



**Sixteenth Annual Report of the  
Victims Assistance Committee  
of the Northwest Territories**

**April 1, 2004 – March 31, 2005**



March 1, 2006

The Honourable Brendan Bell  
Minister of Justice  
PO BOX 1320  
YELLOWKNIFE NT X1A 2L9

Dear Mr. Bell:

**Victims Assistance Committee Annual Report**

On behalf of the Victims Assistance Committee, I am pleased to present the annual report for the fiscal year ending March 31, 2005.

This report details the disbursements from the Victims Assistance Fund (VAF) and reports on the activities of the community-based victim services programs.

In 2004-05, the Victims Assistance Committee continued to support the ongoing victim services programs, training and innovative short-term projects for small communities.

The Committee would like to thank the Department of Justice for providing access to victims programs and project funding when the Victims Assistance Fund had insufficient funds to consider proposals before the Committee.

This year the Committee was pleased to hear that the Department worked on the following victim-specific related projects:

1. The Victim Services Support Worker (VSSW) pilot project;
2. The Memorandum of Understanding (MOU) project;
3. A fact sheet for victims of youth crime;
4. A victim impact statement poster;
5. Training for people who work with Aboriginal women with disabilities who are victims of violence; and
6. Community consultations concerning the implementation of the *Protection Against Family Violence Act*.

In addition to the above projects, victim services participated in two large territorial initiatives:

- a Tri-Territorial Community Justice Conference in February 2005; and,
- RCMP consultations in the North Slave, Beaufort-Delta and South Slave regions.

The Committee members, along with members of the NWT Victims Working Group (the Victims Coordinator, victim services program workers and coordinators) wish to thank Justice Canada's Policy Centre for Victims Issues for funding:

- Contributions to the VSSW pilot project and to extend the Victims Coordinator position from a half time to a full-time position; and
- Grants that allowed us to participate in the first national victims of crime conference in Ottawa in October 2004.

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

- Victims Program Intern, Kim Walker of Yellowknife.
- Outgoing committee members: Harriet Geddes of Fort Providence and Gail Cyr of Yellowknife.
- Ongoing Committee member, Nora Wedzin-Quitte of Behchokò.
- Victim Services Program Coordinators/Workers: Lana Woodfine of Inuvik; Clarinda Spijkerman, Shannon Watson and Marie Speakman of Yellowknife; Janet Grandjambe of Fort Good Hope; Alexandra Smith of Hay River; and Louise Beck of Fort Smith.
- Victim Services Support Workers: Marjorie Black of Behchokò; Nellie Norwegian of Fort Providence; and Liz Wright of Fort McPherson.
- Victim Services volunteers in Inuvik, Fort Good Hope, Yellowknife, Hay River and Fort Smith.

Sincerely,

Nora Wedzin  
Chairperson

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## **Part I Victims Assistance Committee**

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### ***VICTIMS OF CRIME ACT***

The *Victims of Crime Act* establishes the Victims Assistance Fund (VAF) and provides for the appointment of a Victims Assistance Committee.

### **VICTIMS ASSISTANCE FUND**

The VAF is a special-purpose fund maintained with revenue from victim fine surcharges. The VAF does not provide direct financial compensation to individuals but supports community-based projects and activities that provide services and assistance to victims of crime through:

- Training to sensitise and inform community resource workers about the needs and circumstances of victims of crime;
- Direct services that assist victims through crisis response, personal support, follow-up assistance, victim information and referrals;
- Public awareness and information on the rights and responsibilities of victims, available services, the criminal justice system and its procedures and any issues relating to victims of crime;
- Research into the needs and concerns of victims; or
- Distribution of victim services information.

### **VICTIMS ASSISTANCE COMMITTEE**

Committee members are appointed for three-year terms to make recommendations to the Minister of Justice on policies regarding the needs and concerns of victims of crime and on distribution of the VAF.

The Committee's objective is to maintain and offer on-going support to comprehensive community services including, but not limited to, victim support and assistance, coordination of criminal justice and community intervention and training of staff and/or volunteers. Where a full-service agency is not feasible, the Committee supports innovative community-based workshops and projects to assess and prevent violence.

### **COMMITTEE MEETINGS**

The Committee meets monthly or as needed to review proposals and project reports. The Minister approved Committee recommendations for contributions amounting to \$62,975.00 in 2004-2005.

## Statement of Revenue & Expenditures

April 1, 2004 – March 31, 2005

<i>Revenue</i>	<i>Amount</i>
Balance from 2003-2004	\$60,779.79
Victim Fine Surcharges – Territorial	\$52,190.67
Victim Fine Surcharges – Federal	\$34,544.50
<b>Total</b>	<b>\$147,514.96</b>

<i>Expenditures</i>	<i>Amount</i>
Disbursements (see detailed listing below)	\$62,975.00
<b>Total</b>	<b>\$62,975.00</b>

<b>BALANCE FORWARD</b>	<b>\$84,539.96</b>
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## VICTIMS ASSISTANCE FUND DISBURSEMENTS

April 1, 2004 – March 31, 2005

### **YWCA of Yellowknife** **\$13,849.25**

- *Direct Services & Awareness:* Towards the cost of conducting group counselling programs for children about family violence, April 1, 2004 – August 31, 2004.

### **Native Women's Association of the NWT** **\$20,245.00**

- *Direct Services:* Towards the cost of a victim services program worker to provide direct services to victims of crime in Yellowknife and surrounding communities, April 1, 2004 – August 31, 2004.

### **Inuvik Justice Committee** **\$8,805.75**

- *Direct Services & Training:* Towards the cost of maintaining and supporting Inuvik Victim Services, including victim support and assistance, coordination of criminal justice and community intervention and training, April 1, 2004 – August 31, 2004, Inuvik, NT.

### **Uncle Gabe's Friendship Centre** **\$3,625.00**

*Training & Direct Services:* Towards the costs of holding a "Healing from Grief and Loss" workshop, March 28 – 30, 2005, Fort Smith, NT.

### **Tsiigehtchic Charter Community Council** **\$5,617.00**

- *Training:* Towards the cost of sending six women to a "Healing the Inner Child" workshop, October 19 – 22, 2004, Edmonton, AB.

**Tłıchq Community Services Board** **\$2,000.00**

- *Public Awareness & Information:* Towards the cost of advertising and supplies to launch National Addictions Awareness Week, November 14 – 24, 2004, Behchokò, NT.

**Native Women's Association of the NWT** **\$2,008.00**

- *Training:* Towards the cost of sending the victim services worker to the "Canadian Association for Victim Assistance Inaugural National Conference", December 6 – 7, 2004, Vancouver, B.C.

**Hay River Health and Social Services Authority** **\$1,825.00**

- *Training:* Towards the travel expenses of a victim services coordinator to attend the "Canadian Association for Victim Assistance Inaugural National Conference", from December 6 – 7, 2004, Richmond, B.C.

**Native Women's Association of the NWT** **\$5,000.00**

- *Training, Public Awareness and Information:* Towards the costs of holding a 2-day family violence workshop, March 25 – 25, 2005, Yellowknife, NT.

## **Part II: Victim Services**

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Community-based victim services have helped victims of crime in the NWT since 1989.

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

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 that 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 accomplishments of community-based victim services in 2004/05. The 2002/03 report provided baseline data and answered questions about the nature of victim services in the NWT. This year's report compares data from 2003/04 with 2004/05 results and discusses how victim services have grown.



This is the first full year of statistics from Fort Good Hope. The Hay River victim services program coordinator was on leave for part of 2004/05, therefore this report lacks 3 months of statistics from this community.

In 2004/05, a total of six staff and 28 volunteers provided direct services to victims of reported and unreported crime.

***...attitudes indicate that victims still continue to be blamed and that abusers are not being held accountable for their actions...***

***Excerpt from a victim services coordinator's speech at a Take Back the Night March, September 14, 2005***

## **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 whom victim services continued to provide services.

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

In 2004/05 victim services served a total of 996 clients, a 13% increase over the total number of people served in 2003/04. This year, victim services served 71% more new clients than they did last year. However, there were 14% fewer brief service contacts in 2004/05 compared to 2003/04. These numbers suggest victim services is spending more time providing ongoing services to a greater number of people and less time responding to brief phone inquiries.

**Table 1.0 Total number of clients served by community and type of contact, 2004-2005**

<i>Community</i>	<i>New clients</i>	<i>Brief service contacts</i>	<i>Total</i>
Fort Good Hope	37	38	75
Fort Smith	29	68	97
Hay River	44	143	187
Inuvik	79	101	180
Yellowknife	287	170	457
<b>Total</b>	<b>476</b>	<b>520</b>	<b>996</b>
Total (2003-2004)	278	603	881
Change	+ 71%	- 14%	+13%

Table 1.1 shows the average number of monthly contacts by type of contact for both 2004/05 and 2003/04. Including brief services contacts, our total monthly caseload has decreased by 6% for 2004/05. Brief service contacts are down 45%. However, our longer contacts, including new and continuing clients, are up by 16% with a 27% increase in new clients.

These numbers indicate that victim services is well established and is working well with other agencies. The numbers also indicate that crime victims stay with our service providers so they can be helped throughout their involvement with the criminal justice system process. In short, community-based victim services is becoming an increasingly client-centred, case-based service.

**Table 1.1 Average number of monthly clients, by type of contact**

Year	Longer contacts			Brief contacts	Total caseload
	New clients	Continuing cases	Total	Brief service contacts	
2004/05	7.93	7.07	15	8.67	23.7
2003/04	5.79	6.85	12.64	12.56	25.1
Change	+27%	+3%	+16%	-45%	-6%

**Conclusion:** Victim services is becoming an increasingly client-centered, case-based service.

***“The victim impact support worker should assess the victim, the state of mind and use it in court at the time of (the) statement made to the police, should be present when (the) victim is being interviewed as a witness.”***

***Victim of crime***

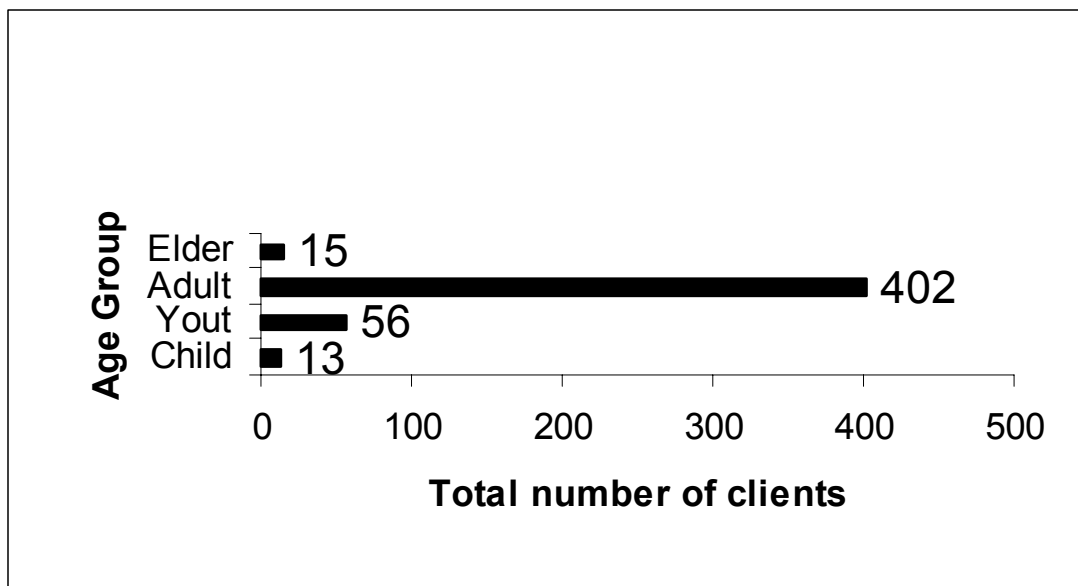
## **Section 2: Who was served by victim services?**

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 track the following information about their new and ongoing clients:

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

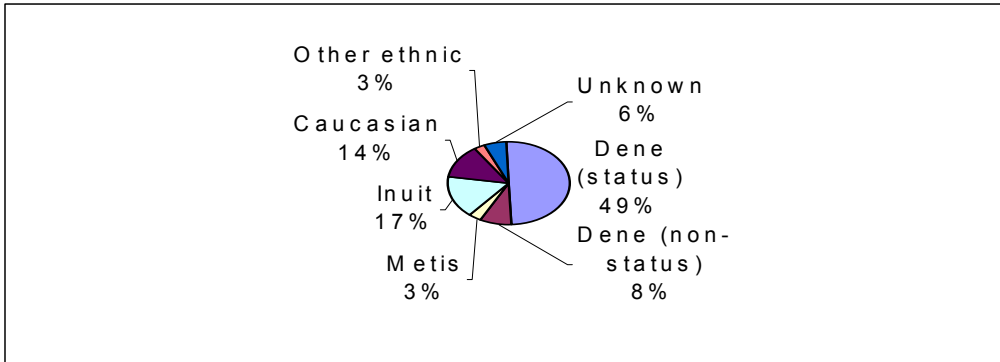
**Graph 2.0 Clients by age group, 2004-2005**



- 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 clients to whom services were delivered in 2004-05, by age. This includes 401 adults (82.7%); 56 youth (11.5%); 15 elders (3.1%); and 13 children (2.7%). Compared to 2003-04, we are serving an increasing number of youth, elders and seniors. However, adults, at 82.7% are by far our largest client group.

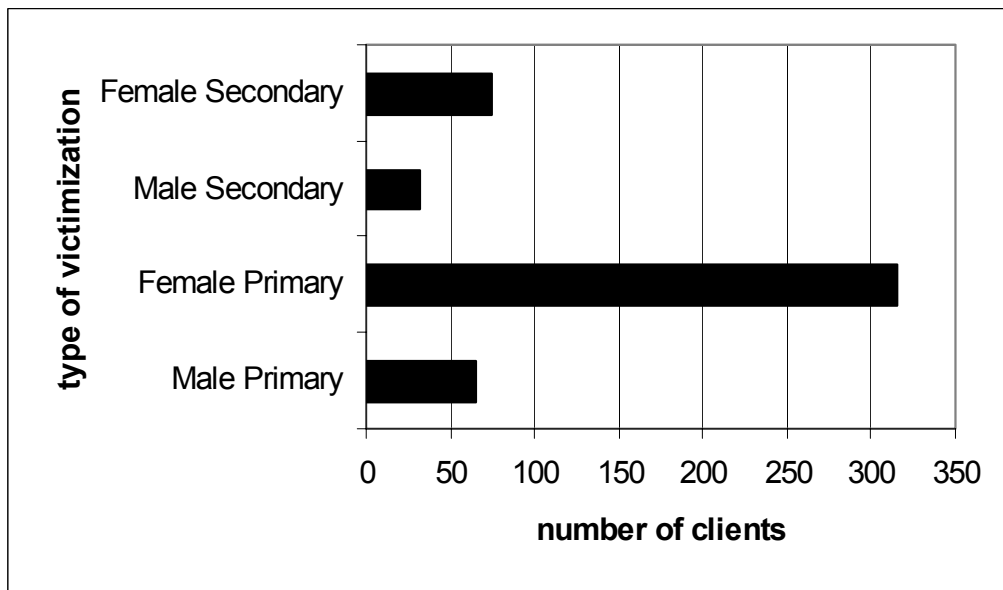
**Graph 2.1 Clients by ethnicity**



Graph 2.1 shows our 2004-05 client base by ethnicity. These clients were divided as follows: Dene (status and non-status) 56%, Inuit 17%, Caucasian 14%, unknown 6%, other ethnicity 4% and Métis 3%. At 57%, our largest group of clientele is Dene.

Graph 2.3 shows the total number of clients by gender and 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 2.3 Total number of clients by gender and type of victimization**



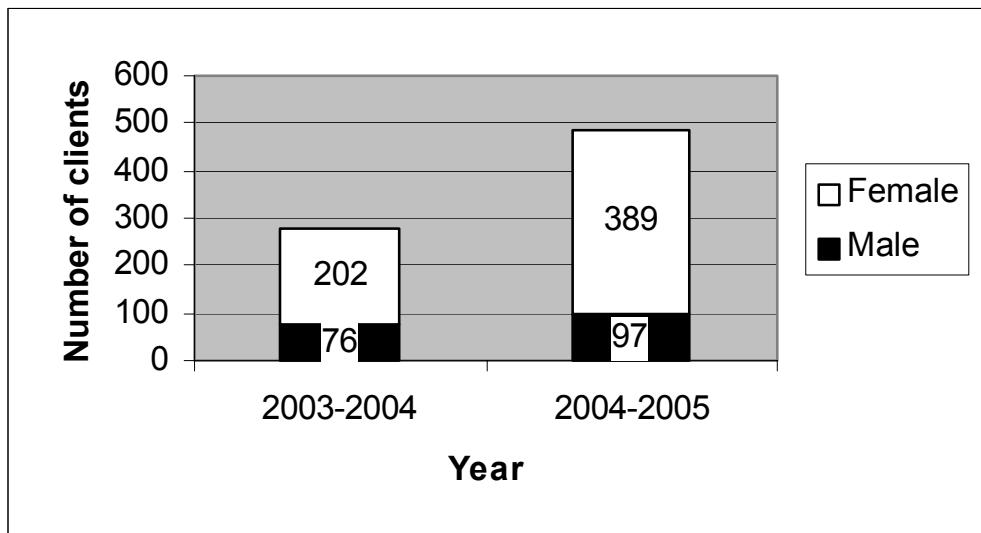
Graph 2.3 shows the following caseload breakdown of our new and ongoing clients:

- 77.6% are primary victims
- 22.4% are secondary victims
- 64% are female primary victims
- 15.5% are female secondary victims
- 13.6% are male primary victims
- 6.9% are male secondary victims

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

A full 79.5% of our victim services caseloads are female. This year we undertook a comparison of male to female clients by year:

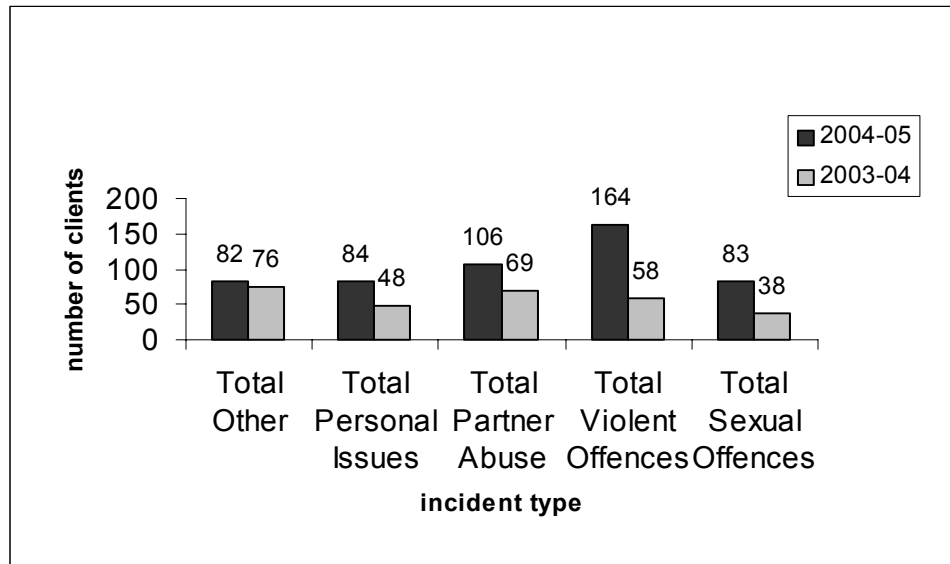
**Graph 2.4 Total number of male and female clients by year**



Graph 2.4 shows the total number of male and female clients by year, comparing 2003-04 to 2004-05. This graph clearly shows that the number of female clients increased by 178, or 88.1%, between 2003-04 and 2004-05. The number of male clients increased by 22, or 28.9%.

This profile of client data which shows women as the primary client group for victim services is consistent with data from the Victim Services in Canada: Northwest Territories Fact Sheet for 2002/03 conducted by the Canadian Centre for Justice Statistics (CANADIAN CENTRE FOR JUSTICE STATISTICS). In a snapshot day on October 22, 2003, 5 victim service agencies reported serving 40 clients, over 90% of who were female.

**Graph 2.5 Reported offences/ incidents by type and year**



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

Graph 2.5 offers a comparison between 2004/05 and 2003/04 of the offences/incidents that affect the clients we serve.

When comparing our caseloads by year, we see that our clientele were impacted by increases in all categories of offences/incidents, including a:

- 183% increase in violent offences;
- 118% increase in sexual offences.
- 75% increase in personal issues;
- 53.6% increase in partner abuse; and,
- 7.89% increase in other offences.

This data is consistent with that reported by the Canadian Centre for Justice Statistics (CCJS). In a snapshot taken on October 22, 2003, 95% of NWT clients (38) were victims of crimes against the person. Of these, 53% were victims of sexual assaults, 3% were secondary victims of homicide and 45% were victims of other violent offences, including physical assault.

Furthermore, in instances where the relationship of the victim to the aggressor is tracked, CCJS found that 84% (31) of NWT victims of crime against the person had been victimized by family members or intimate partners.

**Conclusion:** NWT community based victim services' caseload primarily consists of Aboriginal female victims of crimes against the person. These women appear to be affected by increasing levels of violence at the hands of people they know and trust.

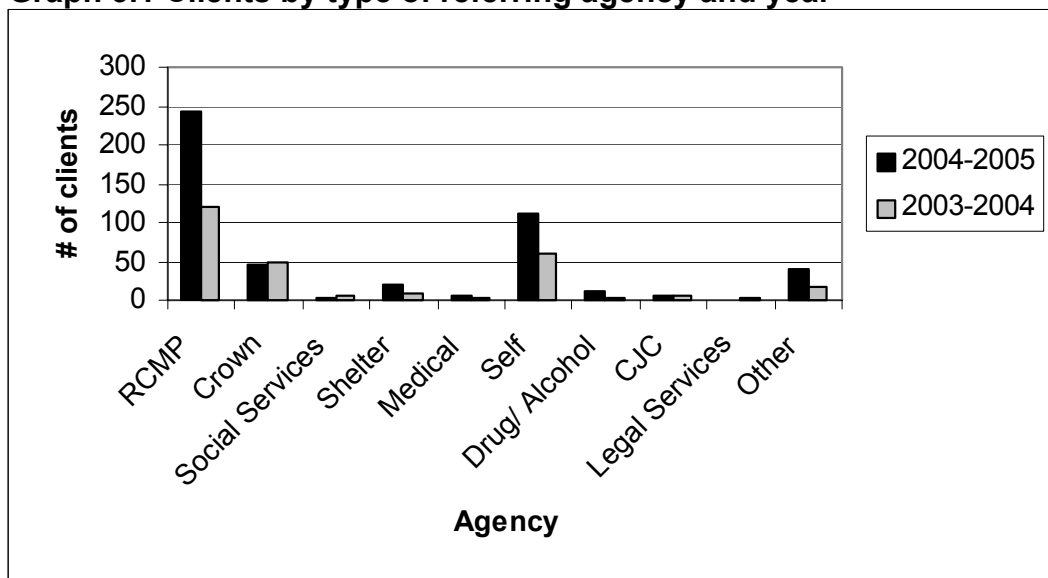
***“The majority of the victims ...have multiple social stressors and many have been repeatedly victimized and traumatized throughout their lives.”***

***Victim services program coordinator***



### Section 3: Who referred clients to victim services?

**Graph 3.1 Clients by type of referring agency and year**



Graph 3.1 shows a comparison between 2004/05 and 2003/04 of the number of clients referred by agency to victim services. In 2004/05 we saw an increase in referrals from most agencies. Referrals from the Crown are down slightly but hopefully our work with Justice Canada on our Victim Services MOU will result in an increase in referrals from the Crown. Referrals from Social Services remain about the same.

Between 2003/04 and 2004/05, referrals to victim services by the RCMP almost doubled, from 121 to 235.

Table 3.2 shows that in 2004/05 the RCMP referred approximately half of all clients to victim services. For victims of reported crime, the RCMP are the number one referral agency.

**Table 3.2 Percentage of RCMP referrals to victim services by year**

	2004/05	2003/04	2002/03
RCMP referrals	235	121	110
Total referrals	475	278	239
% of RCMP referrals / total referrals	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.

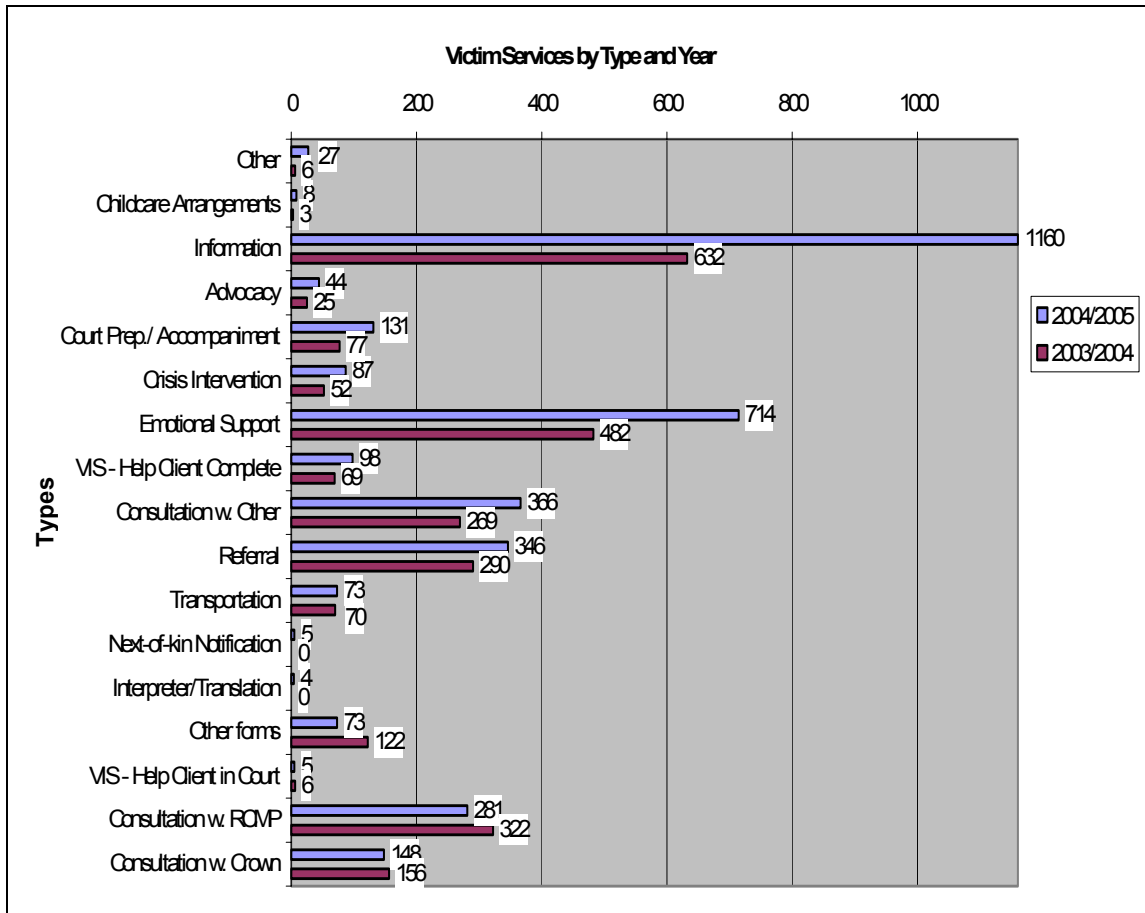
**Table 4.0 Services offered by victim services programs**

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

***“ Find ways to get the accused, who didn’t show up in court.”***

***Crime victim***

**Graph 3.1 Services Delivered by Type, 2004/05 and 2003/04**



Services provided to crime victims is the heart of victim services. It defines what we do.

Between 2003/04 (2581) and 2004/05 (3570) there was a 38.3% increase in the number of total services delivered.

Of the 18 services we track, there was an increase in 14 services and a decrease in 4 services.

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

- Information, at 32.5% (1160);
- Emotional support, at 20% (714);
- Consultation with others, at 10.3% (366); and
- Referrals, at 9.7% (346).

The services that increased and their percentage increase between 2003/04 and 2004/05 are listed below:

- Other 350%
- Child care 167%
- Information 83%
- Advocacy 76%
- Court preparation and accompaniment 70.1%
- Crisis intervention 67.3%
- Emotional support 48.1%
- Victim impact statement (help complete) 42%
- Consult with others 36.1%
- Referrals 19.3%
- Transportation 4.3%

Other services include following up with clients, helping to secure food for a child, inquiring about family pets and communicating with a partner. Both of the latter services are support services to victims of family violence who choose to leave homes in which they had been abused.

In 2004/05 victim services assisted with five next-of-kin notifications (advising family members that a loved one has died) and provided interpretation/translation services on four occasions. Neither of these services were delivered in 2003/04.

The services that decreased between 2003/04 and 2004/05 are listed below:

- Help with other forms 40.2%
- Victim Impact Statements (help in court) 16.7%
- Consult with RCMP 12.7%
- Consult with Crown 5.1%

Table 4.2 shows the type and number of services delivered per victim. Overall it shows an 18% decrease in the number of services delivered per victim between 2003/04 and 2004/05. This stands to reason, given that there are a greater number of victims being served and a greater number of services being provided by the same number of victim services workers.

This year the only service frequency increase was for information – crime victims’ greatest need for service. Services being delivered at the same level of frequency include crisis intervention, court preparation and accompaniment; advocacy and helping clients complete victim impact statements. Services that are delivered less frequently per client include referrals; emotional support; and consultation with RCMP, the Crown and others.

**Table 4.2 Service delivery by services per client, by year**

Service	Occurrences/Client		Approximate Frequency 2004-05
	2004-2005	2003-2004	
Information	2.4	2.3	Every client 2 to 3 times
Referral	0.7	1.0	1 in 1.4 clients
Crisis Intervention	0.2	0.2	1 in 5 clients
Emotional Support	1.5	1.7	Every client 1.5 times
Court Prep/Accompaniment	0.3	0.3	1 in 3 clients
Consultation w. RCMP	0.6	1.2	1 in 1.6 clients
Consultation w. Other	0.8	1.0	1 in 1.3 clients
Consultation w. Crown	0.3	0.6	1 in 3 clients
Transportation	0.2	0.3	1 in 5 clients
Advocacy	0.1	0.1	1 in 10 clients
VIS–Help client complete	0.2	0.2	1 in 5 clients
<b>All Services Delivered, 2004-2005</b>	<b>7.3</b>		
<b>All Services Delivered 2003-2004</b>		<b>8.9</b>	

The NWT Fact Sheet from the Victim Services in Canada, 2002/03 Survey showed that on the profile of 40 clients served on October 22, 2003:

- 40% received emotional support;
- 35% received information on the criminal justice system structure and process;
- 35% received general information; and,
- 33% received court information.

Also during this year, several victim service programs provided direct services to crime victims outside their respective communities through outreach activities:

- Inuvik Victim Services flew into Sachs Harbour (courtesy of the RCMP plane), a small fly-in Inuvialuit community, to consult with community caregivers and victims on a case;
- Inuvik Victim Services also traveled the Dempster highway to the Yukon/NWT border to help a person complete a victim impact statement;
- Yellowknife Victim Services provided over-the-phone support to crime victims from Délı̄ne, an isolated community in the Sahtu;
- Hay River Victim Services traveled to Fort Resolution to provide court orientation to a child victim of crime.

**Conclusion:** Increases in the number of crime victims served, in the number of violent crimes by which crime victims are affected, and in the overall number of services provided have resulted in a reduction in the frequency of services provided per client.

NWT community-based victim services may have reached an overall critical mass in terms of direct services delivery.

If victim services hopes to maintain or increase the frequency of services to crime victims, they may need an increase in human and financial resources.

***“ Everything was good, I was satisfied with the service.”***

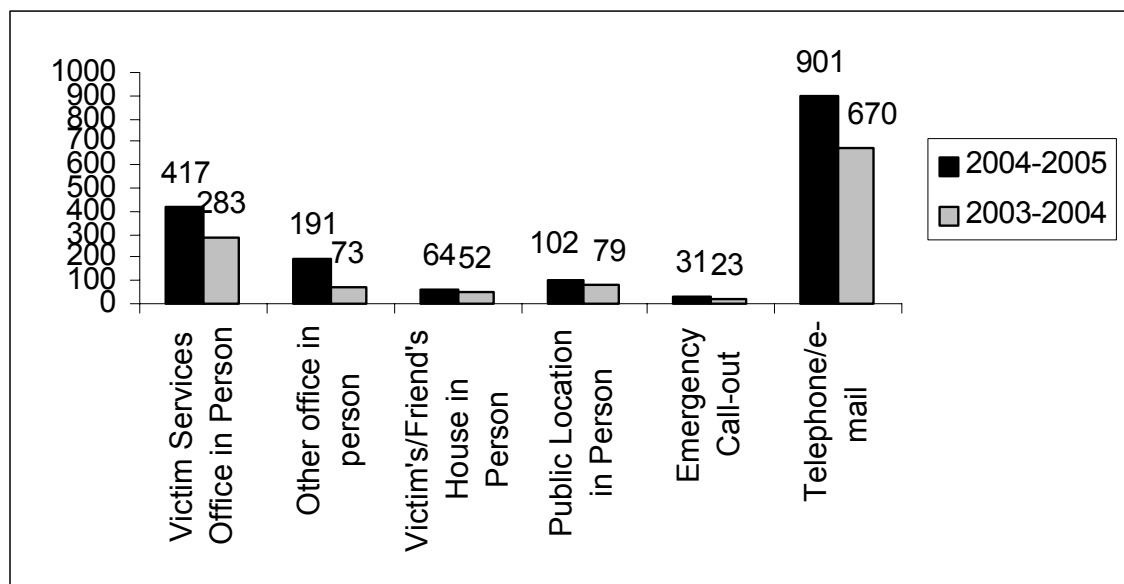
***Crime victim***

***“Your services were just fine.”***

***Crime victim***

## Section 5: In what settings were victim services provided?

Graph 5.0 Client contacts by setting and year



Again, client contacts by setting were up by 44.6% (526) in 2004/05. There were increases in the number of client contacts in all settings.

Table 5.1 Percentage increase in contact by setting between 2003/04 and 2004/05

Contact by setting	Percentage increase	Unit increase
Other office in person	162%	191
Victim services office in person	47.3%	134
Emergency call-out	34.8%	8
Telephone/e-mail	34.5%	231
Public location in person	29.1%	102
Victims'/friends' house/ in person	23.1%	12

There is almost equal number of in-person (805) and telephone contacts (901). Safety and convenience may contribute to making telephone (901) and in-person contacts in public and office settings (710) preferred methods of contact with crime victims. In-person contacts with crime victims in victims'/friends' houses and in emergency call-out situations are less frequent, at 64 and 31 client contacts respectively.

For safety reasons, contacts with crime victims in emergency call-out situations are done in close co-operation with the RCMP.

**Table 5.2 Frequency of Contacts per Client by Setting, 2004-2005**

<b>Setting</b>	<b>Contacts / Client</b>	<b>Approximate Frequency</b>
Victim services office in person	0.9	Every client once
Other office in person	0.4	1 in 2.5 clients
Victim's/friend's house	0.1	1 in 10 clients
Public location in person	0.2	1 in 5 clients
Emergency call-out	0.1	1 in 10 clients
Telephone	1.9	Every client 1 to 2 times

Table 5.1 shows the frequency of contacts per client by setting for 2004/05. Each victim of crime served in 2004/05 was contacted 3.6 times by victim services. Again, on a per-client basis, in-person (1.7 per client) and telephone (1.9 per client) contacts are almost equal. For in-person contacts, each client was served once in a victim services office. Every client was contacted 1 to 2 times by telephone.

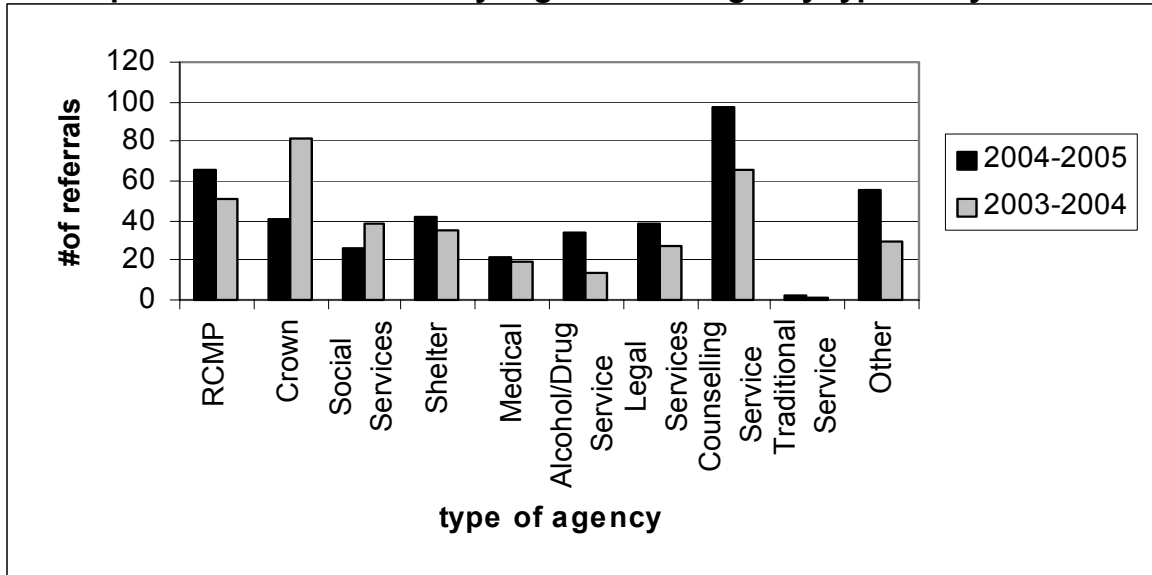
***“ Keep the lines of communication open.”***

***Crime victim***



**Section 6: To what other organization and agencies were victims of crime referred?**

**Graph 6.0 Client referrals by organization/ agency type and year**



Overall referrals of clients to other services is up 16.5% between 2003/04 (363) and 2004/05 (423). Of the 10 categories of agencies to whom we refer there was an increase in eight categories and a decrease in two.

The agencies to which there was an increase in referrals and their percentage increase between 2003/04 and 2004/05 are outlined below:

- 143% to alcohol and drug services
- 100% to traditional services
- 83.3% to other services
- 47% to counselling services
- 40.7% to legal services
- 29.4% to the RCMP
- 20% to shelters
- 15.8% to medical services

Anecdotal evidence on the alcohol and drug referrals suggest 50% of these referrals are for help with mental health issues directly related to clients' victimization; while the remaining 50% are for help with alcohol addiction issues. In small communities often the only counselling resource provides help with mental health, addictions and family violence matters.

“Traditional services” may be a community elder who is knowledgeable about traditional healing practices or it may be a facilitated healing circle. Other

services include schools; Aurora College; Education, Culture and Employment; and victim services in other communities.

In 2004/05 there was a decrease in referrals to the Crown (down 40, or 49.4%) and to social services (down 13, or 33.3%) compared to the number of referrals to these agencies in 2003/04.

**Table 6.1 Referrals to agencies, by type: 2004/05 and 2003/04**

<b>Organization/Agency Type</b>	<b>Referrals per Clients 2004-2005</b>	<b>Referrals per Clients 2003-2004</b>	<b>Approximate Frequency 2004-2005</b>
RCMP	0.1	0.2	1 in 10 clients
Crown	0.1	0.3	1 in 10 clients
Social Services	0.1	0.1	1 in 10 clients
Shelter	0.1	0.1	1 in 10 clients
Alcohol/Drug Services	0.1	0.1	1 in 10 clients
Medical	0.1	0.1	1 in 10 clients
Legal Services	0.1	0.1	1 in 10 clients
Counselling Services	0.2	0.2	1 in 5 clients
Other	0.1	0.1	1 in 10 clients
<b>All Organizations/Agencies</b>	<b>1.0</b>	<b>1.3</b>	

Although overall referrals were up this year compared to last, there has been a decrease in the number of referrals per client. This is because we served more clients in 2004/05 than we did in 2003/04.

The referrals per client for 2004/05 compared to 2003/04 remained the same for counselling services (at .2 referrals per client) and for 6 other agency types at .1 referrals per client. The referrals per client were down for the RCMP and the Crown.

Counselling is the service to which crime victims are most often referred. This is because our clients often require specialized services to help cope with and recover from the long-term impacts of the trauma of violent crime.

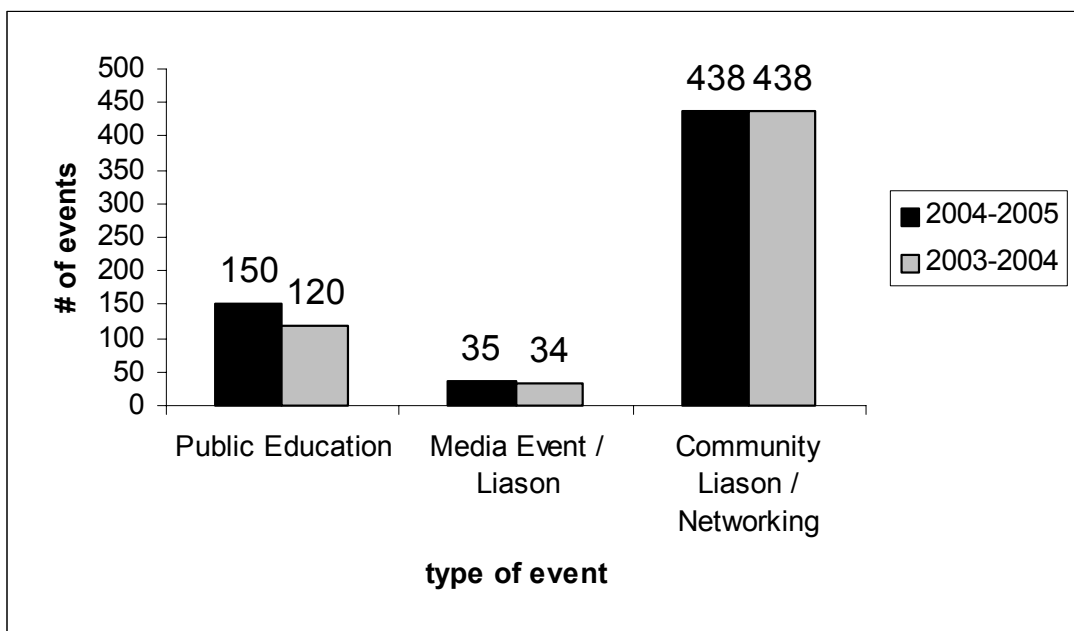
***“ In order to move forward and make healthy choices for themselves, (crime victims) have to overcome tremendous barriers.”***

***Victim service program coordinator***

## **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 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 7.0 Community events by type and year**



Graph 7.0 compares the number of community activities in 2004/05 and 2003/04. In 2004/05 the number of public-education events in which victim services participated increased by 25%. The number of media events in which victim services participated increased only marginally by 2.94%. Community liaison/networking events remained the same.

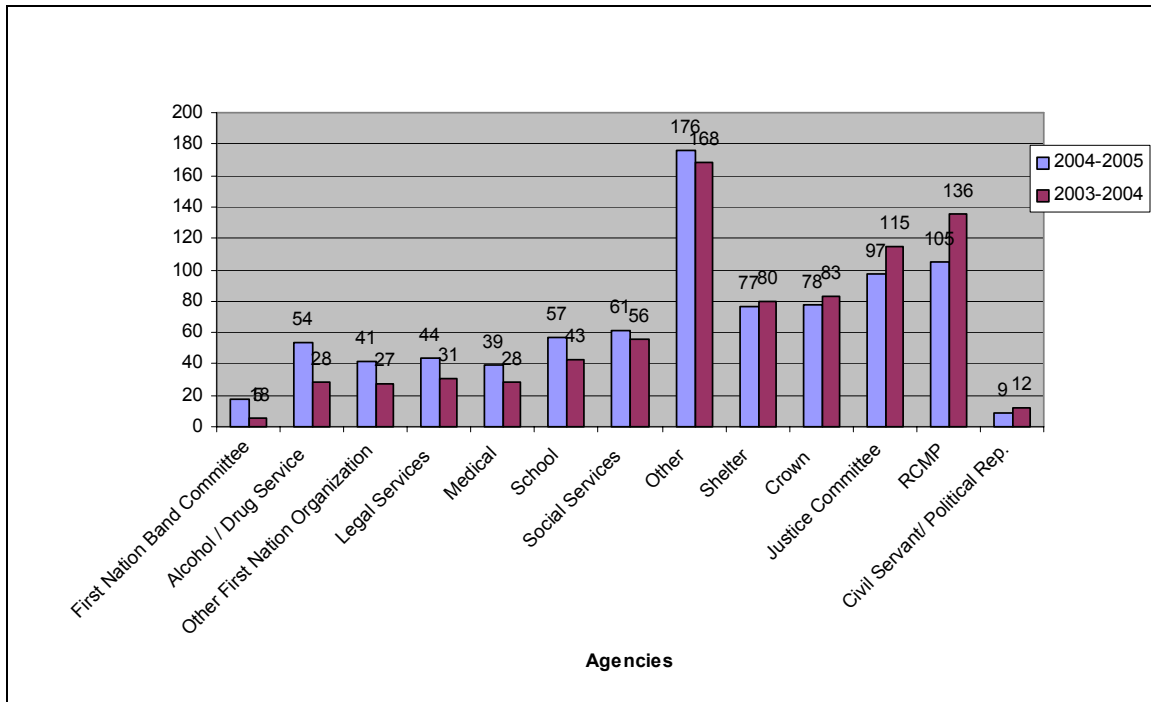
During the year, all community programs conducted volunteer training.

The following table shows some of the highlighted community activities by community-based victim services programs for 2004/05.

**Table 7.1 Highlight activities by program for 2004/05**

<b>Victim services program</b>	<b>Highlight activities</b>
Inuvik Victim Services	<ul style="list-style-type: none"> <li>• As part of the Inuvik Interagency Committee, brought RESPECT ED to students and parents.</li> <li>• With Inuvik RCMP, wrote a victim services referral protocol</li> <li>• Worked with the local women's shelter on a fundraising project during Family Violence Awareness Week</li> </ul>
Fort Good Hope Victim Services	<ul style="list-style-type: none"> <li>• Worked on a community committee to conduct a plebiscite about banning alcohol in the community.</li> <li>• Helped to coordinate community activities for family violence week 2004.</li> <li>• Participated in case conferences with local professionals</li> </ul>
Yellowknife Victim Services	<ul style="list-style-type: none"> <li>• With the Yellowknife RCMP, developed a victim services referral protocol and brochure on this for RCMP members.</li> <li>• With Yellowknife Health and Social Services, developed a protocol to provide after-hours support to non-offending family members of child abuse victims.</li> <li>• With RCMP "G" Division, held a Tsunami Relief fundraising lunch</li> </ul>
Hay River Victim Services	<ul style="list-style-type: none"> <li>• Produced newspaper inserts for local newspaper on victims' issues for Family Violence Awareness Week 2004.</li> <li>• With the Family Support Centre, conducted a bullying prevention program that was delivered in 3 Grade 4 classes</li> <li>• Developed a new victim services referral card for use by the RCMP.</li> </ul>
Fort Smith Victim Services	<ul style="list-style-type: none"> <li>• With the YWCA Teen Violence Prevention worker, conducted presentations in the high school</li> <li>• Conducted a local victim services poster/brochure and presentation campaign</li> <li>• Conducted self-esteem and grief and loss workshops for youth and adults</li> </ul>

**Graph 7.2 Occurrences of cooperation with other agencies in community events by year**



Graph 7.2 shows the number of occurrences of cooperation by victim services with other agencies in community events, comparing those in 2003/04 to those in 2004/05.

Overall the number of community activities in which victim services participated in 2004/05 increased by 5.24% compared to 2003/04.

The top 5 agencies with whom victim services participates continues to be other\* (176), the RCMP (105), Justice Committees (97), the Crown (78) and shelters (77).

It is interesting to note that the number of activities with four out of five of these same agencies dropped in 2004/05 compared to 2003/04. The percentage reduction in number of activities by agency is noted below:

- RCMP: 22.8%
- Justice Committees: 15.7%
- Crown: 6.02%; and
- Shelters: 3.75%

The category that shows the greatest percentage decrease in number of activities is with civil servants or other political representatives – down 25% from 12 in 2003/04 to 9 in 2004/05.

On the other hand, it is encouraging to see increased activities between victim services with the other nine agency categories. The percentage increase in the number of activities by agency category is listed below:

- First Nation (band/committee): 260%
- Alcohol and Drug: 92.9%
- Other First Nation: 51.9%
- Legal services: 41.9%
- Medical: 39.3%
- Schools: 32.6%
- Social services: 8.93%
- Other\*: 4.7%

**Conclusion:** Victim services' work with other community agencies in 2004/05 has resulted in protocols aimed to improve the coordination of services to victims of crime.

Victim services is working more often with First Nations, legal services, staff with the health and social services delivery system and with the schools.

\*Other organizations include: local abilities groups; regional psychologists, probation services, the Territorial Women's Correctional Centre, Family Counselling/Mental Health, group homes, Friendship Centres, Catholic Women's League, local wellness working groups, the NWT Victims Working Group, college counsellors, interagency, local FASD group, the media, fire suppression groups, retail establishments, Aurora College, the NWT Seniors Society, the Francophone Association, the Union, the Dene Cultural Institute, funeral services directors, Workmen's Compensation Board, out-of-territory victim services, members of the public, the John Howard Association, and last but not least, volunteers.

***“ Longer hours (as one thing we could do to improve services).”  
Crime victim***

## ***Section 8: What roles did volunteers play in providing victim services?***

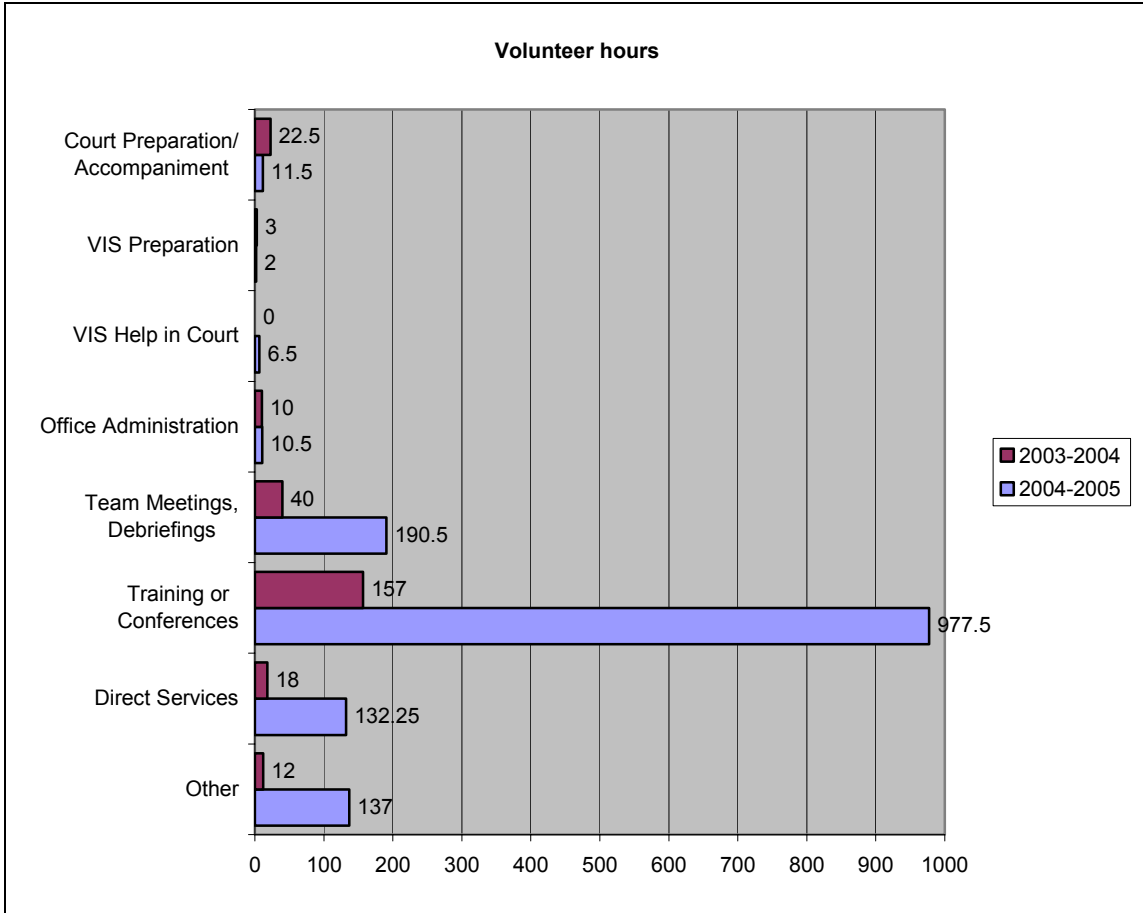
Each of the five ongoing victim services programs has victim services volunteers who provide services after regular office hours and on weekends.

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 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 8.1 Volunteer hours by category of service/activity by year.**



NOTE: On call hours were removed from this table to make the other services/activities more visible/comparable.

Between 2003/04 and 2004/05 the total number of volunteer hours increased by 10,625 or 482%.

Comparing the two years, five of nine categories of volunteer service time increased while one remained the same and two decreased.

One service category – Victim Impact Statement help in court – is new in 2004/05. In 2004/05 victim service volunteers spent approximately seven hours helping crime victims with their victim impact statements in court.

The categories of volunteer service time and the unit number and percentage increases between 2003/04 and 2004/05 are shown in the following table:



**Table 8.2 Category of volunteer victim service time increase between 2003/04 and 2004/05 by unit number and percentage**

<b>Category of service</b>	<b>Unit number increase</b>	<b>Percentage increase</b>
Other	125	1,042%
Direct services	114	635%
Training or conferences	821	523%
On call	10,625	482%
Team meetings debriefings	151	376%

The “other” category of victim service volunteer activities for 2004/05 included:

- Participating in volunteer appreciation activities;
- Helping with a Christmas fundraising bazaar;
- Helping with a family violence luncheon; and
- Participating in other fundraising activities.

We are pleased to see the 635% increase in hours that victim service volunteers spent in providing direct services to victims of crime in 2004/05.

At 10,625 hours, being on call is the area of activity that victim service volunteers spend most of their time. The increasing amount of time victim service volunteers spend on call shows they are willing and available to work with local emergency services to assist victims of crime and tragedy after hours and on weekends.

The volunteer services/activity hours that decreased in 2004/05 include court preparation and accompaniment (a 49% decrease) and victim impact statement preparation, with a 33% decrease. Volunteer hours spent in office administration remained almost the same for 2004/05 as for 2003/04.

## Part III: Conclusion

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This annual report of victim services in five NWT communities has shown that victim services, now a well respected and recognized service, has become an increasingly client-centred, case-based service. We are spending more time providing a full range of services on continuing cases and with our new clients. In 2004/05 our average number of monthly clients for new clients increased by 27% over 2003/04.

In 2004/05 we served a total of 476 new clients, an increase of 71% in the number of people we served in 2003/04. Of the increase in people serviced in the 2004/05 fiscal year, 88% were women. These women appear to be affected by increasing levels of violence at the hands of people they know and trust.

The RCMP are responsible for referring approximately 50% of all crime victims referred to victim services. For safety reasons, crime victims are most often served either over the phone or in person in either a victim services or other office setting. Counselling is the service to which crime victims are most often referred.

Crime victims require specialized counselling services to help cope with and recover from the long-term impacts of violent crime trauma.

Information and emotional support are the most frequently delivered service in 2004/05. Overall the total number of services we delivered in 2004/05, when compared to 2003/04, increased by 38.3%. Trends show a need for more "other" (up 350%) for victims of family violence and childcare services (up 167%) for children of victims/witnesses who are testifying in court.

Increases in the number of crime victims served, in the number of violent crime by which crime victims are affected, and in the overall number of services provided, have resulted in an 11.2% reduction in the frequency of services provided per client.

Although victim services participated in 25% more community activities and although the number of their victim service volunteer hours spent in direct services delivery increased by 480%, NWT victim services may have reached an overall critical mass in terms of direct services delivery.

If victim services hopes to maintain or increase the frequency of services to crime victims, they may soon need an increase in financial and human resources.