

# Information bulletin

Victim Services and Crime Prevention

June 2015

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## Message from the Executive Director



Welcome to the June 2015 Information Bulletin. The theme of this issue is police-based victim services. There are 91 police-based victim service programs across B.C. These programs provide vital assistance to victims of crime and trauma and are an important link to connect victims to the justice system.

This issue contains a program spotlight on the first accredited

courthouse dog to accompany a victim during their testimony in a B.C. court. It also includes tips on self-care for those working with victims of crime and trauma.

In May 2015, we held a free webinar on court support with guest panel member, Janet Dickie (Crown Counsel). This was a very popular session and we have received many follow-up questions since the webinar. Please see the answers to the 'top five' questions on page 6.

The provincial association, Police Victim Services of British Columbia recently celebrated its 30<sup>th</sup> anniversary. Please see page 4 for information about their recent activities.

Bill C-32: An Act to enact the Canadian Victims Bill of Rights comes into effect July 23, 2015. Please see page 9 for highlights of the Bill.

We'll be hosting a free webinar on the Victims Bill of Rights on July 21, 2015. Please see page 4 for details.

As many of you know, Lynda Cavanaugh was recently appointed as the Assistant Deputy Minister of the Court Services Branch. We'd like to thank Lynda for her inspiring leadership at the Community Safety and Crime Prevention Branch over the past four years and wish her much success in her new job.

We're very pleased in this issue to be profiling the first two of our "Shining Stars". Please see page 10 for more details.

Taryn Walsh  
Executive Director / Acting  
Assistant Deputy Minister



Victim Services and  
Crime Prevention  
Community Safety and  
Crime Prevention Branch  
Ministry of Justice

## Program Spotlight: First Accredited Courthouse Dog in B.C. to Support a Victim in Court

On May 26, 2015, a Canine Assistance Intervention dog named Caber became the first accredited assistance dog in B.C. to accompany a victim of crime during her testimony in court. The judge allowed the 10 year-old victim of sexual assault to testify behind a screen and to have a support person present during her testimony. As part of this testimonial accommodation for a vulnerable witness, Caber was allowed to accompany Kim Gramlich, Victim Services Coordinator with Delta Police Victim Services.

"May 26 was the first day of the two day trial," says Gramlich. "The child was the second witness called. I accompanied her into court. She was behind the screen and had Caber at her feet. She held Caber's leash throughout her testimony. Part way through, she got quite upset. We took a fairly substantial break. "When we went into court the second time, Caber accompanied her and sat at her feet. She held the leash and bent down several times to pet him. My sense is that it seemed to calm her and comfort her."

Caber is an accredited Canine Assistance Intervention dog who has been trained by Pacific Assistance Dogs Society (PADS). Accredited dogs have a high caliber of training and have passed a public access test, which allows them access to all public places during the course of their work including hospitals, schools, and recently, courts.

Canine Assistance Intervention dogs can help calm and focus someone who has experienced trauma, thereby helping the victim to be able to concentrate and communicate. These dogs have been used in Child Advocacy Centres in Canada (notably the Zebra Centre in Edmonton) and the U.S. They have also been used extensively in courts in the



**Photo:** Caber, Canine Assistance Intervention Dog with Delta Police Victim Services

U.S. Gramlich is aware of a total of nine accredited Canine Assisted Intervention dogs in B.C., Alberta, and Saskatchewan, and the idea is growing rapidly.

"My experience is when you are meeting with somebody who is highly agitated with many emotions, Caber is able to diffuse the emotional state that they are in much more quickly than I am able to do so," says Gramlich. "I find that his presence focuses people, calms them down, and brings them quickly to an adaptive level of functioning. He's very effective in crisis."

Caber has assisted more than 700 victims of crime and trauma since 2010, with situations ranging from motor vehicle accidents and sudden death notifications, to homicide. Caber's first case was to assist community members of Delta cope with the murder of 15-year-old Laura Szendrei.

The first day back to school after Laura's death, Gramlich worked with Laura's high school teachers to devise a plan for introducing Caber into the classroom to help students deal with their feelings. It was decided that Caber would attend each of Laura's classes that day and sit beside her desk in her absence. This had a powerful effect on Laura's classmates.

## Nominations for the Community Safety and Crime Prevention Awards

Each year the Ministry of Justice recognizes individuals, groups, and programs that have made outstanding contributions to crime prevention and community safety. As in previous years, the Ministry of Justice Community Safety and Crime Prevention Awards recipients will be announced at an awards ceremony during Crime Prevention Week (November 1-7). The awards ceremony will be held on Friday, November 6, 2015. We have made adjustments to awards categories this year. There are now five award categories including the new Services to Victims Award, which will recognize an individual (paid or volunteer), community group and others who have provided exemplary services and supports to victims.

We encourage you to consider submitting nominations. To nominate an individual, group or program, please complete and return the award nomination form by June 30, 2015. The nomination form is available on [our website](#).

## First Accredited Courthouse Dog in B.C. to Support a Victim in Court (cont'd)

"We created this space for the kids and they would move the desks aside and be on the floor all around him—literally dozens of hands on him," says Gramlich. "Then, they would talk amongst themselves. They just wanted to provide peer support to one another and be comforted by each other. Caber was the conduit for that."

"We did also support a lot of family members and witnesses in that case. We went all the way through the criminal justice process with them. The only thing we didn't do is have Caber in the courtroom. But, Caber was outside the courtroom on every break, during every lunch hour, and before court every day supporting family members and the witnesses and everyone who came. We heard from a lot of people, 'This is exactly what I needed.'"

In addition to supporting the community in such cases and court accompaniment, Gramlich also often brings Caber to attend meetings with clients.

"We'll bring him to any routine meeting we're having with clients, if they're agreeable," says Gramlich. "In crisis, we always ask the client first. We don't walk into a situation or the room without hav-

ing introduced the idea, especially in crisis because if the individual has a phobia or fear or an allergy, we don't want to exacerbate things. We're very cognizant of what is going on for the individual." Gramlich notes that Canine Assistance Intervention dogs are useful not only for police-based victim service programs. These dogs are also appropriate for other types of programs.

"If someone is interested in getting a dog for their program, they're welcome to contact me," says Gramlich. "I am quite open to sharing any information I have. I get calls weekly from programs across the country and in the United States as well. People are also encouraged to contact PADS at [www.pads.ca](http://www.pads.ca). PADS can answer all questions relating to implementing a canine assisted intervention program in their service."

A video about Caber is [available online](#). Additional information on courthouse dogs is available at [www.courthouse-dogs.org](http://www.courthouse-dogs.org). For more information about Caber or to contact Kim Gramlich at Delta Police Victim Services, please visit [their website](#).

## Ten Facts About Police-Based Victim Service Programs in B.C.

There are 91 police-based victim service programs in B.C. In 2014/15, these programs:

1. assisted 29,387 new clients,
2. responded to 13,503 general enquiries,
3. provided 7,427 hours of court support,
4. responded to 1,421 motor vehicle accidents,
5. received 2,329 self-referrals,
6. received 25,240 referrals from police,
7. supported clients with Crime Victim Assistance Program applications 3,544 times,
8. assisted with 1,602 Victim Impact Statements,
9. provided 1,575 Next-of-Kin notifications, and
10. provided 225,016 hours of service.

## Train the Trainer Project in Three New Communities and Toolkit Release

Abbotsford, Courtney/Comox and 100 Mile House will host a Train the Trainer workshop on human trafficking this year. The goal of this project is to build capacity in local B.C. communities to respond to issues of human trafficking. A two day training session will be held that leads to the development of a local service model and the identification of four to six follow up activities to raise awareness.

Please contact [B.C.'s Office to Combat Trafficking in Persons \(OCTIP\)](#) or your Victim Services and Crime Prevention program manager to find out more about these workshops or to request one in your community. Funding is provided by the Department of Justice Victims Fund to support these initiatives.

OCTIP has recently released *Communities Taking Action: A Toolkit to Address Human Trafficking*, a new website resource complete with downloadable guides and success stories for use in taking action at the local level to raise awareness and prevent human trafficking. The toolkit is [available online](#).

## Thirty Years of PVSBC

Police Victim Services of British Columbia (PVSBC), a non-profit association, recently celebrated its 30<sup>th</sup> anniversary in providing assistance to police-based victim service programs throughout B.C. PVSBC acts as a resource to police-based victim service programs, liaises with government ministries on victim's issues, develops training and resource materials, partners with other organizations involved in crime prevention and victim services, hosts an annual training symposium, promotes public awareness, and publishes the PVSBC Quarterly newsletter.

PVSBC hosts its Annual Training Symposium, which provides workshops to frontline police-based victim services staff and volunteers, as well as other justice system partners. The 2015 symposium, which was held May 7 to 9 in Burnaby, brought together presenters on a diverse range of topics from court support, victim safety, and stress management, to crime scene hazards, restorative justice, the Victims Bill of Rights, and crisis communications.

## Nanaimo DVU Opens its Doors

In April 2015, the Nanaimo Domestic Violence Unit (DVU) officially opened its doors. The Nanaimo DVU builds on an ongoing, collaborative relationship between the Haven Society and the Nanaimo RCMP.

While Haven Society and the RCMP have been working closely together for years, the new DVU co-locates an RCMP investigator and victim service workers in the Haven Society offices to better assist victims of domestic violence. The unit is intended to provide an enhanced response and follow up services in select domestic violence cases where highest risk factors are present. When children are involved, local social workers from the Ministry of Children and Family

During the symposium, PVSBC held its Awards of Excellence Ceremony. The ceremony recognizes the exceptional work of police-based victim service workers in assisting victims of crime and trauma. Marianne Brueckert-Preston (Hope/Boston Bar RCMP Victim Services) and Gina Albanese (Mission RCMP Victim Services) each received the Program Staff Leadership Award. Mary Beeksma (Prince George RCMP Victim Services) received the Volunteer Practitioner Award.

We'd like to congratulate PVSBC for their 30 years of serving police-based victim service programs and their community, and wish them 30 more! For more information about PVSBC, please visit [their website](#).



## Free Webinars for Service Providers



**Our next free webinar on the Victims Bill of Rights with hosts Steve Ford, Bethany Estiverne, and Debbie Granger (Crown Counsel) will be held on July 21, 2015. If you're interested in attending this webinar, please contact us at [victimservices@gov.bc.ca](mailto:victimservices@gov.bc.ca).**

Videos for the following webinars are available online (click on the links below):

**Human Trafficking** - Roz Currie (OCTIP) and Larissa Maxwell (Deborah's Gate)

**Draft Justice Framework** - Sherri Lee (Criminal Justice Branch) and Emily Arthur (Community Safety and Crime Prevention Branch)

**Crime Victim Assistance Program** - Grant McKellar (CVAP)

**Restitution Program** - Michele Matthews (Community Safety and Crime Prevention)

# Practice Tips: Self-Care for Those Working with Victims of Crime and Trauma

The following article was adapted with permission from [Working with victims of crime: A manual applying research to clinical practice](#), Department of Justice Canada, 2009.

Self-care helps to reduce the stress and fatigue that may result from working with victims of crime and trauma. Self-care techniques such as self-assessment, setting boundaries, building a balanced life, and getting help can address work related stress.

## Self-assessment

To understand your stress levels, you can assess your feelings, thoughts, and behaviours to see if you are experiencing normal fatigue, or if you are exhibiting symptoms of burnout. Symptoms of burnout include not feeling rested after sleep, losing energy quickly, feeling frustrated, or feeling empty and “wrung-out”. It is important to note that these feelings can also result from physical illness, so consult your doctor if you suspect a medical problem.

One of the ways that you can approach self-assessment is through consulting with your peers and supervisors. Listening to feedback from co-workers, friends and family can be a good way to keep track of stress levels because they may notice small changes that could grow into big problems. As well, you may want to include “burnout checks” (i.e., checking on stress and exhaustion levels) as part of your regular team or supervisor discussions.

## Setting boundaries

It is important to set clear boundaries to help avoid feeling overworked or stressed. Boundaries are often one of the first things that workers give up when they start to ignore their own needs. Ignoring your own needs can potentially lead to burnout. Approaches to setting boundaries may include balancing case-

loads among teammates so that no one worker is dealing with all the challenging cases.

Setting boundaries does not mean that you cannot be adaptable. Being aware of boundaries and how to apply them can benefit both you and the victims you are working with. Team discussions and meetings with a supervisor are excellent times to explore and define boundaries. When considering boundaries, the key question to ask is, “Do my boundaries help empower me to the benefit of myself and the victims I work with?”

## Building a balanced life

An important part of self-care is balancing one’s work and home life. Setting aside time every week for self-care is essential for overall well-being. It can be useful to write out a “Recharge List” of things that help you unwind, and keep it handy so that when you feel tense or overwhelmed, you can look at the list and do something on it to take a breather. It may also be useful to take a “Daily Vacation” where you take 20 minutes to enjoy a pleasant, relaxing activity. During the activity, set aside all distractions and worries, paying attention to fully experiencing and enjoying it and ending the vacation by planning what you will do for tomorrow’s vacation. At the end of the week, you can review all your daily vacations and notice how the week went, especially in contrast to weeks when you did not take daily vacations.

The key to understanding a balanced life is to realize that stress in any part of one’s life will affect you in other aspects of life. Stress at work can affect your home-life; financial stress can affect your work and relationships. Balancing your life is a process of deciding how to use your time and energy in areas that are important. Through having a strategy to build a balanced life, you are more likely

## Online Training



### Domestic Violence Safety Planning Online Training

Seats for staff and volunteers with our Branch-funded programs are still available for the Domestic Violence Safety Planning Online Training. For more information about the training, please visit our [training page](#).

### Understanding and Responding to Elder Abuse E-book and Video

These resources are designed for workers in B.C. who work with older adults who have been abused and neglected. For more information, please visit our [training page](#).

### Human Trafficking: Canada is Not Immune

The training provides information about the indicators of human trafficking and ways to meet the unique needs of trafficked persons. For more information about the training, please visit the [OCTIP training webpage](#).

## Self-Care for Those Working with Victims Crime and Trauma (cont'd)

to feel in control and less likely to feel that stress runs one's life.

### Getting Help

It is important to know when to seek help. The first step in seeking help may be your supervisor. Often a supervisor will be able to help resolve an issue quickly. For more challenging issues, however, you may want to consult self-help resources, enrol in a support group, or look into counselling services. Self-help resources are also a tool to identify new ways to deal with stress around work and home. You may find that a mix of approaches at different times is the most effective. Individuals are the best judge of what works for them, but generally all may benefit from getting help and feedback from others.

### Conclusion

Working with people in distress is a highly stressful and highly rewarding

## Top Five: Court Support

*Following our very successful webinar on court support in May 2015, Janet Dickie (Crown Counsel, Criminal Justice Branch) and Steve Ford (Victim Services and Crime Prevention) have provided answers to the top five questions asked by webinar participants.*

**Question 1:** I have trouble explaining to clients why Crown does or does not approve charges. Can you give me some tips?

**Janet Dickie:** I recommend the Crown policy entitled "Charge Assessment Guidelines" and its discussion section for the Crown's official statement on the charge assessment test. This is a public document. The test to approve a charge is: there must be a "substantial likelihood of conviction" and a charge must be "in the public interest". The Charge Assessment Guidelines describe what

activity. You can best serve yourself and the victims you work with by watching your stress level and actively pursuing activities that build personal resources. Working with crime victims is difficult; it is normal that you will sometimes feel drained. Working with victims is rewarding; you will often feel moved and inspired. The benefits of your work will be truly felt when you have an enhanced sense of well-being through self-care.

### Further Reading on Self-Care

[Guidebook on vicarious trauma: Recommended solutions for anti-violence workers](#)

[The International Society for Traumatic Stress Studies](#)



these mean. I will describe the topics I cover when I explain it to witnesses and complainants.

If a charge is approved, you can simply explain to your clients that the Crown assessed the police file and determined that there was enough evidence to proceed and that the charge was in the public interest. If your client is resistant to the Crown proceeding with any charges, it is likely best to refer your client to the Crown.

## Elder Abuse Awareness Day



June 15, was Elder Abuse Awareness Day, an important reminder of this serious issue that undermines the health, independence and dignity of older adults. Elder abuse is defined as a single or repeated act, or a lack of appropriate action, often occurring in a situation of trust, that causes harm or distress to an older person. Perpetrators may increasingly isolate their victim and older people often suffer in silence, too afraid, ashamed, isolated or dependent on their perpetrator (who may be their caregiver or adult child) to seek assistance.

If you need information, advice or support, you can call the Seniors Abuse and Information Line (SAIL) line at 1-866-437-1940 or visit please visit [SeniorsBC.ca](#).

## Top Five: Court Support (cont'd)

If a charge is not approved, I find most complainants need to be reassured that a Crown lawyer reviewed the police investigation, there was a legal reason why the charge was not approved, and it does not necessarily mean the Crown disbelieves the complainant/witnesses. I find most complainants/witnesses want to understand more about the process the Crown employs. In order to explain the process applied by the Crown, I cover these topics:

- The criminal justice system requires the Crown to prove all criminal court charges “beyond a reasonable doubt”. While no one gives a precise percentage to what “proof beyond a reasonable doubt” means, consider it to be about a 90 to 95 percent level of proof. The Crown has this very high burden of proof because, if someone is convicted of an offence, the court imposes punishment on the convicted person.
  - The Crown is required to assess whether or not there is enough evidence to prove the case beyond a reasonable doubt before the Crown approves a charge. There must be “a substantial likelihood of conviction”, which is a “strong, solid case of substance to present to the Court”. If the Crown does not conclude it can prove the case beyond a reasonable doubt then the Crown cannot lay a charge.
  - The Crown reviews all of the evidence submitted by the police to assess whether there is a substantial likelihood of conviction. The Crown considers the evidentiary issues, including whether the evidence submitted by the police will be admissible at trial, whether there are inconsistencies in the evidence, whether there is corroboration, whether the accused has any viable defences, and whether there is proof of all of the elements of the offence. For certain types of offences, such as sexual offences on chil-
- dren or spousal violence, the Crown knows that it is rare to have much, if any, corroboration, and this is taken into account when assessing those types of proposed charges.
- If the Crown does not lay a charge, it does not mean that the Crown disbelieves the complainant. It means that the Crown has concluded that it cannot prove the case beyond a reasonable doubt based on the evidence submitted by the police. Sometimes the Crown sends the investigation back to the police for more investigation. Sometimes, however, the Crown will never be able to lay a charge.

**Q2:** Why does Crown enter a Stay of Proceedings? What does Crown consider when making their decision?

**JD:** If a charge has been approved, the Crown has an ongoing obligation throughout the life of the prosecution to assess whether or not that there is a substantial likelihood of conviction and whether or not the charge is in the public interest (see the Crown policy “Charge Assessment Guidelines” and the answer to question 1 above). A variety of factors or events can occur to cause the Crown to revisit whether or not the charge approval standard continues to be met (e.g., new evidence can come to light, witnesses cannot be located by the police for trial, witnesses recant, etc.). What the Crown considers depends on each individual case. If the Crown stays the charge, it is because the assigned Crown counsel has determined that the charge no longer meets the charge approval standard.

**Q3:** How can I ensure my clients receive updates about what is taking place during the court process in a timely fashion? Often it can be difficult to find out information and sometimes we aren’t notified until the court process finishes.

## Save the Date: Together! BC Collaborates to Stop Sexual and Domestic Violence



On December 9 and 10, 2015, in Vancouver there will be a joint training forum, developed for those who respond to sexual and domestic violence. This joint collaborative training forum will be the first of its kind in the history of British Columbia. Programs under the Ending Violence Association of BC, BC Society of Transition Houses, and Police Victim Services of BC, along with the Royal Canadian Mounted Police, BC Association of Chiefs of Police, Provincial Office of Domestic Violence, Ministry of Justice and Government partners will gather together for a two-day, cross provincial, cross sector training forum that will increase the knowledge and capacity of front-line responders, identify emerging issues and best practices, and enhance skills to respond collaboratively to sexual and domestic violence. A full program and registration details will be announced soon.

For more information, please contact the meeting planner Lesley Patten (lesleypatten@shaw.ca, 250-818-9674) or a host organization.

## Top Five: Court Support (cont'd)

**Steve Ford:** Timely court updates allow victims to effectively mitigate the impacts of the crime (i.e., safety planning, family court matters etc.), increase their ability to participate (i.e., attending hearings and submitting Victim Impact Statements) and assists in reducing anxiety and increasing emotional safety.

To help ensure timely updates, you may decide to:

- Introduce yourself and attend the court appearance when possible to develop a presence at your local courthouse and form relationships with court staff;
- Communicate to Crown specific client needs or plans;
- Be proactive and touch base with Crown before important court dates; and
- Use multiple sources of information. Legal Assistants or other Crown Administrative Support Staff may be able give you information on the status of charges or other related information. The Court Registry may be able to tell you if an offender is being released. You and/or the victim can register with the Victim Safety Unit to receive ongoing notification of court dates, releases, and protection orders.

**Q4:** How can I work best with Crown Counsel to address a victims safety concerns at court?

**SF:** You should not feel responsible for a victim's safety at court, but you are in a good position to help a victim communicate their concerns.

You may decide to:

- Communicate with Crown and Sheriffs prior to court, let them know the specific concerns as they may not be aware of all details or may have more information they can share with you to help effectively plan;
- Let Crown suggest what, if any, testimonial aids are appropriate (e.g.,

testifying from behind a screen or by closed-circuit television), it can be confusing if you suggest an aid to a victim and it cannot be followed through with;

- Plan out arrival times, waiting areas and exit strategies with victims to increase their comfort and to minimize their contact with an accused. Sheriffs can be asked to meet victims and escort them to their vehicles etc.; and
- Remember to address emotional safety in your plan, court preparation and orientation can reduce fear and anxiety.

**Q5:** Sometimes I work with victims who are really upset about decisions made by Crown Counsel. What can I do to find out why or how a decision was made?

**SF:** Since Crown Counsel have a quasi-judicial role, meaning they work with a high degree of autonomy and make decisions independently, it is typically best to ask the Crown directly involved any questions you might have. Other Crown will likely be reluctant to discuss a colleague's file or even offer hypothetical answers knowing each Crown may approach a situation differently.

If the particular Crown is unavailable you could approach the local Administrative Crown and ask if they would be able to provide any clarification.

In some circumstances it may be best to try to facilitate a meeting between Crown Counsel and the victim directly (for example, high profile cases, serious crime files, vulnerable victims, etc.). Work with victims first to identify their specific questions and if possible let Crown Counsel know beforehand the issues or specific questions or concerns.

For more information about improving the experience of victims and witnesses in court, please see our fact sheet *Information on improving the experience of victims and witnesses in court*.

## Save the Date: BCCPA Annual Training Symposium



The BC Crime Prevention Association (BCCPA) will hold its 37th Annual Training Symposium November 5 to 7, 2015. The theme of the 2015 symposium is Shaping the Conversation for Safer Communities. Full registration, workshop, and event details will be available in mid-July. Please visit [www.bccpa.org](http://www.bccpa.org) for updates and additional details.



# Victims Bill of Rights Comes into Effect in July

Bill C-32: An Act to enact the Canadian Victims Bill of Rights comes into effect July 23, 2015. The bill creates a new Canadian Victims Bill of Rights and amends other related legislation including the Criminal Code and the Corrections and Conditional Release Act.

Some highlights of the bill include:

- Creates a new Victim Impact Statement Form that will be used across Canada. The new Victim Impact Statement Form provides space for victims to prepare a drawing, poem or letter;
- Permits victims or other persons to present a photograph taken before the offence when the victim impact statement is presented;
- Increases access to testimonial accommodations for vulnerable victims. The bill makes it easier for courts to order testimonial aids and requests for aids can be made earlier in the court process. Courts can consider a number of factors, including the security and protection of witnesses, when deciding whether to allow victims to give their testimony by closed-circuit television, behind a screen, or with a support person close by. Victims can also request testimonial aids while reading their victim impact statement.
- Requires judges to inquire of prosecutors whether reasonable steps were taken to inform victims of plea agreements for serious personal injury offences (and, on request, for other offences where the maximum punishment is five years or more).

Some of the rights provided to victims under the new Canadian Victim Bill of Rights include:

- The right to information, on request, about the criminal justice system and the programs and services that are available to victims of crime;



- The right to information, on request, about the status of investigations and criminal proceedings;
- The right to information, on request, about reviews while the offender is subject to the corrections process including obtaining a current photograph of the offender prior to release;
- The right to request restitution (a new Statement on Restitution form has been created for victims); and
- The right to have the victim's security and privacy considered by the criminal justice system.

The Canadian Victims Bill of Rights (CVBR) will help standardize victim rights across the country. In B.C., we have had the provincial Victims of Crime Act (VOCA) since 1996. VOCA already provides victims with some of the CVBR rights (e.g., right to receive information about the status of the police investigation, court case, and correctional status; right to receive information about victim services).

Information materials about the bill are currently being prepared to familiarize victim service workers with the provisions of the new legislation and how it relates to your work with victims.

For a copy of the bill, please visit the [Statutes of Canada website](#).

# Protecting Canadians from Online Crime Act (Bill C-13) Comes into Force



Provisions in the Protecting Canadians from Online Crime Act came into force on March 10, 2015 that include:

- Prohibiting the non-consensual distribution of intimate images;
- Empowering a court to order the removal of non-consensual intimate images from the Internet;
- Permitting the court to order forfeiture of the computer, cell phone or other device used in the offence;
- Providing for reimbursement to victims for costs incurred in removing the intimate image from the Internet or elsewhere; and
- Empowering the court to make an order to prevent someone from distributing intimate images.

For more information, please visit the [Department of Justice website](#).

## Shining Stars

Front-line service providers have a challenging job providing support to people who have experienced violence and trauma. These two shining stars from police-based victim service programs in B.C. have demonstrated a long-term commitment to serving victims.

**Cindy Wiebe, Burns Lake Victim/Witness Assistance Program** has been the program manager of the Burns Lake Victim/Witness Assistance Program for the past 16 years, and was a volunteer for four years before that.

"After 20 years, I can honestly say that I still love my job. I have met so many wonderful people and have had the privilege of walking their journey alongside them. I have learned so much about people, processes, law and continue to learn every day. I have worked with many RCMP members who have become like family, not only to me, but to my family as well. I know that I am truly blessed, as I have many wonderful friends in other victim service units that I can and have called upon to help during the 'tough' times."

**Dana Barter, Nelson RCMP Victim Services** started as a volunteer in 1998 with the Nelson RCMP Victim Services and became program manager in 2007.



"I cannot express how rewarding it has been for me to help create a greater awareness of victimization and support victims of crime and trauma. From the day I started, I realized I had found my place. Working with emergency services team members and other responding partner agencies, together we have been there for people in their time of need and darkest times of their lives. While my passion for people motivates me in my role, I'm truly inspired by the people we help and the team of people I work with on a daily basis."

Thanks to Cindy and Dana for their continued commitment and to assisting victims of crime and trauma!

*Is there someone in your program who you would like to be recognized as a Shining Star? We'd like to profile them in our bulletin. We just need their name, job title, your program name, photo (optional), and a brief description of why you think they're a Shining Star. Please send your submission to [victimservices@gov.bc.ca](mailto:victimservices@gov.bc.ca).*

### We want to hear from you!

If you have feedback about this bulletin or would like to submit information about an innovative project to be featured in a future bulletin, please contact us at [victimservices@gov.bc.ca](mailto:victimservices@gov.bc.ca).



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[victimservices@gov.bc.ca](mailto:victimservices@gov.bc.ca)

## Staffing Updates

Lynda Cavanaugh, ADM of the Community Safety and Crime Prevention Branch since 2011 has moved on to the position of ADM, Court Services. Lynda is an exemplary leader and will be greatly missed by the team at CSCP. Taryn Walsh is Acting ADM during the transition. It is anticipated that the Branch position will be permanently filled this summer.

After working for the Branch as a Program Manager since August 2014 on a temporary assignment, Anneke Van Vliet returns to her base position with the Ministry of International Trade where she will be responsible for the delivery of anti-racism and multiculturalism programming. Thanks to Anneke for all her work and we wish her the best in her new role.

Victor Porter has taken on the role of Program Manager for four months and will be responsible for program and contract management in the Vancouver and Sea to Sky areas while maintaining several projects underway in his current role with OCTIP.

After working as a Program Manager from February 2008 to June 2013, and then as the Restitution Program Manager from June 2013 to present, Michele Matthews will be leaving government at the end of July and moving to eastern Canada to be with her family. We wish her all the best as she starts a new chapter in her life!