs for victims of crime. While participation in this survey is voluntary, your co-operation is important to ensure that information collected in this survey is as accurate and comprehensive as possible. The information collected will be useful for service providers, non-government organizations and governments for developing programs, policies and services for victims of crime.

## SECTION 1 – AGENCY PROFILE AS OF NOON ON MAY 28, 2008

**PLEASE READ THE ATTACHED GUIDEBOOK FOR INSTRUCTIONS AND DEFINITIONS WHILE COMPLETING THE QUESTIONNAIRE.**

### AGENCY

1. Please indicate which best describes your agency / organization (if your victim service agency is part of a larger agency, please provide information for the victim service component only). **(Check only one response) REFER TO GUIDEBOOK FOR DEFINITIONS**

2500

- 01  Police-based (including police-based victim/witness assistance)
- 02  Court-based victim/witness assistance program
- 11  Community-based victim/witness assistance program (including CAVACs in Quebec) or Other community-based
- 04  Sexual assault/rape crisis centre or hospital-based sexual assault treatment centre

- 06  System-based (Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick and Manitoba only)
- 07  Victim Crisis Assistance and Referral Service (Ontario only)
- 12  Criminal injuries compensation program or other financial benefits program for victims of crime
- 10  Other (please specify)

13000 \_\_\_\_\_

14000 \_\_\_\_\_

2. Please indicate if your agency also provides Criminal injuries compensation or other financial benefits for victims of crime.

14500

- 1  Yes
- 3  No

3. Please indicate if your agency is a government or non-government organization. See Guidebook for definitions

15000

- 1  Government – direct service
- 2  Government – contract service
- 3  Non-government / community-based organization

4. Does your agency provide services to clients other than primary or secondary victims of crime? Examples include: victims of non-criminal tragedies such as suicides, drownings or natural disasters.

16000

- 1  Yes
- 3  No → Go to Question 6

5. Please indicate the estimated percentage of your annual clientele who were primary or secondary victims of crime.

17000

%

**AREA**

6. Are you responding on behalf of several office locations? *See Guidebook for instructions*

18000

- 1  Yes → **Go to Questions 8A and 8B**  
 3  No

7. A) Please indicate the area(s) your agency serves (**Check all that apply**)

- 19000  Urban/suburban  
 20000  Rural/village  
 21000  Reserve

7. B) Is your agency located on a reserve?

22000

- 1  Yes  
 3  No } → **Go to Question 9**

8. A) Please list each of the office locations that you are responding for and indicate the area(s) served by each of the listed office locations (**Check all that apply**)

8. B) Is this office located on a reserve?

Office location/city/geographic area	Urban/ suburban	Rural/ village	Reserve	Yes	No
1) 23000	→ 24000 <input type="radio"/>	25000 <input type="radio"/>	26000 <input type="radio"/>	→ 83000 1 <input type="radio"/>	3 <input type="radio"/>
2) 27000	→ 28000 <input type="radio"/>	29000 <input type="radio"/>	30000 <input type="radio"/>	→ 84000 1 <input type="radio"/>	3 <input type="radio"/>
3) 31000	→ 32000 <input type="radio"/>	33000 <input type="radio"/>	34000 <input type="radio"/>	→ 85000 1 <input type="radio"/>	3 <input type="radio"/>
4) 35000	→ 36000 <input type="radio"/>	37000 <input type="radio"/>	38000 <input type="radio"/>	→ 86000 1 <input type="radio"/>	3 <input type="radio"/>
5) 39000	→ 40000 <input type="radio"/>	41000 <input type="radio"/>	42000 <input type="radio"/>	→ 87000 1 <input type="radio"/>	3 <input type="radio"/>
6) 43000	→ 44000 <input type="radio"/>	45000 <input type="radio"/>	46000 <input type="radio"/>	→ 88000 1 <input type="radio"/>	3 <input type="radio"/>
7) 47000	→ 48000 <input type="radio"/>	49000 <input type="radio"/>	50000 <input type="radio"/>	→ 89000 1 <input type="radio"/>	3 <input type="radio"/>
8) 51000	→ 52000 <input type="radio"/>	53000 <input type="radio"/>	54000 <input type="radio"/>	→ 90000 1 <input type="radio"/>	3 <input type="radio"/>
9) 55000	→ 56000 <input type="radio"/>	57000 <input type="radio"/>	58000 <input type="radio"/>	→ 91000 1 <input type="radio"/>	3 <input type="radio"/>
10) 59000	→ 60000 <input type="radio"/>	61000 <input type="radio"/>	62000 <input type="radio"/>	→ 92000 1 <input type="radio"/>	3 <input type="radio"/>
11) 63000	→ 64000 <input type="radio"/>	65000 <input type="radio"/>	66000 <input type="radio"/>	→ 93000 1 <input type="radio"/>	3 <input type="radio"/>
12) 67000	→ 68000 <input type="radio"/>	69000 <input type="radio"/>	70000 <input type="radio"/>	→ 94000 1 <input type="radio"/>	3 <input type="radio"/>
13) 71000	→ 72000 <input type="radio"/>	73000 <input type="radio"/>	74000 <input type="radio"/>	→ 95000 1 <input type="radio"/>	3 <input type="radio"/>
14) 75000	→ 76000 <input type="radio"/>	77000 <input type="radio"/>	78000 <input type="radio"/>	→ 96000 1 <input type="radio"/>	3 <input type="radio"/>
15) 79000	→ 80000 <input type="radio"/>	81000 <input type="radio"/>	82000 <input type="radio"/>	→ 97000 1 <input type="radio"/>	3 <input type="radio"/>

**POPULATIONS TARGETED FOR SERVICE**

9. Is your agency mandated to serve victims of specific types of offences? (e.g. adult victims of domestic violence, senior victims of elder abuse, child or youth victims of sexual abuse or sexual exploitation)

98000

- 1  Yes  
 3  No, mandate includes primary or secondary victims of all types of crimes → **Go to Question 11**

10. Please indicate which population(s) your agency targets for service, as per your mandate. Include both primary and secondary victims.

Adult victims of...	Male	Females	Both sexes
1) 99000 All types of crimes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
2) 100000 Childhood sexual abuse	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
3) 101000 Sexual assault	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
4) 102000 Partner abuse	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
5) 103000 Other domestic violence	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
6) 104000 Residential school abuse	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
7) 105000 Violence (general)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
8) 106000 Workplace violence	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
9) 107000 Criminal harassment (Stalking)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
10) 108000 Political persecution/torture	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
11) 109000 Fraud/economic/property crime	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
12) 110000 Impaired driving offences	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
13) 111000 Hate-motivated and bias crimes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
14) 112000 Non-criminal tragedies (suicides, drownings, natural disasters)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
15) Other ( <i>please specify</i> )			
a) 113000	114000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
b) 115000	116000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
c) 117000	118000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>

**Senior victims of...**

	Male	Female	Both sexes
16) 119000 All types of crimes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
17) 120000 Partner abuse	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
18) 121000 Elder abuse	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
19) 121500 Childhood sexual abuse	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
20) 122000 Other violent crimes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
21) 123000 Impaired driving offences	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
22) 124000 Hate-motivated and bias crimes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
23) 125000 Fraud/economic/property crime	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
24) 126000 Non-criminal tragedies (suicides, drownings, natural disasters)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
25) Other (please specify)			
a) 127000	128000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
b) 129000	130000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
c) 131000	132000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>

**Child or youth victims of...**

	Male	Female	Both sexes
26) 133000 All types of crimes	<input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
27) 134000 Sexual abuse / assault or sexual exploitation	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
28) 135000 Physical abuse/neglect	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
29) 135500 Dating violence	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
30) 136000 Domestic violence	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
31) 137000 School-based violence (bullying, intimidation)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
32) 138000 Violence (general)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
33) 139000 Impaired driving offences	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
34) 140000 Hate-motivated and bias crimes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
35) 141000 Non-criminal tragedies (suicides, drownings, natural disasters)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
36) Other (please specify)			
a) 142000	143000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
b) 144000	145000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
c) 146000	147000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>

**Families of...**

	Male	Female	Both sexes
37) 148000 Victims of all types of crimes	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
38) 149000 Homicide victims	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
39) 150000 Sexually abused children	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
40) 151000 Physically abused children	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
41) 152000 Victims of residential school abuse	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
42) 153000 Missing, abducted and exploited children	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
43) 154000 Victims of impaired driving	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
44) 155000 Victims of non-criminal tragedies (suicides, drownings, natural disasters)	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
45) Other (please specify)			
a) 156000	157000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
b) 158000	159000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
c) 160000	161000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>

**PROGRAMS**

11. Does your agency offer programs dedicated to specific populations, either for primary or secondary victims? (e.g. adult males or females, Aboriginal persons, visible minority persons, persons with mental or physical disabilities, etc.)

162000

1  Yes      3  No → **Go to Question 13**

12. Please indicate which of the following populations, either as primary or secondary victims, receive service from your agency through dedicated programs. (**Check all that apply**)

- |   |   |
|---|---|
| 163000 <input type="radio"/> Adults – females   | 176000 <input type="radio"/> Ethnocultural or visible minority group – South Asian (East Indian, Pakistani)                                   |
| 164000 <input type="radio"/> Adults – males   | 177000 <input type="radio"/> Ethnocultural or visible minority group – East Asian and Southeast Asian (Chinese, Japanese, Korean, Vietnamese) |
| 165000 <input type="radio"/> Adults – both sexes  | 178000 <input type="radio"/> Ethnocultural or visible minority group – Latin American   |
| 166000 <input type="radio"/> Seniors – females  | 179000 <input type="radio"/> Other visible minority group   |
| 167000 <input type="radio"/> Seniors – males  | 180000 <input type="radio"/> Persons with physical disabilities   |
| 168000 <input type="radio"/> Seniors – both sexes   | 181000 <input type="radio"/> Persons with mental disabilities   |
| 169000 <input type="radio"/> Children/youth – females   | 182000 <input type="radio"/> Lesbian/bisexual women   |
| 170000 <input type="radio"/> Children/youth – males   | 183000 <input type="radio"/> Gay/bisexual men   |
| 171000 <input type="radio"/> Children/youth – both sexes  | 184000 <input type="radio"/> Other ( <i>please specify</i> )  |
| 172000 <input type="radio"/> Francophones   |   |
| 173000 <input type="radio"/> Anglophones  | a) 185000   |
| 174000 <input type="radio"/> Aboriginal persons   | b) 186000   |
| 175000 <input type="radio"/> Ethnocultural or visible minority group – Black (African, Jamaican, Haitian) |   |

**SERVICES**

13. Please indicate if your agency offers any of the following services either through direct service, contracted service or referral to other agencies. See *Guidebook for definitions*. (**Check all that apply**)

	Direct service	Contracted service	Referral	Not applicable
<b>Criminal justice related services</b>				
1) Assistance with victim impact statements	187000 <input type="radio"/>	188000 <input type="radio"/>	189000 <input type="radio"/>	190000 <input type="radio"/>
2) Case/trial updates	191000 <input type="radio"/>	192000 <input type="radio"/>	193000 <input type="radio"/>	194000 <input type="radio"/>
3) Court orientation/information	195000 <input type="radio"/>	196000 <input type="radio"/>	197000 <input type="radio"/>	198000 <input type="radio"/>
4) Court accompaniment	199000 <input type="radio"/>	200000 <input type="radio"/>	201000 <input type="radio"/>	202000 <input type="radio"/>
5) Critical stress debriefing	203000 <input type="radio"/>	204000 <input type="radio"/>	205000 <input type="radio"/>	206000 <input type="radio"/>
6) Information on criminal justice system structure and process	207000 <input type="radio"/>	208000 <input type="radio"/>	209000 <input type="radio"/>	210000 <input type="radio"/>
7) Legal information	211000 <input type="radio"/>	212000 <input type="radio"/>	213000 <input type="radio"/>	214000 <input type="radio"/>
8) Prevention training (for victims)	215000 <input type="radio"/>	216000 <input type="radio"/>	217000 <input type="radio"/>	218000 <input type="radio"/>
9) Restorative justice/mediation measures: orientation and information	219000 <input type="radio"/>	220000 <input type="radio"/>	221000 <input type="radio"/>	222000 <input type="radio"/>
10) Restorative justice/mediation measures: accompaniment and support	223000 <input type="radio"/>	224000 <input type="radio"/>	225000 <input type="radio"/>	226000 <input type="radio"/>
11) Risk assessment (conduct or coordinate)	227000 <input type="radio"/>	228000 <input type="radio"/>	229000 <input type="radio"/>	230000 <input type="radio"/>
12) Victim/witness preparation	231000 <input type="radio"/>	232000 <input type="radio"/>	233000 <input type="radio"/>	234000 <input type="radio"/>
13) Victim notification (e.g., hearings, offender relocation, offender release)	235000 <input type="radio"/>	236000 <input type="radio"/>	237000 <input type="radio"/>	238000 <input type="radio"/>
14) Other criminal justice related service ( <i>please specify</i> )				
a) 239000	240000 <input type="radio"/>	241000 <input type="radio"/>	242000 <input type="radio"/>	243000 <input type="radio"/>
b) 244000	245000 <input type="radio"/>	246000 <input type="radio"/>	247000 <input type="radio"/>	248000 <input type="radio"/>
c) 249000	250000 <input type="radio"/>	251000 <input type="radio"/>	252000 <input type="radio"/>	253000 <input type="radio"/>

Continued

	Direct service	Contracted service	Referral	Not applicable
<b>Other services</b>				
15) Advocacy (e.g., criminal or civil justice)	254000 <input type="radio"/>	255000 <input type="radio"/>	256000 <input type="radio"/>	257000 <input type="radio"/>
16) Basic needs provision (e.g., food, clothing)	258000 <input type="radio"/>	259000 <input type="radio"/>	260000 <input type="radio"/>	261000 <input type="radio"/>
17) Child protection services	262000 <input type="radio"/>	263000 <input type="radio"/>	264000 <input type="radio"/>	265000 <input type="radio"/>
18) Claims assistance	266000 <input type="radio"/>	267000 <input type="radio"/>	268000 <input type="radio"/>	269000 <input type="radio"/>
19) Compensation - financial	270000 <input type="radio"/>	271000 <input type="radio"/>	272000 <input type="radio"/>	273000 <input type="radio"/>
20) Compensation - other (e.g. pay fees for professional counseling)	274000 <input type="radio"/>	275000 <input type="radio"/>	276000 <input type="radio"/>	277000 <input type="radio"/>
21) Conflict resolution	278000 <input type="radio"/>	279000 <input type="radio"/>	280000 <input type="radio"/>	281000 <input type="radio"/>
22) Counseling - couple/family	282000 <input type="radio"/>	283000 <input type="radio"/>	284000 <input type="radio"/>	285000 <input type="radio"/>
23) Counseling - group	286000 <input type="radio"/>	287000 <input type="radio"/>	288000 <input type="radio"/>	289000 <input type="radio"/>
24) Counseling - individual	290000 <input type="radio"/>	291000 <input type="radio"/>	292000 <input type="radio"/>	293000 <input type="radio"/>
25) Crisis/distress line	294000 <input type="radio"/>	295000 <input type="radio"/>	296000 <input type="radio"/>	297000 <input type="radio"/>
26) Crisis counseling	298000 <input type="radio"/>	299000 <input type="radio"/>	300000 <input type="radio"/>	301000 <input type="radio"/>
27) Crisis intervention/response	302000 <input type="radio"/>	303000 <input type="radio"/>	304000 <input type="radio"/>	305000 <input type="radio"/>
28) Emergency and disaster responses	306000 <input type="radio"/>	307000 <input type="radio"/>	308000 <input type="radio"/>	309000 <input type="radio"/>
29) Emotional support	310000 <input type="radio"/>	311000 <input type="radio"/>	312000 <input type="radio"/>	313000 <input type="radio"/>
30) First aid/health/medical services	314000 <input type="radio"/>	315000 <input type="radio"/>	316000 <input type="radio"/>	317000 <input type="radio"/>
31) General information	318000 <input type="radio"/>	319000 <input type="radio"/>	320000 <input type="radio"/>	321000 <input type="radio"/>
32) Hospital accompaniment	322000 <input type="radio"/>	323000 <input type="radio"/>	324000 <input type="radio"/>	325000 <input type="radio"/>
33) Housing assistance	326000 <input type="radio"/>	327000 <input type="radio"/>	328000 <input type="radio"/>	329000 <input type="radio"/>
34) Liaise with other agencies on behalf of client	330000 <input type="radio"/>	331000 <input type="radio"/>	332000 <input type="radio"/>	333000 <input type="radio"/>
35) Lobbying activities	334000 <input type="radio"/>	335000 <input type="radio"/>	336000 <input type="radio"/>	337000 <input type="radio"/>
36) Psychological assistance	338000 <input type="radio"/>	339000 <input type="radio"/>	340000 <input type="radio"/>	341000 <input type="radio"/>
37) Public education/prevention	342000 <input type="radio"/>	343000 <input type="radio"/>	344000 <input type="radio"/>	345000 <input type="radio"/>
38) Safety planning - immediate	346000 <input type="radio"/>	347000 <input type="radio"/>	348000 <input type="radio"/>	349000 <input type="radio"/>
39) Safety planning - long term	350000 <input type="radio"/>	351000 <input type="radio"/>	352000 <input type="radio"/>	353000 <input type="radio"/>
40) Self-help/peer support groups	354000 <input type="radio"/>	355000 <input type="radio"/>	356000 <input type="radio"/>	357000 <input type="radio"/>
41) Shelter/housing - longer term housing	358000 <input type="radio"/>	359000 <input type="radio"/>	360000 <input type="radio"/>	361000 <input type="radio"/>
42) Shelter/housing - emergency	362000 <input type="radio"/>	363000 <input type="radio"/>	364000 <input type="radio"/>	365000 <input type="radio"/>
43) Training (of other agencies, justice personnel, etc.)	366000 <input type="radio"/>	367000 <input type="radio"/>	368000 <input type="radio"/>	369000 <input type="radio"/>
44) Transportation	370000 <input type="radio"/>	371000 <input type="radio"/>	372000 <input type="radio"/>	373000 <input type="radio"/>
45) Other (please specify)				
a) 374000	375000 <input type="radio"/>	376000 <input type="radio"/>	377000 <input type="radio"/>	378000 <input type="radio"/>
b) 379000	380000 <input type="radio"/>	381000 <input type="radio"/>	382000 <input type="radio"/>	383000 <input type="radio"/>
c) 384000	385000 <input type="radio"/>	386000 <input type="radio"/>	387000 <input type="radio"/>	388000 <input type="radio"/>

14. Is your agency involved in the delivery/coordination of restorative justice processes for criminal justice matters?

389000

1  Yes 3  No

15. What is your agency's main method of service delivery to clients? (**Check only one response**)

390000

- 1  Mail
- 2  Telephone
- 3  At scene of incident
- 4  Face-to-face (other than at scene of incident)
- 5  Other (please specify) 391000

16. Do you provide service 24 hours per day, 7 days per week?

392000

1  Yes 3  No

**ACCESSIBILITY**

17. Is your agency able to provide assistance to clients who only speak languages other than English or French?

393000

1  Yes 3  No → **Go to Question 19**

18. What are the methods used to provide assistance to clients who only speak languages other than English or French? (**Check all that apply**)

- 394000  Informal interpreter (e.g. family member, friend, caregiver, advocate of client, etc.)
- 395000  Paid interpreter
- 396000  Voluntary interpreter (i.e. a person who has no relationship with the clients and performs this specific service free of charge)
- 397000  Staff member(s)
- 398000  Other (please specify) 399000

19. Does your agency have audio or visual materials available for clients in any of the following languages, or staff members or volunteers who can communicate verbally with clients in any of the following languages? (**Check all that apply**)

	Audio or visual materials	Staff members or volunteers		Audio or visual materials	Staff members or volunteers
1) English	400000 <input type="radio"/>	401000 <input type="radio"/>	18) Korean	434000 <input type="radio"/>	435000 <input type="radio"/>
2) French	402000 <input type="radio"/>	403000 <input type="radio"/>	19) Persian (farsi)	436000 <input type="radio"/>	437000 <input type="radio"/>
3) Cree	404000 <input type="radio"/>	405000 <input type="radio"/>	20) Polish	438000 <input type="radio"/>	439000 <input type="radio"/>
4) Inuktitut	406000 <input type="radio"/>	407000 <input type="radio"/>	21) Portuguese	440000 <input type="radio"/>	441000 <input type="radio"/>
5) Ojibway	408000 <input type="radio"/>	409000 <input type="radio"/>	22) Punjabi	442000 <input type="radio"/>	443000 <input type="radio"/>
6) Other Aboriginal language	410000 <input type="radio"/>	411000 <input type="radio"/>	23) Russian	444000 <input type="radio"/>	445000 <input type="radio"/>
7) Arabic	412000 <input type="radio"/>	413000 <input type="radio"/>	24) Somali	446000 <input type="radio"/>	447000 <input type="radio"/>
8) Chinese languages	414000 <input type="radio"/>	415000 <input type="radio"/>	25) Spanish	448000 <input type="radio"/>	449000 <input type="radio"/>
9) Croatian	416000 <input type="radio"/>	417000 <input type="radio"/>	26) Tagalog (Filipino)	450000 <input type="radio"/>	451000 <input type="radio"/>
10) Dutch	418000 <input type="radio"/>	419000 <input type="radio"/>	27) Tamil	452000 <input type="radio"/>	453000 <input type="radio"/>
11) German	420000 <input type="radio"/>	421000 <input type="radio"/>	28) Ukrainian	454000 <input type="radio"/>	455000 <input type="radio"/>
12) Greek	422000 <input type="radio"/>	423000 <input type="radio"/>	29) Urdu	456000 <input type="radio"/>	457000 <input type="radio"/>
13) Gujarati	424000 <input type="radio"/>	425000 <input type="radio"/>	30) Vietnamese	458000 <input type="radio"/>	459000 <input type="radio"/>
14) Hindi	426000 <input type="radio"/>	427000 <input type="radio"/>	31) Other language(s) (please specify)		
15) Hungarian	428000 <input type="radio"/>	429000 <input type="radio"/>	a) 460000	461000 <input type="radio"/>	462000 <input type="radio"/>
16) Italian	430000 <input type="radio"/>	431000 <input type="radio"/>	b) 463000	464000 <input type="radio"/>	465000 <input type="radio"/>
17) Japanese	432000 <input type="radio"/>	433000 <input type="radio"/>	c) 466000	467000 <input type="radio"/>	468000 <input type="radio"/>



**20.** Can your agency accommodate clients with the following physical disabilities?  
See questions 21, 22 and 23 for examples. (**Check all that apply**)

	Yes	No
<sup>469000</sup> a) Mobility impairment	1 <input type="radio"/>	3 <input type="radio"/>
<sup>470000</sup> b) Hearing impairment	1 <input type="radio"/>	3 <input type="radio"/>
<sup>471000</sup> c) Visual impairment	1 <input type="radio"/>	3 <input type="radio"/>
<sup>472000</sup> d) Other (please specify)	1 <input type="radio"/>	3 <input type="radio"/>
<sup>473000</sup> <input type="text"/>		

▶ If you answered "no" to all, go to Question 24

**21.** Is at least one of your building entrances wheelchair accessible?  
(e.g. access ramps, street-level entrances, automatic or easy-to-open doors, etc.)

<sup>474000</sup>  
1  Yes      3  No

**22.** Does your agency offer resources to people who are deaf or hearing impaired, such as:

	Yes	No
<sup>475000</sup> a) TTY/TDD? (Teletypewriter, Telephone Device for Deaf)	1 <input type="radio"/>	3 <input type="radio"/>
<sup>476000</sup> b) Sign language communication or interpretation?	1 <input type="radio"/>	3 <input type="radio"/>
<sup>477000</sup> c) Other services?	1 <input type="radio"/>	3 <input type="radio"/>

**23.** Does your agency offer resources to people who are blind or visually impaired, such as:

	Yes	No
<sup>478000</sup> a) Braille reading materials?	1 <input type="radio"/>	3 <input type="radio"/>
<sup>479000</sup> b) Large print reading materials?	1 <input type="radio"/>	3 <input type="radio"/>
<sup>480000</sup> c) Other services?	1 <input type="radio"/>	3 <input type="radio"/>

**24.** Can your agency provide assistance to clients with mental challenges or mental health issues  
(e.g. Fetal Alcohol Spectrum Disorder, Schizophrenia, Down's Syndrome, etc.)?

<sup>481000</sup>  
1  Yes      3  No → **Go to Question 26**

**25.** What methods are used to provide assistance to clients with mental challenges or mental health issues (e.g. Fetal Alcohol Spectrum Disorder, Schizophrenia, Down's Syndrome, etc.)?  
(**Check all that apply**)

<sup>482000</sup>  Trained staff members

<sup>483000</sup>  Partnership with or assistance from other specialized or professional agencies

<sup>484000</sup>  Informal assistance (e.g. family member, friend, caregiver, advocate of client)

<sup>485000</sup>  Other (please specify)

<sup>486000</sup>

**26.** Does your agency perform outreach work (e.g. initiate contact with communities to raise awareness, reach populations at risk of victimization or who may benefit from your services, establish networks with other services, etc.)?

<sup>487000</sup>  
1  Yes      3  No

**EMPLOYEES AND VOLUNTEERS**

**27.** Please indicate if your agency has minimum educational/training requirements for the recruitment/staffing of employees who work directly with primary or secondary victims. Please exclude administrative personnel. **(Check only one response)**

- 500000
- 1) No minimum educational requirements 1
  - 2) A high school diploma or its equivalent 2
  - 3) A college, CEGEP, or a trade, technical or vocational school diploma or certificate 3
  - 4) A university degree, diploma or certificate 4
  - 5) Not applicable (agency is run completely by volunteers) 5  → Go to Question 30

**28.** Does your agency have any additional requirements for the recruitment/staffing of employees? These can include the completion of certified workshops, seminars or professional skills training directly related to the delivery of victim services.

- 501000
- 1  Yes
  - 3  No

**29.** Please indicate if your agency provides any of the following types of training for employees who work directly with primary or secondary victims. Please exclude administrative personnel. **(Check all that apply for each type of training)**

	Formal training	Informal training	No training provided
1) Professional skills training	502000 <input type="radio"/>	503000 <input type="radio"/>	504000 <input type="radio"/>
2) Orientation training (new employees)	505000 <input type="radio"/>	506000 <input type="radio"/>	507000 <input type="radio"/>
3) Awareness training (new or existing policies or practices)	508000 <input type="radio"/>	509000 <input type="radio"/>	510000 <input type="radio"/>
4) Computer procedures, programming and software training	511000 <input type="radio"/>	512000 <input type="radio"/>	513000 <input type="radio"/>
5) Managerial/supervisory training	514000 <input type="radio"/>	515000 <input type="radio"/>	516000 <input type="radio"/>
6) Employee health and wellness training	517000 <input type="radio"/>	518000 <input type="radio"/>	519000 <input type="radio"/>
7) Other training (please specify)			
520000	521000 <input type="radio"/>	522000 <input type="radio"/>	523000 <input type="radio"/>

**30.** Please indicate if your agency has minimum educational/training requirements for the recruitment/staffing of volunteers who work directly with primary or secondary victims. Please exclude administrative personnel. **(Check only one response)**

- 524000
- 1) No minimum educational requirements 1
  - 2) A high school diploma or its equivalent 2
  - 3) A college, CEGEP, or a trade, technical or vocational school diploma or certificate 3
  - 4) A university degree, diploma or certificate 4
  - 5) Not applicable (do not use volunteers) 5  → Go to Question 33

**31.** Does your agency have any additional requirements for the recruitment/staffing of volunteers? These can include the completion of certified workshops, seminars or professional skills training directly related to the delivery of victim services.

- 525000
- 1  Yes
  - 3  No



**32.** Please indicate if your agency provides any of the following types of training for volunteers. Please exclude administrative personnel. (**Check all that apply for each type of training**)

	Formal training	Informal training	No training provided
1) Professional skills training	526000 <input type="radio"/>	527000 <input type="radio"/>	528000 <input type="radio"/>
2) Orientation training (new volunteers)	529000 <input type="radio"/>	530000 <input type="radio"/>	531000 <input type="radio"/>
3) Awareness training (new or existing policies or practices)	532000 <input type="radio"/>	533000 <input type="radio"/>	534000 <input type="radio"/>
4) Computer procedures, programming and software training	535000 <input type="radio"/>	536000 <input type="radio"/>	537000 <input type="radio"/>
5) Managerial/supervisory training	538000 <input type="radio"/>	539000 <input type="radio"/>	540000 <input type="radio"/>
6) Employee health and wellness training	541000 <input type="radio"/>	542000 <input type="radio"/>	543000 <input type="radio"/>
7) Other training ( <i>please specify</i> ) 544000 <input type="text"/>	545000 <input type="radio"/>	546000 <input type="radio"/>	547000 <input type="radio"/>

### COMMUNITY PARTNERSHIPS

**33.** Does your agency currently serve on any boards or committees in relation to victims' issues and services?

552000  
 1  Yes      3  No

**34.** Please indicate if your agency has working partnerships/relationships (outside your own agency) with the following types of agencies/programs or service providers. (**Check all that apply**)

	Yes	No
553000 1) Policing services	1 <input type="radio"/>	3 <input type="radio"/>
554000 2) Fire, health and emergency services	1 <input type="radio"/>	3 <input type="radio"/>
555000 3) Social services	1 <input type="radio"/>	3 <input type="radio"/>
556000 4) Educational services	1 <input type="radio"/>	3 <input type="radio"/>
557000 5) Victim assistance agencies	1 <input type="radio"/>	3 <input type="radio"/>
558000 6) Other government agencies/programs (including municipal, provincial, federal)	1 <input type="radio"/>	3 <input type="radio"/>
559000 7) Transition homes/shelters	1 <input type="radio"/>	3 <input type="radio"/>
561000 8) Other service providers/programs ( <i>please specify</i> ) 560000 <input type="text"/>	1 <input type="radio"/>	3 <input type="radio"/>

**If you answered "no" to all, go to Question 36**

**35.** Please indicate which factors have promoted the use of partnerships with other agencies/programs. (**Check all that apply**)

	Yes	No
562000 1) Coordinating service	1 <input type="radio"/>	3 <input type="radio"/>
563000 2) Streamlining procedures	1 <input type="radio"/>	3 <input type="radio"/>
564000 3) Improving range and accessibility of services to victims	1 <input type="radio"/>	3 <input type="radio"/>
565000 4) Sharing resources	1 <input type="radio"/>	3 <input type="radio"/>
566000 5) Maximizing effective referrals	1 <input type="radio"/>	3 <input type="radio"/>

## SECTION 2 – ANNUAL INFORMATION

The purpose of Section 2 is to obtain annual information on your agency. This information is to be provided for the 12-month period ending March 31, 2008 or your own most recent 12-month fiscal period. A space is provided for you to specify the 12-month reference period used.

**Reference period:** Please specify the 12-month period used in providing information for this section.

567100      YYYY      MM      DD      570100      YYYY      MM      DD  
**From:**

### CLIENTS

**36.** Please indicate the total number of persons assisted between April 1, 2007 and March 31, 2008 or your own most recent 12-month fiscal period. "Persons assisted" includes primary and secondary victims that were assisted either face-to-face or by telephone. Please see Guidebook for instructions on how to count clients. (**Enter 0 if there were none**). If your agency does not keep track of annual counts of clients assisted, please leave the spaces under a) and b) blank and put a check beside c) "No annual counts of persons assisted available".

**a) Please indicate the number of persons assisted by gender.**

(If the number of persons assisted is available but not according to sex, indicate the total under "Sex unknown".)

Females	573000	<input type="text"/>
Males	574000	<input type="text"/>
Sex unknown	575000	<input type="text"/>
<b>Total</b>	576000	<input type="text"/>

**b) Please indicate the number of persons assisted by age.**

(If the number of persons assisted is available but not according to age, indicate the total under "Age unknown".)

Under 18	577000	<input type="text"/>
18 years and older	578000	<input type="text"/>
Age unknown	579000	<input type="text"/>
<b>Total</b>	580000	<input type="text"/>

(The totals for a) and b) should equal one another)

**c) No annual counts of persons assisted available**  581000

### VICTIM IMPACT STATEMENTS AND NOTIFICATIONS

**37.** Please indicate the number of victims who were offered information or advice on victim impact statements during the annual reporting period.

582000

583000  Don't know

584000  Not applicable/do not provide this service

**38.** Does your agency provide a service to notify the primary or secondary victim of offender activity or status?

588000

1 Yes     3 No → **Go to Question 40**

39. For agencies whose mandate is to notify the primary or secondary victim of offender activity or status, please indicate the following for the annual reporting period:

a) Number of victims registered to receive notification

589000

590000  Don't know

b) Number of notifications provided

591000

592000  Don't know

### EMPLOYEES AND VOLUNTEERS

40. For the annual reporting period, please indicate the number of staff, excluding administrative staff, in the form of paid full-time equivalents, including those who work on a fee-for-service basis and contracted employees. 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, 4 part-time workers who each work 10 hours a week would be considered the equivalent of 1 full-time employee. *Please report the number to the nearest first decimal.*  
*See Guidebook for further instructions on how to calculate full-time equivalents.*

593000   .

594000  Not applicable (agency run completely by volunteers) → **Go to Question 42**

41. Please indicate the percentage of paid staff who received training or professional development during the annual reporting period. Please exclude administrative personnel. **(Enter 0 if there were none)**  
*See Guidebook for instructions on how to calculate percentages.*

595000  %

596000  Don't know

42. Please indicate the number of persons who volunteered with your agency during the annual reporting period (new and ongoing) and the number who left the agency during the annual reporting period. Include all volunteers such as those assisting clients, performing administrative duties, fundraising or serving as members of the agency's board of directors. **(Enter 0 if there were none)**

Number of persons who volunteered - <b>new</b> [those who began sometime during the annual reporting period (i.e. fiscal year 2007-2008)]	597000	<input type="text"/>
Number of persons who volunteered - <b>ongoing</b> [those who volunteered during any part of the previous annual reporting period (i.e. fiscal year 2006-2007) and continued to volunteer during part or all of the current annual reporting period (i.e. fiscal year 2007-2008)]	598000	<input type="text"/>
Number of volunteers who left	599000	<input type="text"/>

Not applicable (do not have volunteers) 600000  → **Go to Question 45**

**43.** Please indicate the number of hours volunteers worked during the annual reporting period by type of work performed. If you do not keep track of hours worked by volunteers, please provide your best estimate.

Direct service to clients	601000	<input type="text"/>
On-call hours for direct service	602000	<input type="text"/>
Other (including administrative duties, fundraising, board of directors, etc.)	603000	<input type="text"/>
Unknown type of work	604000	<input type="text"/>
<b>Total</b>	<b>605000</b>	<input type="text"/>

Don't know/not available  606000

**44.** Please indicate the percentage of volunteers who received training or professional development during the annual reporting period. Please exclude administrative personnel. **(Enter 0 if there were none)** See Guidebook for instructions on how to calculate percentages.

608000  %

609000  Don't know

### PRIORITIZING CLIENTS

**45.** Does your agency use criteria for prioritizing clients for service delivery?

613000

1  Yes

3  No → **Go to Question 47**

7  Not applicable → **Go to Question 47**

**46.** Please indicate which criteria are used? **(Check all that apply)**

614000  Agency's mandate or protocols

615000  Referral from police or Crown

616000  Self-referral by the victim or direct call from the victim

617000  Type of crime

618000  Severity of violence

619000  Level of trauma

620000  Frequency or history of violence or victimization/repeat victim

621000  Vulnerability of victim (e.g. victim is mentally or physically challenged or is a child or youth, etc.)

622000  Presence of children

623000  Risk of repeated victimization

624000  Imminent court date

625000  Involvement of other service agencies

626000  Other (please specify)

a) 627000

b) 628000

c) 629000

**IMPACTS ON SERVICE DELIVERY**

47. Please indicate any events that have occurred over the last two years that have had a marked impact on the demand for service from your agency. Please put a check mark [✓] under each of the column headings to reflect the impact of the events (if any) on the demand for service. (If an event has had no impact on the demand for service from your agency, please put a check mark under the column heading “No impact”). (**Check all that apply**)

	IMPACTS ON DEMAND FOR SERVICE							
	No impact	Increases			Decreases			Changes in profile of clientele
		Caseload	Human Resources	Financial Resources	Caseload	Human Resources	Financial Resources	
a) Changes in federal legislation	646010 <input type="checkbox"/>	647010 <input type="checkbox"/>	648010 <input type="checkbox"/>	649010 <input type="checkbox"/>	650010 <input type="checkbox"/>	651010 <input type="checkbox"/>	652010 <input type="checkbox"/>	653010 <input type="checkbox"/>
b) Changes in funding	654000 <input type="checkbox"/>	655000 <input type="checkbox"/>	656000 <input type="checkbox"/>	657000 <input type="checkbox"/>	658000 <input type="checkbox"/>	659000 <input type="checkbox"/>	660000 <input type="checkbox"/>	661000 <input type="checkbox"/>
c) Changes in provincial legislation	662000 <input type="checkbox"/>	663000 <input type="checkbox"/>	664000 <input type="checkbox"/>	665000 <input type="checkbox"/>	666000 <input type="checkbox"/>	667000 <input type="checkbox"/>	668000 <input type="checkbox"/>	669000 <input type="checkbox"/>
d) Other changes in policies, procedures or mandates	670000 <input type="checkbox"/>	671000 <input type="checkbox"/>	672000 <input type="checkbox"/>	673000 <input type="checkbox"/>	674000 <input type="checkbox"/>	675000 <input type="checkbox"/>	676000 <input type="checkbox"/>	677000 <input type="checkbox"/>
e) Changes in fine surcharges	678000 <input type="checkbox"/>	679000 <input type="checkbox"/>	680000 <input type="checkbox"/>	681000 <input type="checkbox"/>	682000 <input type="checkbox"/>	683000 <input type="checkbox"/>	684000 <input type="checkbox"/>	685000 <input type="checkbox"/>
f) Changes in existing programs	686000 <input type="checkbox"/>	687000 <input type="checkbox"/>	688000 <input type="checkbox"/>	689000 <input type="checkbox"/>	690000 <input type="checkbox"/>	691000 <input type="checkbox"/>	692000 <input type="checkbox"/>	693000 <input type="checkbox"/>
g) Changes in partnerships with other programs	694000 <input type="checkbox"/>	695000 <input type="checkbox"/>	696000 <input type="checkbox"/>	697000 <input type="checkbox"/>	698000 <input type="checkbox"/>	699000 <input type="checkbox"/>	700000 <input type="checkbox"/>	701000 <input type="checkbox"/>
h) New prevention initiatives	702000 <input type="checkbox"/>	703000 <input type="checkbox"/>	704000 <input type="checkbox"/>	705000 <input type="checkbox"/>	706000 <input type="checkbox"/>	707000 <input type="checkbox"/>	708000 <input type="checkbox"/>	709000 <input type="checkbox"/>
i) Traumatic or high profile event in the community	710000 <input type="checkbox"/>	711000 <input type="checkbox"/>	712000 <input type="checkbox"/>	713000 <input type="checkbox"/>	714000 <input type="checkbox"/>	715000 <input type="checkbox"/>	716000 <input type="checkbox"/>	717000 <input type="checkbox"/>

48. Please list (to a maximum of 3) any barriers or obstacles that your agency will experience in the delivery of services over the next year and the steps your agency will take or has taken to address each of these.

**Barrier**

**Steps agency will take/has taken**

1) 724000

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725000

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2) 726000

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727000

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3) 728000

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729000

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### SECTION 3 – EXPENDITURES

The purpose of Questions 49 and 50 is to collect information on expenditures of your agency for the reference period (between April 1, 2007 and March 31, 2008 or during your own 12-month fiscal period if March 31, 2008 is not your fiscal year end). Such information will assist in estimating the cost of crime and victimization and in understanding expenditure structures for different types of agencies.

**49. EXPENDITURES** – Please report the total annual expenditures for your agency and the dollar amount of your total annual expenditures spent on the following (*You may provide either estimated or audited year end figures. Please round figures to the nearest dollar [e.g. \$457 rather than \$457.25].*)

*If dollars are not available, please report in percentages. Report dollar amount for total annual agency expenditures.*

1) Salary costs (all salaries and benefits, including casuals and fee-for-service costs)	751000 \$	751500 %
2) Overhead costs (rent, supplies, insurance, utilities, etc.)	752000 \$	752500 %
3) Capital expenditures (furniture, renovations, etc.)	753000 \$	753500 %
4) Staff and/or volunteer training (includes conferences)	754000 \$	754500 %
5) Direct client costs (e.g. food, supplies, transportation, etc.)	755000 \$	755500 %
6) Travel	756000 \$	756500 %
7) Volunteer incentives	757000 \$	757500 %
8) Fundraising expenses	758000 \$	758500 %
9) Promotional material/advertising	759000 \$	759500 %
10) Professional services	760000 \$	760500 %
11) Other costs ( <i>please specify</i> )		
a) 761000	762000 \$	762500 %
b) 763000	764000 \$	764500 %
c) 765000	766000 \$	766500 %
12) <b>Total annual agency expenditures (sum of items 1 to 11c)</b>	767000 \$	

**50.** Are the expenditure figures that were provided in question 49 based on:  
(*Check only one*)

- 768000
- 1  Audited financial data
- 2  Estimated data
- 3  Don't know



## SECTION 4 – PROFILE OF PRIMARY AND SECONDARY CLIENTS FOR THE OPERATING HOURS OF MAY 28, 2008

The purpose of this section is to obtain a one-day snapshot of the clientele served on a particular day in the year (i.e. May 28, 2008). Appreciating that some services designate certain days of the week for administrative work only or for service for clientele other than victims of crime, ***please choose the next working day when victims of crime are served by your agency.*** Please indicate this day below:

769100                  YYYY                  MM                  DD

**Alternate Profile Day:**               

**51.** Please indicate the total number of primary and secondary clients served during your hours of operation on May 28, 2008 (or alternate snapshot day).

772000

**52.** Please classify the number of primary and secondary clients as reported in Question 51 according to their sex, age, and most serious victimization. Please count each client only once. See Guidebook for further instructions.

	MALES					FEMALES					Age and sex unknown
	Age groupings					Age groupings					
	0-17	18-34	35-64	65+	Age unknown	0-17	18-34	35-64	65+	Age unknown	
<b>CRIMES AGAINST THE PERSON</b>											
a) Homicide	774010	775010	775020	776000	777000	779010	780010	780020	781000	782000	783000
b) Other offences causing death (including Impaired Driving causing death and excluding other traffic offences)	785010	786010	786020	787000	788000	790010	791010	791020	792000	793000	794000
<b>Sexual assault</b>											
c) by spouse, ex-spouse, intimate partner	796010	797010	797020	798000	799000	801010	802010	802020	803000	804000	805000
d) by other family member	807010	808010	808020	809000	810000	812010	813010	813020	814000	815000	816000
e) by other relationship	818010	819010	819020	820000	821000	823010	824010	824020	825000	826000	827000
<b>Other Violent Offences</b>											
f) by spouse, ex-spouse, intimate partner	829010	830010	830020	831000	832000	834010	835010	835020	836000	837000	838000
g) by other family member	840010	841010	841020	842000	843000	845010	846010	846020	847000	848000	849000
h) by other relationship	851010	852010	852020	853000	854000	856010	857010	857020	858000	859000	860000
<b>Criminal Harassment (Stalking)</b>											
i) by spouse, ex-spouse, intimate partner	862010	863010	863020	864010	865010	867010	868010	868020	869010	870010	871010
j) by other family member	871011	871012	871013	871014	871015	871016	871017	871018	871019	871020	871021
k) by other relationship	871022	871023	871024	871025	871026	871027	871028	871029	871030	871031	871032
<b>PROPERTY CRIMES</b>											
l) Arson	873010	874010	874020	875000	876000	878010	879010	879020	880000	881000	882000
m) Other property crime	884010	885010	885020	886000	887000	889010	890010	890020	891000	892000	893000
<b>TRAFFIC OFFENCES</b>											
n) Impaired driving (other than causing death)	895010	896010	896020	897000	898000	900010	901010	901020	902000	903000	904000
o) Other traffic offences	906010	907010	907020	908000	909000	911010	912010	912020	913000	914000	915000
<b>OTHER CRIMINAL CODE INCIDENTS</b>											
p) Other Criminal Code offences	917010	918010	918020	919000	920000	922010	923010	923020	924000	925000	926000
<b>OTHER INCIDENTS</b>											
q) Non-criminal incidents	928010	929010	929020	930000	931000	933010	934010	934020	935000	936000	937000
r) Traffic incident – undetermined if criminal	939010	940010	940020	941000	942000	944010	945010	945020	946000	947000	948000
s) Other incident – undetermined if criminal	950010	951010	951020	952000	953000	955010	956010	956020	957000	958000	959000
t) Type of crime unknown	959010	959011	959012	959013	959014	959015	959016	959017	959018	959019	959020
<b>TOTAL</b>											
u) Total (the addition of all columns should equal the number in 51)	961010	962010	962020	963000	964000	966010	967010	967020	968000	969000	970000

**53.** Please indicate the total number of employees that worked during your hours of operation on May 28, 2008 (or alternate snapshot day).

970001

970002  no employees working on snapshot day

**54.** Please indicate the total number of volunteers that worked during your hours of operation on May 28, 2008 (or alternate snapshot day).

970003

970004  no volunteers working on snapshot day

**55.** Please indicate the number of clients served during service hours on snapshot day whose incident had been: *(Enter 0 if there were none)*

Reported to the police	1048000	<input type="text"/>
Not reported to the police	1049000	<input type="text"/>
Don't know if reported to police	1050000	<input type="text"/>
<b>Total</b>	<b>1051000</b>	<input type="text"/>

**56.** Please indicate the source of referral to your agency for clients served on snapshot day. *(Enter 0 if there were none)*

Police	1052000	<input type="text"/>
Courts	1053000	<input type="text"/>
Corrections	1054000	<input type="text"/>
Hospital/public healthcare provider	1055000	<input type="text"/>
Other government agency	1056000	<input type="text"/>
Community agency	1057000	<input type="text"/>
Private practitioner	1058000	<input type="text"/>
Other non-government agency	1059000	<input type="text"/>
No referral from an agency: Referral by family, friend, other	1060000	<input type="text"/>
No referral from an agency: Client initiated contact	1061000	<input type="text"/>
Don't know	1062000	<input type="text"/>

**If you do not provide Criminal Injuries Compensation Programs or other financial benefit programs for victims of crime, please proceed to Section 6.**

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

The purpose of this section is to collect annual information on activities of criminal injuries compensation programs and other financial benefit programs. This information is to be provided for the 12-month period ending March 31, 2008 or your own 12-month fiscal period. A space is provided for you to specify the 12-month reference period used.

**Reference period:** Please specify the 12-month period used in providing information for this section.

1063100	YYYY	MM	DD	1066100	YYYY	MM	DD
<b>From:</b>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<b>To:</b>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>	<input style="width: 40px;" type="text"/>

**57.** Please indicate the number of applications by status for the annual reporting period.

a) New applications received	1069000	<input style="width: 100%;" type="text"/>
b) Applications brought forward from a previous year	1070000	<input style="width: 100%;" type="text"/>
<b>c) Subtotal (Add a. and b. above)</b>	1071000	<input style="width: 100%;" type="text"/>
d) Applications carried forward to the next year	1072000	<input style="width: 100%;" type="text"/>
<b>e) Total applications adjudicated/concluded during the annual reporting period (Subtract d from c)</b>	1073000	<input style="width: 100%;" type="text"/>

**58.** Please indicate the outcome of applications adjudicated/completed during the annual reporting period.

a) Allowed / Approved	1074000	<input style="width: 100%;" type="text"/>
b) Disallowed	1075000	<input style="width: 100%;" type="text"/>
c) Decision pending	1076000	<input style="width: 100%;" type="text"/>
d) Other (please specify)	1077000	<input style="width: 100%;" type="text"/>
1078000		<input style="width: 100%;" type="text"/>
<b>e) TOTAL (Should equal the number in 57e)</b>	1079000	<input style="width: 100%;" type="text"/>

**59.** For each type of award, please indicate the total dollar amount awarded. (Enter 0 where the type of award is eligible according to your legislation, but no amount was awarded. If the type of award is not eligible according to your compensation legislation or benefits program, please put a check mark [✓] under the column heading "Not applicable").

		Amount awarded	Not applicable
a) Pain and suffering	1080000	\$ <input style="width: 100%;" type="text"/>	1081000 <input type="radio"/>
b) Loss of love and guidance	1082000	\$ <input style="width: 100%;" type="text"/>	1083000 <input type="radio"/>
c) Medical/rehabilitation/dental/eyewear costs	1084000	\$ <input style="width: 100%;" type="text"/>	1085000 <input type="radio"/>
d) Wage loss	1086000	\$ <input style="width: 100%;" type="text"/>	1087000 <input type="radio"/>
e) Loss of support to dependants	1088000	\$ <input style="width: 100%;" type="text"/>	1089000 <input type="radio"/>
f) Child maintenance	1090000	\$ <input style="width: 100%;" type="text"/>	1091000 <input type="radio"/>
g) Funeral and burial costs	1092000	\$ <input style="width: 100%;" type="text"/>	1093000 <input type="radio"/>
h) Counseling costs	1094000	\$ <input style="width: 100%;" type="text"/>	1095000 <input type="radio"/>
i) Clothing costs	1096000	\$ <input style="width: 100%;" type="text"/>	1097000 <input type="radio"/>
j) Transportation costs	1098000	\$ <input style="width: 100%;" type="text"/>	1099000 <input type="radio"/>
k) Relocation costs	1100000	\$ <input style="width: 100%;" type="text"/>	1101000 <input type="radio"/>
l) Counsel/legal assistance (other than legal aid)	1102000	\$ <input style="width: 100%;" type="text"/>	1103000 <input type="radio"/>
m) Other (please specify)	1105000	\$ <input style="width: 100%;" type="text"/>	1106000 <input type="radio"/>
1104000		\$ <input style="width: 100%;" type="text"/>	<input type="radio"/>
<b>n) TOTAL</b>	1107000	\$ <input style="width: 100%;" type="text"/>	1108000 <input type="radio"/>

**60.** The purpose of this question is to count the number of applications that were allowed during the annual reporting period according to the following characteristics of the applicant: sex, age grouping and type of crime. Please indicate the number of applications that were allowed according to the characteristics of the applicant. *(Enter 0 where the type of crime is eligible according to your legislation, but no applications were allowed. If the type of crime is not eligible according to your legislation or your financial benefits program, please put a check mark [✓] under the column heading "Not applicable".)*

	MALES					FEMALES					Age and sex unknown	Not applicable ✓
	Age groupings					Age groupings						
	0-17	18-34	35-64	65+	Age unknown	0-17	18-34	35-64	65+	Age unknown		
<b>CRIMES AGAINST THE PERSON</b>												
a) Homicide	1156010	1157010	1158010	1159000	1160000	1161010	1162010	1163010	1164000	1165000	1166000	1167000
b) Other offences causing death (including impaired driving causing death and excluding other traffic offences)	1168010	1169010	1170010	1171000	1172000	1173010	1174010	1175010	1176000	1177000	1178000	1179000
c) Aggravated sexual assault	1180010	1181010	1182010	1183000	1184000	1185010	1186010	1187010	1188000	1189000	1190000	1191000
d) Sexual assault with a weapon or causing bodily harm	1192010	1193010	1194010	1195000	1196000	1197010	1198010	1199010	1200000	1201000	1202000	1203000
e) Sexual assault	1204010	1205010	1206010	1207000	1208000	1209010	1210010	1211010	1212000	1213000	1214000	1215000
f) Other sexual offences	1216010	1217010	1218010	1219000	1220000	1221010	1222010	1223010	1224000	1225000	1226000	1227000
g) Aggravated assault	1228010	1229010	1230010	1231000	1232000	1233010	1234010	1235010	1236000	1237000	1238000	1239000
h) Assault with a weapon or causing bodily harm	1240010	1241010	1242010	1243000	1244000	1245010	1246010	1247010	1248000	1249000	1250000	1251000
i) Assault	1252010	1253010	1254010	1255000	1256000	1257010	1258010	1259010	1260000	1261000	1262000	1263000
j) Assault of peace or public officer	1264010	1265010	1266010	1267000	1268000	1269010	1270010	1271010	1272000	1273000	1274000	1275000
k) Abduction/Kidnapping	1288010	1289010	1290010	1291000	1292000	1293010	1294010	1295010	1296000	1297000	1298000	1299000
l) Criminal harassment (Stalking)	1300010	1301010	1302010	1303000	1304000	1305010	1306010	1307010	1308000	1309000	1310000	1311000
m) Uttering threats	1312010	1313010	1314010	1315000	1316000	1317010	1318010	1319010	1320000	1321000	1322000	1323000
n) Robbery	1324010	1325010	1326010	1327000	1328000	1329010	1330010	1331010	1332000	1333000	1334000	1335000
<b>PROPERTY CRIMES</b>												
o) Arson	1336010	1337010	1338010	1339000	1340000	1341010	1342010	1343010	1344000	1345000	1346000	1347000
p) Other property crimes	1348010	1349010	1350010	1351000	1352000	1353010	1354010	1355010	1356000	1357000	1358000	1359000
<b>TRAFFIC OFFENCES</b>												
q) Impaired driving (other than causing death)	1372010	1373010	1374010	1375000	1376000	1377010	1378010	1379010	1380000	1381000	1382000	1383000
r) Other traffic offences	1408010	1409010	1410010	1411000	1412000	1413010	1414010	1415010	1416000	1417000	1418000	1419000
<b>OTHER CRIMINAL CODE OFFENCES</b>												
s) Other Criminal Code offences	1420010	1421010	1422010	1423000	1424000	1425010	1426010	1427010	1428000	1429000	1430000	1431000
<b>TOTAL</b>												
t) <b>TOTAL</b> (the addition of all columns should equal the number in 58a)	1432010	1433010	1434010	1435000	1436000	1437010	1438010	1439010	1440000	1441000	1442000	1443000

## SECTION 6 – CONSENT TO DISCLOSE SURVEY RESPONSES

### Disclosure of survey responses to Justice Canada for research and statistical purposes

In order to gain a better understanding of the services available across Canada, Justice Canada's Policy Centre for Victim Issues would like to receive a copy of your organization's responses to this survey. Under the *Statistics Act*, the Chief Statistician can authorize the disclosure of your survey responses with your written consent. Justice Canada is required to keep the information confidential and use it only for statistical and research purposes. If you agree to the disclosure of your survey information to Justice Canada, please check the "Yes" box below and sign this consent form. If you do not agree, check the "No" box.

1444000

1  **Yes**, I authorize the disclosure of this organization's survey responses to Justice Canada for statistical and research purposes.

3  **No**, I do not authorize the disclosure of this organization's survey responses to Justice Canada for statistical and research purposes.

### National Internet-based directory of victim services

Justice Canada's Policy Centre for Victim Issues is developing a national Internet-based directory of victim services in Canada which will be available to the public. Information from this survey will be used to either populate the directory or update existing information. The directory will include survey information such as: *Agency name, mailing address*, information from *Section 1* of the survey providing a *profile of services offered by your agency and the clients served*, as well as the contact information below.

If you agree to your organization's contact and profile information being included in the national internet-based directory of victim services, please complete the following section, check "Yes" and sign the consent form. If you do not agree, check "No".

#### **Contact information to be included in the national Internet-based directory of victim services:**

0017 **61. Telephone number** Area Code  -

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0016 **62. Fax number** Area Code  -  1016  **None**

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0018 **63. E-mail address**  1018  **None**

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0020 **64. Website**  1020  **None**

1449000

1  **Yes**, I authorize the disclosure of the information described above to Justice Canada for the purpose of populating their national Internet-based directory of victim services.

3  **No**, I do not authorize the disclosure of the information described above to Justice Canada for the purpose of populating their national Internet-based directory of victim services.

Name of Service Agency			
Name of Authorizing Officer <i>(Please Print)</i>		Title of Authorizing Officer <i>(Please Print)</i>	
Signature of Authorizing Officer	Date <i>(D-M-Y)</i>	Telephone number <small>Area code</small>	
Questionnaire completed by <i>(block letters)</i>	Date <i>(D-M-Y)</i>	Telephone number <small>Area code</small>	For office use only

## COMMENTS

**Thank you for taking the time to complete this questionnaire.** Please keep a copy of the completed questionnaire in the event that Statistics Canada contacts you for clarification of the information you have provided. This information is collected to assist in the development and assessment of policy, legislation, programs and other initiatives related to victims of crime and to assist in raising public awareness. Should you have any comments or questions regarding the questionnaire or the survey itself, please do not hesitate to contact us (telephone number provided in the instructions). The following space is provided if you would prefer to write down your comments. *Please print clearly.*

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FOR INFORMATION ONLY