

- (i) provide emotional support; and,
 - (ii) make the victim aware of available resources; and,
 - (b) follow-up support to victims including:
 - (i) continuing the stabilization process;
 - (ii) ensuring the victim is progressing well;
 - (iii) giving immediate referrals to the appropriate community agencies;
 - (iv) providing safety planning information and/or advice, where appropriate; and,
 - (v) advising the victim of protection available to prevent unlawful intimidation, and,
 - (c) support, by accompanying the victims while attending Court, both initially and where necessary throughout the Court process.
7. Victim Services will also provide witness assistance, by providing:
- (a) guidance at the Court facility primarily focusing on the bail hearing process;
 - (b) advocacy on behalf of the victim;
 - (c) interpretation or explanation of, and where necessary, assistance with judicial terminology and proceedings;
 - (d) where necessary, introduction to the Crown Attorney; and,
 - (e) following a bail hearing in domestic related cases, advising the victim of any interim release and any conditions imposed upon the accused.
8. Victim Services Counsellors are bound by a strict code of confidentiality in order to maintain the trust of their clients and the integrity of their service. While Victim Service staff will, at all times, do everything possible to facilitate a timely and effective process of information exchange between their agency and Officers, such information exchange will always be contingent upon their clients granting permission to have information released to this police Service.

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F. Initial Assistance

1. Members providing the first contact with victims and witnesses are in the best position to render initial assistance. In order to do this effectively, all members shall:
- (a) be aware of the available services; and,
 - (b) ensure that victims and witnesses have some means by which to access these services.

Note: In the majority of cases, Victim Services of Peel, as outlined in section E. of this directive, will provide the appropriate information and referrals.