

request will normally be five (5) to ten (10) minutes.

2. When a request is received from an Officer to contact Victim Services during non-office hours, the Communications Centre Supervisor shall ensure:
 - (a) that the protocol outlined in section I.1. of this directive is followed;
 - (b) Victim Services is notified by Communications Centre personnel; and,
 - (c) the Officer is notified when Victim Services has been contacted, and provided an estimated time of arrival if known.
3. All Communications Centre personnel shall immediately transfer any telephone callers requesting Victim Services to the appropriate telephone extension or their designated answering service, to ensure that Victim Services personnel are available to receive the call prior to disengaging.

[Back to Table of Contents](#)

J. Victim Impact Statements

1. For the purpose of a victim impact statement "victim" means:
 - (a) the person to whom harm was done or who suffered physical or emotional loss as a result of the commission of the offence; and,
 - (b) where the person described in section J.1.(a) of this directive is deceased, ill or otherwise incapable of making a statement (referred to in Section 722(1) of the Criminal Code), includes the spouse, common-law partner or any relative of that person, anyone who has in law or fact the custody of that person or is responsible for the care or support of that person or any dependant of that person.
2. An Officer shall advise the victim of their right under the provisions of the Criminal Code to make representation to the Court by way of a victim impact statement, including the option of filing the statement in an alternate format. This requirement must be complied with, as the Court is obliged to inquire if such opportunity has been provided.

[Back to Table of Contents](#)

K. Victim/Witness Assistance Program (V.W.A.P.)

1. The program has a mandate to provide victims and witnesses of crime with information and assistance throughout the Court process. One of their goals is to enhance victims' and witnesses' understanding of, and participation in, the criminal justice system. Service is targeted towards, but **not** limited to, victims/witnesses of domestic assault, sexual assault, child abuse and families of homicide victims. The program is provided by the Ministry of the Attorney General, and works closely with the Crown Attorney's office and this police Service.

Note: Victims Services shall be the primary support for victim(s) up to and including the bail hearing. Beyond the bail hearing, V.W.A.P. shall assume the support role.

2. The program office is located within the A. Grenville and William Davis Courthouse Complex