

H. Accessing Victim Services of Peel

1. When an Officer responds to a non-urgent situation in which the Officer believes Victim Services may be of assistance at some point, the Officer shall:
 - (a) advise the victim or witness of the services available and provide a completed Victim Services Referral Card bearing:
 - (i) the Officer's name, badge number and division/bureau/ unit;
 - (ii) the Victim Services twenty-four (24) hour phone number
 - (iii) the Occurrence number, if applicable; and,
 - (b) encourage the victim or witness to call Victim Services.
2. Officers may also leave a voice mail, with the Occurrence number, on extension for Victim Services to follow up. This number is for internal use only and should **not** be given to victims as it is simply a message centre.
3. Where the responding Officer believes a degree of urgency exists in obtaining the assistance of Victim Services, the Officer shall:
 - (a) arrange for the attendance of Victim Services Program Counsellors or Volunteers by:
 - (i) calling the Victim Services twenty-four (24) hour phone number and requesting the attendance of Victim Services; or,
 - (ii) where difficulty is encountered in making the call, request the Communications Centre to make the call on the Officer's behalf; and,
 - (b) if possible, and when the situation is unstable or may become unstable, remain with the victim until Victim Services arrive, to render whatever assistance is deemed necessary.
4. When the investigating Officer submits an Occurrence Report or other report which outlines what aspects of Victim Services were utilized or may be utilized, the Officer shall:
 - (a) ensure the report notes whether Victim Services attended or were notified; and,
 - (b) request the Occurrence be referred to Victim Services by including in the body of the report, "Refer to Victim Services for follow-up".

I. Communications Centre

1. An "on-call" roster provided by Victim Services shall be maintained and readily accessible in the Communications Centre. The "on-call" Counsellor or volunteer can be reached twenty-four (24) hours a day by calling the agencies number. After office hours, the answering service will page the appropriate person immediately. Response time to such a