

VS Quarterly Newsletter

April 2022: Vol 5/ Quarter 1, 2022-2023

About Us

Who We Are

We are employees of the Alberta RCMP based out of Headquarters in Edmonton, who are dedicated to providing support and resources to enhance the service to victims. The Alberta RCMP Victim Services Program is comprised of the Program Manager; Dana Overton, and two Victim Services Program Support Coordinators, Tara Skeoch and Caitlynn Colonel.



(Photo credit: Alberta RCMP "K" Division)

Mission Statement

To be a trusted partner in providing modernized services to victims of crime in Alberta through collaboration with stakeholders and being accountable to the mission, vision and values of the RCMP.

Vision Statement

Reduced victimization through safer and stronger communities with empowered individuals.

Our Role

Our role is to provide support to RCMP-based Victim Services Units in the Province, working closely with our partner, Alberta Justice and Solicitor General (JSG) Victims Services.

Together we provide services to Albertans in accordance with the *Canadian Victims Bill of Rights* and the *Alberta Victims of Crime and Public Safety Act*. The RCMP Victim Services Program is now part of the Community Safety and Well-being Branch, under the command of Officer in Charge (OIC), Chief Superintendent (C/Supt) Peter Tewfik.

Our 2022-2023 Objectives

Objective #1 - Work in collaboration with our partners at JSG in providing service to victims in Alberta.

Objective #2 - Work in collaboration our internal Alberta RCMP Units in providing service to victims in Alberta.

Objective #3 - Provide support to Victim Services Units and Governing Bodies in alignment with the LMOU.

Objective #4 - Explore the use of technology and systems to find efficiencies and modernize our support services.

New Events!

The LMOU Extension was sent out to Detachment Commanders and Governing Bodies of VSU's. An extension of the LMOU was chosen to align with the JSG and Alberta RCMP MOU, as well as to prepare for any service delivery changes resulting from the provincial review of Victims Services.

Important Dates

National Volunteer Appreciation Week: April 24-30

Q4 Quarterly Report Due: April 20, 2022

National Police Week: May 8-14

LMOU Training: June 7, 2022

JOIN Training: June 15, 2022



Volunteer Appreciation Week!

National Volunteer Week & Volunteer Appreciation

This year National Volunteer Week is April 24-30, 2022 with the theme; “Volunteering is Empathy in Action”. We want all Victim Services volunteers to feel appreciated and know the RCMP recognizes the dedicated service they provide to their communities. The empathy displayed for each client is admirable and is making a difference.

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. The past few years have presented obstacles and Victim Services Volunteers have continued to find innovative ways to respond to their communities.

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. This information can be found in the RCMP Victim Services Lisison Member Guide.

Local (Detachment) Level: A volunteer certificate can be completed 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 Service Pin and Certificate Requests – Form 5770 (Specific Number of Volunteer Years)

Did you know that the Liaison Member can complete a form to receive volunteer certificates for volunteer recognition of 5, 10, 15, 20, 25, 30, and 35 years? The instructions can all be found

in the Liaison Member Guide Book and Form 5770 can also be found on the InfoWeb.

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



(Photo credit: Alberta RCMP “K” Division)

Training

Agora Training for Victim Services Paid Personnel

This training platform provides access to a variety of training topics available within the RCMP environment and is available to Victim Services paid personnel only at this time. We encourage you to take advantage of this training platform! Contact our program at K VICTIM SERVICES via Outlook with the names and HRMIS numbers of those who would like Agora access. If you have any questions, we want to hear from you!

New Course Available! - Uniting Against Racism

A new course was launched in December on Agora - Uniting Against Racism. This course was developed in collaboration with both internal and external subject matter experts with lived experience, the *Uniting Against Racism* learning series enhances learning, awareness and understanding about:

- The effect of history on the communities we serve;



- Key terms and concepts related to race and racism;
- The unique role law enforcement plays with regard to individual and systemic racism;
- The intersection between a law enforcement mandate, community perceptions, and trust;
- How taking positive action to address racism as individuals supports our organizational commitment to communities;

This is a mandatory course for all RCMP employees and is highly encouraged for all paid Victim Services Personnel.

Reminder!

Check your RCMP emails regularly. We send out extra learning courses that could be of interest to VSU personnel!

LMOU Training

LMOU training is now being offered quarterly. The next training session is June 7, 2022. This training is beneficial for advocates, Board Members, Liaison-Members, paid VSU personnel and Detachment Commanders. Our facilitators and Victim Services Program Coordinators, Tara Skeoch and Caitlynn Colonel, will take your group through the LMOU, provide clarification on roles & responsibilities through scenario, do Q&A and engagement based learning. This is an opportunity to network and interact with your fellow VSU personnel across Alberta! If you would like more information about the training, or to schedule your session, reach out to our unit.

JOIN Training

JOIN training is scheduled quarterly, and the next JOIN Training is Wednesday June 15, 2022. If you have paid personnel that require this training, please reach out to Tara Skeoch. 6 Victim Services employees attended JOIN training in Q3, and 30 have received JOIN training this fiscal year.

NEW! If you do not log into your JOIN Account, at minimum every 45 days, your account will be deactivated. If you are deactivated three times, Alberta Justice and Solicitor General has a three strike policy and you could permanently lose access. If you are going to be away for any extended period of time or are experiencing computer issues inhibiting access to JOIN, please advise our Unit so we can put your account on hold.

Quarterly Reporting

Thank you for submitting your Quarterly Reports on time each quarter! We use these stats and numbers to ensure that LMOU obligations are being met, to determine where further supports are required and to ensure that referrals are being consistently received in each VSU. These stats ensure accountability, transparency and accuracy for both the RCMP and VSUs.

The next Alberta RCMP VS Quarterly Report Form is due **April 20, 2021**. A reminder will be sent from our Program at the beginning of April, including the form as an attachment. This Alberta RCMP VS Quarterly Report Form is available on our InfoWeb page should you require it at any point in time.

Approximate volunteer hours do include the on-call hours. Should you require any assistance, or have any questions when completing your Quarterly Report, do not hesitate to reach out to our Unit!

Quarterly Reporting – Snapshot

Based on the information provided to our Program, here is a quick snapshot of RCMP-based Victim Services Units in Alberta based on Quarter 3 (Q3) alone (October-November-December) 2021/2022.

Approximately:

8,632 referrals were received in Q3

61,851 volunteer hours were provided in Q3

1,140 total number of volunteers throughout the province

1,423 total number of volunteers and paid Victim Services personnel within RCMP-based VSUs in Alberta.



Unit Feature

Northern Alberta Crime Stoppers



(Photo Credit: Northern Alberta Crime Stoppers)

Did you know, that since 1983, Crime Stoppers Association of Edmonton and Northern Alberta (CSAENA) has:

- helped solve homicides;
- reunited missing people with their loved ones;
- provided the whereabouts of wanted fugitives to police;
- assisted in taking over \$91 million in drugs, weapons, and stolen property of the streets;
- contributed to over 8,000 arrests and 7,000 charges; and
- awarded over \$1.6 million to tipsters to thank the public for coming forward!

With a mission to help law enforcement, prevent and solve crime, Crime Stoppers is a charitable, not-for-profit organization committed to making our communities safer. While CSAENA works closely with Edmonton Police Service and the Alberta RCMP, we are a separate entity.

If citizens are not comfortable calling police directly about criminal behavior or suspicious activity - they can contact Crime Stoppers.

All tips are forwarded to police. And it's always ANONYMOUS!

You can call 1-800-222-TIPS (8477), go online to p3tips.com or download the app to submit your tip.

These tips help police by generating new information, providing valuable details on suspicious activity, assisting with arrests, execution of warrants, and new charges as well as the recovery of stolen goods and the seizure of drugs, weapons, and cash. (Read more about the tip process in more detail on the following page).

The Edmonton and Northern Alberta Chapter of Crime Stoppers serves 60 per cent of RCMP detachments in the province and is run by a dedicated volunteer board of directors and one part-time staff member. Currently, the board has 13 members, who spend time every month adjudicating tip rewards as well as working on a number of public education programs. We also work closely with the Alberta RCMP's Community Safety Engagement Unit to share information and partner on important crime prevention and reduction initiatives.

For information on Crime Stoppers, follow us on Facebook and twitter, [@crimestoppersAB](https://www.facebook.com/crimestoppersAB), visitcrimestoppers.ab.ca/Edmonton, or email us at info@crimestoppers.ab.ca.

HAVE INFO ABOUT A CRIME?
REPORT ANONYMOUSLY.

WEB
SUBMIT A TIP ONLINE

TALK
1-800-222-TIPS (8477)

APP
SEARCH FOR P3 TIPS ON THE APP STORE

CRIME STOPPERS
ASSOCIATION OF EDMONTON AND NORTHERN ALBERTA

(Photo Credit: Northern Alberta Crime Stoppers)



Have Info About a Crime? Report it Anonomously!

How Do I Report a Crime?

Crime Stoppers exists primarily as a means of collecting information from the public – anonymously. Tipsters contact Crime Stoppers by phone or online through P3tips website or by downloading the app. When you use any of these methods, you will be given a unique tipster number. This number should be kept secret and recorded, as it is how you will be able to follow-up on your tip to either add additional information or check to see if there was a reward.

What Happens Next to My Tip?

Crime Stoppers take the information given by the tipster and distributes it to the appropriate law enforcement agency (i.e. to the Edmonton Police Service in Edmonton and the RCMP in Northern Alberta).

Am I Really Anonymous?

We do everything we can to protect your anonymity because we know that by disclosing important information about a crime, having your identity revealed might put you at risk. The only time your anonymity may be open to challenge is in the following situations:

- A call to Crime Stoppers made with intention of “furthering criminal activity or interfering with the administration of justice
- A party who is guilty of a crime cannot use Crime Stoppers to try and divert the blame onto someone else
- Crime Stoppers cannot be used to try to “frame” an innocent person
- There is evidence that disclosure of some or all of a tip is necessary to establish someone’s innocence
- A tipster having received the benefit of full legal advice may, for his or her own reasons, elect to waive the privilege
- A full and more detailed explanation of these principles can be found on the Canadian Crime Stoppers website – canadiancrimestoppers.org

What Happens When an Arrest Is Made?

If the tip information helped the police make an arrest, the officer on the file will submit a form to the Crime Stoppers board stating this.

The board meets monthly to review the solved cases and determine a reward amount (between \$50 and \$2000) for the tipster. At this point, a note is made on the file.

How Do I Check My Tip?

To check whether your tip has become eligible for a reward, you must call the tip line (1-800-222-8477) and provide your tipster number. The call taker will check to see if a reward has been authorized for that tip.

If My Tip Recieves A Reward, How Do I Pick It Up?

Crime Stoppers works with ATB Financial to distribute the tip rewards. If your tip received a reward, you will be able to choose any ATB branch in Alberta to pick up your reward. The branch will prepare an unmarked envelope with cash. You can walk into the branch, simply provide your tipster number and walk out with the money. Your tipster number is the only information they ask for – another reason why it is important to keep this number secret so that no one else can pick up your reward.

2020 Northern Alberta Crime Stoppers Statistics:



2020 STATISTICS
NORTHERN ALBERTA

CRIME STOPPERS

(Photo Credit: Northern Alberta Crime Stoppers)



Best Practices and Tips

KD5151 – Encryption Required!

The KD5151 is a Protected 'B' document and subject to security policy [SM 2.1](#). The document must be encrypted when submitted electronically, or hard copy must be placed in a sealed envelope marked Protected 'B', to be opened only by Victim Services. Encrypted KD5151's must only be submitted to a VSU paid employee RCMP email account, or your local Victim Services Unit RCMP proxy email address.

Safety Planning

Roles for safety planning has come up in the past and we wanted to clear up some questions on who is responsible for safety planning after an occurrence. [KOM 2.4.4.23](#) states that Police are the responsible party for discussing safety strategies with the victim.

Members are responsible for addressing the immediate safety needs of victims and are able to provide the immediate information/suggestions to keep a victim safe. However, upon request by police, VSU may be asked to assist with safety planning. Please refer to the Victims of Crime Protocol: Roles and Responsibilities document for more information.

Commonly Used Terms/Acronyms

No matter how long you have worked in the RCMP environment there will always be acronyms that you may not know the meaning of. Below are some commonly used terms and acronyms:

ACCPA – Alberta Community Crime Prevention Association
ACWS – Alberta Council of Women's Shelters
AOTC – Assembly of Treaty Chiefs
APBVSA - Alberta Police Based Victim Services Association
CPTED – Crime Prevention Through Environmental Design
CEU – Counter Exploitation Unit
CGA – Conditional Grant Agreement
DVJR – Domestic Violence Justice Response
ECR – Early case resolution

ED – Executive Director
EPO – Emergency Protection Order
EPO – Experienced Police Officer
GCDocs – Government of Canada Document Storage System
IPV – Intimate Partner Violence
ITRAC - Integrated Threat Risk Assessment
IVOS - Indigenous Victim Outreach Specialist
JOIN - Justice Online Information Network
JSG – Alberta Justice and Solicitor General
KD5151 – Referral form used by regular members to refer clients to Victim Services
LMOU - Local Memorandum of Understanding (RCMP Detachment/Victim Services Governing Body)
MOU - Memorandum of Understanding (JSG/RCMP)
PAVFA – Protection Against Family Violence Act
PM – Program Manager
RPACT - Rural Police and Crisis Team
SAFE – School Action For Emergencies
VSIS – Victim Service Information System
VOCPSA – Victims of Crime and Public Safety Act
VOCPSF - Victims of Crime and Public Safety Fund
VTRA – Violence and Threat Risk Assessment
WEBEX – Online system for virtual meetings



Good News Stories

Stettler Charity Check Stop Campaign Success!



(Photo Credit: Stettler Victim Services)

raised and given to the victims of crime and tragedy through Heartland Victim Services. During the Charity Check Stop many donations of toys and food were dropped off for the Food Hamper and the 2021 Christmas Hampers as well. If you would like information on how you could be involved with the 2022 Charity Check Stop, please contact Sheila Gongaware at Heartland Victim Services Unit – 403-741-7839.

This is an amazing work by the volunteers to put on an event that will surely benefit their community!

Do you have any good news stories to share with Victim Service Units across Alberta in our next Quarterly Newsletter? Do you have any information you'd like to share about your Victim Services Unit? Any volunteers you'd like to give recognition to? If so, our Program would like to know about it! Please contact K VICTIM SERVICES via Outlook and let us know your story to be featured in our upcoming Quarterly Newsletter.

On Saturday, December 11 from 11am to 3pm in Stettler Alberta – volunteers from Heartland Victim Services, the RCMP and EMS were involved in a Charity Check Stop. This year, \$6930.00 was

Victim Services Quarterly Puzzle

Crossword Winner!

The winner of the Victim Services Newsletter Crossword submission was Jennifer Morrison from Northeast Corridor Victim Services! We will contact you about sending out your prize.

The answer key for the word search can be found on the last page of this newsletter.

NEW! Word Search

This quarter we are doing a word search with some safety planning terms! If you'd like to enter a draw, please send a screenshot of your completed word search to K Victim Services via Outlook and be entered to win a prize! Winner will be announced in the next newsletter. Diary date to enter the draw is June 1, 2022.

Contact Us

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

K Victim Services:

RCMP.KVictimServices-KServicesauxvictimes.GRC@RCMP-grc.gc.ca

Dana Overton, office: 780-412-5426

work cellular: 587-357-9297

dana.overton@rcmp-grc.gc.ca

Tara Skeoch, office: 780-412-5383

temporary work cellular: 587-888-6015

tara.skeoch@rcmp-grc.gc.ca

Caitlynn Colonel: work cellular: 587-337-3401

Caitlynn.colonel@rcmp-grc.gc.ca



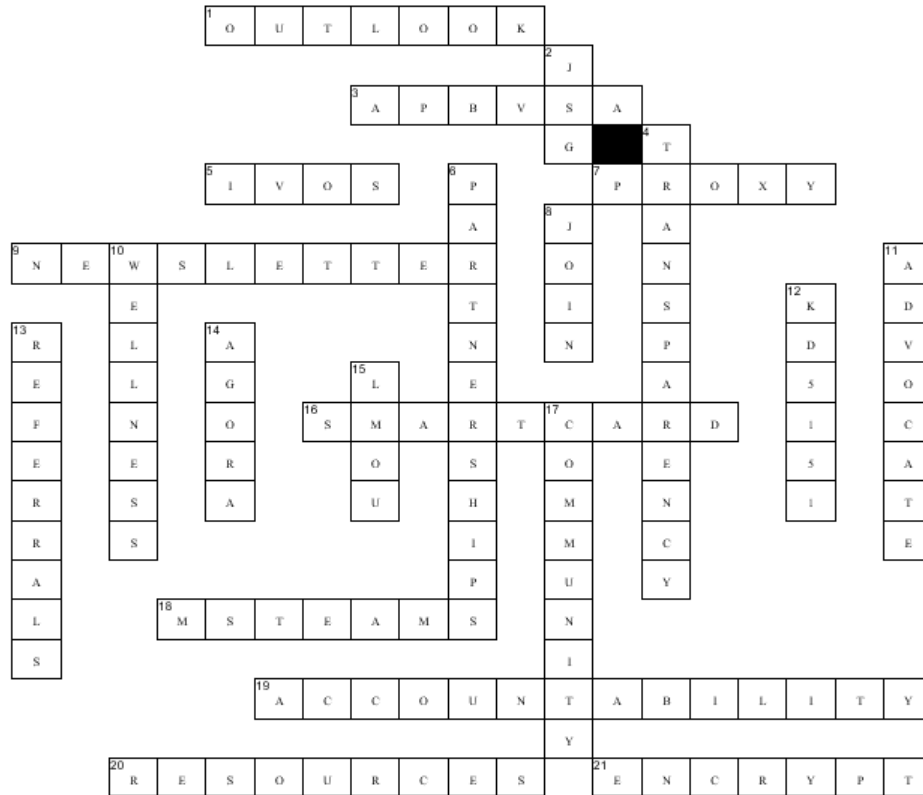
VS Safety Planning Word Search

L S X R E S I L I E N C E D H I V G O J
 N W H X E K F O P M E Q R B E Z R X H H
 I E M E R G E N C Y W P O G L B F D T Q
 Q Q S Z L W T Y A Q A D L O P J D G X G
 J P Q Z B T L Y L S E W S A O X V I J D
 H Q Z E B I E L R Z S S A I N K B M S M
 E H N M T N J R S Y O I C R N N B O V E
 P R Z W M I E J A A S J S A E Z I I P M
 A R U I P T X D M D F S U T P N K N H B
 G M R C O K I K V L V E U A A E E S G E
 X P Q A L U T D Q G C O T V M N S S S R
 C E Y Q I O S S X B O T C Y B P C K S H
 N E D U C A T I O N M H T A P Y N E J Q
 H O H V E V R Z I K P L T A T L T X Q P
 K D R F B T A T X Y A X M H R E A J P M
 W O C V J Z T R T X S W R U D V O N J X
 M L D I F L E S Z K S Y E Y O Y X P T V
 L X P R S P G Z Y A I X R N J H D E V C
 L Q P F L Q Y N I C O B D L V J I B Z D
 A W M V M T Q S F C N S O O M E W P L P

Exit Strategy**Assistance****Compassion****Resilience****Awareness****Safety Plan****Education****Emergency****Advocate****Planning****Shelter****Escape****FVIR****Member****Police****Help**



VS January 2022 Newsletter Puzzle Answer Key



Across

- 1. A person’s general attitude to life or the only approved method of Victim Services electronic communication.
- 3. Alberta Police Based Victim Services Association
- 5. Indigenous Victim Outreach Specialist
- 7. The authority to represent someone else
- 9. Document that updates you on program news and information
- 16. This allows VSU personnel to decrypt referrals and access Agora training on the computer (2words)
- 18. The newest communication application from Microsoft
- 19. The fact or condition of being responsible
- 20. The stock or supply of money, materials, staff, and other assets that can be drawn on by a person or organization in order to function effectively
- 21. What the members are supposed to do to KD5151s that are electronically submitted.

Down

- 2. The Government of Alberta partner in the Victim Services Program (acronym)
- 4. How much information is shared by an agency and is defined by its honesty, accountability and openness
- 6. An association of two or more people (or organizations) on equal footing
- 8. A GoA application where you can query court information
- 10. The state of being in good health, especially as an actively pursued goal
- 11. Our awesome volunteers who provide support and service to victims.
- 12. The only form that can be submitted for Victim Services assistance on a file
- 13. An act of putting someone or something forward for consultation, review, or further action
- 14. A space for learning (from ancient Greek)
- 15. Local Memorandum of Understanding
- 17. A feeling of fellowship with others, as a result of sharing common attitudes, interests, and goals