



# VS Quarterly Newsletter

## Who are we?

The Alberta RCMP Victim Services Program is comprised of the Acting Program Manager, Dana Overton; Victim Services Program Coordinator Tara Skeoch; and temporary Victim Services Program Coordinator Amy Elhomsy who will be with our team until May 11, 2021.

Our role is to provide support to RCMP-based Victim Service Units in the Province, working closely with our partner agency, Alberta Justice and Solicitor General (JSG) Victim Services Program, promoting services to Albertans in accordance with the Canadian Victim Bill of Rights and the Alberta Victims of Crime Act.

The RCMP Victim Services Program Unit is part of the Community Policing and Indigenous Policing & Recruiting Section, under the command of OIC Supt. Jason McAdam, and reporting directly to S/Sgt. Colette Zazulak. As RCMP employees, we receive direction from and adhere to the RCMP reporting structure and lines of communication. We are your front-line connection to the RCMP program, dedicated to supporting victim service throughout the province.

If you have any inquiries, please contact the Alberta Victim Services A/Program Manager, Dana Overton, to address any questions, concerns, or comments you may have.

Dana Overton, 780-412-5426  
[dana.overton@rcmp-grc.gc.ca](mailto:dana.overton@rcmp-grc.gc.ca)

Tara Skeoch, temp cell : 587-888-6015  
[tara.skeoch@rcmp-grc.gc.ca](mailto:tara.skeoch@rcmp-grc.gc.ca)

Amy Elhomsy  
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*(Photo Credit: Alberta RCMP "K" Division)*

## Newsletter

We intend to distribute a newsletter at the start of each Quarter to the RCMP-based Victim Services Units in Alberta. Each edition we will tell you more about what's been happening, or upcoming that may pertain to the Victim Services Program.

## NEW Quarterly Reporting

As you all know, Quarterly Reports are completed by each Victim Services Program and provided to Alberta Justice and Solicitor General (JSG). We in the Alberta RCMP Victim Services Program have recently identified a need to attain our own Quarterly Reports for information specific to our program. Our report was developed earlier this year and was sent as a pilot to five Victim Service Unit Program Managers in early February with the request for feedback as we want this to be as simple and easy as possible. Most of the information in this report will not change quarter to quarter, but must be kept up to date by our Program, and attaining this information quarterly ensures this.

As per the Local Memorandum of Understanding (LMOU), the Quarterly Report is required to be sent to the Alberta RCMP Victim Services Program by each RCMP-based Victim Services Unit. The next complete report will be due the end of



Q1 (A-M-J) with a diary date of completion for July 20<sup>th</sup>, 2021. The Quarterly Report will be sent out in the beginning of April for you to become familiar with the form and be aware of what information we will be requesting from your Victim Services Unit at the end of the Quarter.

The Quarterly Report will assist us in providing senior management and other Departments within the Division with the information they require at any given time, it will keep our program personnel information up to date, identify training needs and/or gaps and provide an accurate account of the amazing services that the Victim Services Units provide on a daily basis. Most importantly, the Quarterly Reports will assist in telling the story of Victim Services in Alberta on a Local, Divisional, and National level.

The Quarterly Report will also assist in comparing the total number of Victim Services referrals recorded through PROS as opposed to referrals reported from Victim Service Units. Discrepancies could occur as not all incidents are reported on PROS such as self-referrals and those attained by means other than a KD5151. Ideally we would require each referral documented on PROS through a KD5151 but are aware that realistically this is not occurring due to self-referrals, or a Member making a referral to the VS Program without reporting it on PROS. These discrepancies need to be identified to ensure your work is being recognized and identify gaps in training, particularly to the use of KD5151.

### PROS Compliance

Our program is currently looking into bringing back PROS Reports Quarterly. These reports are provided from Operations Strategies Branch (OSB) to our office and determine PROS compliance rates per Detachment and per District. The compliance rates can then be provided to the Detachment Commanders throughout Alberta. This has proven to be a useful tool in the past to ensure compliance within Detachments, ensuring all files are scored appropriately for Victim Services.

### Local Memorandum of Understanding (LMOU)

Our current LMOU set to expire March 31, 2021. It is currently under review and will be extended until March 31, 2022 as per Supt. Jason McAdam, OIC Community/Indigenous Policing & Recruiting.

### Reminder

When your Victim Services Unit changes their RCMP Victim Services Liaison-member or Program Manager please update our office with the new information so we always have the correct contact information for your VSU.

### LMOU Training Available Virtually

We have created a virtual LMOU Training! This training is beneficial for advocates, Board Members, Liaison-members, paid VSU personnel and Detachment Commanders. Our facilitator and Victim Services Program Coordinator, Tara Skeoch, will take your group through the LMOU, providing clarification on roles & responsibilities through scenario, Q&A and engagement based learning. If you would like more information about the training, or to schedule your session, please contact Tara Skeoch via Outlook.

### Form KD5151 Update

The KD5151 is the Alberta RCMP mandated Victim Services Referral form; it is the only form RCMP members are to be using for police-based Victim services referrals, regardless of the type of crime. The KD5151 is designed to provide all necessary information for VSU follow-up, including the Emergency Crime Victim Assistance Program. Program Managers are encouraged to communicate with their Victim Services Liaison-member to ensure adherence to policy. Any inquiries or concerns from members regarding use of the KD5151 should be directed to the Alberta RCMP Victim Services Program.



## **In The Works – Training Video**

In an effort to better assist the RCMP members and Victim Services Units, we are in the process of creating a training video that will assist members in the policy, security and completion of the KD5151, as well as Victim identification for PROS scoring. The objective of this training video is to increase awareness of the policy and improve consistency and compliance in referrals and victim scoring. This is currently in the preliminary planning stages and with multiple Departments involved we are hoping to get this completed as soon as possible. Upon completion this training video will be available on the Info Web.

## **RCMP-secured email use**

Things may have been different this year while many have had the opportunity to work from home. This is a gentle reminder that each Program Manager must have an RCMP email address via Outlook which is attained through your Local Detachment. As per the Local Memorandum of Understanding (LMOU) between the RCMP Detachment and the Victim Services Unit, under Obligations of the Program Manager (page 14 section 5.3 k) it states that each Program Manager shall: Maintain access to the RCMP Info Web and the RCMP electronic e-mail and conform to RCMP policy in relation to transmission of information. Prior to gaining access the Local Program Manager will review relevant IT policy. The approved RCMP electronic e-mail is to be used for receiving and transmitting information about victims and occurrences.

RCMP email via Outlook is required as KD5151 referrals and victim information provided from the RCMP Detachment can only be communicated through an RCMP approved email as it's a secured account. Our Program can only communicate with you as a Program Manager through an RCMP email account, and do request pertinent information throughout the year regarding the Victim Services Program. If access to the building or working remotely has been a hindrance in accessing your email, there are options available, such as use of an RCMP-secured laptop upon request.

## **National Volunteer Week & Volunteer Appreciation**

This year National Volunteer Week is April 18-24, 2021 with the theme; "The Value of One, The Power of Many". We hope that your volunteers are aware of how appreciated they are, and the impact that they are making in the communities you serve. We requested your volunteer information so that our office was able to send out the required amount of Volunteer Appreciation items as a thank you for your volunteers. This year, the item was a touchless tool, which assists with keeping oneself safe to prevent unnecessary touching of objects during the COVID-19 pandemic. We felt it was best to get these items sent for your volunteers sooner than later given their utility during the pandemic. Our office started sending out these items January 2021 addressed to the Victim Services Unit in your local/main RCMP Detachment. We will have a second mail-out of these items mid-March to each Victim Services Unit for the Victim Services paid staff and Liaison members.

We hope that you have a chance to thank your Volunteers in your own special way this year, not only for National Volunteer Week, but throughout the year. This past year has been different for many but it is important to remember every little thing makes a difference. It is noticed and appreciated.

## **Thank You Program Managers**

While thanking volunteers, don't forget to thank yourselves and your co-workers for all that you do. Thank you for being a part of the Victim Services Program in Alberta and making a positive impact within your community and strengthening the Province as a whole. We are lucky to have individuals such as yourselves who are committed to the Program and providing victims with information, support, and referrals. Again, we thank you.



## Volunteer Certificates

If your Detachment would like to provide Volunteer certificates these are available on the RCMP Info Web and can be accessed at the local (Detachment) level. These may be provided for any amount of time of volunteer service for recognition (for specific years of services please see Form 5570).

Local (Detachment)Level: A volunteer certificate can be completed at a local level by the Detachment. This template is available in pdf, jpg, or wpd and can be found on the Info Web as follows:

1. National
2. Navigate by A – Z (on left bar near bottom)
3. V
4. Volunteer Program, National
5. Honours and Recognition (on left bar near top)

## Volunteer Years of Services Pin and Certificate Requests – Form 5770

Volunteer Years of Service Pin and Certificate Recommendation Forms (Form 5770) can be filled out by your Liaison-member to recognize years of services for your Victim Services volunteers. This Form is used for volunteer recognition of 5, 10, 15, 20, 25, 30, and 35 years. Directions can be found for your Liaison-member in the Liaison-member Guidebook which is available in both hard copy in your Local Detachment and electronically on the “K” Division Victim Services Info Web site. This form can be found on the RCMP Info Web’s homepage in the top left hand corner under Popular Links. This form is also searchable by number in the Web Forms Catalogue. Once this form is completed it can be sent via Outlook to:

[RCMP.KVolunteers-KBenevoles.GRC@rcmp-grc.gc.ca](mailto:RCMP.KVolunteers-KBenevoles.GRC@rcmp-grc.gc.ca)

It can also be sent via mail to:

*RCMP “K” Division*

*Attn: Volunteer Program, Community Policing*

*11140-109 Street*

*Edmonton, AB T5G 2T4*

Volunteer certificates are provided twice a year by using Form 5770. Please ensure that “K” Division’s Volunteer Program receives these by March 1 for June completion and October 1 for December completion.

5 year Certificates are to be signed by the Detachment Commander and use RCMP Gold Seal.

10, 15, 25 and 30 year Certificates to be signed by the Commanding Officer, “K” Division; using CO Gold Seal.

20 and 35 year recognition forms will be forwarded to Ottawa for signature by the Commissioner.

Certificates and pins will be sent to Detachment Commander for presentation.

## In-Kind Support

A reminder that the Alberta RCMP Victim Services Program offers in-kind support for your Victim Services fundraisers, providing one item per Victim Services Unit per year upon request. These must be used in a fundraising capacity. To request in-kind support please inform our office of your event.

## Good News Stories

Do you have any good news stories to share with Victim Service Units across Alberta in our next Quarterly Newsletter? If so, please contact K VICTIM SERVICES via Outlook and let us know your story!

## Contact Us

Questions, comments or concerns. Please contact us via Outlook:

K Victim Services;

[RCMP.KVictimServices-KServicesauxvictimes.GRC@RCMP-grc.gc.ca](mailto:RCMP.KVictimServices-KServicesauxvictimes.GRC@RCMP-grc.gc.ca)