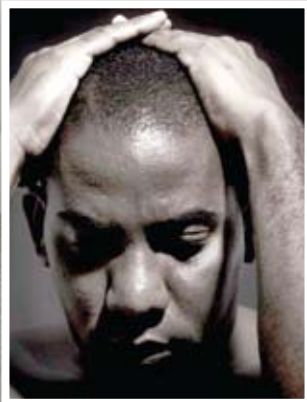
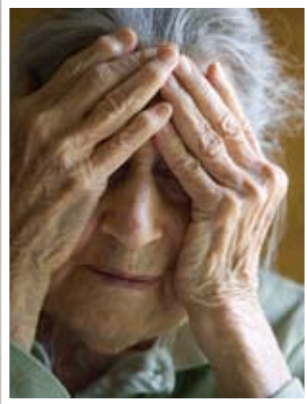


**CANADIAN**  
RESOURCE CENTRE FOR  
VICTIMS OF CRIME



ANNUAL REPORT  
**2011**



## **BOARD OF DIRECTORS**

MARJEAN FICHTENBERG, Chair (BC)

Mother of a murder victim

CHARLES MOMY/ TOM STAMATAKIS, Treasurer (ON)

President, Canadian Police Association

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Mother of a murder victim

ROSALIE TURCOTTE, Board Member (BC)

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Son of a murder victim

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Father of a murder victim

LOIS ISNANA, Board Member (SK)

Wife of a murder victim

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Mother of a murder victim

## MESSAGE FROM THE CHAIR OF THE BOARD

*Marjean Fichtenberg*



It has been a pleasure to serve as Chair of the CRCVC over the past year. I wish to thank Heidi and the other office staff for their hard work and dedication. I wish Krista all the best in her adventure over the next year and also offer a big welcome to Kelly Fremlin. It has not been easy to keep the doors open to serve the hundreds of victims that have contacted the CRCVC over the year and oversee the projects that contribute to the majority of the funding. It is a testimony to the hard work and dedication of our Executive Director and staff. It is my hope that in the near future we will see sustainable funding for victims services that will allow us to support and advocate for victims and survivors without the added burden of uncertainty that we will have money for the year to continue this valuable and much needed service.

There has been much controversy over the Omnibus Crime Bill. It has highlighted the diverse needs of crime victims and the need to be able to support victims no matter what their needs or points of view are. There is no “one shoe fits all” solution for all victims. Their needs are as diverse as the individuals themselves and vary as they go through the different processes. Regardless, there are basic needs that can be met by caring and having compassion for the victims and their experiences.

Sustainable, stable funding for services that support victims is imperative for the victims and families of victims who rely on the long and short-term support of community agencies and NGOs. A truly just society helps those among us who have been harmed. Justice is not served until the victim is.

## MESSAGE FROM THE EXECUTIVE DIRECTOR

*Heidi Illingworth*

2011 was another busy year for us at the Canadian Resource Centre for Victims of Crime. We have proudly met the challenges surrounding funding and successfully obtained various project grants from the Department of Justice Victims Fund and Public Safety Canada.

We again received hundreds of calls and inquiries from Canadians harmed by violence. In 2011, we provided survivors across the country with advocacy, support and resources. We increased the use of social media spaces on Facebook and Twitter to reach out to victims and those who work with them. Staff appeared before Parliamentary committees and wrote letters in support of various pieces of criminal justice legislation.



On behalf of the Board of Directors, I would like to wish Krista Gray-Donald the best during her one-year leave of absence. We are also very pleased to welcome Kelly Fremlin to our team as an advocate/support worker and project officer. Kelly brings professionalism and passion to our team.

Looking ahead to 2012, we will continue to be vocal advocates for victims/survivors and public safety. There is much work to do to improve how the criminal justice system responds to victims and how support services assess and meet victims' needs. We will continue to advocate for federal funding for community agencies and NGOs that strive to help victims recover from their victimization equal to what is provided to agencies who serve offenders.

It is critical that violent offenders receive swift and certain punishment so that the public is safe guarded. Yet, the offender's sentence cannot be the sole focus of our work, as justice will not be met for the majority of victims. We must treat all survivors with care and compassion and do our utmost to meet their numerous needs as they arise and change over time.

## **WHO WE ARE**

Since 1993, the Canadian Resource Centre for Victims of Crime (CRCVC) has provided a voice for victims in the criminal justice system. We are a recognized, national, bilingual, non-profit advocacy organization. The CRCVC did not arise out of a personal incident and it is not a single-issue organization. We address a multitude of issues to promote public safety and to reduce re-victimization. All services are free of charge and confidential.

## **OUR VALUES**

Victims of crime should be treated with courtesy, compassion and with respect for their dignity and privacy. We offer assistance and advocacy regardless of whether the perpetrator of the crime has been identified, apprehended, prosecuted or convicted. The CRCVC believes victims must be empowered to regain control of their lives.

## **WHAT WE DO**

We assist victims and survivors by helping them:

- Obtain needed services and resources in their local community;
- Deal with post-trial agencies such as Correctional Service of Canada and the Parole Board of Canada and/or financial benefits/compensation programs; and by
- Offering long-term emotional support.

Other services include:

- Advocating for victims' rights by presenting the interests and perspectives of victims of crime to Government, at all levels; and
- Provision of FREE resource materials to crime victims and service providers in Canada, including a monthly newsletter.

## **SUPPORTING VICTIMS IN THEIR HEALING JOURNEY**

The CRCVC assists hundreds of victims each year from coast to coast access services they might need, provides them with general information about the criminal justice system and their rights, as well as helps them access specific information about the offender who harmed them. We offer a toll free line to ensure that victims across Canada can easily contact the office – 1 (877) 232-2610.

We provide long-term assistance to victims in more than 200 cases. These clients receive ongoing support services, advocacy and representation (which includes advocacy/support in their dealings with the agencies that provide information about the offender who harmed them).

## **EDUCATION AND AWARENESS**

The CRCVC works diligently to promote victims' concerns by addressing current events and issues in the media and conducting workshops/presentations at colleges, universities, community events, and conferences. As well, we act as an information centre for victims by providing resources explaining the Canadian criminal justice system, and disseminate current happenings through our monthly newsletter and website.

## **SUPPORTING MEMBERS**



Since 1994, the CRCVC has prepared a monthly newsletter called the National Justice Network (NJN). Membership in the network is free and provides victims of crime, victim services workers, other criminal justice professionals and interested parties a monthly update about current victim issues, initiatives, and programs. There are currently more than 1,100 members (individuals and agencies) belonging to the Network. The NJN e-Update is a free electronic bulletin – Sign up at [www.crcvc.ca/en/newsletter/](http://www.crcvc.ca/en/newsletter/).

CRCVC members benefit from exceptional resources including a large library of free resource materials for victims/survivors and service providers on our web site – [www.crcvc.ca/en/resources/](http://www.crcvc.ca/en/resources/). There are a number of informative papers, which can be accessed to learn more about issues that affect victims such as advocacy, elder abuse, child abuse, peace bonds, cyberstalking, sexual assault, homicide, spousal abuse, the impact of victimization, recovering from trauma, etc. We also post all of the project research we conduct, consultation papers we write and briefs to various government committees for viewing on the website.

## **SHAPING POLICY & ADVOCATING FOR CHANGE**

The CRCVC is actively involved in public policy reform to effectively reduce criminal victimization in Canada, better balance the interests and needs of victims and survivors with those of the offender and to ensure public safety. In 2011, we held events, attended conferences, conducted research for various projects and advocated for increased recognition of, and consideration for, those persons harmed by violent crime.

## **2011 ACTIVITIES**

### **PANEL DISCUSSION “EFFECTIVE CORRECTIONS: INCLUDING VICTIMS IN THE DISCUSSION”**

With funding from Public Safety Canada, the CRCVC held a panel discussion in March where Rob Tripp, freelance reporter formerly with the Kingston Whig-Standard, interviewed experts: Sue O’Sullivan, Federal Ombudsman for Victims of Crime; Priscilla de Villiers, victim/advocate, President and founder of CAVEAT; Mary Campbell, Director General, Corrections & Criminal Justice, Public Safety Canada; Steve Sullivan, Executive Director, Ottawa Victim Services; and Lorraine Berzins, Community Chair of Justice, Church Council on Justice and Corrections.

More than 100 victim service providers, policy makers, criminal justice system professionals and survivors of violent crime participated in discussions about the role of victims in corrections in Canada. The topics of discussion included: expanding the information provided to victims about the offender who harmed them; enshrining the Ombudsman’s office; restorative justice; escorted passes given to offenders by wardens; parole hearings every two years for killers; the current government’s prison expansion plans, etc.

### **BILL TO AMEND THE YOUTH CRIMINAL JUSTICE ACT**

In March, we submitted a brief to the House Standing Committee on Justice and Human Rights. We generally supported the changes proposed to the *Youth Criminal Justice Act*, acknowledging that the YCJA can only be reactive and can only deal with young people who have already broken the law. As a society, we must increase investments in social development programs to ensure that all children benefit. Schools, housing, social services, municipal planning, and other municipal services all have key roles to play in addressing local crime and community safety problems.

We must also remember that not all communities are able to provide social services equally, so the YCJA must address some of those gaps legislatively, and recognize that there are offenders who require more serious interventions. Generally, the CRCVC supports diversion programs to keep youths out of custody for non-violent offences. However, when dealing with serious, violent crime, youths must be held accountable for their actions. Furthermore, for those who are very dangerous/out of control, the use of incarceration is necessary to protect the public. Justice must be seen to be done even when dealing with young offenders. When the justice system does not respond in a serious manner to serious harm, regardless of the age of the perpetrator, the public loses confidence in the justice system.

## **MOVING FORWARD TOGETHER: AN INTEGRATED RESPONSE TO HUMAN TRAFFICKING CONFERENCE**

March 29-31, 2011

Ottawa, Ontario

Staff had the opportunity to attend this excellent conference hosted by the RCMP, Ottawa Police and Canadian Association of Chiefs of Police. We learned practical tips on how to support victims from survivors who are now advocates, national and international policing experts and government officials. Staff had the ability to network with community, provincial and national organizations and share best practices and techniques used when aiding victims. Emerging national and international trends were also presented during the conference which prompted discussions around challenges and solutions facing victims of human trafficking.

## **NATIONAL VICTIMS OF CRIME AWARENESS WEEK**

In April, as part of National Victims of Crime Awareness Week, the CRCVC co-hosted sixty experts from across Canada at a national symposium at the University of Ottawa to advance rights for Canadian crime victims. The symposium, ***Victim Rights in Canada, Reaching International Standards***, examined how Canada could better meet international standards and catch up with established practices in the United States and the European Union, both of which provide superior protection, rights, services and support for victims of crime.

*"We need to rebalance justice in Canada with a national action plan to make Canada a leader in providing every victim of crime with the services, compensation and information that they need," said Irvin Waller, Professor of Criminology at University of Ottawa and president of the International Organization for Victim Assistance. "If the U.S. and the European Union can afford it, we can afford it."*

Currently the federal victim agenda receives approximately \$13 million, while another \$50 million goes toward prevention of victimization. This amounts to less than 2% of federal spending on policing and corrections.

*"Talking tough about crime doesn't do anything for victims, unless it is backed up by concrete action. The time has come to spend as much on preventing crime and assisting victims as on punishing offenders," said Heidi Illingworth of the Canadian Resource Centre for Victims of Crime.*



Symposium attendees have acknowledged the need for reform. They have requested:

- A national action plan, including standards that would apply to policing, services, restitution, compensation, prosecution and courts. This would include a component to respect special categories of victims, including women, children and aboriginal populations.
- A provincial/territorial victim advocate that reports directly to legislatures.
- An independent national institute to focus on research and development to inform policy makers.
- Funding equivalent to approximately 10% of current expenditures on criminal justice.

### **ADDITION TO THE BOARD OF DIRECTORS**

We are pleased to welcome a new member to our Board of Directors – Carolyn Solomon of Sudbury, Ontario. Carolyn has experienced the horror of losing her son to homicide and has advocated for change within the corrections and parole systems, as well as for the Office of the Federal Ombudsman for Victims of Crime. She will bring much expertise to the Board.

### **ALGONQUIN COLLEGE VICTIMOLOGY PROGRAM HANDS OUT INAUGURAL CRCVC ADVOCACY AWARD**

The Algonquin College Victimology Program is the first of its kind in Canada and provides graduates with a multi-dimensional framework for interacting with victims and their families. On May 25th, students and staff of the Police and Public Safety Institute celebrated the educational achievements of exceptional students and handed out the “Canadian Resource Centre for Victims of Crime Advocacy Award”. The award is presented to a graduating student in the Victimology program who embodies a solid work ethic, integrity, cooperation, knowledge, excellence and determination in his/her student life, academic achievements, and involvement in the community. The inaugural award was presented to Alison Warnes; a great addition to the field of victim services.

### **TENTH ANNIVERSARY OF 9/11**

September 11, 2011 marked the 10th anniversary of the 9/11 terrorist attacks. Twenty-four Canadians perished in the World Trade Centers on that day. Many special tributes were held across New York City, Pennsylvania and Washington to remember the near 3000 lives that were taken in separate attacks. Canadian family members who traveled to the United States attended special concerts, movies, workshops, a reception with the Consul General in New York City, memorial services and the renaming of the British gardens at Hanover Square.

Executive Director, Heidi Illingworth, had the honour of attending several events with 9/11 family members. It was truly inspiring to see, no matter the country of origin, how family members continue to keep the memory of their loved ones alive through advocacy projects, memorial runs and gardens, golf tournaments, scholarships, etc.

## **NATIONAL ASSOCIATION OF VICTIM SERVICE PROFESSIONALS IN CORRECTIONS CONFERENCE**

*October 26-27, 2011*

*Niagara Falls, New York*

Staff attended the National Association of Victim Service Professional in Corrections Conference in order to gain insight into how victim-serving professionals in the United States meet the needs of victims during offender re-entry into the community. Issues surrounding offender re-entry are of great concern to the CRCVC. The conference workshops included: restorative justice; working with victims at all intervals; domestic violence offender re-entry and victims; sex offender re-entry and victims; Vision 21; innovations in crime victims and the re-entry parole processes and others.

## **PANEL DISCUSSION, “VICTIM CONSIDERATIONS IN CORRECTIONS POLICY”**

*October 17, 2011*

*Moncton, New Brunswick*



With funding from Public Safety Canada, the CRCVC held a free breakfast and panel discussion with experts: Sue O’Sullivan, Federal Ombudsman for Victims of Crime; Sylvie Blanchet, Regional Manager, Community Relations and Training – Parole Board of Canada; Ginette Petitpas Taylor, Coordinator of the Codiac Regional RCMP Victim Services; and J. Scott Kenney, LLB, Ph.D, survivor and Associate Professor of Sociology, Memorial University of Newfoundland. Discussions focused on the role of victims and their rights within the corrections and parole systems in Canada. The CRCVC is grateful for the opportunity to expand our networks throughout the East coast.

## SPECIAL PROJECTS

### WORKING WITH THE MEDIA: A GUIDE FOR CANADIAN VICTIM SERVICE PROVIDERS

The CRCVC proudly launched our bilingual media guide ([www.crcvc.ca/en/media-guide/](http://www.crcvc.ca/en/media-guide/)) at the end of March. The bilingual guide was developed thanks to funding from the Department of Justice Victims Fund.

The Media Guide focuses on a number of important areas:

- The media's potential impact on victims of crime, including how the media reports crime, issues of concern to victims and how victim service providers may be able to help.
- Potential negative implications of interacting with the media, as well as highlighting some of the benefits for individual victims and agencies.
- Your agency and how you can work with the media to raise awareness of your services, general victimization issues and/or the profile of your organization.



**CANADIAN CLEARINGHOUSE ON CYBERSTALKING**  
**CENTRE CANADIEN D'INFORMATION SUR LE CYBER-HARCÈLEMENT**

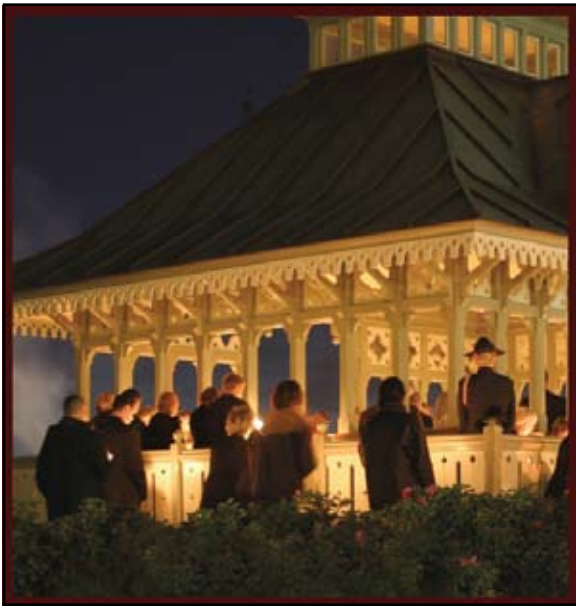
In late March, we announced the launch of the Canadian Clearinghouse on Cyberstalking website, a cooperative project between the CRCVC and Victim Assistance Online, funded through the Department of Justice Canada's Victims Fund.

The Clearinghouse is designed as an online resource for victims of cyberstalking, professionals who work in this field, and interested members of the public. Please visit: <http://cyberstalking.ca> (English) or <http://www.cyberstalking.ca/fr> (en français).

The mandate of the Canadian Clearinghouse on Cyberstalking is to provide resources for Canadians, for cyberstalking cases with a Canadian component, and for interested international users. The Clearinghouse provides helpful Canadian and international educational and advocacy resources. Our databases contain hundreds of links to freely available online documents, information resources, and national or international professional and academic organizations.

Additionally, we are providing a multi-disciplinary e-mail listserv, reserved for vetted professionals only, where members can share information, request assistance, and learn from other professionals with whom they might not otherwise have contact.

### **SPECIAL EVENTS: CANADIAN POLICE AND PEACE OFFICERS' MEMORIAL SERVICE**



The last Sunday of September each year marks National Police and Peace Officers' Day. A memorial service is held in Ottawa on Parliament Hill to honour and remember the sacrifices made by police and peace officers killed in the line of duty. In 2011 we remembered MICHAEL B. POTVIN, SÉBASTIEN COGHLAN-GOYETTE, RYAN J. RUSSELL, and GARRETT STYLES.

The CRCVC proudly coordinates events for family members of fallen officers who come to Ottawa each year to attend the Service and honour their loved one's memory.

On the eve of each Memorial Service, we hold a Welcoming Reception and Candlelight Vigil for immediate family members of fallen officers. The vigil is a beautiful candlelight ceremony with singing and prayers that takes place in the Pavilion behind Centre Block on Parliament Hill (*pictured above*).

## **LOOKING AHEAD**

The Canadian Resource Centre for Victims of Crime will continue to intervene on behalf of crime victims to attempt to solve problems they may encounter in their dealings with the criminal justice system. We will also advocate for:

1. Earned parole instead of statutory release.
2. Enshrined victims' rights.
3. Expansion of available information to victims from agencies with whom they interact.
4. An effective mechanism to deal with high-risk offenders.
5. Creating standards to assist victims of a terrorist attack.
6. Reducing victimization through crime prevention.
7. Creation of a national program for financial assistance for victims of violent crime.
8. Financial support for non-government organizations who serve crime victims.
9. Standing and representation for victims in criminal trials in order to fully participate.

**CANADIAN RESOURCE CENTRE  
FOR VICTIMS OF CRIME** 

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