



**20th Annual Report of the
Victims Assistance Committee of the
Northwest Territories**

Part 2

June 2009



VICTIM SERVICES HIGHLIGHTS

In 2008/09, local victim services workers and coordinators reported:

- 828 new clients served
- 4,497 total services provided to new and continuing clients
- A 73% increase in total services provided, compared to 2007/08
- 446 brief service contacts
- 20% more children and youth served than in 2007/08
- 34% of new clients are victims of violent crime
- 52% of the people impacted by crime were referred to victim services by the RCMP
- A 25% increase, compared to 2007/08, in client referrals to other agencies/services
- A 13% increase in public education activities, compared to 2007/08
- A 17% increase in community liaison/networking activities, compared to 2007/08
- 171.5 hours of service provided by victim services volunteers
- 4,402 hours were spent on-call by volunteers

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VICTIM SERVICES PROGRAMS

Since 1989, community-based victim services programs have helped victims of crime in the NWT.

The Government of the Northwest Territories, through the Department of Justice Community Justice Division, provided assistance, training, resources and support to community-based victim services programs in Aklavik, Behchokò , Fort Good Hope, Fort Simpson, Fort Smith, Gamètì, Hay River, Inuvik, Paulatuk, Whatì and Yellowknife in 2008/09.

The benefits of community-based victim services are:

- Victims feel comfortable accessing services through a community-based agency;
- Services are available for victims of both reported and unreported crime; and,
- There is greater opportunity to develop the most appropriate victim services for the community.

TERRITORIAL MISSION STATEMENT

Victim services offer support, assistance, information and referrals in a courteous and compassionate manner that respects the dignity and privacy of victims of crime.

OBJECTIVES

Victim services' objectives are to:

- Make contact with victims in a manner that expresses concern and support;
- Offer practical assistance and information;
- Liaise between police, Crown and other court personnel so current information is available to victims and procedures do not unduly inconvenience them; and
- Help victims to access the resources they need in order to deal with the effects of victimization.

This report demonstrates the work of community-based victim services in 2008/09. This report compares data from 2007/08 and discusses how victim services programming has changed in the Northwest Territories over the past year.

In 2008/09, a total of 13 paid coordinators/workers and 15 volunteers provided direct services to victims of reported and unreported crime.

During the year victim service programs provided outreach services, mostly by phone, to victims of crime from outlying communities. Yellowknife Victim Services provided outreach services to victims of crime from Tulita, Deline, Lutsel'ke, Behchokò, Fort Providence and Gamètì. Fort Smith Victim Services provided outreach services to victims of crime from Tulita and Hay River. Fort Good Hope Victim Services provided

outreach services to victims of crime from Tulita and Deline. Inuvik Victim Services provided outreach services to Sachs Harbour, Tuktoyaktuk and Fort McPherson. Fort Simpson Victim Services provided outreach services to victims of crime from Norman Wells, Fort Liard, Wrigley, and Jean Marie River; while Hay River Victim Services provided outreach services to victims of crime from Fort Resolution.

SECTION 1: HOW MANY PEOPLE USED VICTIM SERVICES?

Victim services help victims of crime. The number of clients served each month is divided into three categories: new cases, brief service contacts and cases continued from the previous month.

New cases are those with whom victim services spent substantial time and where ongoing contact was anticipated at first contact. Brief service contacts usually involve telephone contact with clients, to whom brief service was provided, but no substantial time was spent and ongoing contact was not anticipated. Cases continued from the previous month are those people victim services continued to provide services to.

Table 1.0 shows the overall use of victim services by community, type of contact and fiscal year.

In 2008/09, victim services served 828 new clients, 57% more than in 2007/08. There was a decrease of 37% in the number of brief service contacts in 2008/09 compared to 2007/08. This decrease can be attributed to the high number of brief service contacts in 2007/08 as the result of the death of an RCMP officer in Hay River. Continuing cases increased by 12% to 677 clients served.

Table 1.0 Total number of clients served by community and type of contact, 2008/2009 and 2007/2008

Community	Brief Service Contacts	New Clients	Continuing Cases	Total
Aklavik	14	11	5	30
Behchokò	3	8	0	11
Fort Good Hope	6	38	20	64
Fort Simpson	60	21	13	94
Fort Smith	31	36	78	145
Gamètì	0	0	0	0
Hay River	111	95	28	234
Inuvik	23	80	322	425
Paulatuk	29	30	7	66
Whatì	16	14	6	36
Yellowknife	153	495	198	846
Total 2008/09	446	828	677	1951
Total 2007/08	711	527	606	1845
Change	-37%	+57%	+11%	+6%

Note: 2007/08 statistics did not include: Aklavik, Behchokò , Fort Simpson, Gamètì, Paulatuk or Whatì.

SECTION 2: WHO WAS SERVED BY VICTIM SERVICES?

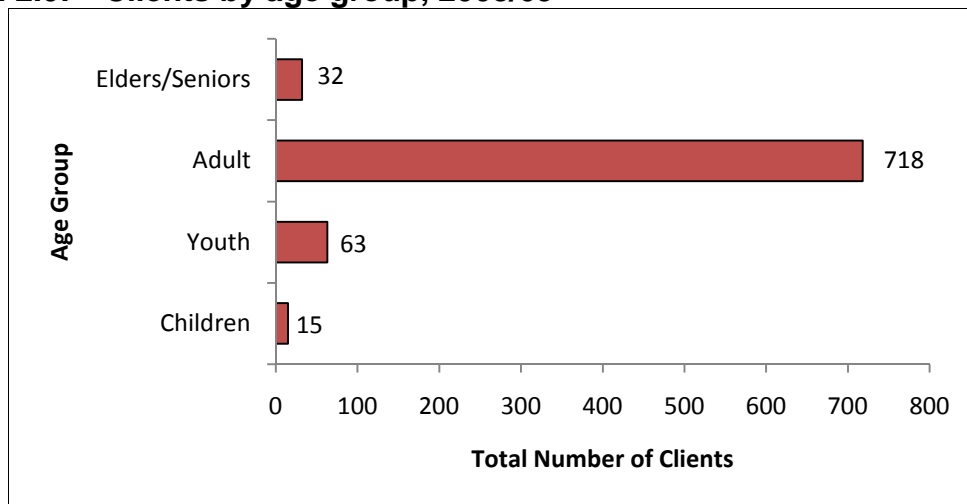
Services are provided to primary and secondary victims of both reported and unreported crime. Primary victims are the direct victims of crime, such as a female victim of spousal assault. Secondary victims may include those who live with and/or have a close relationship with the direct victim. In this example, a secondary victim could be the child of the spousal assault victim.

Victim services workers track the following information about their new clients:

- Age
- Ethnicity
- Gender
- Victim type (primary or secondary) and
- Offence/incident type

Graph 2.0 shows the number of new clients (total 828) by age category that received services during 2008/09.

Graph 2.0: Clients by age group, 2008/09

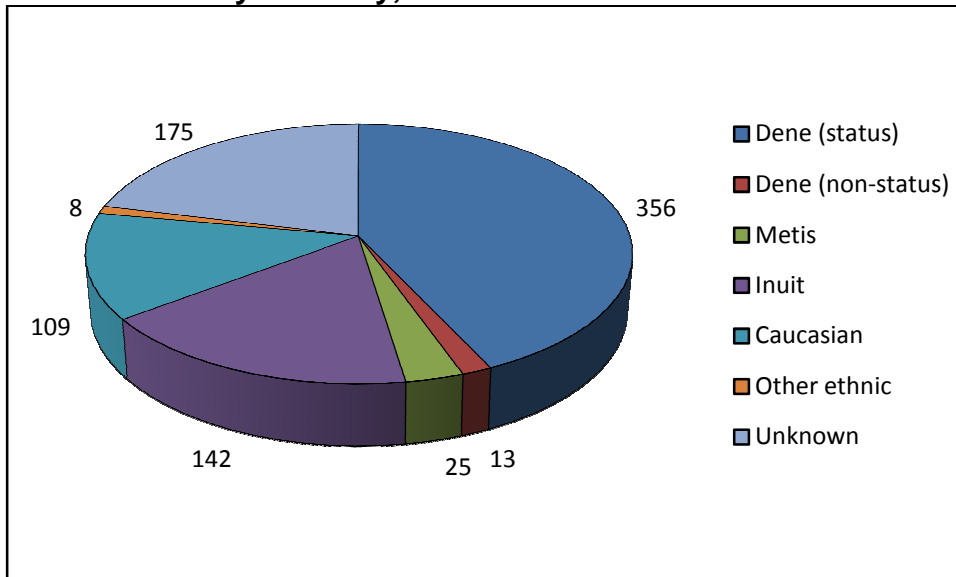


- Children: birth to 11 years
- Youth: 12 to 17 years
- Adults: 18 to 64 years
- Elders/seniors: 65 years and up

718 adults (87%), 63 youth (8%), 32 seniors (4%) and 15 children (2%) received victim services. The number of new clients of all ages increased in 2008/09. Child clients increased by two units (15%), youth clients increased by 11 units (21%); adult clients increased by 273 units (61%) and senior clients increased by 14 units (88%).

Graph 2.1 shows the 2008/09 client base by ethnicity.

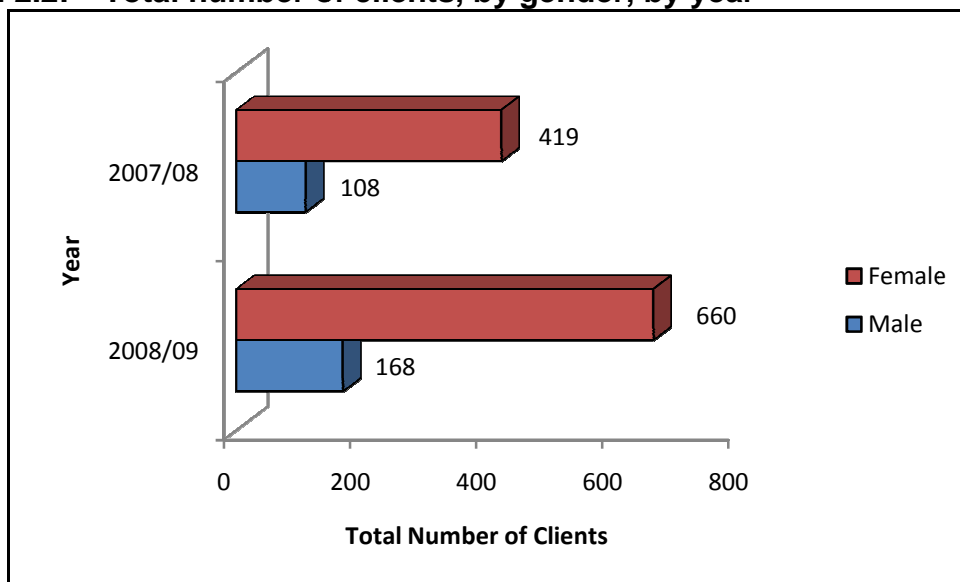
Graph 2.1: Clients by ethnicity, 2008/09



The largest group of clientele are Dene (status and non-status) at 45%, followed by clients of unknown ethnicity at 21%, then Inuit clients at 17%, Caucasian clients at 13%, Métis clients at 3% and clients of other ethnicities at 1%.

Graph 2.2 shows the total number of clients, divided by gender, comparing 2008/09 and 2007/08.

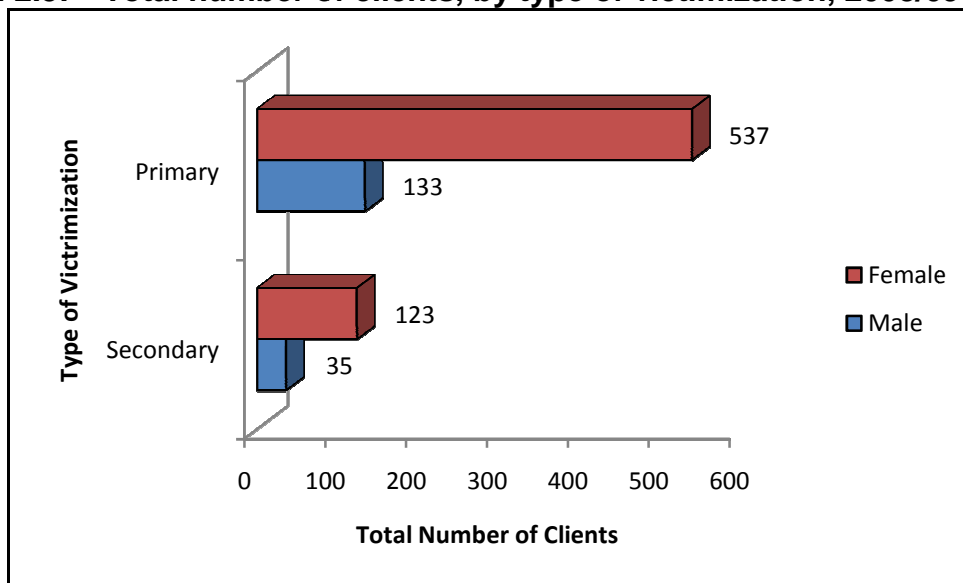
Graph 2.2: Total number of clients, by gender, by year



In 2008/09, 80% of clients served were female and 20% were male. When comparing the statistics from 2007/08, the number of male clients increased by 56% and female clients increased by 58%.

Graph 2.3 shows the breakdown of primary/secondary and male/female victims in 2008/09.

Graph 2.3: Total number of clients, by type of victimization, 2008/09



In 2008/09 the caseload breakdown of clients was as follows:

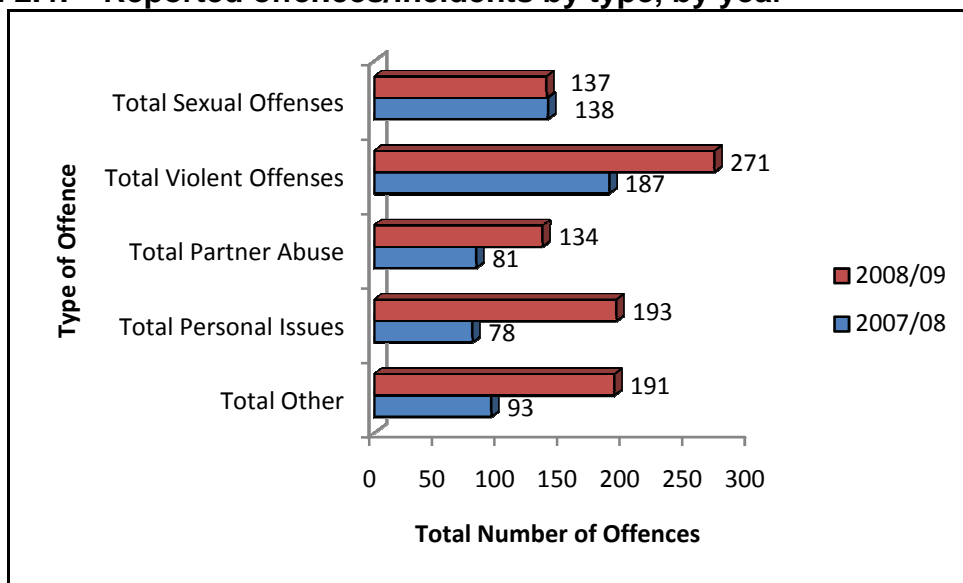
- 81% are primary victims
- 19% are secondary victims
- 65% are primary female victims
- 16% are primary male victims
- 15% are secondary female victims
- 4% are secondary male victims

The majority of the caseload involves working with people who have been directly impacted by crime, while less than one quarter of the caseload work is spent with people who either live with or are close to the direct victim.

Again, female clientele are overrepresented as both primary victims (65%) and secondary victims (15%), especially in comparison to male clientele who represent 20% of the caseload as both primary (16%) and secondary (4%) victims.

Graph 2.4 shows a comparison of the offences/incidents by which clients were affected between 2007/08 and 2008/09.

Graph 2.4: Reported offences/incidents by type, by year



- 'Sexual offences' include sexual assault (child, youth and adult), attempted and aggravated sexual assault, past sexual abuse and residential school abuse.
- 'Violent offences' include assault, assault with a weapon, assault causing bodily harm, aggravated assault, homicide/attempted homicide, firearms offences and robbery.
- 'Partner abuse' includes spousal assault, spousal assault with a weapon/aggravated assault, confinement, and criminal harassment (stalking).
- 'Personal incidents/issues' include sudden death, suicide/attempted suicide, and family difficulties/concerns.
- 'Other offences' include break and enter, uttering threats, civil matters and other offences.

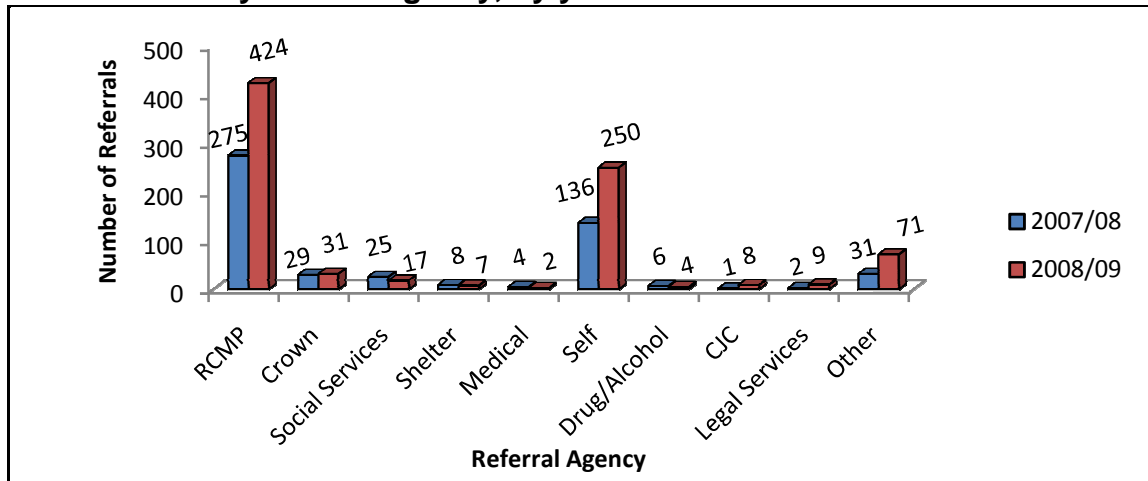
When comparing caseloads by year, there were increases in:

- Violent offences, by 45%
- Partner abuse, by 65%
- Personal issues, by 147%
- Other offences, by 105%

SECTION 3: WHO REFERRED CLIENTS TO VICTIM SERVICES?

Graph 3.0 is a comparison of the number of clients by referral agency in 2008/09 and 2007/08.

Graph 3.0: Clients by referral agency, by year



***Please note: 5 referral sources were not reported**

Overall, referrals are up by 306 units or 59%. There were increases in referrals from RCMP, Crown, individuals, Community Justice Committees, legal services and other agencies. There were decreased referrals from Social Services, shelters, medical agencies, and drug/alcohol agencies.

The large increase in self referrals demonstrates that clients feel comfortable with and have confidence in their victim services worker and their local victim services program.

'Other' referral sources can include: the Native Women's Association Training Centre, GNWT Justice, the Salvation Army, YWCA transitional housing project, mental health counsellors, probation, families, other victim services programs, friends, siblings, community wellness counsellors, courts, coroner, concerned community members, victim service volunteers/advocates, crown witness coordinators and Aurora College.

Table 3.0 shows that in 2008/09, the RCMP referred over half (52%) of all clients to victim services. For victims of reported crime, the RCMP is the primary referral agency.

Table 3.0 RCMP referrals to victim services, by year

Referrals	2008/09	2007/08	2006/07	2005/06	2004/05
RCMP referrals	424	275	281	362	235
Total referrals	823	517	508	597	475
RCMP referrals as a % of total referrals	52%	53%	55%	61%	49%

In October 2008, the GNWT Department of Justice and RCMP “G” Division signed the “NWT-Wide RCMP Referral Protocol”. The purpose of the Memorandum of Understanding (MOU) was to establish protocols and procedures for the referral of victims of crime by the RCMP to victim services programs in the NWT. The protocol requires that RCMP refer all victims to victim services unless the victim expressly objects to a referral. When a victim does object to the referral, the RCMP will provide the victim with contact information for the local victim services program.

In 2008/09, referrals from the RCMP increased by 54% - from 275 referrals in 2007/08 to 424 referrals in 2008/09. It is clear that the protocol has already proven results.



Deputy Minister of Justice, Bronwyn Watters and Chief Superintendent, Tom Middleton from RCMP “G” Division signing the NWT-Wide RCMP Referral Protocol.

SECTION 4: WHAT KINDS OF VICTIM SERVICES WERE DELIVERED?

Victim services programs provided referrals, information, assistance and support to victims of crime as described in Table 4.0 below:

Service	Description
Information	<p>Victim services workers provide information to clients about:</p> <ul style="list-style-type: none"> • The criminal justice system and processes; • The progress of their case; • The role of the police and Crown counsel; • The recovery of property; • Being a witness and what it involves; • Using testimonial aids; and • Other local resources and types of assistance available.
Practical Assistance	<p>Victim services workers assist clients with:</p> <ul style="list-style-type: none"> • Medical forms, offender restitution and victim impact statements; • Home security checks; • Visiting various agencies and the courts; • Helping victims to get registered with the National Parole Board; • Arranging third party interpretation; and • Arranging childcare and transportation.
Emotional Support	<p>Victim services workers help to provide:</p> <ul style="list-style-type: none"> • Continuous emotional support from the time of first contact throughout and beyond the court process; and • Helping relationships as clients come to know and trust the worker and feel more comfortable expressing their feelings and concerns.
Court Orientation	<p>Victim services workers assist clients involved in the court process by:</p> <ul style="list-style-type: none"> • Familiarising them with the court setting; • Explaining procedures, terminology and the roles of the court personnel; • Assessing and advocating for testimonial aids; and • Accompanying clients to court when necessary.
Community Resources Referrals	<p>Victim services workers refer clients to outside resources in the community providing:</p> <ul style="list-style-type: none"> • Medical services; • Financial help or child protection; • Counselling or mental health services; • Transitional housing; and • Rehabilitation services

Table 4.0 shows the types of services delivered, comparing 2008/09 and 2007/08.

Table 4.0 Services delivered by type, by year

Service Type	2008/09	2007/08
Advocacy	76	70
Cantalk	0	0
Childcare arrangements	15	4
Consultation with Crown	116	60
Consultation with other	266	197
Consultation with RCMP	230	179
Court prep/accompaniment	124	83
Crisis intervention	110	31
Emotional support	972	550
Information	1609	940
Interpretation/translation	2	2
Next-of-kin notification	2	0
Other	159	19
Other forms	42	57
Referral	619	291
Transportation	26	15
VIS: help client complete	123	90
VIS: help client in court	6	17
TOTAL	4497	2605

Between 2008/09 and 2007/08 there was a 73% increase in the total number of services provided to new and ongoing clients.

Of the 18 service categories, service in 14 categories increased, two decreased and two stayed the same.

The services most frequently delivered, as a percentage of total services provided, include:

- Information (36%)
- Emotional support (22%)
- Referrals (14%)
- Consultation with other professionals (6%)
- Consultation with the RCMP (5%)

In 2008/09, victim service providers reported 123 instances of helping a client to complete a victim impact statement (VIS) and there were 6 incidents where they provided VIS assistance in court. This contributed positively to the total number of victim impact statements submitted to NWT Courts during 2008/09.

Table 4.1 shows the number of victim impact statements filed with NWT Courts, by registry and year, including 2008/09.

Table 4.1 Victim Impact Statements filed with NWT Courts, by registry, by year

Victim Impact Statements Filed with NWT Court Registries								
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	TOTAL
Yellowknife	64	68	81	64	78	41	61	457
Hay River	21	62	55	54	48	37	39	316
Inuvik	59	72	41	19	17	27	30	265
Total	144	202	177	137	143	105	130	1038

Another important aspect of victim services is brief service contacts. A brief service contact is normally made via telephone, where a victim services worker does not anticipate ongoing contact with the caller. Victim service workers note the type of brief service that is provided and record it under three categories: information, referral and/or support. One, two or all three types of service can be provided during the course of one brief service contact.

In 2008/09, brief service contacts decreased by 38% when compared with 2007/08. This is due, in large part, to the tragic death of an RCMP officer in Hay River in 2007/08 where the brief service contacts for the NWT totalled 711. Table 4.2 shows the different services provided to brief service contacts in 2008/09.

Table 4.2 Types of brief service contacts, by type, 2008/09

	Information	Referral	Support
Aklavik	14	4	14
Behchokò	3	0	3
Fort Good Hope	5	2	3
Fort Simpson	40	13	22
Fort Smith	31	10	13
Gamètì	0	0	0
Hay River	111	22	97
Inuvik	19	3	10
Paulatuk	9	4	19
Whatì	11	9	12
Yellowknife	109	66	76

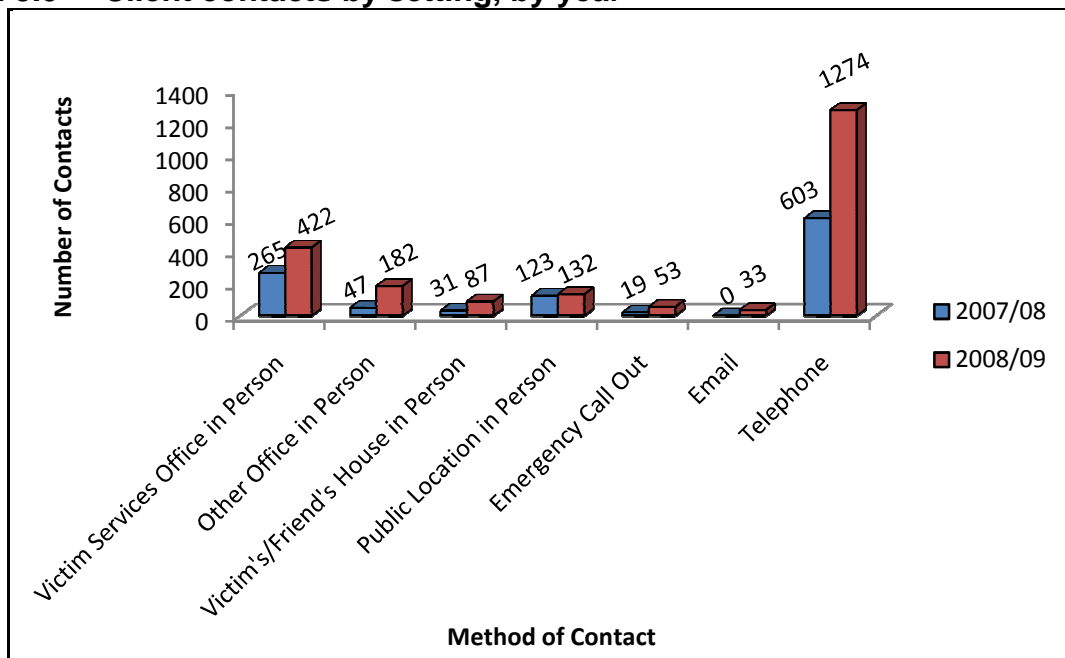
These statistics are over and above the 4,497 services delivered to new and ongoing clients.

SECTION 5: IN WHAT SETTINGS WERE VICTIM SERVICES PROVIDED?

Victim Services can be provided in different settings. Services can be provided out of a victim services office; in a public location, like a courtroom; or through home visits in victims' homes. Frequently, services are provided over the telephone, especially in cases where clients live in communities where there are no dedicated victim services programs. With the advent of technology, we see increasingly that services are being delivered by email.

Graph 5.0 shows the number of client contacts by setting and year, comparing 2008/09 to 2007/08.

Graph 5.0 Client contacts by setting, by year



In 2008/09, there were a total of 2,182 client contacts compared to 1,088 in 2007/08. This represents a 101% increase in client contacts between 2008/09 and 2007/08.

Victim service workers began tracking email and telephone contact separately this year. All contact methods increased in 2008/09: the total number of in-person contacts increased by 77%; emergency call outs increased by 179%; and telephone contact increased by 111%.

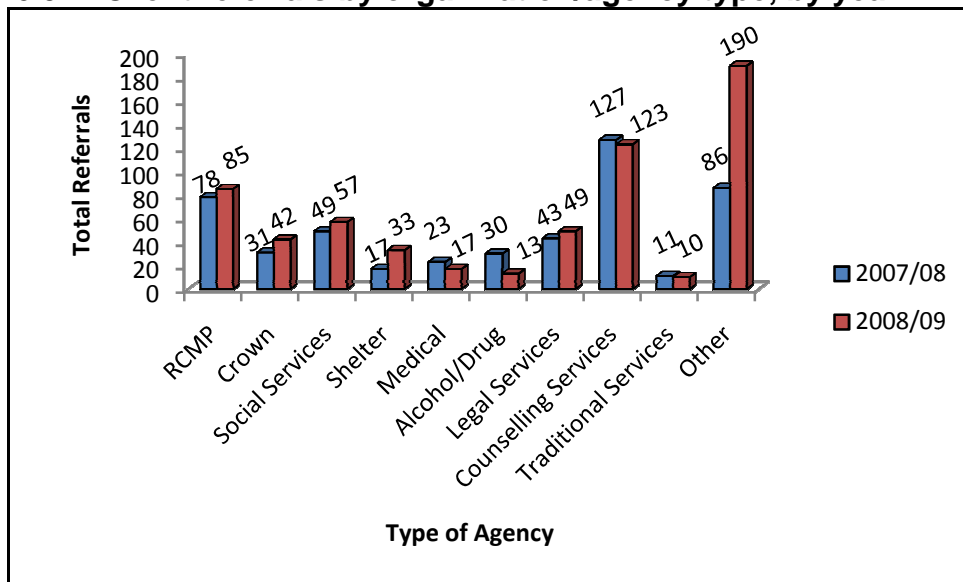
Victim services have more clients who have more needs for service. Delivering more services requires more frequent contact between the worker and the client.

SECTION 6: TO WHAT OTHER ORGANIZATIONS AND AGENCIES WERE VICTIMS OF CRIME REFERRED?

Referring crime victims to other programs and services that can help them is a very important role for victim services workers. For example, to help victims cope with the psychological impact of violent crime, victim services can refer crime victims to other agencies/service providers for counselling. The majority of referrals are client-driven.

Graph 6.0 shows the referrals made by victim services to other agencies, comparing 2008/09 and 2007/08.

Graph 6.0 Client referrals by organization/agency type, by year



Overall, referrals of clients to other services have increased by 124, or 25% since 2007/08. Six categories saw an increase in referrals and four categories decreased.

The agencies to which there was an increase in referrals between 2007/08 and 2008/09 are: referrals to the RCMP by 9%, to the Crown by 35%, to Social Services by 16%, to shelters by 94%, to Legal Services by 14%, and to other service providers by 121%.

The agencies to which there was a decrease in referrals are: referrals to medical services by 26%, to alcohol and drug services by 57%, to counselling services by 3% and to traditional services by 1%.

Other agency referrals can include referrals to Seniors' Society, income support, parenting after separation support, NWT Courts, emergency protection order application, other victim services, mental health, the Council for Persons with Disabilities, probation, John Howard Society of the NWT, Human Rights Commission Advocate, the YWCA of Yellowknife or Crime Stoppers.

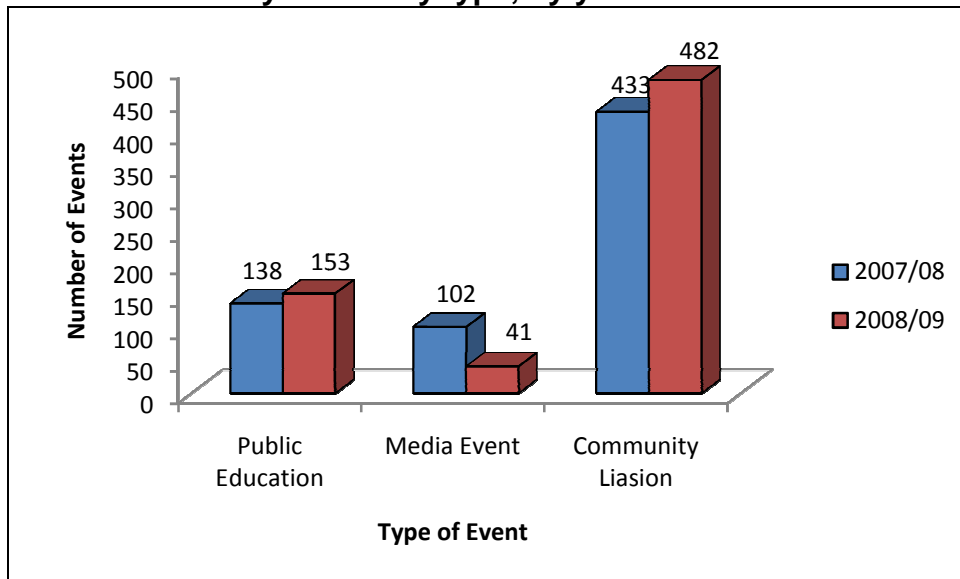
SECTION 7: IN WHAT TYPES OF COMMUNITY ACTIVITIES WERE VICTIM SERVICES INVOLVED?

In addition to providing direct services to victims of crime, victim services also participate in community activities. Community activities include public education, media events and acting as a community liaison or networking. The goal of community activities is to improve coordination and delivery of services to victims of crime.

Through community activities, victim services can work with other to build processes, structures and protocols to better serve victims of crime. These activities can also serve to increase awareness about victims' needs and concerns. Victim services engage with other professionals such as the RCMP, the Crown, and social workers in community activities with the aim of improving the coordination and the delivery of services to victims of crime.

Graph 7.0 shows the different types of community events that victim services were involved in, comparing 2008/09 to 2007/08.

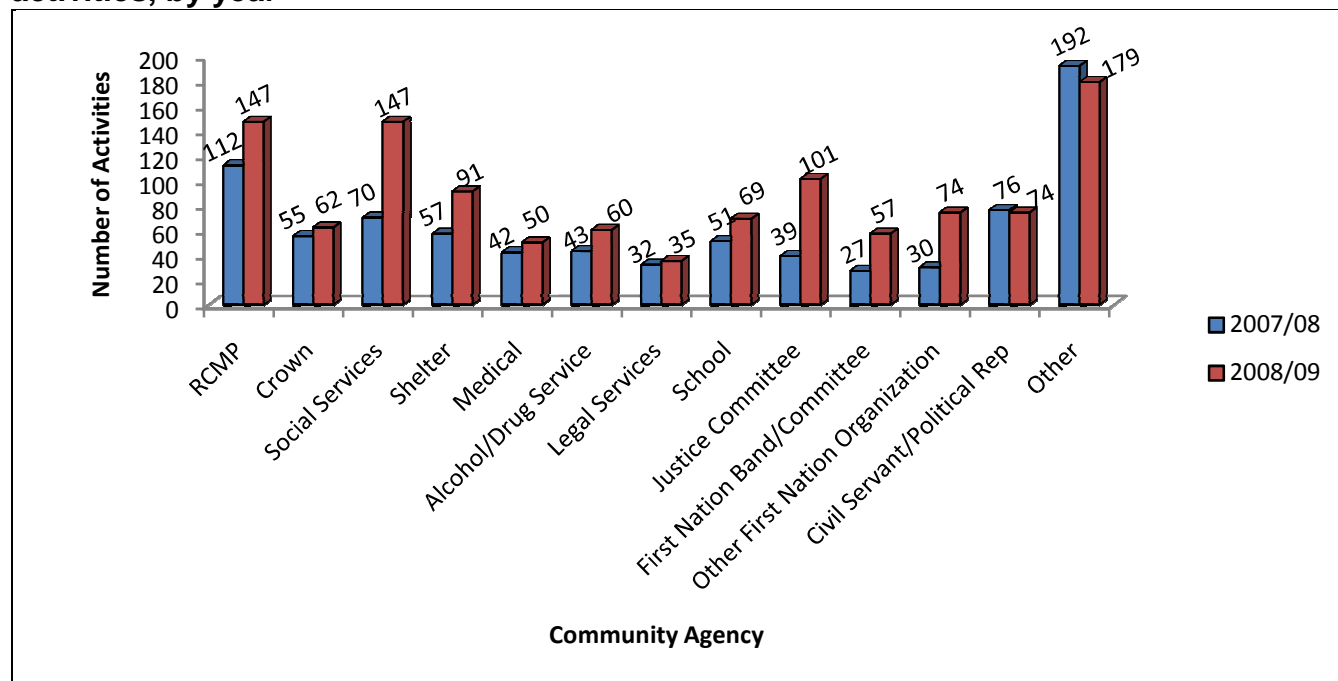
Graph 7.0 Community events by type, by year



In 2008/09 compared to 2007/08 there was a 10.95 increase in the number of public education events, a 59.85 decrease in media events and a 11.3% increase in community liaison events in which victim services participated.

Graph 7.1 represents the number of occurrences of cooperation between victim services and other agencies in community events, comparing 2008/09 with 2007/08.

Graph 7.1 Occurrences of cooperation with other agencies in community activities, by year



The top five agencies that participated in community activities with victim services in 2008/09 include: other (179 activities), RCMP (147 activities), Social Services (147 activities), Justice Committees (101 activities) and shelters (91 activities).

Other agencies can include: the NWT Victims Working Group, GNWT, Policy Centre for Victim Issues, friendship and youth centres, FASD consultant, mental health professionals, Healthy Families, Native Women’s Association of the NWT, Aurora College, local Senior’s Societies, members of the public, health committees, homeless shelters, the Coalition Against Family Violence, and Income Support.

All victim services programs participated in two major initiatives this year, which included:

- Attending the “Using Special Accommodations and Testimonial Aids to Facilitate the Testimony of Children”; and
- Attending training on the NWT Victims of Crime Emergency Fund.

In October 2008, GNWT Justice partnered with the Department of Justice Canada’s Policy Centre for Victims Issues and the Centre for Children and Families in the Justice System from London, Ontario to sponsor day-long training on “Using Special Accommodations and Testimonial Aids to Facilitate the Testimony of Children”. Pamela Hurley (M.Ed.), the Director, Child Witness Project, facilitated this training in Yellowknife and Inuvik. With funding from the federal victims fund, victim services workers, social workers, RCMP, crown attorneys and crown witness coordinators were able to benefit from the Centre’s and Pamela’s over 20 years of experience in working with children in the justice system.

In March 2009 victim services workers and people involved in the non-shelter regions project came to Yellowknife for one day training on the new NWT Victims of Crime Emergency Fund. This is a time limited fund designed to provide financial assistance to help meet victims of serious violent crime emergency needs.



NWT victim services workers at the Victims of Crime Emergency Fund training in Yellowknife, March 2009

Each community based victim services program engaged in a diverse range of community activities during 2008/09. The activities are particular to each community, in response to unique community needs.



Paulatuk Victim Services, with program coordinator Jacinta Illasiak, focused most of her attention to delivering direct services. In terms of community activities Jacinta:

- Participated in the October 2008 and March 2009 training sessions; and,

- Networked, on a regular basis, with the Paulatuk RCMP and other community caregivers such as the community health representative.



Aklavik Victim Services with their program coordinator, Shandel McLeod, participated in three training opportunities that contributed substantially to improving her victim services program coordinator knowledge and skills:

- The Applied Suicide Intervention Skills training and the Building Stronger Communities training, both held in Aklavik; and,
- The Diverse Voices Family Violence Conference in Edmonton.

The Building Stronger Communities training, sponsored by the Aboriginal Healing Foundation, showed how caregivers can work together to improve coordination of services to people in the community. At the Diverse Voices Conference Shandel found the session on the impact of family violence on childhood brain development to be most interesting.

Back home in Aklavik, Shandel, along with victim services volunteer, Barbara Archie, helped plan Family Violence Awareness Week activities that included a poster contest, an open house and a pizza party. Shandel and the local Healing Foundation Project worker started a women's support group which met weekly.

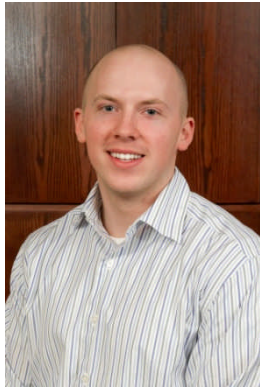
Shandel benefitted greatly from her work with Sara Smith, the program coordinator with Inuvik Victim Services. Sara, an experienced victim services worker, mentored Shandel through case consultations, report writing and in being a very good support person.



Inuvik Victim Services with two program coordinators, Jana Huisman and Sara Smith and one outreach worker, Belkis Abbott, participated in the following activities:

- Worked with their mental health and addictions people, a process to coordinate service delivery to victims of crime;
- Conducted their National Victims of Crime Awareness Week activities;
- Conducted a victim services information session with Aurora College students;
- Provided information on Emergency Protection orders, Peace Bonds, and other services available through victim services to staff and clients at the Inuvik Transition House;
- Provided mentoring and program support to Aklavik and Paulatuk Victim services;

- Consulted with the crown attorney and legal services on the peace bond application procedure;
- Attended Sachs Harbour RCMP, Health Centre, School and Hamlet Council to explain the full range of victim services;
- Attended Justice Committee meetings and diversion hearings with the goal being to improve information to and participation of victims in the diversion process;
- Attended Interagency meetings, again, with the goal being to improve the coordination of service delivery to victims of crime;
- Initiated a Youth Sewing Group; and,
- Developed victim services volunteer binders (including a list of important community contacts, quarters for pay phones, checklists of things to do, etc.), to ensure smooth delivery of service to clients.



Fort Simpson Victim Services with their new program coordinator, Alex Campbell, listed his community activities as follows:

- Attended orientations about his new workplace, the Liidlii Kue First Nation, and then travelled to Yellowknife where he was oriented to his roles and responsibilities as a victim services program coordinator;
- Made presentations about victim services to homecare workers and to Aurora College students;
- Attended presentations on Fetal Alcohol Spectrum Disorder (FASD) and a 2-day workshop on building a healthier community by working together to end family violence;
- Participated in an interagency luncheon where the community dined while they got information about community services, including victim services;
- Manned a victim services booth at the Liidlii Kue First Nation membership meeting. Working with mental health and addictions counsellors lead to an increase in the number of people referred to victim services;
- Working with the community justice coordinator and committee resulted in victims of crime who are better informed and more involved in the diversion process, a process whereby less serious criminal matters are dealt with by the community;
- Promoted publicity about victim services in the Deh Cho Drum;
- Attended the 2-day Healthy Parenting conference and a 1-day Trafficking in Women and Children workshops, both in Yellowknife; and,
- Got involved in extracurricular activities with both the elementary and high school, thereby serving as a good male role model in the community.



Fort Smith Victim Services, who had two different female program coordinators, first Nola Benwell and then Lynn Napier-Buckley, were involved in the following community activities:

- Gave a speech on violence against aboriginal woman and statistics about missing /murdered aboriginal women at the Vigil for Day of Remembrance and Action on Violence against Women;

- Conducted a coloring contest with the elementary school;
- Attended training on “Understanding and working with people who may be shaped by Fetal Alcohol Spectrum Disorder (FASD): An Awareness Workshop;
- Presented about victim services to Town Council;
- Attended FASD strategy meeting and talked about how the victim services “fits” with the initiative;
- Attended interagency meetings where she promoted working together to coordinate service delivery;
- Attended victim services worker orientation with acting program coordinator for Hay River Victim Services;
- Attended “Getting the Dope on Dope” training for first responders; and,
- Developed a good working relationship with other criminal justice system partners, such as RCMP, crown witness coordinators and court workers, resulting in increased referrals to victim services, resulting in improved coordination services to victims of crime in Fort Smith.



Hay River Victim Services, ending the year with acting program coordinator, Angela Jacobs, reported the following community activities:

- Participated in the Hay River Health and Social Services Authority Ethics Committee;
- Attended interagency meetings, the focus of which was around a new hospital facility for the community;
- Participated in focus groups on issues affecting victims of crime in Hay River, aimed at integrating the Hay River Victim Services program more closely with other social programs;
- Completed the Healthy Families client oriented info session;
- Provided outreach services to Woodland Manor;
- Began training 2 volunteers to help clients through the summer;
- Attended 2-day orientation on victim services program coordinator roles and responsibilities;
- Attended a 2-day Healthy Parenting conference in Yellowknife; and,



Yellowknife Victim Services, also with two different program coordinators – Liisa Prosyk and then Rebecca Hall, along with victim services program worker Marie Speakman – were very busy with community activities including:

- Celebrated National Victims of Crime Awareness Week by: bringing in Karen Venables of the DEVIN Foundation to Yellowknife to speak to school children and to the public about the impact that one act of violence can have on the lives of families and communities; and by stationing an awareness booth at the Centre Square Mall, where victim services workers were

interviewed by APTN about their work and their services;

- Held Victim Awareness Workshops with the three of the four local RCMP “watches”, resulting in increased referrals from RCMP to victim services;
- Conducted 40 hour victim services volunteer recruitment and training, from which eight new victim services volunteers graduated;
- Coordinated a focus group and interviews, conducted by Dr. Allen Wade and Cathy Richardson, with eight people who experienced violence in intimate relationships, information from which will be used, in confidence, by committees of the Coalition Against Family Violence, to inform new initiatives and programs;
- Sponsored weeklong activities celebrating “VDay”, an international campaign, to raise funds and awareness about violence against women, raising \$11,000.00 for the Alison McAteer Women’s Shelter;
- Coordinated Family Violence Awareness Week activities which included: collecting and presenting to RCMP pledges against family violence; raffling off a snowmobile, donated by Diavik; and co-hosting, with Native Communications Society of the NWT, a feast at the N’dilo gym, in recognition of Family Violence Awareness Week;
- Participated in the National Day of Remembrance and Action on Violence Against Women by participating in the White Ribbon Campaign (initiated by men, this campaign asks people to wear white ribbons to stand in solidarity against violence against women); by setting up an information booth with information about local resources for victims of violence, including information about victim services, specifically, and by being interviewed by Sir John Franklin High School students, they raised awareness about victim services for high school students;
- Participated in a number of committees including the Coalition Against Family Violence, the Family Violence Protocol Implementation Committee, and the Abuser Program Sub-Committee (a sub-committee of the Family Violence Protocol, the Abuser Sub-Committee is responsible for researching, designing and implementing a program for people who repeatedly abuse in intimate relationships);
- Held a victim services volunteer luncheon, sponsored by Fuego Restaurant;
- Signed the Yellowknife Interagency Family Violence Protocol;
- Hosted a presentation by Bishop Andrew Atagotaaluk on his experience at residential school, which prompted interest in more events that allow for dialogue on residential schools;
- featured Yellowknife Victim Services (YKVS) in a publication of the Yellowknifer newspaper, wherein YKVS publicized their new volunteer training;
- Produced a monthly newsletter, dedicated to victim services, clips from which are reproduced in the local coffee Break News on a monthly basis;
- Held a rummage sale to raise emergency funds for victims of crime; and,
- Hosted a community luncheon attended by 90 people where Naomi Manual talked about her personal experience as a victim of violence at the hands of her ex-husband.



Tłıchq̓ Victim Services, representing victim services/wellness workers Alice Zoe-Chocolate then later Meranda Lafferty from Behchok̓, Darla Rabesca from Whatı (with outreach to Wekweètı) and Bernadette Rabesca- Apples from Gamètı, all of whom are new at victim services, noted these community activities:

- Participation in monthly teleconference calls with the other victim

services program coordinators;

- Attendance at tri-monthly interagency meetings where work began on exploring how to help school aged victims in Behchok̓;
- Participated in the National Alcohol Awareness Week (NAAWS) “Sobriety Walk”, NAAWS workshop; crafts and movie nights; and NAAWS Family Dance.



Fort Good Hope, with program coordinator, Kristen Tatchinron, also had a busy year with her Victim Services program community activities which are as follows:

- Produced, during National Victims of Crime Awareness Week 2008, a newsletter on dating violence, the cycle of violence, including a questionnaire on how to rate your relationship;
- Conducted a well received Spa Night as well as Sewing Nights for local women, that featured information on safety planning;
- Completed the Victim Services in Canada Survey;
- Participated in a survey with the Mackenzie Gas Project that

in part looked at how Fort Good Hope Victim Services can improve their services;

- Helped elders find traditional medicine;
- Worked with community caregivers to hold an elder abuse awareness event that ended with a local community feast in elders’ honour;
- Participated in interagency meetings
- Worked very closely with RCMP in the region, with the crown witness coordinator as well as the local probation officer and the Deline Mental Health worker to coordinate support to victims of crime in the region;
- Participated in local radio show about victim services and about alcohol affects;
- Participated in local Remembrance Day ceremonies; and,
- Represented the NWT at the Aboriginal Services Meeting in Winnipeg Manitoba, resulting in confirmation from the National Parole Board and Correctional Services of Canada, that registered victims can receive information about offenders serving federal sentences in a territorial jail.

SECTION 8: WHAT ROLES DID VOLUNTEERS PLAY IN PROVIDING VICTIM SERVICES?

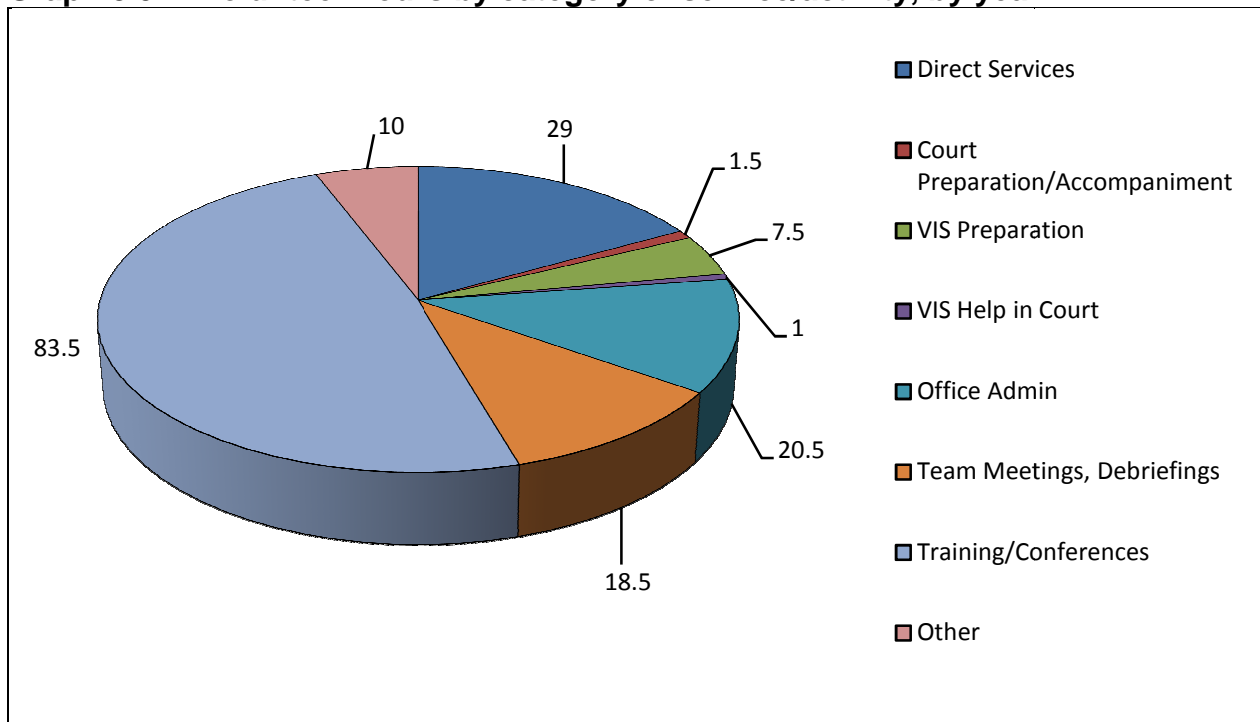
Victim service volunteers are screened to determine their suitability for service delivery. After they have been accepted for service as volunteers, they are trained in how to provide services to victims of crime.

With victim services volunteers on-call during evenings and on weekends, the RCMP can call them in to provide immediate response and support to victims of tragedy and reported crime. By calling in victim services volunteers, the RCMP are able to continue with their investigations and respond to other emergencies while victim services volunteers help victims to deal with the impact of trauma.

The areas of activity and service that victim services volunteers track (in number of hours) include direct services, court preparation/accompaniment, victim impact statement preparation, victim impact statement help in court, office administration, team meetings/debriefings, training or conferences, and time spent on call, as well as other activities.

In 2008/09, the 15 victim services volunteers were located in: Fort Smith, Yellowknife, Hay River, Inuvik, and Aklavik. Graph 8.0 shows the number of hours volunteers dedicated to eight different activities.

Graph 8.0 Volunteer hours by category of service/activity, by year



Without on-call hours, victim services volunteers recorded a total of 171.5 hours of service in 2008/09, compared to 158.5 hours from 2007/08.

When comparing volunteers hours from 2008/09 to 2007/08, we see a 23 hour (-37%) decrease in direct services, court preparation/accompaniment, victim impact statement preparation and victim impact statement help in court.

In 2008/09, volunteers provided 132.5 hours of indirect services, including office administration, team meetings/debriefings, training or conferences and other services. When compared to 2007/08, this represents 36 more hours (38%) spent on indirect services.

In 2008/09, over and above the hours shown on Graph 8.0, victim services volunteers recorded a total of 4402 hours of on-call service where they were available to respond to an RCMP call-out for service.

CONCLUSION

In 2008/09 more victim services programs, provided more and a wider range of services to more people.

In 2008/09, on-site community based victim services programs increased from 6 to 11 communities, an 83.3% increase. This expansion was made possible, in part, through work with the Tłıchǫ Government and their sister organization, the Tłıchǫ Community Services Board. Expanding victim services in the Beaufort Delta to the communities of Paulatuk and Aklavik, with outreach services to Sachs Harbour via Inuvik Victim Services, was made possible with funding from the federal victims fund.

In 2008/09, NWT victim services established itself as an important partner in the criminal justice system. We worked with the Policy Centre for Victims Issues and the Centre for Children and Families in the Justice System to host training on *“Using Special Accommodations and Testimonial Aids to Facilitate the Testimony of Children”*. Working relationships with our partners were formalized through protocols (Yellowknife Interagency Family Violence Protocol) and memorandums of understanding (NWT Wide RCMP Victim Services Referral Protocol).

In 2008/09, with increased RCMP referrals, existing community-based victim services were challenged to provide outreach services to victims of crime in communities that lack dedicated on site victim services. Victim services programs, Yellowknife Victim Services in particular, noted significant challenges in providing enough personnel to adequately meet client needs, placing undue stress on workers and volunteers alike.

Victim services programs noted the need for program manuals to help with the transfer of institutional memory when staff turns over. The need for a victim services manual has been noted in the Department work plan.

In spite of challenges inherent in service delivery, victim services workers were trained to help victims of serious violent crime to access funds to help meet their emergency needs, through a new program called the NWT Victims of Crime Emergency Fund. The NWT Victims of Crime Emergency Fund, a time limited fund, made possible, once again, with funds from the federal victims fund, launched in April 2009, adding once again to the scope of services to NWT victims of crime.

In looking forward to the 2009/10 fiscal year, NWT Victim Services aims to strengthen its capacity to provide a consistent and high-quality service to victims of crime in need.