

through media contact.

[Back to Table of Contents](#)

#### **E. Victim Services of Peel**

1. Victim Services is an incorporated charitable agency with established by-laws. It operates with a core of professional staff and a contingent of volunteers from the community, under the direction of a civilian Executive Director who reports to a community Board of Directors. A Senior Officer of this Service is assigned as a liaison.
2. With funding from the Regional Department of Social Services, the Ministry of Community and Social Services and the United Way of Peel, Victim Services of Peel also receives "in kind" support, from this Service.
3. The "Mission Statement" of the agency states:  
  
***"Victim Services of Peel offers an immediate counselling and referral program providing 24 hour emotional support to persons victimized by crime or in crisis. Service delivery is based on the principle of empowerment and prevention through education and advocacy."***
4. The primary goal and purpose of Victim Services is to ensure that:
  - (a) victimized persons receive immediate support subsequent to their involvement with the police and/or:
    - (i) in a crime of violence;
    - (ii) in a crime of aggression;
    - (iii) in a crime of abuse; or,
    - (iv) when appropriate, any other crime and/or tragic event or circumstances; and,
  - (b) victimized persons are referred for assistance from the related service system, in order to limit the effect of their crisis and quickly return their lives to a desired degree of stability. Victim Services maintains a current listing of the phone numbers and locations of community support groups and services, which is available for reference by all members. Victim Services also maintains written material on a broad range of topics relevant to victims of crime. These are available to members for their own use, or to give to victims of crimes and tragedies.
5. Victim Services personnel are available twenty-four (24) hours per day, as outlined in sections H. and I. of this directive, with office hours as follows:
  - (a) from 0800 hours to 2300 hours, Monday to Friday and holidays; and,
  - (b) from 0800 hours to 1600 hours, weekends.
6. Victim Services will render priority assistance to the victims of violent crime, victims of domestic violence, survivors suffering trauma from the death of a loved one, and victims of sexual assault, by providing:
  - (a) immediate attendance at the scene, where requested and safe to do so, in order to: