

# Victim Services Survey 2011/2012

**Confidential when completed.**

Collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S19.

*Version française disponible.*

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

Name of organization  
0002

Contact person  
0021

Postal address  
0004

City  
0005

Province or territory  
0006

Postal code  
0007

**Please complete and return by June 14<sup>th</sup>, 2012. If you require assistance in completing this questionnaire or if you have any questions or comments regarding this survey, please call: 1-877-992-3999.**

### Purpose of the Victim Services Survey

The purpose of the Victim Services Survey is to collect data on the programs/victim services 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.

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.

### Confidentiality

Your answers are collected under the authority of the *Statistics Act* and will be kept strictly confidential. Statistics Canada can share your information with your consent or in limited cases where permitted by the *Statistics Act*.

## SECTION 1 – PROGRAM / VICTIM SERVICE PROFILE AS OF NOON ON MAY 24<sup>TH</sup>, 2012

**Please read the attached guidebook for instructions and definitions while completing the questionnaire.**

### PROGRAM / VICTIM SERVICE

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

- |   |   |
|---|---|
| <p>2500 01 <input type="radio"/> Police-based (including police-based victim/witness assistance)</p> <p>02 <input type="radio"/> Court-based victim/witness assistance program</p> <p>11 <input type="radio"/> Community-based victim/witness assistance program (including CAVAC's in Quebec) or Other community-based</p> <p>04 <input type="radio"/> Sexual assault / rape crisis centre or hospital-based sexual assault treatment centre</p> | <p>06 <input type="radio"/> System-based (Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick and Manitoba only)</p> <p>07 <input type="radio"/> Victim Crisis Assistance and Referral Service (Ontario only)</p> <p>12 <input type="radio"/> Criminal injuries compensation program or other financial benefits program for victims of crime<br/>➤ <b>If only this category applies, please go to Section 5</b></p> <p>10 <input type="radio"/> Other (please specify)</p> <p>13000 <input type="text"/></p> |
|---|---|

2. Is there another category to which your program / victim service belongs? **(Check only one response)**

- |  |   |
|--|---|
| <p>14501 01 <input type="radio"/> Police-based (including police-based victim/witness assistance)</p> <p>02 <input type="radio"/> Court-based victim/witness assistance program</p> <p>11 <input type="radio"/> Community-based victim/witness assistance program (including CAVAC's in Quebec) or Other community-based</p> <p>04 <input type="radio"/> Sexual assault / rape crisis centre or hospital-based sexual assault treatment centre</p> | <p>06 <input type="radio"/> System-based (Newfoundland and Labrador, Prince Edward Island, Nova Scotia, New Brunswick and Manitoba only)</p> <p>07 <input type="radio"/> Victim Crisis Assistance and Referral Service (Ontario only)</p> <p>12 <input type="radio"/> Criminal injuries compensation program or other financial benefits program for victims of crime</p> <p>10 <input type="radio"/> Other (please specify)</p> <p>14502 <input type="text"/></p> <p>13 <input type="radio"/> Not applicable</p> |
|--|---|

3. Please indicate if your program / victim service 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 program / victim service 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 ▶ **Please 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 DEFINITIONS.**

- 18000 1  Yes ▶ **Please go to Questions 8A and 8B**  
 3  No

7A. Please indicate the area(s) your program / victim service serves: **(Check all that apply)**

- 19000  Urban or suburban: areas that have minimum population concentrations of 1,000  
 20000  Rural or village: areas that include small towns, villages and other populated places with less than 1,000 population  
 21000  Reserve

7B. Is your program / victim service located on a reserve?

- 22000 1  Yes ▶ **Please go to Question 9**  
 3  No

8A. Please list the addresses (civic number, street and city), starting with your program / central office, of each of the locations that you are responding for and indicate the area(s) served by each of the listed office locations (please note that temporary points of services or circuits should not be included) **(Check all that apply)**

8B. Is this office located on a reserve?

Address (civic number, street, city)	Area served			Yes	No
	Urban or suburban	Rural or village	Reserve		
1) 23000 <input type="text"/>	24000 <input type="radio"/>	25000 <input type="radio"/>	26000 <input type="radio"/>	▶ 83000 1 <input type="radio"/>	3 <input type="radio"/>
2) 27000 <input type="text"/>	28000 <input type="radio"/>	29000 <input type="radio"/>	30000 <input type="radio"/>	▶ 84000 1 <input type="radio"/>	3 <input type="radio"/>
3) 31000 <input type="text"/>	32000 <input type="radio"/>	33000 <input type="radio"/>	34000 <input type="radio"/>	▶ 85000 1 <input type="radio"/>	3 <input type="radio"/>
4) 35000 <input type="text"/>	36000 <input type="radio"/>	37000 <input type="radio"/>	38000 <input type="radio"/>	▶ 86000 1 <input type="radio"/>	3 <input type="radio"/>
5) 39000 <input type="text"/>	40000 <input type="radio"/>	41000 <input type="radio"/>	42000 <input type="radio"/>	▶ 87000 1 <input type="radio"/>	3 <input type="radio"/>
6) 43000 <input type="text"/>	44000 <input type="radio"/>	45000 <input type="radio"/>	46000 <input type="radio"/>	▶ 88000 1 <input type="radio"/>	3 <input type="radio"/>
7) 47000 <input type="text"/>	48000 <input type="radio"/>	49000 <input type="radio"/>	50000 <input type="radio"/>	▶ 89000 1 <input type="radio"/>	3 <input type="radio"/>
8) 51000 <input type="text"/>	52000 <input type="radio"/>	53000 <input type="radio"/>	54000 <input type="radio"/>	▶ 90000 1 <input type="radio"/>	3 <input type="radio"/>
9) 55000 <input type="text"/>	56000 <input type="radio"/>	57000 <input type="radio"/>	58000 <input type="radio"/>	▶ 91000 1 <input type="radio"/>	3 <input type="radio"/>
10) 59000 <input type="text"/>	60000 <input type="radio"/>	61000 <input type="radio"/>	62000 <input type="radio"/>	▶ 92000 1 <input type="radio"/>	3 <input type="radio"/>
11) 63000 <input type="text"/>	64000 <input type="radio"/>	65000 <input type="radio"/>	66000 <input type="radio"/>	▶ 93000 1 <input type="radio"/>	3 <input type="radio"/>
12) 67000 <input type="text"/>	68000 <input type="radio"/>	69000 <input type="radio"/>	70000 <input type="radio"/>	▶ 94000 1 <input type="radio"/>	3 <input type="radio"/>
13) 71000 <input type="text"/>	72000 <input type="radio"/>	73000 <input type="radio"/>	74000 <input type="radio"/>	▶ 95000 1 <input type="radio"/>	3 <input type="radio"/>
14) 75000 <input type="text"/>	76000 <input type="radio"/>	77000 <input type="radio"/>	78000 <input type="radio"/>	▶ 96000 1 <input type="radio"/>	3 <input type="radio"/>
15) 79000 <input type="text"/>	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 program / victim service 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 ► **Please go to Question 11**

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

Adult victims of...	Male	Female	Both sexes
1) All types of crimes	99000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
2) Childhood sexual abuse	100000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
3) Sexual assault	101000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
4) Partner abuse	102000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
5) Other domestic violence	103000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
6) Residential school abuse	104000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
7) Violence (general)	105000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
8) Workplace violence	106000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
9) Criminal harassment (Stalking)	107000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
10) Political persecution / torture	108000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
11) Fraud, economic or property crime	109000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
12) Impaired driving offences	110000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
13) Hate-motivated and bias crimes	111000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
14) Non-criminal tragedies (suicides, drownings, natural disasters)	112000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
15) Other (please specify)			
a) 113000 <input type="text"/>	114000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
b) 115000 <input type="text"/>	116000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
c) 117000 <input type="text"/>	118000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
Senior victims of...	Male	Female	Both sexes
16) All types of crimes	119000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
17) Partner abuse	120000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
18) Elder abuse	121000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
19) Childhood sexual abuse	121500 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
20) Sexual assault	121501 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
21) Other violent crimes	122000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
22) Impaired driving offences	123000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
23) Hate-motivated and bias crimes	124000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
24) Fraud, economic or property crime	125000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
25) Non-criminal tragedies (suicides, drownings, natural disasters)	126000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
26) Other (please specify)			
a) 127000 <input type="text"/>	128000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
b) 129000 <input type="text"/>	130000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>
c) 131000 <input type="text"/>	132000 1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>

**continued**

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

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

**10B.** If you are responding on behalf of multiple locations, do all of these locations offer the same services?

- 161500 1  Yes  
 3  No

**PROGRAMS**

**11.** Does your program / victim service offer dedicated programs to specific groups of victims, either primary or secondary (e.g., adult males or females, Aboriginal persons, visible minority persons, persons with mental or physical disabilities, etc.)?

- 162000 1  Yes  
 3  No > **Please go to Question 13**

12. Please indicate which of the following groups receive services from your program / victim service through dedicated programs. **(Check all that apply)**

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

**SERVICES**

13. Please indicate if your program / victim service offers any of the following services either through direct service, contracted service or referral to other agencies. **(Check all that apply) SEE GUIDEBOOK FOR DEFINITIONS.**

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

**Other services continued on page 06**

continued

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

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

389000 1  Yes 3  No

15. What is your program / victim service'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 program / victim service able to provide assistance to clients who only speak languages other than English or French?

393000 1  Yes 3  No > **Please 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 (including "Cantalk" in Alberta)  
 396000  Voluntary interpreter (i.e. a person who has no relationship with the clients and performs this specific service free of charge, includes "VictimLink" in British Columbia)  
 397000  Staff member(s)  
 398000  Other (please specify) 399000

19. Does your program / victim service 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 <input type="text"/>	461000 <input type="radio"/>	462000 <input type="radio"/>
16) Italian	430000 <input type="radio"/>	431000 <input type="radio"/>	b) 463000 <input type="text"/>	464000 <input type="radio"/>	465000 <input type="radio"/>
17) Japanese	432000 <input type="radio"/>	433000 <input type="radio"/>	c) 466000 <input type="text"/>	467000 <input type="radio"/>	468000 <input type="radio"/>

20. Can your program / victim service accommodate clients with the following physical disabilities?  
**(Check all that apply)**

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

If you answered "no" to all, please go to Question 22

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.)

- 474000 1  Yes  
 3  No

22. Can your program / victim service provide assistance to clients with mental challenges or mental health issues (e.g., Fetal Alcohol Spectrum Disorder, Schizophrenia, Down's Syndrome, etc.)?

- 481000 1  Yes  
 3  No > **Please go to Question 24**

23. 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)**

- 482000  Trained staff members  
 483000  Partnership with or assistance from other specialized or professional agencies  
 484000  Informal assistance (e.g., family member, friend, caregiver, advocate of client)  
 485000  Other (please specify) 486000

24. Does your program / victim service 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.)?

- 487000 1  Yes  
 3  No

**EMPLOYEES AND VOLUNTEERS**

25. Please indicate if your program / victim service 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  
 2  A high school diploma or its equivalent  
 3  A college, CEGEP, or a trade, technical or vocational school diploma or certificate  
 4  A university degree, diploma or certificate  
 5  Not applicable (agency is run completely by volunteers) > **Please go to Question 28**

26. Does your program / victim service have any additional requirements for the recruitment or 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



27. Please indicate if your program / victim service 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="checkbox"/>	503000 <input type="checkbox"/>	504000 <input type="checkbox"/>
2) Orientation training (new employees)	505000 <input type="checkbox"/>	506000 <input type="checkbox"/>	507000 <input type="checkbox"/>
3) Awareness training (new or existing policies or practices)	508000 <input type="checkbox"/>	509000 <input type="checkbox"/>	510000 <input type="checkbox"/>
4) Computer procedures, programming and software training	511000 <input type="checkbox"/>	512000 <input type="checkbox"/>	513000 <input type="checkbox"/>
5) Managerial or supervisory training	514000 <input type="checkbox"/>	515000 <input type="checkbox"/>	516000 <input type="checkbox"/>
6) Employee health and wellness training	517000 <input type="checkbox"/>	518000 <input type="checkbox"/>	519000 <input type="checkbox"/>
7) Other training (please specify)			
520000 <input type="text"/>	521000 <input type="checkbox"/>	522000 <input type="checkbox"/>	523000 <input type="checkbox"/>

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

- 524000
- 1  1) No minimum educational requirements
- 2  2) A high school diploma or its equivalent
- 3  3) A college, CEGEP, or a trade, technical or vocational school diploma or certificate
- 4  4) A university degree, diploma or certificate
- 5  5) Not applicable (do not use volunteers) ► **Please go to Question 31**

29. Does your program / victim service have any additional requirements for the recruitment and 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

30. Please indicate if your program / victim service 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="checkbox"/>	527000 <input type="checkbox"/>	528000 <input type="checkbox"/>
2) Orientation training (new employees)	529000 <input type="checkbox"/>	530000 <input type="checkbox"/>	531000 <input type="checkbox"/>
3) Awareness training (new or existing policies or practices)	532000 <input type="checkbox"/>	533000 <input type="checkbox"/>	534000 <input type="checkbox"/>
4) Computer procedures, programming and software training	535000 <input type="checkbox"/>	536000 <input type="checkbox"/>	537000 <input type="checkbox"/>
5) Managerial or supervisory training	538000 <input type="checkbox"/>	539000 <input type="checkbox"/>	540000 <input type="checkbox"/>
6) Employee health and wellness training	541000 <input type="checkbox"/>	542000 <input type="checkbox"/>	543000 <input type="checkbox"/>
7) Other training (please specify)			
544000 <input type="text"/>	545000 <input type="checkbox"/>	546000 <input type="checkbox"/>	547000 <input type="checkbox"/>

### COMMUNITY PARTNERSHIPS

31. Does your program / victim service currently serve on any boards or committees in relation to victims' issues and services?

- 552000
- 1  Yes
- 3  No

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

		Yes	No
1) Policing services	553000	1 <input type="radio"/>	3 <input type="radio"/>
2) Fire, health and emergency services	554000	1 <input type="radio"/>	3 <input type="radio"/>
3) Social services	555000	1 <input type="radio"/>	3 <input type="radio"/>
4) Educational services	556000	1 <input type="radio"/>	3 <input type="radio"/>
5) Victim assistance agencies	557000	1 <input type="radio"/>	3 <input type="radio"/>
6) Other government agencies or programs (including municipal, provincial, federal)	558000	1 <input type="radio"/>	3 <input type="radio"/>
7) Transition homes or shelters	559000	1 <input type="radio"/>	3 <input type="radio"/>
8) Other service providers or programs (please specify)			
560000 <input style="width: 200px; height: 15px;" type="text"/>	561000	1 <input type="radio"/>	3 <input type="radio"/>

If you answered "no" to all, please go to Question 34

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

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

## SECTION 2 – ANNUAL INFORMATION

The purpose of Section 2 is to obtain annual information on your program / victim service. This information is to be provided for the 12-month period ending March 31, 2012 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.

From:             To:

### CLIENTS

34. Please indicate the total number of persons assisted between April 1<sup>st</sup>, 2011 and March 31<sup>st</sup>, 2012 or your own most recent 12-month fiscal period. "Persons assisted" include 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 program / victim service 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**

35. 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 or do not provide this service

36. Does your program / victim service provide a service to notify the primary or secondary victim of offender activity or status?

588000 1  Yes

3  No > **Please go to Question 38**

37. For programs / victim services 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**

38. 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 definition of staff and further instructions on how to calculate full-time equivalents.*

593000  .

594000  Not applicable (agency run completely by volunteers) > **Please go to Question 40**

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

595000  %

596000  Don't know

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

Number of persons who volunteered - **new**  
[those who began sometime during the annual reporting period (i.e. fiscal year 2011-2012)]

597000

Number of persons who volunteered - **ongoing**  
[those who volunteered during any part of the previous annual reporting period (i.e. fiscal year 2009-2010) and continued to volunteer during part or all of the current annual reporting period (i.e. fiscal year 2011-2012)]

598000

Number of volunteers who left

599000

600000  Not applicable (do not have volunteers) > **Please go to Question 43**

41. 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 (e.g., administrative duties, fundraising, board of directors, etc.)	603000	<input type="text"/>
Unknown type of work	604000	<input type="text"/>
<b>Total</b>	605000	<input type="text"/>

606000  Don't know or not available

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

608000  %

609000  Don't know

### PRIORITIZING CLIENTS

43. Does your program / victim service use criteria for prioritizing clients for service delivery?

- 613000 1  Yes
- 3  No > **Please go to Question 45**
- 7  Not applicable > **Please go to Question 45**

44. 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**

45. 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 program / victim service. 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 program / victim service, 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"/>

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

Barrier	Steps program / victim service will take or has taken
1) 724000 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	1) 725000 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2) 726000 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	2) 727000 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
3) 728000 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	3) 729000 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

**SECTION 3 – EXPENDITURES**

The purpose of Questions 47 and 48 is to collect information on expenditures of your program / victim service for the reference period (between April 1<sup>st</sup>, 2011 and March 31<sup>st</sup>, 2012) or during your own 12-month fiscal period if March 31<sup>st</sup>, 2012 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 programs / victim services.

**47. EXPENDITURES** – Please report the total annual expenditures for your program / victim service 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].*)

*Please report the applicable expenditures for your program or victim service. If dollars are not available, please report in percentages. Report dollar amount for total annual agency expenditures.*

	Dollars (\$)	OR	Percentage (%)	Not applicable
1) Salary costs (all salaries and benefits, including casuals and fee-for-service costs)	751000 <input type="text"/>	OR	751500 <input type="text"/>	751501 <input type="radio"/>
2) Overhead costs (rent, supplies, insurance, utilities, etc.)	752000 <input type="text"/>	OR	752500 <input type="text"/>	752501 <input type="radio"/>
3) Capital expenditures (furniture, renovations, etc.)	753000 <input type="text"/>	OR	753500 <input type="text"/>	753501 <input type="radio"/>
4) Staff and / or volunteer training (includes conferences)	754000 <input type="text"/>	OR	754500 <input type="text"/>	754501 <input type="radio"/>
5) Direct client costs (e.g., food, supplies, transportation, etc.)	755000 <input type="text"/>	OR	755500 <input type="text"/>	755501 <input type="radio"/>
6) Travel	756000 <input type="text"/>	OR	756500 <input type="text"/>	756501 <input type="radio"/>
7) Volunteer incentives	757000 <input type="text"/>	OR	757500 <input type="text"/>	757501 <input type="radio"/>
8) Fundraising expenses	758000 <input type="text"/>	OR	758500 <input type="text"/>	758501 <input type="radio"/>
9) Promotional material / advertising	759000 <input type="text"/>	OR	759500 <input type="text"/>	759501 <input type="radio"/>
10) Professional services	760000 <input type="text"/>	OR	760500 <input type="text"/>	760501 <input type="radio"/>
11) Other costs ( <i>please specify</i> )				
a) 761000 <input type="text"/>	762000 <input type="text"/>	OR	762500 <input type="text"/>	762501 <input type="radio"/>
b) 763000 <input type="text"/>	764000 <input type="text"/>	OR	764500 <input type="text"/>	764501 <input type="radio"/>
c) 765000 <input type="text"/>	766000 <input type="text"/>	OR	766500 <input type="text"/>	766501 <input type="radio"/>
12) <b>Total annual program / victim service expenditures (sum of items 1 to 11c)</b>	767000 <input type="text"/>		<b>100 %</b>	

**48.** Are the expenditure figures that were provided in question 47 based on:  
(*Check only one response*)

- 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 24<sup>TH</sup>, 2012**

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 24<sup>th</sup>, 2012). 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 program / victim service. Please indicate this day below:***

769100                     

Year                      Month                      Day

Alternate Profile Day:

49. Please indicate the total number of primary and secondary clients served during your hours of operation on May 24<sup>th</sup>, 2012 (or alternate snapshot day).

772000     

50. Please classify the number of primary and secondary clients as reported in Question 49 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 - 11	12 - 17	18 - 34	35 - 64	65 +	Age unknown	0 - 11	12 - 17	18 - 34	35 - 64	65 +	Age unknown	
<b>VIOLENT OFFENCES</b>													
a) Homicide	773000	774000	775010	775020	776000	777000	778000	779000	780010	780020	781000	782000	783000
b) Other offences causing death (Including Impaired Driving causing death and excluding other traffic offences)	784000	785000	786010	786020	787000	788000	789000	790000	791010	791020	792000	793000	794000
<b>Sexual Assault</b>													
c) by spouse, ex-spouse, intimate partner	795000	796000	797010	797020	798000	799000	800000	801000	802010	802020	803000	804000	805000
d) by other family member	806000	807000	808010	808020	809000	810000	811000	812000	813010	813020	814000	815000	816000
e) by other relationship	817000	818000	819010	819020	820000	821000	822000	823000	824010	824020	825000	826000	827000
<b>Other Violent Offences</b>													
f) by spouse, ex-spouse, intimate partner	828000	829000	830010	830020	831000	832000	833000	834000	835010	835020	836000	837000	838000
g) by other family member	839000	840000	841010	841020	842000	843000	844000	845000	846010	846020	847000	848000	849000
h) by other relationship	850000	851000	852010	852020	853000	854000	855000	856000	857010	857020	858000	859000	860000
<b>NON VIOLENT OFFENCES</b>													
i) Total non violent offences (excluding traffic offences)	893500	893501	893502	893503	893504	893505	893506	893507	893508	893509	893510	893511	893512
<b>TRAFFIC INCIDENTS</b>													
j) Impaired driving (other than causing death)	894000	895000	896010	896020	897000	898000	899000	900000	901010	901020	902000	903000	904000
k) Other traffic offences	905000	906000	907010	907020	908000	909000	910000	911000	912010	912020	913000	914000	915000
<b>OTHER INCIDENTS</b>													
l) Non criminal incidents	927000	928000	929010	929020	930000	931000	932000	933000	934010	934020	935000	936000	937000
m) Traffic incident – undetermined if criminal	939001	939002	940010	940020	941000	942000	944001	944002	945010	945020	946000	947000	948000
n) Other incident – undetermined if criminal	949000	950000	951010	951020	952000	953000	954000	955000	956010	956020	957000	958000	959000
o) Type of crime unknown	959001	959002	959011	959012	959013	959014	959021	959022	959016	959017	959018	959019	959020
<b>TOTAL</b>													
p) Total (the addition of all columns should equal the number in 49)	960000	961000	962010	962020	963000	964000	965000	966000	967010	967020	968000	969000	970000

51. Please indicate the total number of employees that worked during your hours of operation on May 24<sup>th</sup>, 2012 (or alternate snapshot day)

970001  970002  no employees working on snapshot day

52. Please indicate the total number of volunteers that worked during your hours of operation on May 24<sup>th</sup>, 2012 (or alternate snapshot day)

970003  970004  no volunteers working on snapshot day

53. 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>	1051000	<input type="text"/>

54. What were the referral sources for each person assisted by your program / victim service? Count as many referral sources as apply for each person.

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"/>
Other victim service	1056500	<input type="text"/>
Private practitioner	1058000	<input type="text"/>
Other community agency / non government	1059500	<input type="text"/>
Clergy, minister of religion	1059510	<input type="text"/>
No referral from an agency: Referral by a current or former person assisted by your victim service	1059520	<input type="text"/>
No referral from an agency: Referral by family, friend or other	1060000	<input type="text"/>
No referral from an agency: Client initiated contact	1061000	<input type="text"/>
Other	1061500	<input type="text"/>
Don't know	1062000	<input type="radio"/>

55A. Of the people who have received assistance on May 24<sup>th</sup>, 2012, how many had been there before?

1062500  **If number of repeat clients is equal to ZERO, go to Question 56.**

55B. How many had been there 1 time in the last 12 months?

1062501

How many had been there 2 - 4 times in the last 12 months?

1062502

How many had been there 5 + times in the last 12 months?

1062503

How many people have received assistance from your victim service in the last 12 months for an unknown number of times?

1062504

How many people have received assistance from your victim service before, but they have received the assistance more than 12 months ago?

1062505

**Total (The total should equal the number of people in Question 55A.)**

1062506

**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<sup>st</sup>, 2012 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.

From: 1063100           To: 1066100

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

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

57. Please indicate the outcome of applications adjudicated or completed during the annual reporting period.

a) Allowed/Approved	1074000	<input type="text"/>
b) Disallowed	1075000	<input type="text"/>
c) Decision pending	1076000	<input type="text"/>
d) Other (please specify)	1078000	<input type="text"/>
e) <b>Total (Should equal the number in 56e)</b>	1079000	<input type="text"/>

58. 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 type="text"/>	1081000 <input type="radio"/>
b) Loss of love and guidance	1082000 <input type="text"/>	1083000 <input type="radio"/>
c) Medical, rehabilitation, dental or eyewear costs	1084000 <input type="text"/>	1085000 <input type="radio"/>
d) Wage loss	1086000 <input type="text"/>	1087000 <input type="radio"/>
e) Loss of support to dependants	1088000 <input type="text"/>	1089000 <input type="radio"/>
f) Child maintenance	1090000 <input type="text"/>	1091000 <input type="radio"/>
g) Funeral and burial costs	1092000 <input type="text"/>	1093000 <input type="radio"/>
h) Counseling costs	1094000 <input type="text"/>	1095000 <input type="radio"/>
i) Clothing costs	1096000 <input type="text"/>	1097000 <input type="radio"/>
j) Transportation costs	1098000 <input type="text"/>	1099000 <input type="radio"/>
k) Relocation costs	1100000 <input type="text"/>	1101000 <input type="radio"/>
l) Counsel or legal assistance (other than legal aid)	1102000 <input type="text"/>	1103000 <input type="radio"/>
m) Other (please specify)	1104000 <input type="text"/> 1105000 <input type="text"/>	1106000 <input type="radio"/>
n) <b>Total</b>	1107000 <input type="text"/>	1108000 <input type="radio"/>

59. 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 - 11	12 - 17	18 - 34	35 - 64	65 +	Age unknown	0 - 11	12 - 17	18 - 34	35 - 64	65 +	Age unknown			
<b>VIOLENT OFFENCES</b>															
a) Homicide	1156000	1157000	1157010	1158010	1159000	1160000	1161000	1162000	1162010	1163010	1164000	1165000	1166000	1167000	<input type="radio"/>
b) Other offences causing death (including impaired driving causing death and excluding other traffic offences)	1168000	1169000	1169010	1170010	1171000	1172000	1173000	1174000	1174010	1175010	1176000	1177000	1178000	1179000	<input type="radio"/>
c) Aggravated sexual assault	1180000	1181000	1181010	1182010	1183000	1184000	1185000	1186000	1186010	1187010	1188000	1189000	1190000	1191000	<input type="radio"/>
d) Sexual assault with a weapon or causing bodily harm	1192000	1193000	1193010	1194010	1195000	1196000	1197000	1198000	1198010	1199010	1200000	1201000	1202000	1203000	<input type="radio"/>
e) Sexual assault	1204000	1205000	1205010	1206010	1207000	1208000	1209000	1210000	1210010	1211010	1212000	1213000	1214000	1215000	<input type="radio"/>
f) Other sexual offences	1216000	1217000	1217010	1218010	1219000	1220000	1221000	1222000	1222010	1223010	1224000	1225000	1226000	1227000	<input type="radio"/>
g) Aggravated assault	1228000	1229000	1229010	1230010	1231000	1232000	1233000	1234000	1234010	1235010	1236000	1237000	1238000	1239000	<input type="radio"/>
h) Assault with a weapon or causing bodily harm	1240000	1241000	1241010	1242010	1243000	1244000	1245000	1246000	1246010	1247010	1248000	1249000	1250000	1251000	<input type="radio"/>
i) Assault	1252000	1253000	1253010	1254010	1255000	1256000	1257000	1258000	1258010	1259010	1260000	1261000	1262000	1263000	<input type="radio"/>
j) Assault of peace or public officer	1264000	1265000	1265010	1266010	1267000	1268000	1269000	1270000	1270010	1271010	1272000	1273000	1274000	1275000	<input type="radio"/>
k) Abduction / Kidnapping	1288000	1289000	1289010	1290010	1291000	1292000	1293000	1294000	1294010	1295010	1296000	1297000	1298000	1299000	<input type="radio"/>
l) Criminal harassment (Stalking)	1300000	1301000	1301010	1302010	1303000	1304000	1305000	1306000	1306010	1307010	1308000	1309000	1310000	1311000	<input type="radio"/>
m) Uttering threats	1312000	1313000	1313010	1314010	1315000	1316000	1317000	1318000	1318010	1319010	1320000	1321000	1322000	1323000	<input type="radio"/>
n) Robbery	1324000	1325000	1325010	1326010	1327000	1328000	1329000	1330000	1330010	1331010	1332000	1333000	1334000	1335000	<input type="radio"/>
<b>NON VIOLENT OFFENCES</b>															
o) Total non violent offences (excluding traffic offences)	1359500	1359501	1359502	1359503	1359504	1359505	1359506	1359507	1359508	1359509	1359510	1359511	1359512	1359513	<input type="radio"/>
<b>TRAFFIC OFFENCES</b>															
p) Impaired driving (other than causing death)	1372000	1373000	1373010	1374010	1375000	1376000	1377000	1378000	1378010	1379010	1380000	1381000	1382000	1383000	<input type="radio"/>
q) Other traffic offences	1408000	1409000	1409010	1410010	1411000	1412000	1413000	1414000	1414010	1415010	1416000	1417000	1418000	1419000	<input type="radio"/>
<b>TOTAL</b>															
r) Total (the addition of all columns should equal the number in 57a)	1432000	1433000	1433010	1434010	1435000	1436000	1437000	1438000	1438010	1439010	1440000	1441000	1442000	1443000	<input type="radio"/>

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

**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:**

**60. Telephone number**

0017    -    -

**61. Fax number**

0016    -    -      **None**

**62. E-mail address**

0018   **None**

**63. Website**

0020   **None**

1449000  **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.

**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 program / victim service**

1449001

**Name of Authorizing Officer (Please Print)**

1449002

**Title of Authorizing Officer (Please Print)**

1449003

**Telephone number**

1449004    -    -

**Signature of Authorizing Officer**

1449005

**Date (DD-MM-YYYY)**

-

**Questionnaire completed by (block letters)**

1449006

**Date (DD-MM-YYYY)**

1449007     -

**Telephone number**

1449008    -    -

**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