



VICTIMS' ASSISTANCE

VA-001

Effective Date: 2000/09/15
Amended: 2012/04/25
Amended: 2015/09/25
Amended: 2025/03/18

Policy Statement

It is the policy of the Regional Municipality of Peel Police Service Board that the policy requirements set out in this document shall form part of the Board Policies and the Chief of Police is hereby directed to comply with these requirements in the administration and operation of the Peel Regional Police.

1. Subject

Sections 14 and 24 of O. Reg. 392/23: Adequate and Effective Policing (General) require the Board to have a policy on victims' assistance. In addition, section 14 of the Regulation requires the Chief of Police to establish procedures on providing assistance to victims that:

- a) Reflect the principles of the *Victims' Bill of Rights, 1995*; and
- b) Set out the roles and responsibilities of members for providing victims' assistance.

2. Policy Requirements

It is the policy of the Board that with respect to victim assistance, the Chief of Police shall:

- a) Ensure complete compliance with all applicable legislation, regulations, constitutional requirements, and recognized legal principles;
- b) Ensure that members act with full respect for human dignity and according to professional standards of skill, integrity and accountability;
- c) Establish procedures on providing assistance to victims;
- d) Ensure that members are provided with information and procedures for the provision of victim assistance, such as victim service providers and /or victim referral services;
- e) Ensure that all victims of crime are informed of, and given access to, all rights and privileges accorded to them by law;
- f) Maintain partnerships with appropriate external agencies, such as the Ministry of Attorney General's Victim Crisis Assistance Ontario (VCAO) that deliver such programs for the purpose of providing assistance to victims;
- g) Support the appropriate victim assistance programs and activities; and
- h) Ensure that in each instance where there is police service contact with one or more victims of crime involving physical and/or psychological injury, that such victims are referred to the appropriate community service available in their area.

3. Measurement Methods

The Chief of Police shall regularly review the procedures and provision of victims' assistance as may be required to ensure compliance with this policy, police service directive and legislative requirements.

4. Reporting

The Chief of Police shall report on compliance with this policy as part of a separate Annual Report on Adequacy Regulation

The Chief of Police shall also report on an exception basis. This applies to those circumstances regarding the provision of assistance to victims may result in an “exceptional” circumstance, or a circumstance which may be detrimental to the police service; and/or has significant issues of potential liability to the Board and the police service.

5. Authority/Legislative Reference

Community Safety and Policing Act, 2019, ss. 38(1)(g), 38(2) and 82(1)(c)

O. Reg. 392/23: Adequate and Effective Policing (General), ss. 13, 14 and 24(1) 2.

Victims’ Bill of Rights, 1995

Board Minute #191/00

Board Minute #60/15

6. Linkage to Appropriate Police Service Procedure/Directive

I-B-701 (F) Victim and Witness Assistance