

2. When dealing with victims and witnesses Officers shall, where appropriate or as required by Peel Regional Police (P.R.P.) Directive I-B-713 (F) or any other directives dealing with "Domestic/Family Disputes - Investigation of Civil Order", either contact Victim Services of Peel directly or make referrals, noting same on the Occurrence Report, as appropriate.
3. Officers dealing with victims and witnesses of crime shall, where appropriate:
 - (a) provide them with the Occurrence Number and the name, bureau or unit and telephone number of the Officer responsible for the Occurrence;
 - (b) in instances where the information, as outlined in section F.3.(a) of this directive, is **not** known, provide an alternate contact appropriate to the type of incident (e.g. for a Break and Enter, the appropriate Divisional Criminal Investigation Bureau);
 - (c) direct them to immediately contact the police if intimidated or threatened by any person in relation to the incident, and advise on the use of the twenty-four (24) hour, 9-1-1 emergency number;
 - (d) provide general information concerning the subsequent steps which will be followed in processing the case and document what information was provided in the Occurrence Report, Incident History or notebook;
 - (e) **not** state the anticipated police actions unless they plan to undertake these actions personally, or are certain these actions will be carried out by another Officer (e.g. required by procedure);
 - (f) ensure the return of any property coming into the possession of this Service, as soon as possible, in accordance with P.R.P. Directives I-B-150 (F) "Property – In-Custody Property (excluding Money, Weapons and Firearms", I-B-151 (F) "Property – In-Custody Money" or I-B-152 (F) "Property – In-Custody Weapons and Firearms" or any other directives dealing with same;
 - (g) remain at the scene until satisfied that there is no imminent threat to the victim, and until the victim's safety issues have been addressed;
 - (h) if necessary, arrange transportation of a victim to a shelter or a place of safety, the location of which shall remain confidential;
 - (i) if the victim has a disability, contact community resources or services to provide appropriate assistance, including transportation, care, and shelter, if necessary;
 - (j) if immigration status is an issue, advise the victim to seek independent legal advice;
 - (k) if language is a barrier, make a reasonable effort to obtain the services of an interpreter; and,
 - (l)