

	Abbotsford Police Department Policy and Procedure	
	Operations	Community Policing
	II.M.040	Victim Services

POLICY

- (1) The Abbotsford Police Department (AbbyPD) Victim Services (VS) Unit provides victims of crime with emotional support, information, practical assistance, and appropriate referrals to support services. VS strives to ease the distress associated with being the victim of a crime or trauma and to prevent re-victimization. The VS support system complies with police requirements under federal and provincial legislation.

- (2) VS Coordinators (AbbyPD employees) oversee the selection of, and work conducted by, VS Volunteers. Prior to engagement, VS volunteers undergo a screening process to ensure suitability, which includes that VS Volunteers have the appropriate background, abilities and mindset to perform this type of work. Once engaged, VS volunteers receive training as to how to interact with victims of crime in a sensitive manner, and on the specifics of VS, government, and community support services.

- (3) VS personnel will, as much as is reasonably practicable, provide services in a manner which respects the cultural, religious and/or other unique characteristics and practices of the victim. Reasonable efforts will be made to communicate with the victim in their preferred language and to match the victim with a support worker or external service provider suitable to and supportive of the victim's unique requirements or preferences.

Paragraphs (1) through (3) constitute policy approved by the Police Board on October 3, 2023