



Red Deer City Victim Services Unit (RDCVSU)

VICTIM CONTACT

RDCVSU will initiate contact with a victim(s) under four conditions:

1. Crisis Call Out – Police request RDCVSU attend scene.
2. Self-Referral – Victim calls or attends the RDCVSU office.
3. Consent – Police Officer offered RDCVSU Services and a Victim verbally consents to being contacted.
4. Proactive Referral – Police Officer makes a Proactive Referral to RDCVSU and requests RDCVSU contact Victim and offer support, community referrals and/or court information (if charges – First Appearance and/or Trial Date).

If the victim declines further assistance or follow-up contact, their RDCVSU file is concluded. All RDCVSU contact with victims is documented.

PERSONAL SUPPORT

Support is provided through home visit(s), office visit(s), telephone contact(s) and court accompaniment. Advocates normally make initial contact with the victim by telephone, offering assistance, comfort and support, and referrals to other agencies where appropriate. Information packages containing community resource information; applicable government forms: Victim Impact Statements, Restitution and/or Financial Benefits (injuries) - as applicable; and prevention information are offered.

COMMUNITY REFERRALS

Victims are given information on appropriate community and government agencies for additional or long-term support and assistance. Some of the community agencies include: Central Alberta Sexual Assault Centre; Central Alberta Women's Outreach; Central Alberta Women's Emergency Shelter; Alberta Mental Health; Canadian Mental Health; and Social Services. RDCVSU does not provide your information to these agencies. It is a victim's choice whether or not to contact these agencies and access their services.

VICTIM IMPACT STATEMENTS / FINANCIAL BENEFITS / RESTITUTION

RDCVSU provides victims with information on government forms that you have the option of completing. Advocates can assist by meeting with victims and explaining the following three forms:

1. **Victim Impact Statements (Charges must be laid)** – Is intended to give victims a voice in the Criminal Justice System; It allows victims to participate in the judicial process by explaining to the court and the offender, in their own words, how the crime has affected them. It is only read if the charges are proven in court (conviction) and is read before sentencing. RDCVSU can explain the form BUT cannot assist you in

filling out same. If you choose to complete this form it can be mailed in the preaddressed envelope or dropped off at the court house. (DO NOT RETURN IT TO THE DETACHMENT OR RDCVSU).

2. **Restitution (Charges must be laid)** – Application for retribution for financial losses as a direct result of a crime. RDCVSU can assist you in filling out form. Please return form to the RDCVSU or to the RCMP Detachment.
3. **Financial Benefits** – Application for financial compensation for injuries (physical or emotional) received as a result of a crime. Please mail applications in the preaddressed envelope. It is not a Victim Services Program and Victims must contact the Financial Benefits Program Directly if you have questions or need to enquire on the status of an application.

COURT INFORMATION

The RDCVSU provides information to victims regarding the Criminal Justice System, and the status of their particular case, court proceedings and court dispositions. RDCVSU will contact victims to provide the date of the first appearance and again if a trial date is set. Unfortunately, RDCVSU is unable to call for every court appearance. However, Victims are welcome to contact the RDCVSU at any time and we can provide you with a court update. In cases where charges are laid and court appearance becomes necessary, RDCVSU contacts you and offer court preparation and/or court accompaniment.

Note: Several agencies in our community offer these services as well (E.g. Domestic Violence Court Case Project; Central Alberta Women's Outreach; Central Alberta Sexual Assault Crisis Centre).

COURT PREPARATION / ACCOMPANIMENT

Court preparation and accompaniment are offered to victims to help them through the court process. This can include providing an explanation of the court process, assisting with completion of forms, or being present in court with a victim during a trial.

CONTACT US

4602 -51st Avenue
Red Deer, AB, T4N 2N2
Ph: (403) 406-2345

RDCVSU has staff and/or Advocates available in office or to answer phones Monday to Saturday:

Monday to Thursday from 800am – 800pm

Friday from 800am – 600pm

Saturday from 800am – 400pm

Please note our phone lines are administrative. Calls will be returned as soon as possible. If you require immediate police assistance, please call the **Police Complaint Line at 403.343.5575** or in an **Emergency Call 911**.

Please visit us at www.reddeervsu.ca for more information.