



Part 2- Eighteenth Annual Report of the Victims Assistance Committee of the Northwest Territories



November 26, 2007

The Honourable Jackson Lafferty
Minister of Justice
PO BOX 1320
YELLOWKNIFE NT X1A 2L9

Dear Mr. Lafferty:

Victims Assistance Committee Annual Report

On behalf of the Victims Assistance Committee, I am pleased to present Part 2 of the annual report for the fiscal year ending March 31, 2007.

Part 1 of this annual report, filed with the former government, detailed the disbursements from the Victims Assistance Fund (VAF). This part of the report details the activities of the **community-based victim services programs** between April 1, 2006 and March 31, 2007.

Reporting this year as they have in previous years are victim services programs in **Inuvik, Fort Good Hope, Yellowknife, Hay River and Fort Smith**. A new victim services program started in **Fort Simpson** in September 2007 and reports for the first time on their activities.

We hope all who read this report do so in the light of the findings of **Statistics Canada's Canadian Centre for Justice Statistics report, "Victimization and Offending in Canada's Three Territories"**. Released in October 2006, this report presents the extent, nature and impact of victimization in the NWT. The alarming statistics in this report are a call to action for all to do more to help victims cope with the aftermath of crime.

This year the Committee was pleased to see the Department respond to this call for action in their work on the following **victim projects**:

1. **Victim services training** in January 2007;
2. Securing 8 new **vulnerable witness screens**, to facilitate crime victims to give as full and as complete testimony as possible;
3. An NWT wide RCMP **Victim Services Referral Protocol**; and
4. Preliminary work with Justice Canada's Research and Statistics Division to **research the application of the federal victims of crime surcharge in the NWT**, slated for this fiscal year (07/08).

We look forward to the Department applying for new federal funding announced in March 2007, to help face the variety of needs faced by victims of crime in the NWT.

In addition to these projects, victim services participated in the following national and territorial initiatives:

- The first-ever **National Victims of Crime Awareness Week** activities in all communities with community-based victim services programs (April 23 – 29, 2006);
- The first-ever “**Walk for Change**” – a 100-kilometre walk from Yellowknife to **Behchokò**, June 7 – 8, 2006, held to raise awareness about violence against Aboriginal women
- Participating in the planning committee and launch event for the 2nd National Victims of Crime Awareness Week, April 22 - 28, 2007;
- In April 2006 Yellowknife Victim Services coordinated the Native Women’s Association of Canada, “**Sisters In Spirit**” NWT consultation;
- Also in 2006, all of the community-based victim services programs completed lengthy questionnaires for Statistics Canada’s Canadian Centre for Justice Statistics, responses from which will be incorporated into the **2006 National Victim Services Survey**;
- In November 2006, victim services programs participated in community consultations on the proposed **Safer Communities and Neighbourhoods Act** (SCAN legislation); and
- In June 2007 we were honoured to be visited by **Mr. Steve Sullivan**, the newly-appointed **federal Ombudsman for Victims of Crime**, with whom we shared victims’ concerns as they relate to federal victims’ initiatives and programs.

We would like to congratulate **Mrs. Marie Speakman**, victim services program worker with Yellowknife Victim Services, who is the newly-appointed NWT representative on the **National Victims Advisory Committee**. The mandate of the National Victims Advisory Committee is, in part, to serve as a national advisory body to the Department of Justice Canada’s Policy Centre for Victim Issues, on improving the ability of the Department of Justice Canada to develop research, laws and policy that take into consideration the perspectives of victims of crime.

On behalf of NWT Victim Services we thank **Justice Canada’s Policy Centre for Victims Issues** for contribution funding toward:

- Implementation of victims related criminal code amendments in the NWT, including the purchase of 8 new vulnerable witness screens; and,
- Training for community-based victim services workers.

With support from the Policy Centre for Victims Issues, it has been possible for the Department to participate in the biannual meetings of the **Federal Provincial Working Group for Victims of Crime**. The purpose of this working group is, in part, to ensure collaboration in addressing the concerns of victims of crime by sharing information, expertise and best practices to improve the criminal justice system’s response to victims. In addition, Policy Centre for Victims Issues staff effectively lead the work of the **Aboriginal Victims of Crime Sub-Committee**, who, with NWT representation, explored and gathered knowledge on the needs of Aboriginal victims of crime in Canada and the services available to them.

I thank the following people for their hard work in supporting and promoting the needs and concerns of victims of crime in the NWT:

- Committee members **Bridgette Larocque** and **Faye Noksana** (both of Inuvik);
- Victim Services Program Coordinators/Workers: **Sarah Smith** and **Carrie Lauder** (Inuvik); **Heidi-Ann Wild, Emily Lawson, Nora Doig, Cecelia Wood** and **Marie Speakman** (Yellowknife); **Janet** and **Kristen Grandjambe** (Fort Good Hope); **Alexandra Smith** and **Jared Zeldin** (Hay River); **Louise Beck** and **Tara Mooney** (Fort Smith); and, **Betty Bird** of Fort Simpson.
- Victim Services Support Worker (volunteer) **Nellie Norwegian** of Fort Providence; and,
- **Victim Services volunteers** in Inuvik, Yellowknife, Hay River and Fort Smith.

Sincerely,

Nora Wedzin
Chairperson
Victims Assistance Committee

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Victim Service Programs

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

The Government of the Northwest Territories, through the Department of Justice Community Justice Division, provides assistance, training, resources and support to community-based victim services in Inuvik, Fort Good Hope, Yellowknife, Hay River and Fort Smith. New this year, to providing victim services, is the community of Fort Simpson.

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 2006-07. This year's report compares data from 2005-06 and discusses how victim services have changed.

In 2006-07, a total of eight paid workers and 22 volunteers provided direct services to victims of reported and unreported crime.

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 2006-07 victim services served a total of 1,577 clients, a 20.5% decrease in the total number of clients served compared to 2005-06. In 2006-07, victim services served 501 new clients or 16.1% fewer than in 2005-06. However, there was a 7.34 % increase in the number of brief service contacts in 2006-07 compared to 2005-06. Between 2006/07 there was a 34.3% decrease in the number of continuing cases.

Table 1.0 Total number of clients served by community and type of contact, 2006-2007 and 2005-2006

<i>Community</i>	<i>New Clients</i>	<i>Brief Service Contacts</i>	<i>Continuing Cases</i>	<i>Total</i>
Fort Good Hope	18	36	47	101
Fort Smith	42	81	54	177
Hay River	30	160	62	252
Inuvik	70	13	347	430
Fort Simpson	52	58	27	137
Yellowknife	289	76	115	480
Total (2006-2007)	501	424	652	1,577
Total (2005-2006)	597	395	992	1,984
Change	-16.1%	+7.34%	-34.3%	-20.5%

Table 1.1 shows the average number of monthly contacts by type of contact for both 2006-07 and 2005-06. Including brief services contacts, the total monthly victim services caseload has decreased by 19.8%. Brief service contacts are down 10.5%; longer contacts, including new and continuing clients, are down by 22.8%, with a 16.1% decrease in continuing cases and a 29.8% decrease in new clients.

Table 1.1 Average number of monthly clients, by type of contact, 2005-2006

Year	Longer Contacts			Brief contacts	Total Caseload
	New Clients	Continuing Cases	Total	Brief Service Contacts	
2006/07	6.96	9.06	16.02	5.89	21.91
2005/06	9.95	10.8	20.75	6.58	27.33
Change	-29.8%	-16.1%	-22.8%	-10.5%	-19.8%

Reasons for the reduction in the number of clients services in 2006-07 compared to 2005-06 include:

- challenges faced by non-government organizations who sponsor the community-based victim services programs, whose responsibilities include the recruitment, supervision and retention of victim services workers;
- long vacancies in victim services program coordinator/worker positions;
- frequent staff turnover;
- differences in the way the programs track and score their statistics;
- training variations in victim services statistics-keeping; and
- differences in small numbers between years that can drastically skew results.

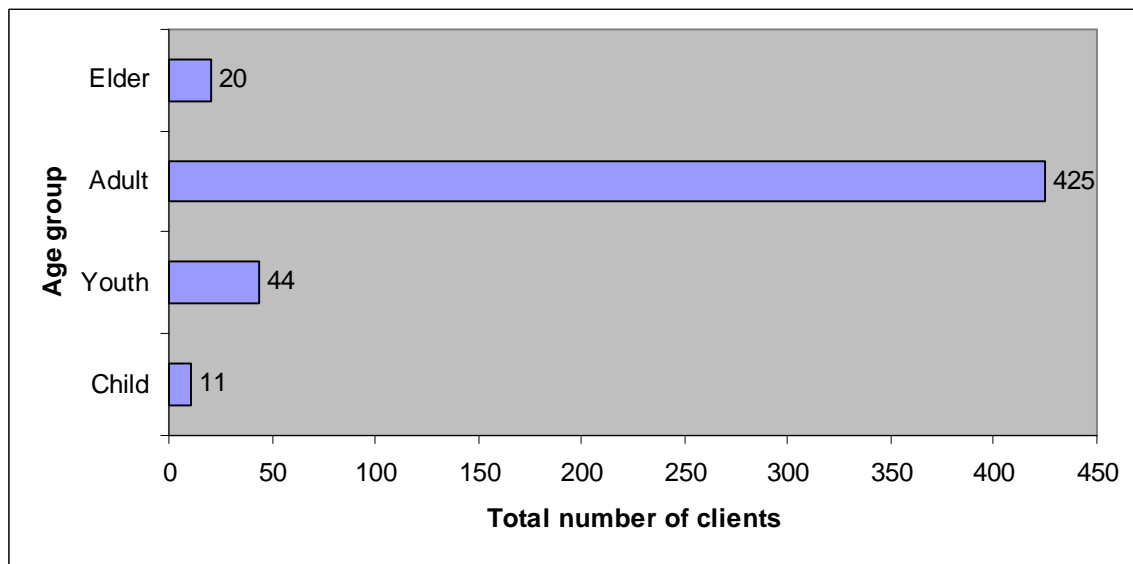
Section 2: Who was served by victim services?

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 and ongoing clients:

- Age
- Ethnicity
- Gender and victim type (primary or secondary victim)
- Offence/Incident type

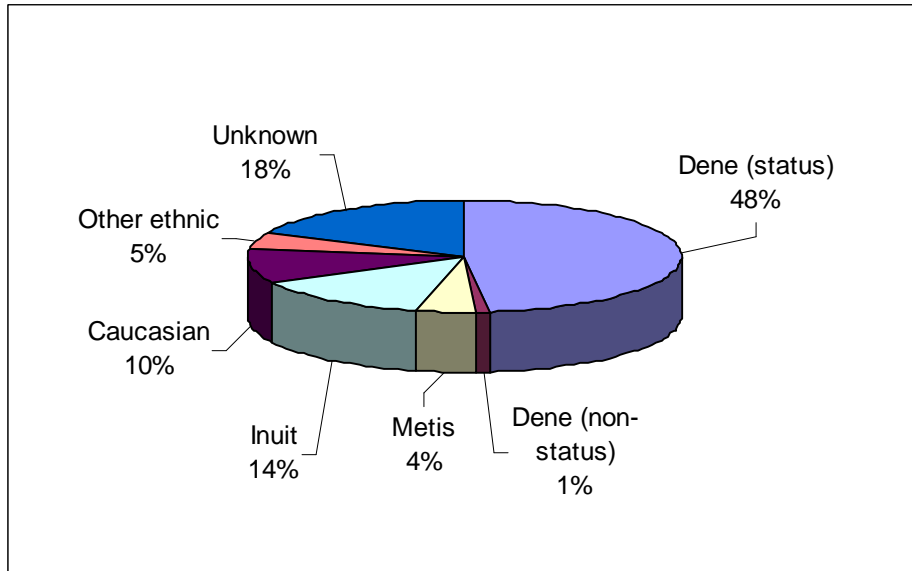
Graph 2.0 Clients by age group, 2006-07



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

Graph 2.0 shows the number of new clients (500) by age category to whom services were delivered in 2006-07. This includes 425 adults (84.84 %); 44 youth (8.84%); 20 elders (4%) and 11 children (2.32%). All categories were down from 2005-06 – elders by 41%, youth by 35%, and adults by 18% - from 2005/06 except for children who were up 22% from 2005-06.

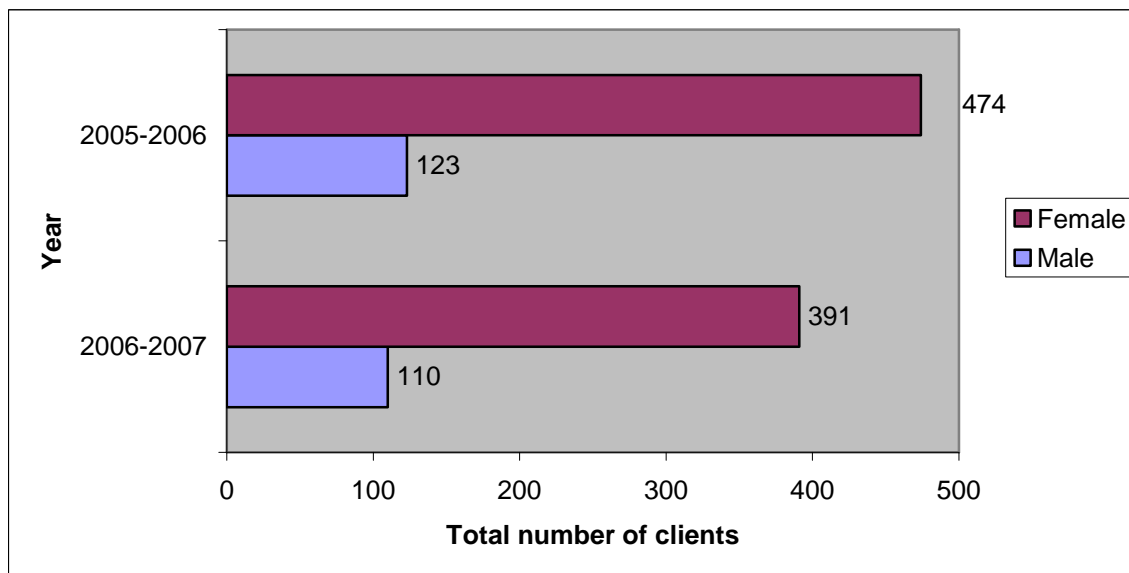
Graph 2.1 Clients by ethnicity



Graph 2.1 shows the 2006-07 client base by ethnicity: Dene (status and non-status) 49%, ethnicity unknown 18%, Inuit 14%, Caucasian 10%, other ethnicity 5% and Métis 4%.

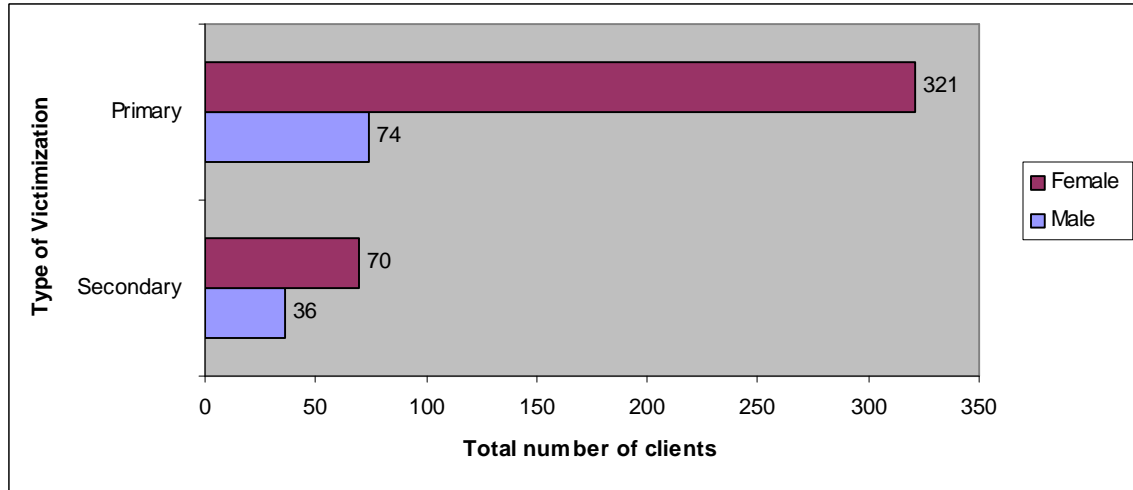
Graph 2.2 shows the total number of clients by gender and Graph 2.3 shows the total number of clients by type of victimization. As mentioned earlier in this section of the report, primary victims are the direct victims of crime, while secondary victims include those who live with and/or have a close relationship with the direct victim.

Graph 2.2 Total number of clients by gender, by year



Graph 2.2 shows that 78% of the victim services caseload are female while 22% of the caseload are male. Compared to 2005-06, the 2006-07 numbers for male clients were down 11% while the number of female clients was down 18%.

Graph 2.3 Total number of clients by type of victimization.

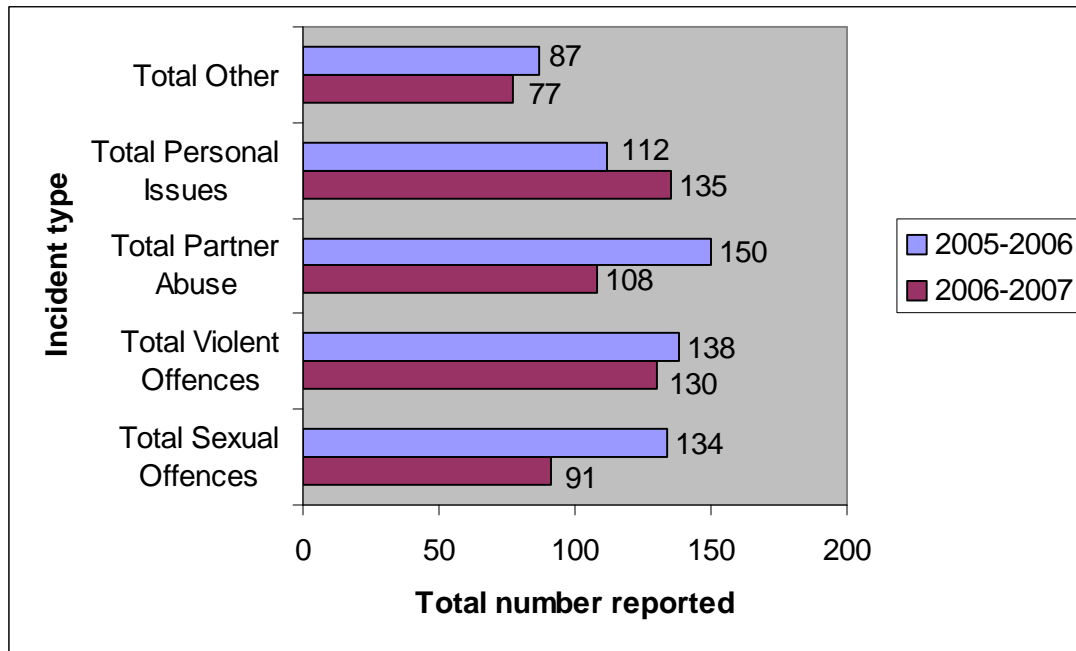


Graph 2.3 shows the following caseload breakdown of clients:

- 78% are primary victims
- 22% are secondary victims
- 64% are female primary victims
- 14% are female secondary victims
- 15% are male primary victims
- 7% are male secondary victims

Over three quarters of the caseload involves work with people who have been directly impacted by crime, while slightly less than one quarter of our caseload involves work with people who either live with or are close to the direct victim.

Graph 2.3 Reported offences/ incidents by type and year



'Sexual offences' include sexual assault (child, youth and adult) includes 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.

Graph 2.4 offers a comparison between 2006-07 and 2005-06 of the offences/incidents by which clients were affected.

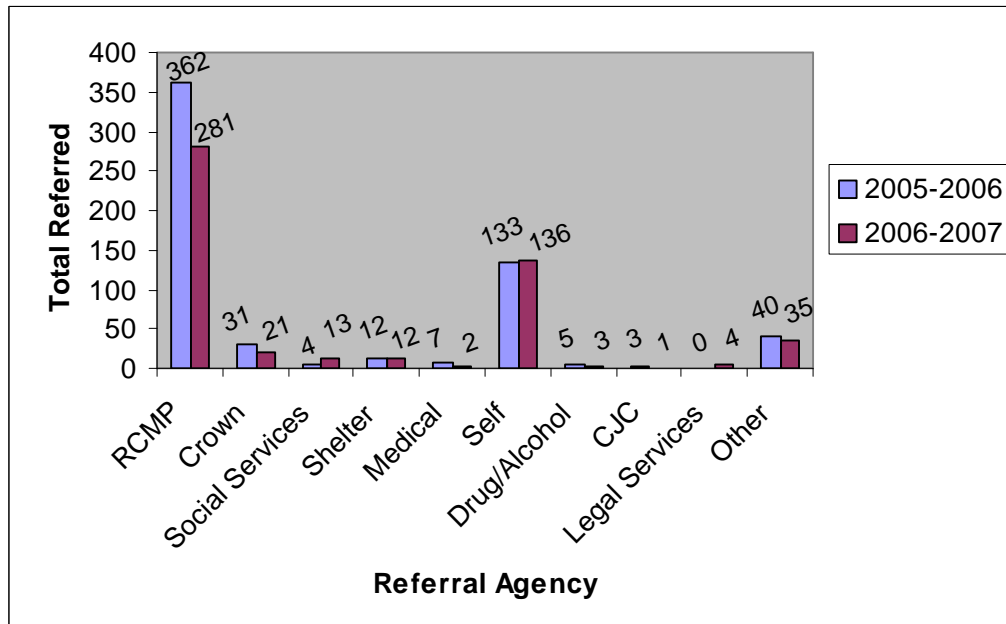
When comparing caseloads by year, the number of clientele served were impacted by decreases in:

- sexual offences by 43 units or 32% decrease;
- partner abuse by 42 units or 28% decrease,
- violent offences by 8 units or 6% decrease
- other matters by 10 units or a 11% decrease.

The number of victim services clientele impacted by personal matters increased by 23 units or a 21% increase. These could be personal matters directly linked to victimization. For instance, if a crime victim is treated poorly by people in the community, they may consider relocation to another community and then have to face a host of personal matters such as locating housing that such a move might entail.

Section 3: Who referred clients to victim services?

Graph 3.0 Clients by type of referring agency and year



Graph 3.0 is a comparison between 2006-07 and 2005-06 of the number of clients referred by agency to victim services. Overall, between 2006-07 and 2005-06 referrals are down by 89 or 15%. In 2006/07 we saw an increase in referrals from social services, crime victims themselves, and legal services; while there was a decrease in referrals from RCMP, crown, medical staff, drug and alcohol programs and community justice committees. Referrals from shelters remained the same.

Other referral sources include the Native Women’s Training Centre, Justice, the YWCA transitional housing project, families, other victim services programs, churches, parents, friends, siblings, elders, wellness counsellors, courts, coroner, concerned community members, victim services volunteers/advocates, crown witness coordinators, and Aurora College.

Table 3.1 shows in 2006-07 the RCMP referred over half of all clients to victim services. For victims of reported crime, the RCMP is the primary referral agency.

Table 3.0 Percentage of RCMP referrals to victim services by year

Referrals	2006/07	2005/06	2004/05	2003/04	2002/03
RCMP referrals	281	362	235	121	110
Total referrals	508	597	475	278	239
RCMP referrals as a % of total referrals	55.31%	61%	49.47%	43.53%	46.03%

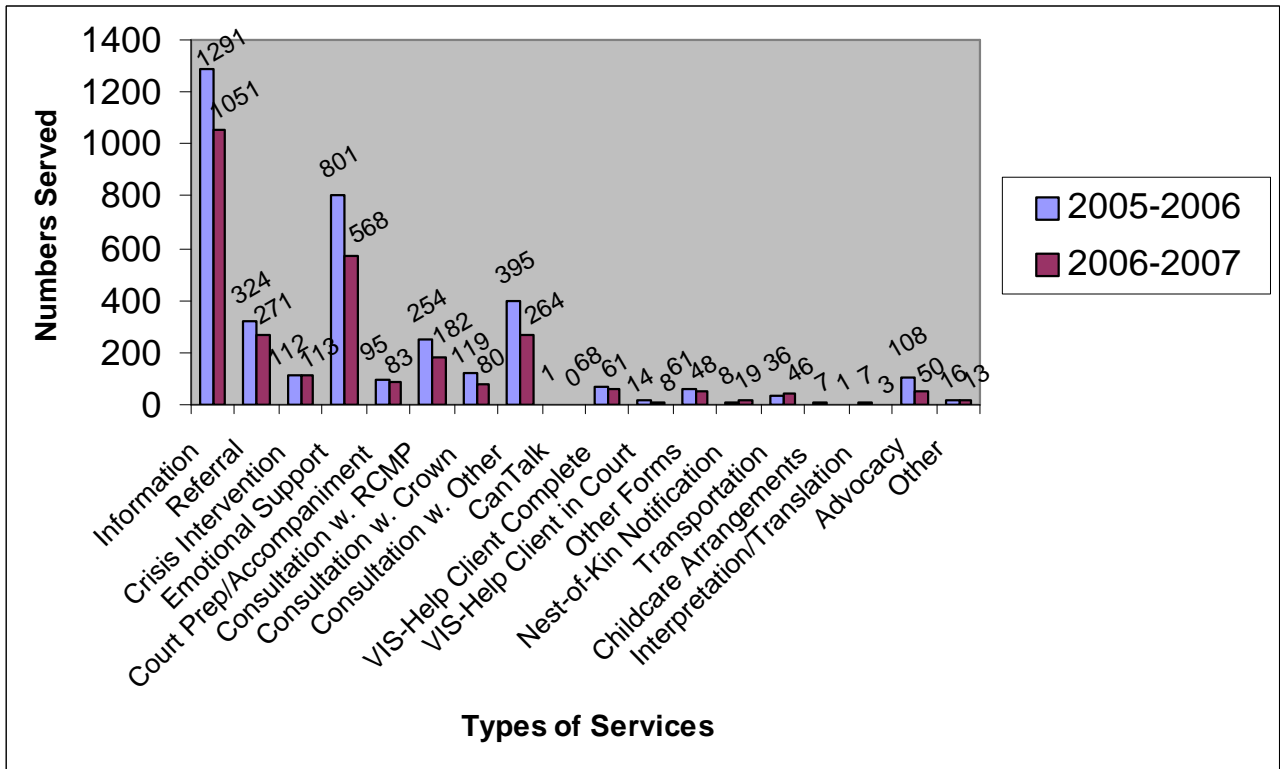
Section 4: What kinds of victim services were delivered?

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

Table 4.0 Services offered by victim services programs

<i>Service</i>	<i>Description</i>
Information	<p><i>Victim services workers provide information to clients about:</i></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; and • Other local resources and types of assistance available.
Practical Assistance	<p><i>Victim services workers assist clients with:</i></p> <ul style="list-style-type: none"> • Medical forms, offender restitution and victim impact statements; • Home security checks; • Visiting various agencies and the courts; and • Arranging childcare and transportation.
Emotional Support	<p><i>Victim services workers help to provide:</i></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><i>Victim services workers assist clients involved in the court process by:</i></p> <ul style="list-style-type: none"> • Familiarising them with the court setting; • Explaining procedures, terminology and the roles of the court personnel; and • Accompanying clients to court when necessary.
Community Resources Referrals	<p><i>Victim services workers refer clients to outside resources in the community providing:</i></p> <ul style="list-style-type: none"> • Medical services; • Financial help or child protection; • Counselling or mental health services; • Transitional housing; and • Rehabilitation services

Graph 4.0 Services Delivered by Type and Year



Between 2006-07 (2,861) and 2005-06 (3,679) there was a 22.2% decrease in the total number of services provided.

Of the 18 services tracked, there was an increase in 3 and a decrease in 15 service categories.

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

- Information, at 37% (1,051)
- Emotional support, at 20% (568)
- Consultation with others, at 9.23% (264);
- Referrals, at 9.47% (271); and,
- Consultation with the RCMP, at 6.36% (182)

Also during this year, several victim service programs provided direct services to crime victims outside their communities through outreach activities. For example, Yellowknife Victim Services provided victim services to victims in Fort Good Hope, Deline and Behchokò.

In 2006/07 the 66 incidents where victim services helped their clients to complete victim impact statements contributed to a 4.38% increase in the number of victim impact statements submitted to the NWT Courts during that same year.

Table 4.0 shows the number of victim impact statements filed with the NWT Courts, by registry and year, including 2006/07.

Table 4.0 Victim Impact Statements filed with NWT Courts, by registry and year

Victim Impact Statements Filed with NWT Court Registries								
	2000	2001	2002	2003	2004	2005	2006	
	/2001	/2002	/2003	/2004	/2005	/2006	/2007	TOTAL
Yellowknife	35	63	64	68	81	64	78	453
Hay River	39	52	21	62	55	54	48	331
Inuvik	12	65	59	72	41	19	17	285
TOTAL	86	180	144	202	177	137	143	1069

Section 5: How satisfied are victims of crime with victim services?

At some point in the helping relationship, crime victims are asked to complete a victim feedback questionnaire. The questionnaire asks for feedback on a range of services and the result of these services, including a series of questions about victim impact statements. Questionnaire feedback is used to help improve services to victims of crime.

This section of the report highlights feedback from one victim of crime who contacted the Department, wanting to provide her words of support for the good work of victim services.

In answer to the question, “How did you find out about our service?” , the crime victim said she was very well informed about community resources, including the existence of victim services. The crime victim asked for victim services’ help as she struggled to end her relationship with her abusive partner who did not want to end his relationship with her.

The victim services client reported receiving ten out of eleven services, the satisfaction for which she rated a very high level of satisfaction. On a scale of 1 to 5, she rated half of the services received at 5 (very helpful); two services at 4, one service at 3 (somewhat helpful) and two services at 2. The client said that the help she received to complete her victim impact statement was simply **“perfect!”**.

The client reported she was completely satisfied with how comfortable victim services made her feel and with how the victim services staff kept her information confidential. Furthermore, she was completely satisfied with how the services suited her individual needs, and was somewhat satisfied with how easy victim services staff was to contact.

She reported that victim services helped a lot to make it easier to deal with the situation in which she found herself.

To help us improve services, the client suggested we work on a follow-up program for victims of crime – a program that would focus on what happens after an offender is sentenced. Ideally this program would help crime victims work through the questions and steps that a victim might have following sentencing.

When asked what part of victim services she found most valuable, this client said all of it was valuable.

This client felt that victim services cared about her as a person. She had confidence that the victim services worker had the knowledge, skills and ability to support the client in what she had to do.

Overall the client was completely satisfied with victim services' support.

This victim was informed by the RCMP about her right to complete a victim impact statement and chose to complete one for use at the sentencing hearing. She got help from victim services to complete her victim impact statement. She found the Victim Impact Statement Guide that is provided with the Victim Impact Statement Form to be quite helpful when completing her statement. She thought the guide could be improved by listing the areas that can be talked about in the victim impact statement. For example, she thought it might be useful if the guide could encourage crime victims to consider the emotional impact of the crime on their lives. She thinks it is very important for people to get hands-on help from people trained in how to help complete victim impact statements. Furthermore, she thought it was really helpful when victim services reviewed the first draft of her victim impact statement. This client's victim impact statement was submitted for use in court and it was used at the sentencing hearing. She was very satisfied with the victim impact statement as a way to express the impacts of the crime on her life.

The Victim Impact Statement provided this particular client with an opportunity to speak. The Court provided this victim with the space, in a peaceful, quiet setting, without interruption, to speak her truth, to describe the full effect the crime had on her life, including the things she had to do to keep safe.

Before coming to victim services, this victim of crime, did not know what a victim impact statement was.

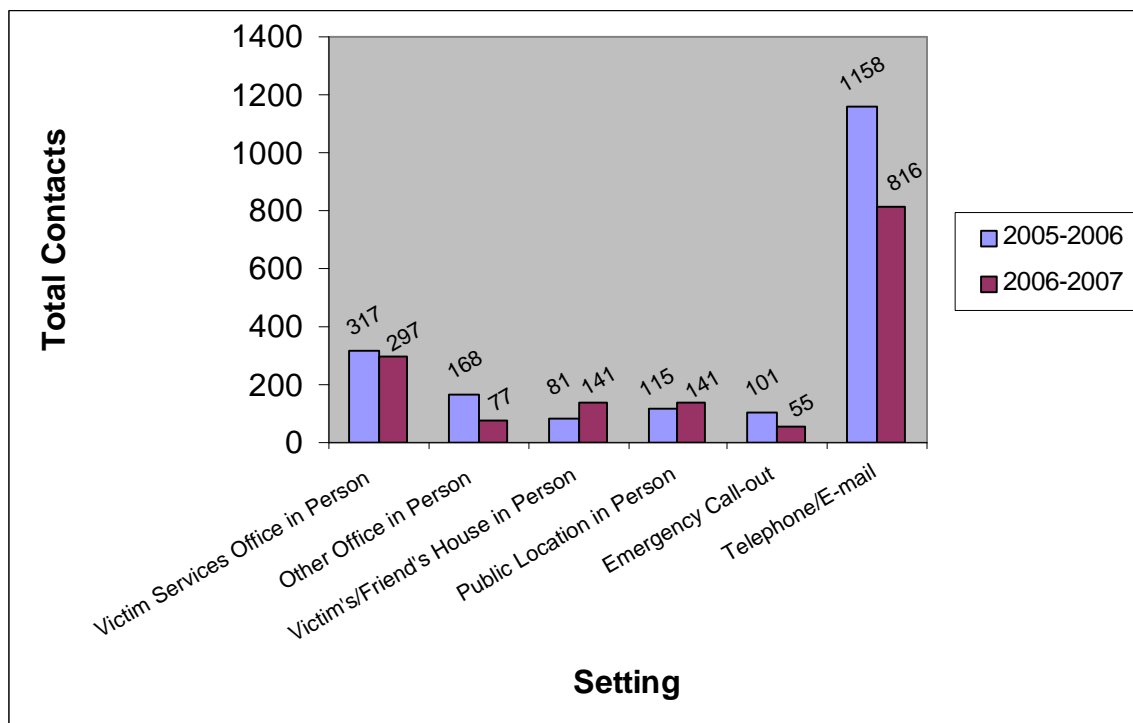
“Victim Services is like the midwife (of the criminal justice system). They are the continuity, the constant source of support from the beginning to the end, helping each step, to use other services.”

Section 6 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.

Graph 6.0 shows the number of client contacts by setting and year, comparing 2006-07 to 2005-06.

Graph 6.0 Client contacts by setting and year



In 2006-07 there were a total of 1,527 client contacts compared to 1,940 in 2005-06. This represents a 21.3% decrease in client contacts between 2006-07 and 2005-06. Total in person contacts were only minimally (9.08%) lower in 2006-07 at 711 compared to 782 contacts in 2005-06.

In 2006-07 there were increases in the number of client contacts in two categories: in person contacts at victim's/friend's houses were up by 60 or 73.1%; while in person contacts in public locations were up by 26 or 22.6%.

There were decreases in the number of in-person contacts in 4 categories: in-person contacts in victim services offices were down 7%; in-person contacts

through emergency call-outs were down by 84%; and in-person contacts in other office locations were down 118%.

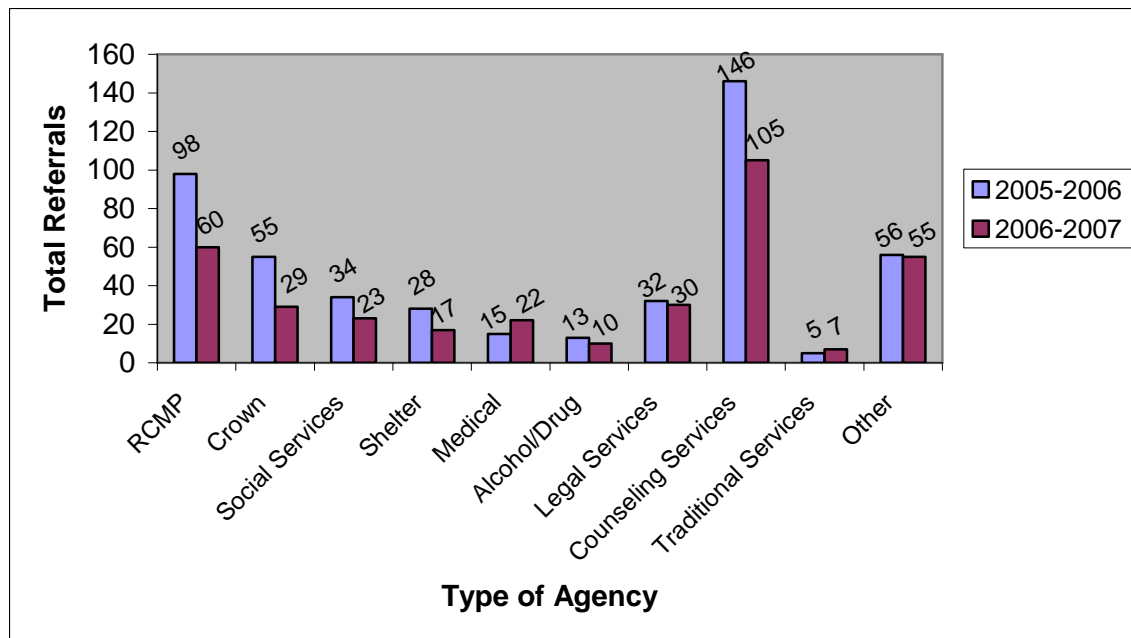
In 2006-07, compared to 2005-06, there were 342 or 29.5 % fewer client contacts by phone.

At 1,527 in-person client contacts compared to 816 telephone/email contacts, personal contact is by far the preferred method of working with clients in 2006-07.

Section 7: To what other organization 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 7.0 Client referrals by organization/ agency type and year



Overall, referrals of clients to other services are down by 124 units or 25.7% between 2006-07 (358) and 2005-06 (482). Of the 10 categories of agencies to whom we refer, there was an increase in two categories and a decrease in eight.

The agencies to which there was an increase in referrals between 2005/06 and 2006/07 are outlined below:

- 2 or 29% to traditional services; and,
- 7 or 31.8% to medical services.

In 2006-07 compared to 2005-06, there was a decrease in the number of referrals to: the RCMP by 38 units or 38.8%; to the crown by 26 units or 47.3%; to social services by 11 units or by 32.4%; to the shelters by 11 units or by 39.3%; to the alcohol/drug services by 3 units or 23.1%; to legal services by 2 units of 6.25%; to counselling services by 41 fewer units or 28.1%; and to other services by 1 unit or 1.79%.

In spite of the decrease in the number of referrals for counselling between 2006-07 and 2005-06, this remains the category with the highest raw number of referrals. Therefore, counselling continues to be the overwhelming service needed for victims of crime.

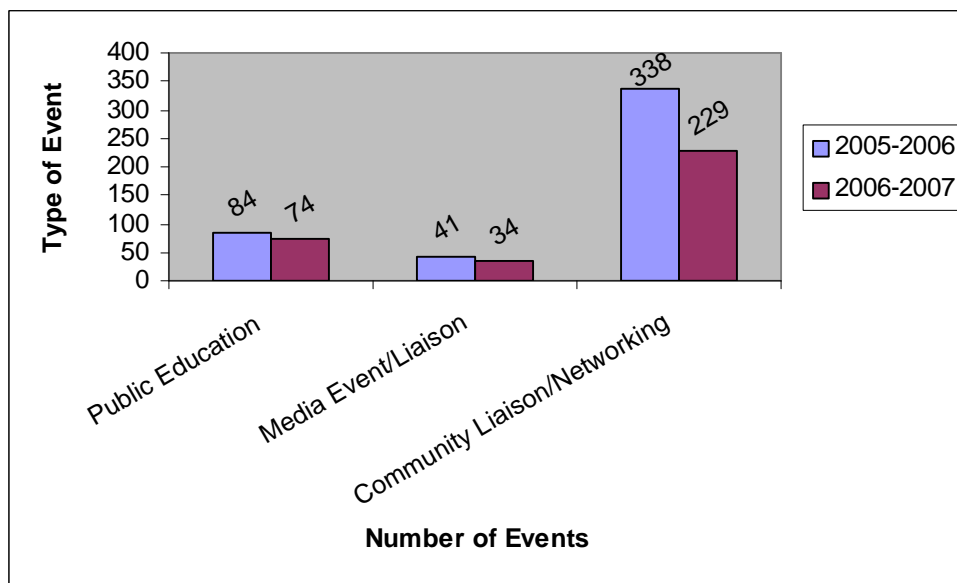
This is the second year in a row in which there has been an increase in referrals to traditional services. Traditional services may be provided by a community elder who is knowledgeable about traditional healing practices or it may be a facilitated healing circle.

Other services referrals can include referrals to funeral directors, housing, 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, Human Rights Commission Advocate, the Young Women's Christian Association or Crime Stoppers.

Section 8: 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 networking. The goal of community activities is to improve the coordination and delivery of services to victims of crime. Through community activities victim services work with others 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.

Graph 8.0 Community events by type and year



Graph 8.0 compares the number of community activities in 2006/07 to those in 2005/06. In 2006/07 the number of public-education events (74) in which victim services participated decreased by 11.9% when compared to 2005/06 (84). Similarly there was a 32.2% decrease in the number of community liaison/networking events in 2006/07 (229) compared to 2005/06 (338). The number of media events in which victim services participated decreased 17.1% from 41 in 2005/06 to 34 in 2006/07.

In 2006, in order to further raise awareness of victims' issues, the Policy Centre for Victim Issues established the first-ever **National Victims of Crime Awareness Week**. The theme was "It's Time to Listen" and the goal was to:

- Raise awareness about victims of crime;
- Draw specific attention to advancements made respecting victim issues in Canada, and
- Recognize the dedication of those that work to support and assist victims.

Table 8.0 National Victims of Crime Awareness Week activities, by community

Fort Good Hope	<ul style="list-style-type: none"> • Aired victim-service-related public-service announcement on community radio • Presented to grades 6-12 on the role of the local Victim Service Coordinator. • Several NVOCAW related social events were held throughout the week.
Inuvik	<ul style="list-style-type: none"> • Victim Services flyers were put in all mailboxes in Inuvik. The flyers provided information about the program and Victim Impact Statements. • Radio public service announcements were given in English, Gwich'in and Inuvialuktun, informing people about the awareness week activities and where victims and their families could go for help • Lunchtime displays were held at the North Mart. Hats, neck warmers, ear warmers, pencils and information pamphlets were distributed to the public. • A newspaper article was done in the Inuvik Drum newspaper, which highlighted the Victim Services program and the awareness week activities. • An open house was held at the Victim Services office. Caribou meat was donated by the Hunters and Trappers Association and fruit and veggie trays were donated from North Mart.
Ft. Smith	<ul style="list-style-type: none"> • Held a pancake breakfast attended by 60 people, where victim services literature and pamphlets were distributed. • The Slave River Journal reported an interview with the local victim services program coordinator and featured an article about National Victims of Crime Awareness Week. • Set up an information table at Aurora College where students were able to get victims of crime pamphlets and information. • Aired a radio show that talked about victims of violence, abuse and other victims of crime issues.
Yellowknife	<ul style="list-style-type: none"> • Throughout the week a victim services display table was set up at the Centre Square Mall. • A radio spot on CKLB provided information about victim services in the South Slavey language. • A radio panel call-in show about family violence, held on CBC radio, featured Sgt. Mike Payne from the RCMP, Rebecca Latour from GNWT Justice and Lyda Fuller from YWCA.
Hay River	<ul style="list-style-type: none"> • A placemat used at local eateries featured information about Victim Impact Statements, a description about what victim services does, and a seek-a-word featuring words used in court. • A Home Security Workshop, open to the public and facilitated by the RCMP and Hay River Victim Services, was held at the Hay River Hospital. • A huge National Victims of Crime Awareness Week banner was strung across Main Street. • Local newspaper articles featured needs and concerns of victims of crime and the services provided to victims of crime.

Table 8.0 on page 17 shows the broad range of activities undertaken in all communities with victim services programs.

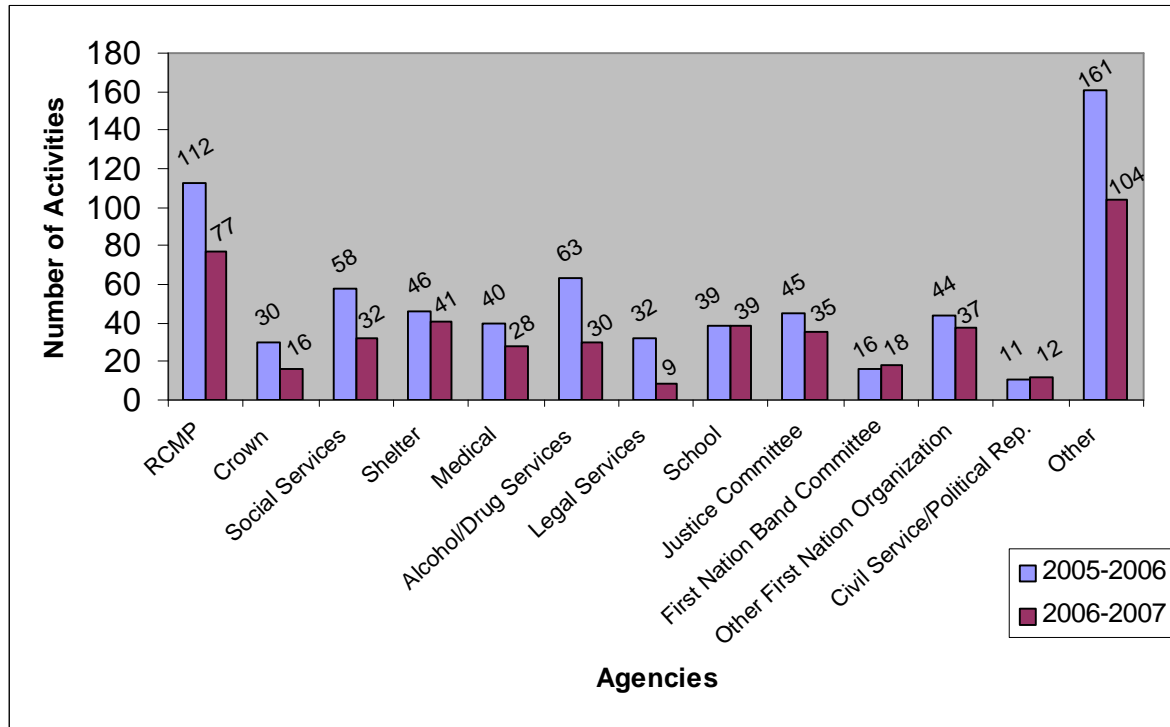
An NWT victim services pilot project and the views of one of the victim services program coordinators were featured in the 2006 National Victim of Crime Awareness Week guide.

On June 7 – 8, 2006, Highway 3 between Yellowknife and Behchokò was lined with people walking on their 110-kilometre “**Journey for Change**”. This walk, the idea of **Marie Speakman**, Victim Services Program Worker with **Yellowknife Victim Services**, was held to **raise awareness about violence against Aboriginal women**. Crime victims, people in leadership with the Royal Canadian Mounted Police, Native Women’s Association, Government of the Northwest Territories, Status of Women’s Council of the Northwest Territories, and the Tłıchq̓ Government joined with women, children, youth, and elders on this inaugural walk. In memory of sisters and daughters whose lives were cut short by violence, people came from as far away as **Lutselk'e**, **Zhahtı Kúé** and **Kakisa** to join the walkers who set off from the legislative assembly of the NWT. The Royal Canadian Mounted Police and the St. John’s Ambulance provided support to the walkers on their journey. As the walkers neared Behchokò residents from that community joined the journey. Walkers’ spirits were raised with generous donations of t-shirts, food and water, courtesy of the Tłıchq̓ government. Weary walkers were warmly welcomed in traditional fashion with handshakes, drumming, prayer and food in Behchokò, the journey’s end.

Members of the press recorded this historic event that heralded what is hoped to be the beginning of a kinder, gentler society in the NWT.

Whenever victim services participates in community activities with the aim of improving the coordination and delivery of services to victims of crime, they engage with other professionals such as the RCMP, the crown, social workers and so on.

Graph 8.1 Occurrences of cooperation with other agencies in community events by year



Graph 8.1 represents the number of occurrences of cooperation between victim services and other agencies in community events, by year, comparing 2006-07 with 2005-06.

The top 5 agencies with whom victim services participated in community activities in 2006/07 includes: other* (104), followed by the RCMP (77), shelters (41), schools (39); and, other first nation organizations (37).

This year there was an increase in activities with first nation band committees and with civil service/political representatives. The percentage increase in number of activities between 2005-06 and 2006-07 by agency is noted below:

- First Nation Band Committee up by 3 or 7%; and,
- Civil service/political representatives: up by 2 or 22%

Activities with the remaining 11 categories of agencies decreased between 2005-06 and 2006-07. The percentage decrease in the number of activities by agency category is listed below:

- RCMP down 35 or 31.3%
- Crown: down 14 or 46.7%
- Social services: down 26 or 44.8%
- Shelters: down 5 or 10.9
- Medical down 12 or 30%
- Alcohol and drug services down 33 units or 52.4%
- Legal services: down 23 or 71.9%
- Justice committees down 10 or 22.2%
- Other*: down 15 or 9%

*Other organizations include: the Territorial Women's Correctional Centre, Family Counselling/Mental Health, the NWT Victims Working Group, interagency, local FASD group, the media, retail establishments, Aurora College, the local Seniors Society, members of the public, the National Crime Prevention Centre, the Girls Craft Group, the Take Back the Night March planning committee, the Emergency Protection Order Advisory Committee, the South Mackenzie Correctional Centre, health committee, the local Treatment Centre, the National Addictions Awareness Week Planning Committee, a regional Justice Conference/RCMP Consultation, alcohol committee, the case management committee, Emergency Measures Organization meetings, career fair planning committee, homeless shelter, Arctic Tern Young Offender Facility, the Coalition Against Family Violence, consultants, the Family Violence Protocol Development, the Committee, student residence, women's shelter, Mothers Against Drunk Driving, and last but not least, training with mental health and victim services volunteers.

Section 9: What roles did volunteers play in providing victim services?

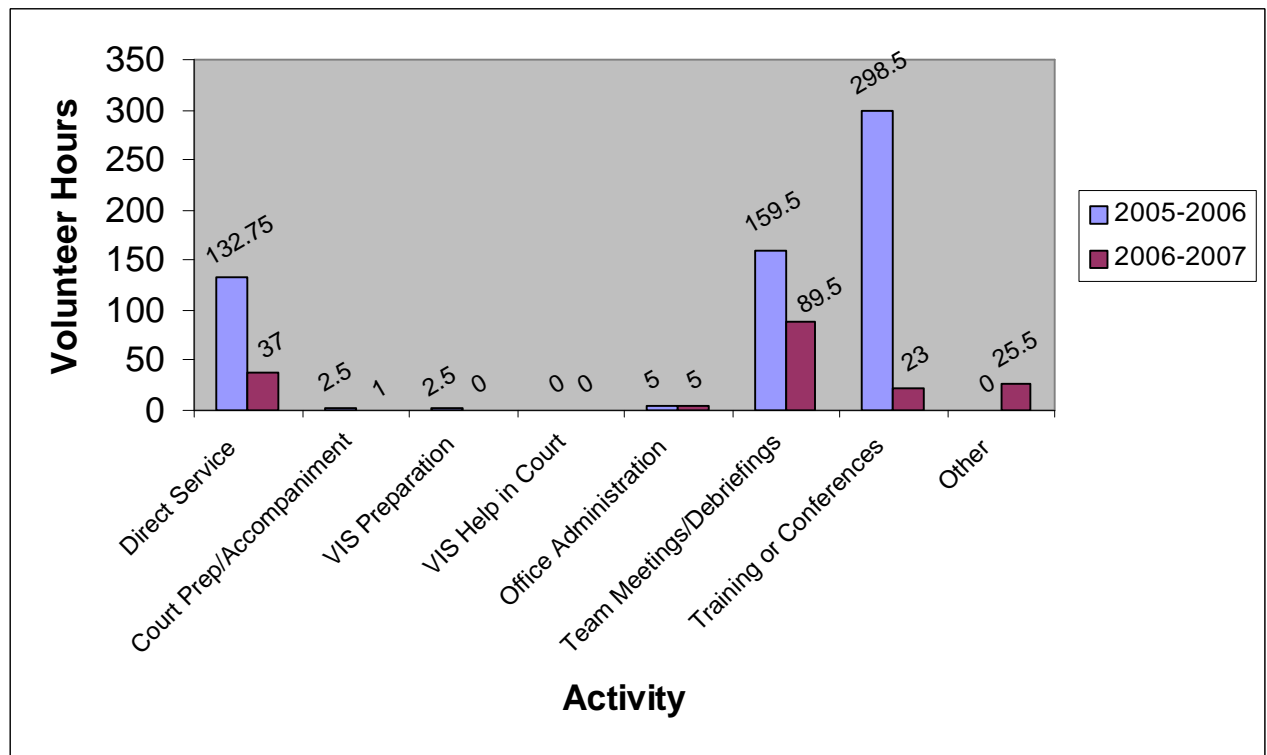
Four of the six NWT community-based victim services have victim services volunteers who provide services after regular office hours and on weekends.

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.

Often, the RCMP request victim services volunteers to support victims of reported crime at the time the offence is reported. This frees up the RCMP to continue with their investigation while victim service volunteers help victims to deal with the emotional impact of crime trauma.

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

Graph 9.0 Volunteer hours by category of service/activity by year.



Graph 9.0 shows the volunteer hours by category of service/activity comparing 2006-07 to 2005-06. Without on call hours, victim service volunteers contributed a total of 181 hours of service in 2006-07 compared to 600.75 hours in 2005-06. Between 2005-06 and 2006-07 the total number of volunteer hours decreased by 419 hours or 69.8%.

The two categories of volunteer service/activity that remained the same or increased between 2005-06 and 2006-07 are:

- Office administration (the same at 5 hours); and,
- “Other” at 25.5 hours, an increase of 100%.

A majority of the ‘other’ activity hours involved victim services volunteers helping with activities to celebrate National Victims of Crime Awareness Week 2006.

The categories of volunteer service time that decreased between 2005-06 and 2006-07 are:

- Direct services down 95.8 hours or 72.1%;
- Court preparation/accompaniment: down 1.5 hours or 60%;
- Team meetings/debriefings down 70 hours or 9%;
- Training or conferences down 276 hours or 92.3%;

Victim services volunteers record “on call” hours, or the number of hours that they take charge of victim services cell phones to respond to RCMP referrals after hours during the week and during weekends.

In 2006-07 victim services volunteers recorded a total of 2386 on call hours compared to 6821 on call hours in 2005-06. This is a difference of 4,440 hours or 60% fewer “recorded” on call hours in 2006-07 compared to 2005-06.

In person contact with victim services volunteers during 2006/07 revealed that they were indeed spending time on call but not recording this time.

Conclusion

This year, 2006-07, has been a transitional year for victim services.

Several of the victim services programs have been impacted by change in leadership in their sponsoring organizations. In other programs, long-term program coordinators have left for other employment. One program, perhaps in an attempt to save on debt created by covering the deficit in program funding, took over 6 months to fill their vacant victim services position. One program saw four program coordinators in one year. Another victim services program was affected by a tragic plane crash in the Sahtu.

As a result of this amount of change, service records, including number of new clients served, number of services delivered, and referrals from and to other organizations were lower in 2006-2007 compared to 2005-2006. There is a need to train program coordinators in how to recruit, train, support and recognize victim services volunteers; including how to keep track of victim services volunteer hours.

Victim services program coordinators and workers report that the difference in statistics between 2006-2007 and 2005-2006 is related to the different ways in which different workers score their work. Standardized, scenario-based victim services record-keeping training (face-to-face) needs to be done in the very near future.

As Departmental officials are sometimes consulted on difficult cases, we know that the work in the communities is both difficult and challenging. In case consultation, we see first-hand the barriers that crime victims and victim services workers face on a daily basis.

Victim services workers and volunteers are very busy. They need and deserve the utmost support and encouragement for all they do.

It is in working with others one-on-one and in activities such as the **“National Victims of Crime Awareness Week”** and the **“Walk for Change”** that we build awareness, support, partnerships and champions for victims of crime and for victim services.