



Catalogue no. 85-003-XIE

Victim Services in Canada: National, Provincial and Territorial Fact Sheets 2002/03

Canadian Centre for Justice Statistics



How to obtain more information

Specific inquiries about this product and related statistics or services should be directed to: Canadian Centre for Justice Statistics. Toll Free 1 800 387-2231 or (613) 951-9023, Statistics Canada, Ottawa, Ontario, K1A 0T6.

For information on the wide range of data available from Statistics Canada, you can contact us by calling one of our toll-free numbers. You can also contact us by e-mail or by visiting our Web site.

National inquiries line	1 800 263-1136
National telecommunications device for the hearing impaired	1 800 363-7629
Depository Services Program inquiries	1 800 700-1033
Fax line for Depository Services Program	1 800 889-9734
E-mail inquiries	infostats@statcan.ca
Website	www.statcan.ca

Ordering and subscription information

This product, is available for free on the Internet as catalogue no. 85-003-XIE. Users can obtain an issue at www.statcan.ca and select Our Products and Services.

Standards of service to the public

Statistics Canada is committed to serving its clients in a prompt, reliable and courteous manner and in the official language of their choice. To this end, the Agency has developed standards of service which its employees observe in serving its clients. To obtain a copy of these service standards, please contact Statistics Canada toll free at 1 800 263-1136.



Statistics Canada
Canadian Centre for Justice Statistics

Victim Services in Canada: National, Provincial and Territorial Fact Sheets 2002/03

By Sylvain de Léséleuc and Rebecca Kong

Published by authority of the Minister responsible for Statistics Canada

© Minister of Industry, 2004

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission from Licence Services, Marketing Division, Statistics Canada, Ottawa, Ontario, Canada K1A 0T6.

December 2004

Catalogue no. 85-003-XIE

Frequency: Irregular

ISSN 1712-5324

Ottawa

La version française de cette publication est disponible sur demande.

Note of appreciation

Canada owes the success of its statistical system to a long-standing partnership between Statistics Canada, the citizens of Canada, its businesses and governments. Accurate and timely statistical information could not be produced without their continued cooperation and goodwill.

Acknowledgements

The Victim Services Survey was funded by the Policy Centre for Victim Issues at Justice Canada. The Victim Services Survey project team at the Canadian Centre for Justice Statistics (CCJS) would like to thank the following for their many contributions to the development of the survey and for their input on this report: Justice Canada's Policy Centre for Victim Issues, the Federal/Provincial/Territorial Working Group on Victims of Crime, the Liaison Officers Committee of the CCJS, and the Police Information and Statistics Committee. The project team is also thankful to the various victim service agencies that provided input into the development of the survey and to all agencies that participated in the survey.

Table of Contents

	Page
Introduction	6
Fact Sheets	
National Fact Sheet	7
Newfoundland and Labrador Fact Sheet	9
Prince Edward Island Fact Sheet	11
Nova Scotia Fact Sheet	13
New Brunswick Fact Sheet	15
Quebec Fact Sheet	17
Ontario Fact Sheet	19
Manitoba Fact Sheet	21
Saskatchewan Fact Sheet	23
Alberta Fact Sheet	25
British Columbia Fact Sheet	27
Yukon Territory Fact Sheet	29
Northwest Territories Fact Sheet	31

Introduction

While victims' concerns have received attention over the last three decades and governments have implemented measures to address these concerns, little is known about the services available to victims and the people who use them. To date, the only source of national data on services for victims of crime has been Statistics Canada's Transition Home Survey that collects information on residential services for abused women and their children. To address the lack of information in this area, the Canadian Centre for Justice Statistics (CCJS), through funding from Justice Canada's Policy Centre for Victim Issues, conducted for the first time a national voluntary survey of various types of victim services in 2003. The objective of the Victim Services Survey is to provide a profile of service agencies, including the services offered, and some insight into the clients who use them.

The 2002/03 Victim Services Survey collected the following types of information from all services with the exception of financial benefit programs: descriptive information to provide a profile of agencies (e.g. types of services offered and accessibility of services); annual counts for the preceding 12-month fiscal period (e.g. number of clients served, number of agency personnel and volunteers, and revenues and expenditures); a description of clients served on a "snapshot day" to provide a profile of clients who use the services. Criminal injuries compensation programs and other financial benefit programs were asked to complete a separate section that collected annual information on applications for compensation and other financial benefits and awards.

The questionnaire was sent to 715 service agencies¹ in Canada understood to provide services or programs to victims of crime and 606 of these were deemed eligible to respond. Of these 606, responses were received for 484 victim service agencies and 8 criminal injuries compensation programs (81%). Of the 109 deemed ineligible to respond, 59 (54%) had closed and 45 (41%) were outside the scope of the survey.

This publication is based on data collected through the 2002/03 Victim Services Survey and presents highlights of victim services at the national, provincial and territorial levels.²

-
1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions.
 2. While victim service agencies in Nunavut participated in the survey, several of the counts for the information contained in this publication were too small to be released. For a more detailed analysis of the results of this survey at the national level, consult: Kong, Rebecca. 2004. "Victim Services in Canada, 2002/03." Juristat. Catalogue no. 85-002-XPE, Vol.24, no.11. Canadian Centre for Justice Statistics. Ottawa: Statistics Canada.

Victim Services in Canada, 2002/03

National Fact Sheet

The Victim Services Survey was conducted for the first time in 2002/03 through funding by Justice Canada's Policy Centre for Victim Issues. The questionnaire was sent to 715 service agencies¹ in Canada understood to provide services or programs to victims of crime and 606 of these were deemed eligible to respond. Of these 606, responses were received for 484 victim service agencies and 8 criminal injuries compensation programs (81%). Of the 109 deemed ineligible to respond, 59 (54%) had closed and 45 (41%) were outside the scope of the survey.

Responses were received from 100% of system-based agencies², 84% of police-based agencies, 84% of court-based agencies, 58% of sexual assault centres, 83% of community-based agencies, 100% of other types of agencies, and 89% of criminal injuries compensation/financial benefit programs.

- 412 agencies reported serving 359,767 clients between April 1, 2002 and March 31, 2003.³

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 373 agencies in Canada reported serving 4,358 clients that day: 77% (3,372) were female and 23% (986) were male.
- 78% of clients (3,421) were victims of crimes against the person. Of these, 38% were victims of sexual assault, 4% of criminal harassment, 2% were secondary victims of homicide, 3% were secondary victims of other crimes resulting in the loss of life, and 52% were victims of other violent offences, including physical assault.
- Of the 1,300 victims of sexual assault, 16% had been victimized by a spouse, ex-spouse or intimate partner, 45% by other family members and 39% by others, including friends, acquaintances and strangers.
- Of the 1,780 victims of other violent offences in which the relationship was known⁴, 68% had been victimized by a spouse, ex-spouse or intimate partner, 11% had been victimized by other family members and 21% by others, including friends, acquaintances and strangers.
- On snapshot day, 45% of clients received emotional support, 39% received general information, 28% received case/trial updates, 26% received information on criminal justice system structure and process, 23% received education, prevention or training, and 22% received court information.⁵

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions.

2. Services under the system-based model assist victims throughout their contact with the criminal justice system from the police right through to the corrections stage. This model can be characterized as "one-stop" service delivery.

3. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

4. The relationship of the aggressor was not collected for homicide, other crimes resulting in loss of life and criminal harassment.

5. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 4,286 clients assisted.

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 42% (207) were police-based, 20% (97) were community based, 12% (61) were sexual assault centres, 11% (52) were court-based, 9% (46) were system based, 4% (21) were other types of service agencies and 2% (8) were criminal injuries compensation or other financial benefit programs.
- Services most frequently offered by agencies include: general information (95%), emotional support (95%), liaise with other agencies on behalf of client (85%), court information (85%), information on criminal justice system structure and process (85%), public education (85%), immediate safety planning (85%), court accompaniment (83%) and assistance with victim impact statements (81%).
- 87% of agencies reported having at least one building entrance that was wheelchair accessible; 63% of agencies reported having measures to provide services to the deaf or hearing impaired and 60% for the blind or visually impaired.
- In terms of events that impacted service delivery, agencies frequently made reference to funding and changes in federal legislation, such as the *Youth Criminal Justice Act (YCJA)*, legislation ensuring victims are aware of their right to complete a victim impact statement (Bill C-79 from 1999) and privacy legislation. The impact of the YCJA and Bill C-79 has been an increase in clientele and workload, which in turn, for some agencies, has resulted in a shortage of staff and a longer waiting time for clients. For other agencies, privacy legislation was identified as constraining the exchange of information regarding clients and referrals to victim services, which resulted in either longer waiting times for clients to receive service or a decrease in the number of clients. In general, the impacts of changes in funding were a shortage of staff or volunteers, and longer waiting times for service.
- Agencies reported they will increase government lobbying, complete more applications for funding, increase fundraising efforts and raise community awareness as measures to deal with these upcoming challenges.

Victim Services in Canada, 2002/03

Newfoundland and Labrador Fact Sheet

The Victim Services Survey questionnaire was sent to 14 agencies in Newfoundland and Labrador¹, 12 (86%) of which were deemed eligible to respond. Of the 12 deemed eligible to respond, responses were received for 11 agencies (92%). The 2 agencies deemed ineligible to respond were outside the scope of the survey.

- 11 agencies reported serving 3,869 clients between April 1, 2002 and March 31, 2003.²

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 11 victim service agencies in Newfoundland and Labrador reported providing assistance to 156 clients: 75% (117) were female and 25% (39) were male.
- 79% of clients (124) were victims of crimes against the person. Of these, 10% were victims of sexual assaults, 5% were secondary victims of crimes resulting in the loss of life, including homicide, 4% were victims of criminal harassment and 81% were victims of other violent offences, including physical assault.
- Excluding criminal harassment, homicide and other offences resulting in the loss of life³, 55% (62) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner. Only 3% (3) had been victimized by other family members and 42% (48) by others, including friends, acquaintances and strangers.
- On snapshot day, 53% of clients received case or trial updates, 31% received general information, 24% received court information, 24% received information on the criminal justice system and process and for 21%, the agency liaised with other agencies on behalf of the client.⁴

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 91% (10) were system-based⁵ and 9% (1) were community-based. Newfoundland and Labrador has no provincial criminal injuries compensation or financial benefits program.
- All agencies reported offering the following direct services to clients: general information, emotional support, liaise with other agencies on behalf of client, and public education and prevention.

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

3. The relationship of the aggressor was not collected for these offences.

4. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 156 clients assisted.

5. Services under the system-based model assist victims throughout their contact with the criminal justice system from the police right through to the corrections stage. This model can be characterized as "one-stop" service delivery.

- 100% of agencies reported having at least one building entrance that was wheelchair accessible, 100% of agencies had measures to provide services to the deaf or hearing impaired and 9% of agencies had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, agencies in Newfoundland and Labrador reported federal legislation (Bill C-79 from 1999) which states that victims must be informed of their right to complete a victim impact statement. Agencies reported an increase in the number of clients needing assistance with victim impact statements.
- All agencies reported securing funding and possible budget cuts as the greatest challenges they would face in the coming year. They reported applying for funding and prioritizing clients as measures they will take to address these challenges.

Victim Services in Canada, 2002/03

Prince Edward Island Fact Sheet

The Victim Services Survey questionnaire was sent to 7 agencies in Prince Edward Island¹, 4 (57%) of which were deemed eligible to respond. Of those 4 deemed eligible to respond, responses were received from all 4 agencies. The 3 agencies deemed ineligible to respond were outside the scope of the survey.

Responses were received from 100% of system-based² agencies and sexual assault centres surveyed in Prince Edward Island. A response was also received from the province's criminal injuries compensation program.

- 2 agencies reported serving 1,046 clients between April 1, 2002 and March 31, 2003.³

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 2 victim service agencies in Prince Edward Island reported providing assistance to 35 clients: 60% (21) were female and 40% (14) were male.
- 89% of clients (31) were victims of crimes against the person. Of these, 29% were victims of sexual assaults, 6% were secondary victims of crimes resulting in the loss of life, including homicide, 6% were victims of criminal harassment and 58% were victims of other violent offences, including physical assault.
- Excluding criminal harassment, homicide and other offences resulting in loss of life⁴, 56% (15) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner, 22% (6) had been victimized by other family members and 22% (6) by others, including friends, acquaintances and strangers.
- On snapshot day, 83% of clients received emotional support, 60% received general information, 51% received court orientation, 46% received information on the criminal justice system structure and process and for 40%, the agency liaised with other agencies on behalf of the client.⁵

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 50% (2) were system based, 25% (1) were sexual assault centres and 1 was the province's criminal injuries compensation program.
- All agencies offered a number of services such as: advocacy (100%), emotional support (100%), liaise with other agencies on behalf of client (100%), public education and prevention (100%) and crisis counselling (100%).

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. Services under the system-based model assist victims throughout their contact with the criminal justice system from the police right through to the corrections stage. This model can be characterized as "one-stop" service delivery.

3. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

4. The relationship of the aggressor was not collected for these offences.

5. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 35 clients assisted.

- 100% of agencies reported having at least one building entrance that was wheelchair accessible, 67% of agencies had measures to provide service to the deaf or hearing impaired and 67% of agencies had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, one event had an impact for half of agencies in Prince Edward Island. These agencies reported that federal legislation (Bill C-79 from 1999), which states that victims must be informed of their right to complete a victim impact statement, had significantly increased the number of victim impact statements prepared since 2000.
- In general, agencies reported that securing funding for additional staff would be the greatest challenge they would face in the coming year. To address this challenge, agencies reported that they will seek funding for new positions, conduct fundraising and increase community awareness.

Victim Services in Canada, 2002/03

Nova Scotia Fact Sheet

The Victim Services Survey questionnaire was sent to 49 agencies in Nova Scotia¹, 31 (63%) of which were deemed eligible to respond. Of those 31 deemed eligible to respond, responses were received from all 31 agencies. Of the 18 (36%) agencies deemed ineligible to respond 15 (83%) were outside the scope of the survey² and 3 (17%) were either closed or temporarily inactive.

Responses were received from all system-based³, police-based and sexual assault centres surveyed in Nova Scotia. A response was also received from the province's financial benefits program.

- 27 agencies reported serving 10,550 clients between April 1, 2002 and March 31, 2003.⁴

A profile of clients, October 22, 2003⁵

- In a snapshot taken on October 22, 2003, 11 victim service agencies in Nova Scotia reported providing assistance to 224 clients: 69% (154) were female and 31% (70) were male.
- 72% of clients (162) were victims of crimes against the person. Of these, 19% were victims of sexual assaults, 1% were secondary victims of crimes resulting in the loss of life, including homicide and 80% were victims of other violent crimes.
- Excluding criminal harassment, homicide and other offences resulting in loss of life⁶, 59% (94) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner, 14% (22) had been victimized by other family members and 28% (44) by others, including friends, acquaintances and strangers.
- On snapshot day, 43% of clients received case/trial updates, 27% received information on the criminal justice system structure and process, for 26% of clients the agency liaised with other agencies on their behalf, 22% of clients received general information and 17% received emotional support.⁷

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The majority of these were Royal Canadian Mounted Police detachments that did not have a community assistance office.

3. Services under the system-based model assist victims throughout their contact with the criminal justice system from the police right through to the corrections stage. This model can be characterized as "one-stop" service delivery.

4. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

5. It should be noted that a large proportion of agencies in Nova Scotia were unable to provide counts of clients served on snapshot day. As such, the counts presented are an undercount of clients served by victim services in Nova Scotia that day.

6. The relationship of the aggressor was not collected for these offences.

7. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 224 clients assisted.

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 77% (24) were police-based, 16% (5) were system based, 3% (1) were sexual assault centres and 1 was the province's financial benefits program.
- Services most frequently offered by agencies include: general information (97%), emotional support (90%), training (77%), court information (73%), immediate safety planning (70%), crisis intervention/response (67%) and risk assessment (67%).
- 93% of agencies reported having at least one building entrance that was wheelchair accessible, 80% of agencies had measures to provide service to the deaf or hearing impaired and 80% of agencies had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, agencies reported the following as having increased client caseload and creating a need for new full-time employees: the province's *Domestic Violence Intervention Act*, the federal *Youth Criminal Justice Act (YCJA)* and Bill C-79 (1999) which makes it mandatory for victims to be informed of their right to complete a victim impact statement.
- In general, agencies reported that finding permanent staff, responding to the changes brought on by the *YCJA* and increases in the number of cases would be the greatest challenges their agencies would face in the coming year. To address these challenges, agencies reported they would prioritize clients and caseloads, try to increase their volunteer base and would require more training.

Victim Services in Canada, 2002/03

New Brunswick Fact Sheet

The Victim Services Survey questionnaire was sent to 23 agencies in New Brunswick¹, 19 (83%) of which were deemed eligible to respond. Of those 19 deemed eligible to respond, responses were received from 18 agencies (95%). Of the 4 agencies deemed ineligible to respond, 2 (50%) were outside the scope of the survey and 2 (50%) had closed.

Responses were received from 100% of system-based² agencies, 50% of police-based agencies, and 100% of sexual assault centres and community agencies surveyed in New Brunswick. A response was also received from the province's criminal injuries compensation program.

- 15 agencies reported serving 2,205 clients between April 1, 2002 and March 31, 2003.³

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 16 agencies in New Brunswick reported providing assistance to 179 clients: 69% (124) were female and 31% (55) were male.
- 80% of clients (143) were victims of crimes against the person. Of these, 38% were victims of sexual assaults, 3% were secondary victims of crimes resulting in the loss of life, including homicide, 3% were victims of sexual harassment and 56% were victims of other violent crimes.
- Excluding criminal harassment, homicide and other offences resulting in the loss of life⁴, 15% (20) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner, 11% (15) had been victimized by other family members and 74% (100) by others, including friends, acquaintances and strangers.
- On snapshot day, 93% of clients received general information, 90% received advocacy, 41% received assistance with victim impact statements, 33% received information on the criminal justice system structure and process, 33% received victim/witness preparation, 32% received court orientation and 32% received court information.⁵

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 78% (14) were system-based⁶, 6% (1) were police-based, 6% (1) were sexual assault centres, 6% (1) were community-based and 1 was the province's criminal injuries compensation program.

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. Services under the system-based model assist victims throughout their contact with the criminal justice system from the police right through to the corrections stage. This model can be characterized as "one-stop" service delivery.

3. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

4. The relationship of the aggressor was not collected for these offences.

5. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 179 clients assisted.

6. New Brunswick's Victim Services Head Office within the Department of Public Safety reported for 14 system-based service locations.

- All agencies reported providing the following direct services to clients: emotional support, liaise with other agencies on behalf of client, public education and prevention, crisis counselling and general information.
- 88% of agencies reported having at least one building entrance that was wheelchair accessible, 88% had measures to provide service to the deaf or hearing impaired and 6% of agencies had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, one event had an impact for all agencies in New Brunswick. All agencies reported that Bill C-79 (1999), which makes it mandatory for victims to be informed of their right to complete a victim impact statement, resulted in a significant influx of new cases.
- In general, agencies reported that dealing with the new legislation and securing funding for projects and staff would be the greatest challenges they would face in the coming year. To address these challenges, agencies reported that they would make efforts to get additional funds from the provincial and federal governments and try to recruit more volunteers.

Victim Services in Canada, 2002/03

Quebec Fact Sheet

The Victim Services Survey questionnaire was sent to 47 agencies in Quebec¹, 44 (94%) of which were deemed eligible to respond. Of those 44 deemed eligible to respond, responses were received from 26 agencies (59%). Of the 3 agencies deemed ineligible to respond, 2 were outside the scope of the survey and the other had closed.

Responses were received from 70% of community-based agencies, and 48% of sexual assault centres surveyed in Quebec. A response was also received from the province's criminal injuries compensation program.

- 22 agencies reported serving 27,853 clients between April 1, 2002 and March 31, 2003.²

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 18 victim service agencies in Quebec reported providing assistance to 391 clients: 87% (340) were female and 13% (51) were male.
- 95% of clients (370) were victims of crimes against the person. Of these, 72% were victims of sexual assaults, 2% were secondary victims of crimes resulting in the loss of life, including homicide, 2% were victims of criminal harassment and 24% were victims of other violent offences, including physical assault.
- Excluding criminal harassment, homicide and other offences resulting in loss of life³, 23% (82) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner, 48% (172) had been victimized by other family members and 29% (102) by others, including friends, acquaintances and strangers.
- On snapshot day, 55% of clients received individual counselling, 40% received critical stress debriefing, 38% received general information, and 35% received conflict resolution.⁴

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 54% (14) were community based, 42% (11) were sexual assault centres and 1 was the province's criminal injuries compensation program.
- Services most frequently offered by agencies include: court information (96%), court accompaniment (88%), crisis intervention and response (88%), critical stress debriefing (88%) and information on the criminal justice system structure and process (88%).

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

3. The relationship of the aggressor was not collected for these offences.

4. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 387 clients assisted.

- 60% of agencies reported having at least one building entrance that was wheelchair accessible, 68% of agencies had measures to provide service to the deaf or hearing impaired and 84% had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, the majority of agencies reported that new funding and new partnerships have led to more efficient services and an increase in the number of clients.
- In general, agencies reported that securing funding to keep programs and employees would be the greatest challenge their agencies would face in the coming year. To address this challenge, agencies reported that they will put pressure on government for more funding, increase fundraising and prioritize actions.

Victim Services in Canada, 2002/03

Ontario Fact Sheet

The Victim Services Survey questionnaire was sent to 167 agencies in Ontario¹, 162 (97%) of which were deemed eligible to respond. Of those 162 deemed eligible to respond, responses were received from 124 agencies (77%). Of the 5 agencies deemed ineligible to respond, 2 were outside the scope of the survey and 3 were unable to be located, had closed or provided no service to victims of crime.

Responses were received from 100% of police-based agencies, 89% of community-based agencies, 79% of court-based agencies, 58% of sexual assault centres and 100% of other types of agencies surveyed in Ontario. A response was also received from the province's criminal injuries compensation program.

- 109 agencies reported serving 130,117 clients between April 1, 2002 and March 31, 2003.²

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 99 victim service agencies in Ontario reported providing assistance to 1,218 clients: 84% (1,020) were female and 16% (198) were male.
- 89% of clients (1,082) were victims of crimes against the person. Of these, 42% were victims of sexual assaults, 4% were secondary victims of crimes resulting in the loss of life, including homicide, 5% were victims of criminal harassment and 49% were victims of other violent offences, including physical assault.
- Excluding criminal harassment, homicide and other offences resulting in loss of life³, 54% (533) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner, 23% (229) had been victimized by other family members and 22% (218) by others, including friends, acquaintances and strangers.
- On snapshot day, 48% received emotional support, 34% received case/trial updates, 33% received information on criminal justice system structure, 33% received general information and 28% received court information.⁴

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 31% (39) were community based, 27% (34) were sexual assault centres, 25% (31) were court-based, 7% (9) were police-based, 8% (10) were other types of agencies and 1 was the province's criminal injuries compensation program.

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

3. The relationship of the aggressor was not collected for these offences.

4. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 1,160 clients assisted.

- Services most frequently offered by agencies include: emotional support (97%), public education (95%), liaise with other agencies on behalf of client (93%), immediate safety planning (92%) and general information (92%).
- 93% of agencies reported having at least one building entrance that was wheelchair accessible, 83% of agencies had measures to provide service to the deaf or hearing impaired and 75% had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, agencies in Ontario reported that Bill C-79 (1999), which makes it mandatory for victims to be informed of their right to complete a victim impact statement, the federal *Youth Criminal Justice Act*, cuts to funding and programs, and area expansion have significantly increased the number of clients and the wait time for clients.
- In general, agencies reported that securing funding would be the greatest challenge their agencies would face in the coming year. To address this challenge, agencies reported that they will put pressure on government for more funding, increase fundraising programs and develop partnerships with other agencies.

Victim Services in Canada, 2002/03

Manitoba Fact Sheet

The Victim Services Survey questionnaire was sent to 29 agencies in Manitoba¹, 22 (76%) of which were deemed eligible to respond. Of those 22 deemed eligible to respond, responses were received from 21 agencies (95%). Of the 7 (24%) agencies deemed ineligible to respond, 3 had closed, and 4 were outside the scope of the survey.

- 16 agencies reported serving 16,380 clients between April 1, 2002 and March 31, 2003.²

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 15 victim service agencies in Manitoba reported providing assistance to 240 clients: 89% (214) were female and 11% (26) were male.
- 96% of clients (230) were victims of crimes against the person. Of these, 12% were victims of sexual assaults, 5% were secondary victims of crimes resulting in the loss of life, including homicide, 1% were victims of criminal harassment and 81% were victims of other violent offences, including physical assault.
- Excluding criminal harassment, homicide and other offences resulting in loss of life³, 81% (174) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner, 6% (13) had been victimized by other family members and 13% (28) by others, including friends, acquaintances and strangers.
- On snapshot day, 46% of clients received general information, 38% received emotional support, 33% received case/trial updates, 30% received court information and 29% received information on criminal justice system structure and process.⁴

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 62% (13) were system based⁵, 24% (5) were police-based, 10% (2) were court-based and 1 was the province's criminal injuries compensation program.
- Services most frequently offered by agencies include: case/trial updates (100%), court information (100%), emotional support (100%), information on the criminal justice system structure and process (100%) and general information (100%).

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

3. The relationship of the aggressor was not collected for these offences.

4. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 240 clients assisted.

5. Services under the system-based model assist victims throughout their contact with the criminal justice system from the police right through to the corrections stage. This model can be characterized as "one-stop" service delivery. In 2002 and 2003, victim services in Manitoba underwent an amalgamation whereby Manitoba Justice became responsible for the delivery of victim services, including those that had been delivered by the Royal Canadian Mounted Police. As such, Manitoba Justice submitted one questionnaire that responded for all provincial Crime Victim Service Workers who were housed in 8 Royal Canadian Mounted Police detachments and 5 court offices. Therefore, for the purpose of this survey, the survey response from Manitoba Justice was weighted to represent 13 locations and the type of service has been characterized as a system-based model of service delivery.

- 100% of agencies reported having at least one building entrance that was wheelchair accessible, 85% of agencies had measures to provide service to the deaf or hearing impaired and 75% had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, most agencies in Manitoba reported that the new provincial *Victims' Bill of Rights* that took effect in August 2001 caused a re-organization of victim services. In general, most agencies reported a growth in clientele that resulted from greater public awareness and increased funding.
- In general, agencies reported that securing funding and finding volunteers would be the greatest challenges their agencies would face in the coming year. To address these challenges, agencies reported that they will seek more funding from government and extend hours for current volunteers.

Victim Services in Canada, 2002/03

Saskatchewan Fact Sheet

The Victim Services Survey questionnaire was sent to 35 agencies in Saskatchewan¹, 34 (97%) of which were deemed eligible to respond. Of those 34 deemed eligible to respond, responses were received from 30 agencies (88%). The agency deemed ineligible to respond was outside the scope of the survey.

Responses were received from 79% of police-based agencies and 100% of court-based agencies, sexual assault centres, community-based agencies, and other types of agencies surveyed in Saskatchewan. A response was also received from the province's criminal injuries compensation program.

- 24 agencies reported serving 23,348 clients between April 1, 2002 and March 31, 2003.²

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 24 victim service agencies in Saskatchewan reported providing assistance to 418 clients: 71% (295) were female and 29% (123) were male.
- 61% of clients (254) were victims of crimes against the person. Of these, 38% were victims of sexual assaults, 8% were secondary victims of crimes resulting in the loss of life, including homicide, 4% were victims of criminal harassment and 49% were victims of other violent offences, including physical assault.
- Excluding criminal harassment, homicide and other offences resulting in loss of life³, 41% (90) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner, 27% (60) had been victimized by other family members and 32% (71) by others, including friends, acquaintances and strangers.
- On snapshot day, 72% of clients received emotional support, 61% received general information, 41% received long-term or immediate safety planning, 34% received group counselling and 23 % received information on criminal justice system structure and process.⁴

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, half (15) were police-based, 20% (6) were community based, 10% (3) were sexual assault centres, 10% (3) were court-based, 7% (2) were other types of agency and 1 was the province's criminal injuries compensation program.

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

3. The relationship of the aggressor was not collected for these offences.

4. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 418 clients assisted.

- Services most frequently offered by agencies include immediate safety planning (97%), assistance with victim impact statement (93%), emotional support (93%), general information (93%), public education and prevention (93%), and liaison with other agencies on behalf of client (90%).
- 83% of agencies reported having at least one building entrance that was wheelchair accessible, 45% of agencies had measures to provide service to the deaf or hearing impaired and 55% had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, agencies in Saskatchewan reported new privacy legislation that has restricted the sharing of information by the Royal Canadian Mounted Police, cuts in funding, and a loss of volunteers.
- In general, agencies reported that new privacy legislation and recruiting volunteers as the greatest challenges their agencies will face in the coming year. To address these challenges, agencies reported that they will try to improve partnerships with the Royal Canadian Mounted Police to encourage referrals and they will continue efforts to recruit more volunteers.

Victim Services in Canada, 2002/03

Alberta Fact Sheet

The Victim Services Survey questionnaire was sent to 122 agencies in Alberta¹, 116 (95%) of which were deemed eligible to respond. Of those 116 deemed eligible to respond, responses were received from 88 agencies (76%). Of the 6 agencies deemed ineligible to respond, 2 (33%) were outside the scope of the survey, 2 (33%) were closed and 2 (33%) were temporarily inactive.

Responses were received from 74% of police-based agencies, 100% of court-based agencies, 60% of sexual assault centres, 67% of community-based agencies, and 100% of other types of agencies surveyed in Alberta. A response was also received from the province's criminal injuries compensation and financial benefits program.

- 72 agencies reported serving 87,627 clients between April 1, 2002 and March 31, 2003.²

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 63 victim service agencies in Alberta reported providing assistance to 423 clients: 64% (272) were female and 36% (151) were male.
- 53% of clients (226) were victims of crimes against the person. Of these, 38% were victims of sexual assaults, 7% were secondary victims of crimes resulting in the loss of life, including homicide, 11% were victims of criminal harassment and 44% were victims of other violent offences, including physical assault.
- Excluding criminal harassment, homicide and other offences resulting in loss of life³, 31% (58) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner, 28% (52) had been victimized by other family members and 41% (76) by others, including friends, acquaintances and strangers.
- On snapshot day, 49% of clients received education, prevention and training, 43% received emotional support, 33% received general information, 15% received crisis intervention/response, 15% received case/trial updates, and 15% received assistance with victim impact statements.⁴

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 83% (73) were police-based, 7% (6) were court-based, 3% (3) were sexual assault centres, 2% (2) were community based, 3% (3) were other type of agency and 1 was the province's criminal injuries compensation program and its financial benefit programs.

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

3. The relationship of the aggressor was not collected for these offences.

4. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 423 clients assisted.

- Services most frequently offered by agencies include: emotional support (98%), general information (98%), court orientation (95%), court information (95%), court accompaniment (95%), assistance with victim impact statement (94%) and victim/witness preparation (94%).
- 80% of agencies reported having at least one building entrance that was wheelchair accessible, 48% of agencies had measures to provide service to the deaf or hearing impaired and 45% had measures for the blind or visually impaired.
- Agencies in Alberta reported the following events that impacted service delivery: Bill C-79 (1999), which makes it mandatory for victims to be informed of their right to complete a victim impact statement and has increased demand for this service; new privacy legislation, which has slowed referrals from the Royal Canadian Mounted Police; cuts to funding, and; volunteer turnover rates.
- In general, agencies reported that securing funding and issues resulting from the new privacy legislation would be the greatest challenges their agencies would face in the coming year. To address these challenges, agencies reported that they will seek assistance from government, complete more grant applications, increase fundraising efforts, raise awareness among the Royal Canadian Mounted Police of the services they offer and recruit and train new volunteers.

Victim Services in Canada, 2002/03

British Columbia Fact Sheet

The Victim Services Survey questionnaire was sent to 207 agencies in British Columbia¹, 151 (73%) of which were deemed eligible to respond. Of those 151 deemed eligible to respond, responses were received from 129 agencies (85%). Of the 56 (27%) agencies deemed ineligible to respond, 9 (16%) were outside the scope of the survey and 47 (84%) had closed.

Responses were received from 90% of police-based agencies, 81% of community-based agencies, 88% of court-based agencies, 64% of sexual assault centres and 100% of other types of agencies surveyed in British Columbia. The province's criminal injuries compensation program was unable to respond to the survey.

- 108 agencies reported serving 54,803 clients between April 1, 2002 and March 31, 2003.²

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 104 victim service agencies in British Columbia reported providing assistance to 1,000 clients: 75% (751) were female and 25% (253) were male.
- 73% of clients (729) were victims of crimes against the person. Of these, 32% were victims of sexual assaults, 11% were secondary victims of crimes resulting in the loss of life, including homicide, 4% were victims of criminal harassment and 53% were victims of other violent offences, including physical assault.
- Excluding criminal harassment, homicide and other offences resulting in loss of life³, 47% (288) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner, 25% (155) had been victimized by other family members and 28% (175) by others, including friends, acquaintances and strangers.
- On snapshot day, 64% received emotional support, 34% received general information, 27% received case/trial updates, 25% received information on criminal justice system structure and process and 22% received court information.⁴

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 62% (80) were police-based, 22% (29) were community-based, 5% (7) were sexual assault centres, 5% (7) were court-based and 5% (6) were other types of agencies.⁵

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

3. The relationship of the aggressor was not collected for these offences.

4. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 990 clients assisted.

5. Due to rounding percentages do not add to 100%.

- Services most frequently offered by agencies include: general information (98%), court accompaniment (95%), emotional support (95%), court information (95%), information on the criminal justice system structure and process (95%), assistance with victim impact statement (94%), court orientation (94%), and immediate safety planning (94%).
- 87% of agencies reported having at least one building entrance that was wheelchair accessible, 43% of agencies had measures to provide service to the deaf or hearing impaired and 56% had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, agencies in British Columbia reported that the provincial cuts to specialized victim services agencies, the elimination of all Crown-based victim services and new privacy legislation have increased the number of clients and the length of waiting lists.
- In general, agencies reported that securing funding and receiving referrals would be the greatest challenges their agencies would face in the coming year. To address these challenges, agencies reported that they will seek more funding from the provincial government, and build partnerships with the Royal Canadian Mounted Police and other referring agencies.

Victim Services in Canada, 2002/03

Yukon Territory Fact Sheet

The Victim Services Survey questionnaire was sent to 3 agencies in the Yukon Territory¹, 3 (100%) of which were deemed eligible to respond. Responses were received from all 3 agencies (100%).

- 2 agencies reported serving 1,050 clients between April 1, 2002 and March 31, 2003.²

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 3 victim service agencies in the Yukon Territory reported providing assistance to 28 clients and over nine in ten were female.
- 96% of clients (27) were victims of crimes against the person. Of these, 26% were victims of sexual assaults and 74% were victims of other violent offences, including physical assault.
- 85% (23) of clients who were victims of crimes against the person had been victimized by a spouse, ex-spouse or intimate partner and 15% (4) by non-family members, including friends, acquaintances and strangers.
- On snapshot day, 39% of clients received case/trial updates, 36% received court information, 32% received information on criminal justice system structure and process, 32% received individual counselling and 25% received emotional support.³

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 33% (1) were court-based and 67% (2) were system-based⁴.
- All agencies offered the following services: assistance with victim impact statements, case/trial updates, court information, court orientation, court accompaniment, emotional support, information on the criminal justice system structure and process, liaise with other agencies on behalf of client, transportation, victim/witness preparation and general information.
- All agencies reported having at least one building entrance that was wheelchair accessible and had measures to provide service to the deaf or hearing impaired and 67% had measures for the blind or visually impaired.

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

3. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 28 clients assisted.

4. Services under the system-based model assist victims throughout their contact with the criminal justice system from the police right through to the corrections stage. This model can be characterized as "one-stop" service delivery.

- In terms of events that impacted service delivery, agencies reported that newly installed video conferencing in Yukon Territory courts have resulted in greater convenience for clients, reduced the need for travel and have cut program costs.
- The absence of financial compensation for victims of crime is the greatest challenge agencies in the Yukon Territory will face in the coming year.

Victim Services in Canada, 2002/03

Northwest Territories Fact Sheet

The Victim Services Survey questionnaire was sent to 10 agencies in the Northwest Territories¹, 6 (60%) of which were deemed eligible to respond. Of those 6 deemed eligible to respond, responses were received from 5 agencies (83%). Of the 4 (40%) agencies deemed ineligible to respond, 3 were outside the scope of the survey and 1 had closed.

Responses were received from 50% of court-based agencies and 100% of community-based agencies surveyed in the Northwest Territories.

- 4 agencies reported serving 919 clients between April 1, 2002 and March 31, 2003.²

A profile of clients, October 22, 2003

- In a snapshot taken on October 22, 2003, 5 victim service agencies in the Northwest Territories reported providing assistance to 40 clients and over nine in ten were female.
- 95% of clients (38) were victims of crimes against the person. Of these, 53% were victims of sexual assaults, 3% were secondary victims of homicide and 45% were victims of other violent offences, including physical assault.
- Excluding criminal harassment, homicide and other offences resulting in loss of life³, 84% (31) of clients who were victims of crimes against the person had been victimized by family members or intimate partners and 16% (6) by others, including friends, acquaintances and strangers.
- On snapshot day, 40% received emotional support, 35% received information on criminal justice system structure and process, 35% received general information and 33% received court information.⁴

A profile of victim service agencies 2002/03

- Among the agencies that reported to the survey, 80% (4) were community-based and 20% (1) were court-based.
- All agencies offered the following services: case/trial updates, court orientation, court information, court accompaniment, emotional support, information on criminal justice system structure and process, liaise with other agencies on behalf of clients, immediate safety planning and general information.

1. Agency is the unit of count for the Victim Services Survey and refers to the organization or office through which victim services are provided. It should be noted that in cases where victim service programs are offered by the provincial government through a number of locations or offices, each office is counted as one agency. This approach was taken in order to avoid under estimating the extent of victim services in some jurisdictions. As a result of the very different structures of service delivery across the provinces and territories, jurisdictional comparisons are not advised.

2. The precise reporting period may vary. Agencies were asked to provide information for the twelve-month period ending March 31, 2003 or their own twelve-month fiscal period.

3. The relationship of the aggressor was not collected for these offences.

4. Totals do not add to 100% due to multiple responses. This analysis is based on data provided by respondents who reported counts of clients assisted by type of victimization as well as the type of services offered. These percentages are therefore based on 40 clients assisted.

- 60% of agencies reported having at least one building entrance that was wheelchair accessible, 60% of agencies had measures to provide service to the deaf or hearing impaired and 40% had measures for the blind or visually impaired.
- In terms of events that impacted service delivery, agencies in the Northwest Territories reported the federal *Youth Criminal Justice Act* and local incidents. These events have increased the number of clients.
- In general, agencies reported staffing and funding as the greatest challenges their agencies would face in the coming year. To address this challenge, agencies reported that they would train new employees, continue to recruit volunteers and continue to advertise to raise community awareness.