

4.2(k) Victim Services Hastings, Prince Edward, Lennox & Addington Counties

Victim Services is a multi-service agency that provides immediate crisis intervention, emotional support and community referrals to victims of crime and/or tragic circumstance. Victim Services is a not for profit agency that provides service 24 hours a day, seven days a week. All services are free and confidential.

Service Provision:

- Emergency home repair, crime scene clean up & other emergency funds
- Private counselling sessions with local service providers
- Offer print information on services available in community
- Assistance with packing appropriate belongings if victim has determined to go to shelter and transport victim to shelter
- Selection of documents and items essential if victim leaves residence
- SupportLink safety plan with victim and/or free emergency 911 cell phone
- Free GPS tracking device for high risk victims
- Tend to children during police statements
- Tend to children in hospital during medical exams
- Follow up to assist victim with any concerns or questions

Providing services to male and female victims, no age limitation

Domestic Violence Protocol:

- Quinte Health Care will, in the first instance, contact Victim Services through the 24 paging service, at which time Victim Services will respond to hospital to provide crisis intervention, counselling and/or transportation to shelter
- Victim Services can attend on scene to support victim (when there is police involvement and the accused is in custody) or through telephone support.
- Victim Services staff may supply the victim with a free 911 cell phone and/or a personalized safety plan on request.

Accountability:

Complaints and concerns regarding the quality and/or nature of services received or not received through Victim Services can be directed to the Executive Director of the program. In the event that the complainant is not satisfied with the action taken or resolution suggested by the Executive Director, concerns can be directed in writing to the Victim Services' Board of Directors.

www.victimservicesquinte.ca