

- (f) listen carefully - effective listening is a skill which takes effort, practice and experience;
 - (g) reduce victim(s)/witness(s) anxiety by:
 - (i) ensuring privacy;
 - (ii) gaining rapport, trust and respect;
 - (iii) being polite while maintaining control;
 - (iv) offering refreshments and the use of a phone;
 - (v) letting the victim/witness take a break, if required;
 - (vi) using language appropriate to the witness' level of understanding;
 - (vii) avoiding judgemental or personal comments;
 - (viii) ensuring from the onset that the victim(s)/witness(s) is aware of the Victims Services Program and other counselling services which are available; and,
 - (ix) providing the victim(s)/ witness(s) with an interpreter, if necessary; and,
 - (h) follow-up on interpretive comments such as, "he was huge," or "he looked like a truck driver";
 - (i) if the witness has already provided a description of the suspect, review same; and,
 - (j) pay attention to auditory cues, including what the suspect said, how they said it, if they had an accent, etc.
2. Officers shall be prepared to deal with other problems which they may encounter when interviewing witnesses and victims.
3. The O.I.C. of a case shall, where practicable, utilize an Officer who has completed the "Ontario Police College Investigating Offences Against Children" course when dealing with child witnesses.

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Y. Collection and Preservation of Physical Evidence

- 1. Investigators shall be aware of the value of physical evidence in solving crime. Physical evidence is defined as anything deposited at a crime scene or on a victim or which verifies contact between a person and the crime scene or victim.
- 2. Properly handled, physical evidence is a powerful investigative aid in criminal identification and prosecution. When physical evidence is found, investigators shall:
 - (a) ensure the protection and collection of such physical evidence; and,
 - (b) when required, request assistance from Forensic Identification Services personnel.

Note: For specific instruction on the collection and preservation of physical evidence, refer to P.R.P. Directive I-B-402 (F) or any other directives dealing with "Forensic Identification