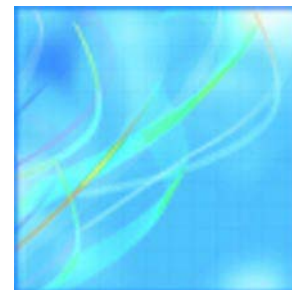


# Victim Services in Canada: National, Provincial and Territorial Fact Sheets



2007/2008



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# Victim Services in Canada: National, Provincial and Territorial Fact Sheets

2007/2008

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- . not available for any reference period
- .. not available for a specific reference period
- ... not applicable
- 0 true zero or a value rounded to zero
- 0<sup>s</sup> value rounded to 0 (zero) where there is a meaningful distinction between true zero and the value that was rounded
- p preliminary
- r revised
- x suppressed to meet the confidentiality requirements of the *Statistics Act*
- E use with caution
- F too unreliable to be published

## Note

This publication was prepared by **Christopher Munch** and **Julie Sauvé**.

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## Introduction

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In the last 30 years, there has been increasing recognition of the rights and needs of victims in the area of justice. At the international level, the United Nations adopted the Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power in 1985, and in 1988, it was the Canadian government's turn to endorse its own *Canadian Statement of Basic Principles of Justice for Victims of Crime*<sup>1</sup> (Boudreau, Poupart and Leroux 2009). Since then, the need for victims to be heard and informed, to express themselves, to be protected, and thus, to obtain support and assistance, has been recognized.

Since 2003, the Canadian Centre for Justice Statistics has been conducting the Victim Services Survey through funding from Justice Canada's Policy Centre for Victim Issues. This first national survey of victim services was developed after recognizing the need to monitor the number and types of victim service providers and to address emerging issues in the field of victim services. The Victim Services Survey was repeated for a second time in 2006 and for a third time in 2008.

The management and organizational structures of victim services can differ from one jurisdiction to another throughout Canada.<sup>2</sup> While some victim service providers are independently managed, others are managed by head offices that provide services to victims through a number of regional offices.<sup>3</sup> In the context of the Victim Services Survey (VSS), questionnaires were sent only to independent victim service providers and to head offices in order to reduce respondent burden. Head offices were expected to respond to the survey for all their regional offices.

This publication is based on data collected through the 2007/2008 Victim Services Survey<sup>4</sup> and presents highlights of the nature and extent of victim services provided at the national, provincial and territorial levels.

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1. The Declaration was revised in 2003.
  2. Comparison between jurisdictions is not recommended. Victim services are defined as agencies that provide direct services to primary or secondary victims of crime, and that are funded in whole or in part by a ministry responsible for justice matters. Residential services are excluded as the information is collected by the Transition Home Survey (see "Transition Homes in Canada: National, Provincial and Territorial Fact Sheets 2007/2008").
  3. Following a series of consultations with respondents, it was found that local offices through which victims are served are called either "local office" or "regional office," depending on the province. In these fact sheets the term "regional office" is used to refer to points of service that are managed by a central office, regardless of the province or territory.
  4. For more information, please refer to the *Juristat* "Victim Services in Canada, 2007-2008" by Julie Sauvé.

# National, Provincial and Territorial Fact Sheets

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## National Fact Sheet

The Victim Services Survey (VSS) was conducted for a third time in 2007/2008 through funding provided by Justice Canada's Policy Centre for Victim Issues.

Questionnaires were sent to victim service providers throughout Canada. Since each province and territory is responsible for the delivery of services to victims, the management and organizational structures of victim services can differ from one jurisdiction to another.

While some victim service providers are independently managed, others are managed by head offices that provide services to victims through a number of regional offices. In the 2007/2008 Victim Services Survey (VSS), questionnaires were sent only to independent victim service providers and to head offices in order to reduce respondent burden. Head offices were expected to respond to the survey for all their regional offices. To accurately reflect the distribution of victim services in Canada, each of the independent victim service providers, head offices and regional offices is considered a separate service provider in this analysis.

In 2008, the questionnaire was sent to 556 agencies in Canada representing a total of 939 service providers. Each service provider is understood to provide services or programs to victims of crime. Of those 939 service providers, 884 were deemed eligible to remain in the sample. Responses were received for 771 service providers, resulting in a participation rate of 87%. Among these, 766 were victim service providers and 5 were exclusive criminal injuries compensation programs. The 55 victim service providers deemed ineligible to respond were either outside the scope of the survey, closed, or classified otherwise.

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 686 service providers<sup>1</sup> reported serving 405,912 people.<sup>2</sup>

### Profile of victims on May 28, 2008

- In a snapshot taken on May 28, 2008, 728 victim service providers in Canada reported serving 9,808 people.<sup>3</sup> Of these, 61% (5,941) were female and 20% (2,001) were male. For 19% (1,866) of victims, respondents were unable to provide the gender.
- Sixty-seven percent of the people (6,578) who received services were victims of crimes against the person. Of this number, 31% (2,025) were victims of sexual assault, 5% (299) were victims of criminal harassment, 3% (226) were secondary victims of homicide, and 2% (115) were secondary victims of other offences causing death. Fifty-nine percent (3,913) were victims of other violent offences, including physical assault.
- Among the sexual assault victims that received assistance, 23% (456) had been victimized by a spouse, an ex-spouse or an intimate partner, 37% (745) had been victimized by another family member and 41% (824) had been victimized by another person such as a friend, an acquaintance or a stranger.

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1. The victim service provider is the unit of count for the Victim Services Survey and refers to the organization or office through which victims 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 a victim service provider.

2. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

3. On the day of the snapshot, 9,881 victims requested formal assistance, however, for 1% of the victims, respondents could not provide any information.

- Of the 3,913 victims of other violent offences,<sup>4</sup> 67% (2,635) had been victimized by a spouse, an ex-spouse or an intimate partner, 11% (430) by another family member and 22% (848) by another person such as a friend, an acquaintance or a stranger.
- Of the 299 victims of criminal harassment, 67% (200) had been victimized by a spouse, an ex-spouse or an intimate partner, 11% (32) by another family member, and 22% (67) by another person such as a friend, an acquaintance or a stranger.

### **Profile of victim service providers in 2007/2008**

- Among the 766 service providers that participated in the survey, 308 (40%) were police-based, 178 (23%) were community-based, 134 (17%) were sexual assault centres, 60 (8%) were court-based, 46 (6%) were system-based, 38 (5%) were victim crisis assistance and referral service (Ontario only) and 1 was categorized as "other type". Five agencies that participated in the survey were exclusive compensation or financial benefits programs for victims of crime.
- Ninety-five percent of the victim service providers reported having at least one building entrance that was wheelchair accessible. Sixty-seven percent of the victim services reported being able to provide services to people who are deaf or hearing impaired and 63% reported being able to accommodate clients who are blind or visually impaired.
- The types of assistance most often provided directly by victim service providers included: general information (95%), emotional support (93%), liaising with other agencies on behalf of a client (91%), and providing information on criminal justice system structure and process (91%).
- In 2007/2008, 739 service providers reported employing the equivalent of 3,233 paid full-time staff. From April 1, 2007 to March 31, 2008, 556 victim service providers indicated having used the services of 8,684 volunteers.

### **Fact Sheet — Newfoundland and Labrador<sup>5</sup>**

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 13 victim service providers reported serving 5,170 people.<sup>6</sup>

### **Profile of victims on May 28, 2008**

- In a snapshot taken on May 28, 2008, 13 victim service providers in Newfoundland and Labrador reported serving 214 people. Of these, 59% (127) were female and 40% (85) were male. For 1% of victims, respondents were unable to provide the gender.
- Seventy-four percent of the people (158) who received services were victims of crimes against the person. Of this number, just over 30% (48) were victims of sexual assault, 4% (6) were victims of criminal harassment, 2% (3) were secondary victims of homicide and other offences causing death and 64% (101) were victims of other violent offences, including physical assault.
- Of the 48 victims of sexual assault who received assistance, 19% (9) were victimized by a spouse, an ex-spouse or an intimate partner, 35% (17) were victimized by another family member and 46% (22) were victimized by another person such as a friend, an acquaintance or a stranger.

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

5. The Victim Services Survey questionnaire was sent to victim services representing 14 service providers in Newfoundland and Labrador, all of which were deemed eligible to respond. Responses were received from 13 service providers. Although responses were received from 13 service providers, some did not provide responses for all survey questions.

6. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.



- Of the 101 victims of other violent offences, 38% (38) were victimized by a spouse, an ex-spouse or an intimate partner 18% (18) were victimized by another family member and 45% (45) were victimized by another person such as a friend, an acquaintance or a stranger.

### **Profile of victim service providers in 2007/2008**

- Among the 13 service providers that participated in the survey, 12 were system-based,<sup>7</sup> and 1 was a sexual assault centre.
- Most of the victim service providers (12) reported having at least one building entrance that was wheelchair accessible. All the victim services reported being able to provide services to people who are deaf or hearing impaired and 1 of them reported being able to accommodate clients who are blind or visually impaired.
- All victim service providers were able to directly provide their clients with: general information, emotional support, liaison with other agencies on their behalf, and providing information on criminal justice system structure and process as direct services.
- In 2007/2008, 13 victim service providers reported employing the equivalent of 21 paid full-time staff. From April 1, 2007 to March 31, 2008, 1 agency indicated having used the services of 26 volunteers.

### **Fact Sheet — Prince Edward Island<sup>8</sup>**

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 3 victim service providers reported serving 1,152 people.<sup>9</sup>

### **Profile of victims on May 28, 2008**

- In a snapshot taken on May 28, 2008, 3 victim service providers in Prince Edward Island reported serving 71 people. Of these, 52% (37) were female and 35% (25) were male. For 13% (9) of victims, respondents were unable to provide the gender.
- Seventy-three percent of the people (52) who received services were victims of crimes against the person. Of this number, nearly 35% (18) were victims of sexual assault, 13% (7) were victims of criminal harassment, just over 8% (4) were secondary victims of other offences causing death and 44% (23) were victims of other violent offences, including physical assault.
- Among the 18 victims of sexual assault who received assistance, 39% (7) were victimized by a spouse, an ex-spouse or an intimate partner, 33% (6) were victimized by another family member and 28% (5) were victimized by another person such as a friend, an acquaintance or a stranger.
- Of the 23 victims of other violent offences, 57% (13) were victimized by a spouse, an ex-spouse or an intimate partner, 13% (3) by another family member and 30% (7), by another person such as a friend, an acquaintance or a stranger.
- Of the 7 victims of criminal harassment, all were victimized by a spouse, an ex-spouse or an intimate partner.

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7. 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.

8. The Victim Services Survey questionnaire was sent to victim services representing 3 service providers in Prince Edward Island, all of which were deemed eligible to respond. Responses were received from all service providers. Although responses were received from 3 service providers, some did not provide responses for all survey questions.

9. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

## Profile of victim service providers in 2007/2008

- Among the 3 victim service providers that participated in the survey, 2 were system-based<sup>10</sup> and 1 was a sexual assault centre.
- All the victim service providers reported having at least one building entrance that was wheelchair accessible. All victim service providers also reported being able to accommodate clients who were blind or visually impaired. Two victim service providers reported being able to provide services to people who are deaf or hearing impaired.
- All victim service providers were able to directly provide their clients with: emotional support, emergency and long term shelter, court accompaniment, to name a few.
- In 2007/2008, 3 victim service providers reported employing the equivalent of 12 paid full-time staff. From April 1, 2007 to March 31, 2008, 3 victim service providers indicated having used the services of 35 volunteers.
- Prince Edward Island's criminal injuries compensation program reported approving 33 out of 36 applications for financial benefits. Furthermore, 67% (22) of applicants were female victims, while 33% (11) were male victims. Seventy-six percent (25) of the victims were over the age of 18. Ninety-seven percent (32) of the approved applications were for victims of crimes against the person, such as assaults and sexual assaults.

## Fact Sheet — Nova Scotia<sup>11</sup>

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 8 victim service providers reported serving 9,892 people.<sup>12</sup>

## Profile of victims on May 28, 2008

- In a snapshot taken on May 28, 2008, 11 victim service providers in Nova Scotia reported serving 273 people. Of these, 58% (157) were female and 26% (70) were male. For 17% (46) of victims, respondents were unable to provide the gender.
- Seventy-three percent of the people (200) who received services were victims of crimes against the person. Of this number,<sup>13</sup> 9% (17) were victims of sexual assault, 8% (15) were victims of criminal harassment, 79% (157) were victims of other violent offences, including physical assault, and 6% (11) were secondary victims of homicide.
- Of the 17 victims of sexual assault who received assistance, 35% (6) were victimized by a spouse, an ex-spouse or an intimate partner, 35% (6) were victimized by another person such as a friend, an acquaintance or a stranger, and 29% (5) were victimized by another family member.
- Of the 157 victims of other violent offences, 62% (98) were victimized by a spouse, an ex-spouse or an intimate partner, 13% (20), by another family member and 25% (39), by another person such as a friend, an acquaintance or a stranger.
- Of the 15 victims of criminal harassment, 13 were victimized by a spouse, an ex-spouse or an intimate partner.

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10. 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.

11. The Victim Services Survey questionnaire was sent to victim services representing 21 service providers in Nova Scotia, all of which were deemed eligible to respond. Responses were received from 14 victim service providers. Although responses were received from 14 service providers, some did not provide responses for all survey questions.

12. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

13. Total of percentages exceeds 100% due to rounding.

## Profile of victim service providers in 2007/2008

- Among the 14 victim service providers that participated in the survey, 6 were police-based, 5 were system-based,<sup>14</sup> 1 agency was community-based, and 1 agency was a Sexual Assault Centre. One of the agencies was a Criminal Injuries Counselling Program for victims of crime.
- Twelve victim service providers reported having at least one building entrance that was wheelchair accessible. Ten of the victim services reported being able to provide services to people who are deaf or hearing impaired and 9 reported being able to accommodate clients who are blind or visually impaired.
- The types of assistance most often provided directly by victim service providers included: liaise with other agencies on behalf of client (85%), immediate safety planning (85%), emotional support (77%), long term safety planning (77%), and risk assessment (77%).
- In 2007/2008, 12 victim service providers reported employing the equivalent of 91 paid full-time staff. From April 1, 2007 to March 31, 2008, 6 victim services indicated having used the services of 134 volunteers.
- Nova Scotia's criminal injuries counselling program reported approving 216 out of 276 applications for counselling. Furthermore, 79% (171) of applicants were female victims, while 21% (45) were male victims. Seventy-three percent (158) of the victims were over the age of 18. Ninety-eight percent (211) of the approved applications were for victims of crimes against the person, such as assaults and sexual assaults.

## Fact Sheet — New Brunswick<sup>15</sup>

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 21 victim service providers reported serving 3,480 people.<sup>16</sup>

## Profile of victims on May 28, 2008

- In a snapshot taken on May 28, 2008, 24 victim service providers in New Brunswick reported serving 1,168 people. Of these, 71% (827) were female and 29% (333) were male. For 1% (8) of victims, respondents were unable to provide the gender.
- Fifty-four percent of the people (629) who received services were victims of crimes against the person. Of this number, 25% (155) were victims of sexual assault, nearly 3% (17) were victims of criminal harassment, 5% (33) were secondary victims of homicide and other offences causing death and 67% (424) were victims of other violent offences, including physical assault.
- Of the 155 victims of sexual assault who received assistance, 6% (10) were victimized by a spouse, an ex-spouse or an intimate partner, 20% (31) were victimized by another family member and 74% (114) were victimized by another person such as a friend, an acquaintance or a stranger.
- Of the 424 victims of other violent offences, 42% (180) were victimized by a spouse, an ex-spouse or an intimate partner, 8% (35) by another family member and 49% (209) by another person such as a friend, an acquaintance or a stranger.
- Of the 17 victims of criminal harassment, 53% (9) were victimized by a spouse, an ex-spouse or an intimate partner. The other eight victims had either been victimized by another family member or by another person such as a friend, an acquaintance or a stranger.

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14. 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.

15. The Victim Services Survey questionnaire was sent to victim services representing 27 victim service providers in New Brunswick, out of which 26 were deemed eligible to respond. Responses were received from 24 victim service providers. Although responses were received from 24 service providers, some did not provide responses for all survey questions.

16. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

## Profile of victim service providers in 2007/2008

- Among the 24 victim service providers that participated in the survey, 14 (58%) were system-based,<sup>17</sup> 5 (21%) were police-based, 3 (13%) were community-based, 1 agency (4%) was a sexual assault centre and 1 agency (4%) was a victim crisis assistance and referral service.
- Ninety-two percent of the victim service providers reported having at least one building entrance that was wheelchair accessible. Seventy-nine percent of the victim service providers reported being able to provide services to people who are deaf or hearing impaired and 21% of them reported being able to accommodate clients who are blind or visually impaired.
- All of the victim service providers were able to directly provide their clients with: general information, liaison with other agencies on behalf of client, immediate safety planning and crisis intervention.
- In 2007/2008, 24 victim service providers reported employing the equivalent of 43 paid full-time staff. From April 1, 2007 to March 31, 2008, 24 victim services indicated having used the services of 285 volunteers.
- New Brunswick's criminal injuries compensation program reported receiving 407 new applications for financial benefits.<sup>18</sup> Furthermore, 71% (288) of applicants were female victims, while 29% (119) were male victims. Sixty-eight percent (277) of the victims were over the age of 18. Eighty percent (324) of the approved applications were for victims of crimes against the person, such as assaults and sexual assaults.

## Fact Sheet — Quebec<sup>19</sup>

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 82 victim service providers reported serving 47,921 people.<sup>20</sup>

## Profile of victims on May 28, 2008

- In a snapshot taken on May 28, 2008, 84 victim service providers in Quebec reported serving 1,109 people. Of these, 58% (644) were female and 30% (337) were male. For 12% (128) of victims, respondents were unable to provide the gender.
- Sixty-six percent of the people (737) who received services were victims of crimes against the person. Of this number, 43% (317) were victims of sexual assault, just over 7% (53) were victims of criminal harassment, and 2% (15) were secondary victims of homicide and other offences causing death. Forty-eight percent (352) were victims of other violent offences, including physical assault.
- Of the 317 victims of sexual assault who received assistance, 14% (44) were victimized by a spouse, an ex-spouse or an intimate partner, 56% (177) were victimized by another family member and 30% (96) were victimized by another person such as a friend, an acquaintance or a stranger.
- Of the 352 victims of other violent offences, 39% (139) were victimized by a spouse, ex-spouse or intimate partner, 12% (41), by another family member and 49% (172), by another person such as a friend, an acquaintance or a stranger.

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17. 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.

18. Details on applicants by sex, age groupings and type of crime are based on all new applications received.

19. The Victim Services Survey questionnaire was sent to victim services representing 104 victim service providers in Quebec, out of which 103 were deemed eligible to respond. Responses were received from 89 victim service providers. Although responses were received from 89 service providers, some did not provide responses for all survey questions.

20. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

- Of the 53 victims of criminal harassment, 58% (31) were victimized by a spouse, an ex-spouse or an intimate partner, 6% (3) by another family member and 36% (19), by another person such as a friend, an acquaintance or a stranger

### **Profile of victim service providers in 2007/2008**

- Among the 89 victim service providers that participated in the survey, 64 (72%) were community-based, 16 (18%) were sexual assault centres, and 8 (9%) were police-based. One agency was a compensation or financial benefits program for victims of crime.
- Seventy-six percent of the victim service providers reported having at least one building entrance that was wheelchair accessible. Seventy-nine percent of the victim services reported being able to provide services to people who are deaf or hearing impaired and 76% reported being able to accommodate clients who are blind or visually impaired.
- The types of assistance most often provided directly by victim service providers included: providing information on criminal justice system structure and process (99%), assistance with victim impact statements (96%), claims assistance (93%), and court accompaniment (93%).
- In 2007/2008, 88 victim service providers reported employing the equivalent of 964 paid full-time staff. From April 1, 2007 to March 31, 2008, 45 victim services indicated having used the services of 268 volunteers.
- Quebec's criminal injuries compensation program reported approving 4,810 out of 5,960 applications for financial benefits. Furthermore, 62% (2,983) of applicants were female victims, while 37% (1,798) were male victims.<sup>21</sup> Seventy-four percent (3,540) of the victims were over the age of 18. Ninety-six percent (4,610) of the approved applications were for victims of crimes against the person, such as assaults and sexual assaults.

### **Fact Sheet — Ontario<sup>22</sup>**

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 220 victim service providers reported serving 191,316 people.<sup>23</sup>

### **Profile of victims on May 28, 2008**

- In a snapshot taken on May 28, 2008, 209 victim service providers in Ontario reported serving 3,277 people. Of these, 68% (2,227) were female and 15% (490) were male. For 17% (560) of victims, respondents were unable to provide the gender.
- Eighty-four percent of the people (2,764) who received services were victims of crimes against the person. Of this number, 30% (830) were victims of sexual assault, 4% (116) were victims of criminal harassment, 5% (141) were secondary victims of homicide and other offences causing death and nearly 61% (1,677) were victims of other violent offences, including physical assault.
- Of the 830 victims of sexual assault who received assistance, 23% (190) were victimized by a spouse, an ex-spouse or an intimate partner, 34% (283) were victimized by another family member and 43% (357) were victimized by another person such as a friend, an acquaintance or a stranger.

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21. For 29 applicants, the respondents did not know the sex.

22. The Victim Services Survey questionnaire was sent to victim services representing 260 victim service providers in Ontario, out of which 254 were deemed eligible to respond. Responses were received from 229 victim service providers. Although responses were received from 229 service providers, some did not provide responses for all survey questions.

23. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

- Of the 1,677 victims of other violent offences, 79% (1,321) were victimized by a spouse, an ex-spouse or an intimate partner, 12% (202), by another family member and 9% (154), by another person such as a friend, an acquaintance or a stranger.
- Of the 116 victims of criminal harassment, 76% (88) were victimized by a spouse, an ex-spouse or an intimate partner, and 9% (11), by another family member and 15% (17), by another person such as a friend, an acquaintance or a stranger

### **Profile of victim service providers in 2007/2008**

- Among the 229 victim service providers that participated in the survey, 97 (42%) were sexual assault centres, 51 (22%) court-based, 36 (16%) were victim crisis assistance and referral service centres, 27 (12%) were community-based and 17 (7%) were police-based. One agency was a compensation or financial benefits program for victims of crime.
- Most of the victim service providers (97%) reported having at least one building entrance that was wheelchair accessible. Ninety-two percent of the victim services reported being able to provide services to people who are deaf or hearing impaired and 87% reported being able to accommodate clients who are blind or visually impaired.
- The types of assistance most often provided directly by victim service providers included: emotional support (98%), public education/prevention (97%), general information (95%), and liaising with other agencies on behalf of client (94%).
- In 2007/2008, 227 victim service providers reported employing the equivalent of 728 paid full-time staff. From April 1, 2007 to March 31, 2008, 178 victim services indicated having used the services of 3,910 volunteers.
- Ontario's criminal injuries compensation program reported approving 3,071 out of 4,380 applications for financial benefits.<sup>24</sup> Ninety-nine percent (3,042) of the approved applications were for victims of crimes against the person, such as assaults and sexual assaults.

### **Fact Sheet — Manitoba<sup>25</sup>**

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 15 victim service providers reported serving 17,909 people.<sup>26</sup>

### **Profile of victims on May 28, 2008**

- In a snapshot taken on May 28, 2008, 16 victim service providers in Manitoba reported serving 317 people. Of these, 70% (222) were female and 30% (95) were male.
- Eighty percent of the people (254) who received services were victims of crimes against the person. Of this number, nearly 20% (50) were victims of sexual assault, 1% (3) were victims of criminal harassment, just over 7% (19) were secondary victims of homicide, or other offences causing death, and 72% (182) were victims of other violent offences, including physical assault.
- Of the 50 victims of sexual assault who received assistance, 36% (18) were victimized by a spouse, an ex-spouse or an intimate partner, 18% (9) were victimized by another family member and 46% (23) were victimized by another person such as a friend, an acquaintance or a stranger.

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24. Breakdown by age grouping and sex of victims could not be provided.

25. The Victim Services Survey questionnaire was sent to victim services representing 19 victim service providers in Manitoba, out of which 18 were deemed eligible to respond. Responses were received from 16 victim service providers. Although responses were received from 16 service providers, some did not provide responses for all survey questions.

26. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

- Of the 182 victims of other violent offences, 78% (142) were victimized by a spouse, an ex-spouse or an intimate partner, 3% (6), by another family member and 19% (34), by another person such as a friend, an acquaintance or a stranger.

### **Profile of victim service providers in 2007/2008**

- Among the 16 victim service providers that participated in the survey, 10 (63%) were system-based,<sup>27</sup> 4 (25%) police-based, one (6%) was community-based and one was categorized as “other type”.
- All the victim service providers reported having at least one building entrance that was wheelchair accessible. Sixty-nine percent of the victim service providers reported being able to provide services to people who are deaf or hearing impaired and 75% reported being able to accommodate clients who are blind or visually impaired.
- All of the victim service providers were able to directly provide their clients general information, emotional support, liaison with other agencies on their behalf, court accompaniment, and immediate and long term safety planning as direct services.
- In 2007/2008, 16 victim service providers reported employing the equivalent of 57 paid full-time staff. From April 1, 2007 to March 31, 2008, 3 victim services indicated having used the services of 18 volunteers.
- Manitoba's criminal injuries compensation program reported approving 669 out of 797 applications for financial benefits.<sup>28</sup>

### **Fact Sheet — Saskatchewan<sup>29</sup>**

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 77 victim service providers reported serving 20,922 people.<sup>30</sup>

### **Profile of victims on May 28, 2008**

- In a snapshot taken on May 28, 2008, 75 victim service providers in Saskatchewan reported serving 477 people. Of these, 80% (380) were female and 14% (67) were male. For 6% (30) of victims, respondents were unable to provide the gender.
- Eighty-five percent of the people (406) who received services were victims of crimes against the person. Of this number, 36% (145) were victims of sexual assault, just over 3% (13) were victims of criminal harassment, 6% (24) were secondary victims of homicide and other offences causing death and just over 55% (224) were victims of other violent offences, including physical assault.
- Of the 145 victims of sexual assault who received assistance, 46% (66) were victimized by a spouse, an ex-spouse or an intimate partner, 26% (38) were victimized by another family member and 28% (41) were victimized by another person such as a friend, an acquaintance or a stranger.
- Of the 224 victims of other violent offences, 71% (159) were victimized by a spouse, an ex-spouse or an intimate partner, 9% (20), by another family member and 20% (45), by another person such as a friend, an acquaintance or a stranger.

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27. 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.

28. Breakdown by age grouping and sex of victims could not be provided.

29. The Victim Services Survey questionnaire was sent to victim services representing 95 victim service providers in Saskatchewan, out of which 92 were deemed eligible to respond. Responses were received from 83 victim service providers. Although responses were received from 83 service providers, some did not provide responses for all survey questions.

30. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

- Of the 13 victims of criminal harassment, 38% (5) were victimized by a spouse, an ex-spouse or an intimate partner, and 31% (4) each by another family member, and by another person such as a friend, an acquaintance or a stranger

### **Profile of victim service providers in 2007/2008**

- Among the 83 victim service providers that participated in the survey, 72 (87%) were police-based, 4 (5%) were community-based, 4 (5%) were court-based, and 3 (4%) were sexual assault centres.
- Most of the victim service providers (92%) reported having at least one building entrance that was wheelchair accessible. Fifty-one percent of the victim services reported being able to provide services to people who are deaf or hearing impaired and 54% reported being able to accommodate clients who are blind or visually impaired.
- The types of assistance most often provided directly by victim service providers included: court orientation (96%), emotional support (95%), assistance with victim impact statements (95%), court accompaniment (95%), and information on criminal justice system structure and process (95%).
- In 2007/2008, 82 victim service providers reported employing the equivalent of 73 paid full-time staff.<sup>31</sup> From April 1, 2007 to March 31, 2008, 74 victim services indicated having used the services of 438 volunteers.
- Saskatchewan's criminal injuries compensation program reported approving 373 out of 401 applications for financial benefits. Furthermore, 57% (211) of applicants were female victims, while 43% (162) were male victims. Seventy-eight percent (290) of the victims were over the age of 18. All of the approved applications were for victims of crimes against the person, such as assaults and sexual assaults.

### **Fact Sheet — Alberta<sup>32</sup>**

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 102 victim service providers reported serving 65,921 people.<sup>33</sup>

### **Profile of victims on May 28, 2008**

- In a snapshot taken on May 28, 2008, 101 victim service providers in Alberta reported serving 1,545 people. Of these, 28% (431) were female and 15% (229) were male. For 57% (885) of victims, respondents were unable to provide the gender.
- Thirty-one percent of the people (472) who received services were victims of crimes against the person. Of this number, just over 41% (195) were victims of sexual assault, 4% (17) were victims of criminal harassment, 7% (34) were secondary victims of homicide and other offences causing death and 48% (226) were victims of other violent offences, including physical assault.
- Of the 195 victims of sexual assault who received assistance, 24% (47) were victimized by a spouse, an ex-spouse or an intimate partner, 35% (68) were victimized by another family member and 41% (80) were victimized by another person such as a friend, an acquaintance or a stranger.
- Of the 226 victims of other violent offences, 57% (129) were victimized by a spouse, an ex-spouse or an intimate partner, 12% (27), by another family member and 31% (70), by another person such as a friend, an acquaintance or a stranger.

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31. Many victim service locations share the same staff, which explains why the number of victim services is higher than the number of employees.

32. The Victim Services Survey questionnaire was sent to victim services representing 145 victim service providers in Alberta, out of which 140 were deemed eligible to respond. Responses were received from 115 victim service providers. Although responses were received from 115 service providers, some did not provide responses for all survey questions.

33. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.



- Of the 17 victims of criminal harassment, 53% (9) were victimized by a spouse, an ex-spouse or an intimate partner, and 24% (4) each by another family member, and by another person such as a friend, an acquaintance or a stranger.

### **Profile of victim service providers in 2007/2008**

- Among the 115 victim service providers that participated in the survey, 86 (75%) were police-based, 17 (15%) were community-based, 10 (9%) were sexual assault centres and 1 agency was court-based. One of the agencies was a compensation or financial benefits program for victims of crime.
- Ninety percent of the victim service providers reported having at least one building entrance that was wheelchair accessible. Thirty-nine percent of the victim services reported being able to provide services to people who are deaf or hearing impaired and 41% reported being able to accommodate clients who are blind or visually impaired.
- The types of assistance most often provided directly by victim service providers included: general information (98%), court accompaniment (98%), court orientation (97%), information on criminal justice system structure and process (97%), and emotional support (96%).
- In 2007/2008, 96 victim service providers reported employing the equivalent of 470 paid full-time staff. From April 1, 2007 to March 31, 2008, 111 victim service providers indicated having used the services of 1,969 volunteers.
- Alberta's criminal injuries compensation program reported approving 1,049 out of 1,650 applications for financial benefits.<sup>34</sup>

### **Fact Sheet — British Columbia<sup>35</sup>**

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 141 victim service providers reported serving 41,887 people.<sup>36</sup>

### **Profile of victims on May 28, 2008**

- In a snapshot taken on May 28, 2008, 166 victim service providers in British Columbia reported serving 1,300 people. Of these, 65% (840) were female and 20% (262) were male. For 15% (198) of victims, respondents were unable to provide the gender.
- Sixty-six percent of the people (856) who received services were victims of crimes against the person. Of this number, just over 26% (226) were victims of sexual assault, 6% (49) were victims of criminal harassment, 6% (54) were secondary victims of homicide, or other offences causing death and 62% (527) were victims of other violent offences, including physical assault.
- Of the 226 victims of sexual assault who received assistance, 18% (41) were victimized by a spouse, an ex-spouse or an intimate partner, 48% (108) were victimized by another family member and 34% (77) were victimized by another person such as a friend, an acquaintance or a stranger.
- Of the 527 victims of other violent offences, 77% (406) were victimized by a spouse, ex-spouse or intimate partner, 10% (53), by another family member and 13% (68), by another person such as a friend, an acquaintance or a stranger.

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34. Breakdown by age grouping and sex of victims could not be provided.

35. The Victim Services Survey questionnaire was sent to victim services representing 216 victim service providers in British Columbia, out of which 210 were deemed eligible to respond. Responses were received from 171 victim service providers. Although responses were received from 171 service providers, some did not provide responses for all survey questions.

36. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

- Of the 49 victims of criminal harassment, 65% (32) were victimized by a spouse, an ex-spouse or an intimate partner, 10% (5) by another family member, and 24% (12) by another person such as a friend, an acquaintance or a stranger.

### **Profile of victim service providers in 2007/2008**

- Among the 171 victim service providers that participated in the survey, 109 (64%) were police-based, 57 (33%) were community-based, 4 (2%) were sexual assault centres. One of the agencies was a compensation or financial benefits program for victims of crime.
- Most of the victim service providers (95%) reported having at least one building entrance that was wheelchair accessible. Fifty-one percent of the victim services reported being able to provide services to people who are deaf or hearing impaired and 53% reported being able to accommodate clients who are blind or visually impaired.
- The types of assistance most often provided directly by victim service providers included: assistance with victim impact statements (98%), immediate safety planning (98%), general information (97%), court accompaniment (95%) liaising with other agencies on behalf of a client (93%), and providing information on criminal justice system structure and process (93%).
- In 2007/2008, 169 victim service providers reported employing the equivalent of 756 paid full-time staff. From April 1, 2007 to March 31, 2008, 109 victim services indicated having used the services of 1,592 volunteers.
- British Columbia's criminal injuries compensation program reported approving 1,815 out of 2,620 applications for financial benefits.<sup>37</sup>

### **Fact Sheet — Yukon, Northwest Territories, and Nunavut<sup>38</sup>**

- From April 1<sup>st</sup> 2007 to March 31<sup>st</sup> 2008, 4 victim service providers reported serving 342 people.<sup>39</sup>

### **Profile of victims on May 28, 2008**

- In a snapshot taken on May 28, 2008, 10 victim service providers in Yukon, Northwest Territory, and Nunavut reported serving 57 people. Of these, 86% (49) were female and 14% (8) were male.
- Eighty-eight percent of the people (50) who received services were victims of crimes against the person. Of this number, 48% (24) were victims of sexual assault, 6% (3) were victims of criminal harassment, 6% (3) were secondary victims of homicide and other offences causing death and nearly 40% (20) were victims of other violent offences, including physical assault.
- Of the 24 victims of sexual assault who received assistance, 75% (18) were victimized by a spouse, an ex-spouse or an intimate partner, 13% (3) were victimized by another family member, and 13% (3) were victimized by another person such as a friend, an acquaintance or a stranger.
- Of the 20 victims of other violent offences, 50% (10) were victimized by a spouse, an ex-spouse or an intimate partner, 25% (5), by another family member and 25% (5), by another person such as a friend, an acquaintance or a stranger.

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37. Breakdown by age grouping and sex of victims could not be provided.

38. The Victim Services Survey questionnaire was sent to victim services representing 26 victim service providers in Yukon, Northwest Territories and Nunavut, out of which 20 were deemed eligible to respond. Responses were received from 14 victim service providers. Although responses were received from 14 service providers, some did not provide responses for all survey questions. Due to the limited number of facilities in these jurisdictions, in conjunction with low response rates to the 2007/2008 VSS for all three territories, information for victim service providers in Yukon, Northwest Territories and Nunavut has been combined (unless otherwise specified) for reasons of confidentiality and data quality.

39. The precise reporting periods may vary. Victim service providers were asked to provide information for the twelve-month period ending March 31, 2008 or their own 12-month fiscal period. Victim services that were unable to provide annual counts or that did not answer the question are excluded from the number of victim service providers reporting.

### **Profile of victim service providers in 2007/2008**

- Among the 14 victim service providers that participated in the survey, 4 were court-based, 4 were community-based, 3 were system-based, 1 agency was police-based, and 1 a victim crisis centre.
- Half of the victim service providers reported having at least one building entrance that was wheelchair accessible. Twenty-one percent of the victim services reported being able to provide services to people who are deaf or hearing impaired and 14% reported being able to accommodate clients who are blind or visually impaired.
- The types of assistance most often provided directly by victim service providers included: assistance with victim impact statements (93%), providing information on criminal justice system structure and process (93%), court accompaniment (93%), emotional support (86%), and general information (86%).
- In 2007/2008, 9 victim service providers reported employing the equivalent of 18 paid full-time staff. From April 1, 2007 to March 31, 2008, 2 victim services indicated having used the services of 9 volunteers.