

# ANNUAL REPORT

2018

*Williams Lake RCMP Based Victim Services*

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# MESSAGE FROM THE PROGRAM MANAGER

## Message from the Program Manager

2018 continued build on 2017, the team was consistently busy, there was very little time for training and for taking time off.

We were told that after a major event like the Wildfires of 2017, that starting about 8 to 10 months after the event we would see an increase in calls for service. Although it was not a profound increase we did see a modest increase in mental health related calls, in fact, it would be fair to say that the vast majority of the calls that our Victim Service receive have a mental health component.

The Ministry of Public Safety and Solicitor General was able to forward a small amount of funding to increase our part time case worker's hours by 209 hours. This was a huge help.

Kristina Moller and our Victim Service comfort dog, Puppy" completed their Crisis K9 Trauma Dog program professional designation. This has been a nice complement to our team. Puppy has definitely been a huge success with our clients and RCMP members. As well, any time that Kristina is dealing with a client and Puppy is present there is certainly a positive bond made with the client and the dog. Puppy has also been requested a number of times in the courts in Williams Lake and 100 Mile house to accompany a client who is going through the court system.

In July we received word again from the Ministry of Public Safety and Solicitor General office that there may be funding available from the Canadian Red Cross for an extra part time case worker. An application was submitted and word came through right at the end of December of 2018 that fund would likely be available for continuation of the second part time case worker starting April 2019 for 2 full years.

We have a very healthy partnership between the Community Based Victim Services, RCMP based Victim Services working out of Alexis Creek Detachment and manager by the Punky Lake Wilderness society and Aboriginal Victim Services team. The four teams meeting regularly for planning, training and working together.

Our team is very aware of the possible ramifications of what the stress of the wildfires and complex cases may cause within our communities and how it may impact the mental health of the residents. The number of victim services case workers / councillors is

## MESSAGE FROM THE PROGRAM MANAGER

getting closer to what it should be in the community thus causing the wait times to be reduced. The health of our case workers is of paramount importance to our success and thus they are monitored very carefully.

Suffice to say, we now have 3 very engaged and skilled case workers that are now on strength. They are truly an asset to our organizations.

Dave Dickson  
Manager of Community Safety / Victim Services  
August 27, 2019

# PROGRAM OVERVIEW

## Program overview

The Ministry of Public Safety and Solicitor General has established both Police-based and Community-based programs throughout British Columbia to provide services to victims of crime and their families. The City of Williams Lake and the Cariboo Regional District contribute funds to the Williams Lake Police-Based Victim Services Program.

The program provides services to all victims of crime who may or may not have reported the crime to police or be involved with the criminal justice system. The objectives of a victim service program are:

- To lessen the impact of crime and trauma on victims and their families and to assist in their recovery
- To increase victim safety and to help reduce the risk of future victimization
- To increase the level of participation and sense of empowerment for victims throughout their participation in the criminal justice system; and
- To increase the effectiveness of a victim while acting as a witness in court proceedings.

## Service area

The service area included the policing of the Williams Lake RCMP Detachment, which includes the City of Williams Lake, north on Highway 97 to the CN rail overpass north of McLeese Lake, South on Highway 97 to 132 Mile, west to Riske Creek, Farwell Canyon and east to Horsefly, Likely and Quesnel Lake. Service is also provided to all individuals in the Alexis Creek and Anahim Lake area needing medical treatment due to highway crashes and crimes. Court support is provided to individuals in the Alexis Creek area and support is provided to individuals attending Supreme Court from the Anahim Lake area

# PROGRAM OVERVIEW

The Program will provide the following services:

- **Emotional Support:** Victim Service case workers will provide victims with emotional support to assist in their recovery from the effects of crime and trauma. The program does not provide counselling services to victims, however the case workers will refer a victim to an appropriate resource for service.
- **General Information:** Victim service case workers will provide victims with information including, but not limited to the Justice systems, relevant federal and provincial legislation and programs pertaining to victims of crime, crime prevention, safety planning and next of kin death notifications.
- **Transportation:** Transportation services including, but not limited to, the transport of a victim and or family members to hospital, court, RCMP, transition houses and or shelters.
- **Public Education:** Public awareness and education programs in the local community on victimization, victim services, and crime prevention.
- **After Hours Services:** Required or optional services as described above may be provided after regular program hours. The Williams Lake Police-Based team program provides service 8:00 am to 4:00 Monday through Friday. For after-hours calls and depending on the nature of the request, the case worker will make the decision to attend immediately or the following day.

## Additional Information

The Williams Lake RCMP Victim Services Program is funded for a full time case worker and 2-part time case worker. The program is managed by the City of Williams Lake Community Safety manager.

The Williams Lake RCMP Victim service program also has 2 volunteer positions. They are used in a number of different ways; helping out in court and patrolling with the RCMP members from time to time, covers the weekend to afford time off for the case workers or is the circumstances that warrant extra help, the volunteers step up.

# PROGRAM CASE LOAD

## Program case load

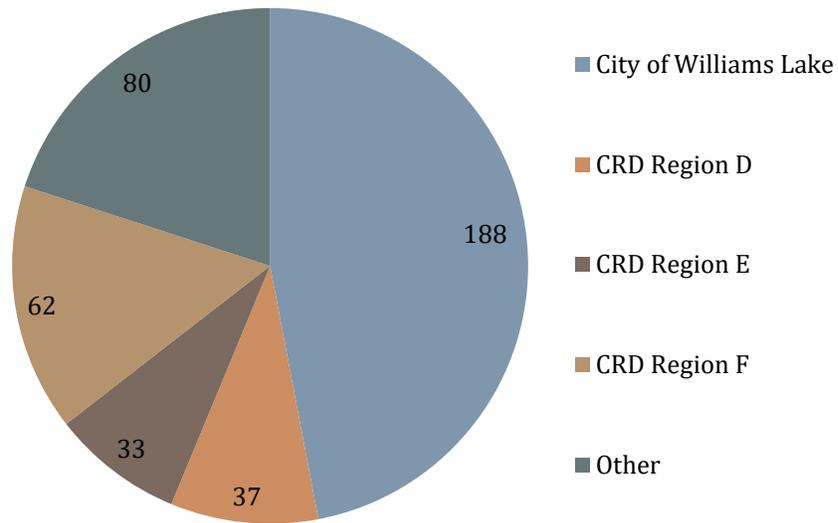
The Williams Lake RCMP Based Victim services team is a very busy unit similar to the Williams Lake Detachment. The unit is embedded within the Detachment and treated as part of the 'family'. They are certainly valued and consulted on a very regular bases. The top 3 types of cases that they would receive are Domestic violence, Sudden Deaths and Assault files. By way of the contract that the City of Williams Lake VS team manages with the Province of British Columbia, all domestic violence, sexual assaults and files involving First Nations folks must be referred to the Community Based or Aboriginal Victim Services team. The Williams Lake RCMP Based Victim Service team deals with all the initial contact files for immediate assistance and then if the case dictates, the case is then referred on to the appropriate service.

The following is a break down by month for 2018 of the activities:

<i><b>Month</b></i>	<i><b>New clients</b></i>	<i><b>Ongoing clients</b></i>
January	32	228
February	37	220
March	24	229
April	14	204
May	31	210
June	44	153
July	34	170
August	39	171
September	45	149
October	28	167
November	36	162
December	36	197
<i><b>Total new clients for 2018</b></i>	<i><b>400</b></i>	

# PROGRAM CASE LOAD

## Regional District Breakdown



\*Other – These are transferred in files from other detachments or jurisdictions.

## Financial

Funding for the Williams Lake RCMP-Based Victim Services is received from 3 sources; Ministry of Public Safety and Solicitor General, Cariboo Regional District and the City of Williams Lake.

Also in July of 2018, the Ministry offered extra funding (August 1 thru March 31,2019) for another part time case worker. As a result of this funding, we were able to hire Margaret Fehr effective September to fulfil the contract. This has been working very well.

In 2018, the funding amounts were:

- Ministry of Public Safety and Solicitor General \$62,345.00 April 1, 2018 – March 31, 2019
- Ministry of Public Safety and Solicitor General (M. Fehr) \$28,023.00 (August 1,2018 – March 31, 2019)
- Ministry of Public Safety and Solicitor General \$7,298.00
- Cariboo Regional District \$24,750.00
- City of Williams Lake \$47,607.00

In 2018, the operational expenses were \$128,822.00 which is made up of wages, benefits and operational expenses.

Source: City of Williams Lake Financial

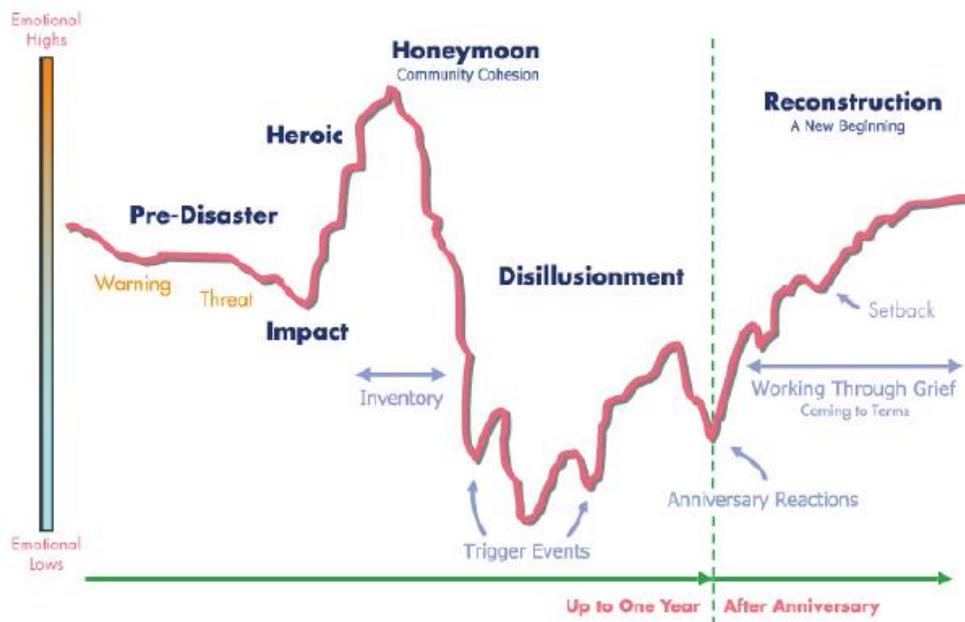
# PROGRAM INFORMATION

## Program Information

Williams Lake RCMP-Based Victim Services unit  
Williams Lake RCMP  
575 Borland Street, Williams Lake, B.C. V2G 1R9  
(250) 392-6211

Resource information:

### EMOTIONAL PHASES OF A DISASTER: COLLECTIVE REACTIONS



The graphic above illustrates the general progression of the disaster effects and reactions on communities from the pre-disaster or warning phase through the reconstruction phase. You can read more about each phase by clicking on the phase titles.