



**THE OTTAWA  
SEXUAL ASSAULT  
PROTOCOL**

COMMITTED TO  
WORKING TOGETHER  
REVISED MAY 2012



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*The purpose of the Protocol is to coordinate and assist service providers in delivering a higher quality of services to victims/survivors of sexual violence.*

## COMMITMENT

We the undersigned, within the mandate of our services, will:

- » be inclusive and bring an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals).
- » ensure that all staff/members are fully informed of the contents and procedures of this protocol.

## SIGNATURES

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# INTRODUCTION TO THE PROTOCOL

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## A. What is the Sexual Assault Protocol?

The purpose of the Sexual Assault Protocol is to document and publicize the key organizations in the Ottawa community who are providing services for survivors/victims of sexual violence. It gives information on what services are offered by these organizations and how they can be accessed. It was created to assist service providers in delivering a higher quality of emergency services to victims/survivors of sexual violence and support a coordinated approach.

This document was developed by the Protocol Committee - a group of organizations from the criminal justice, health, and social service fields, whose central work is addressing sexual violence. The Committee is committed to working collaboratively to establish a comprehensive and effective community response to sexual violence. Each organization has a unique mandate.

The Sexual Assault Protocol Committee is committed to improving the working relationships and communication between Protocol member organizations. All of us respond to the needs of victims/survivors of sexual violence so that they are able to better support people who have experienced sexual violence.

The Sexual Assault Protocol collectively commits service providers to be inclusive, and bring an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.).

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## B. How did the protocol originate?

In October of 1996, the Sexual Assault Network of Ottawa-Carleton, working in collaboration with the Ottawa-Carleton Regional Police Service, committed to coordinate the development of a comprehensive Sexual Assault Protocol.

Following the commitment, the Ministry of the Solicitor General and Correctional Services directed police services across Ontario to develop a Protocol to be instituted by January 1, 1998.

This Protocol is an updated version of the original. Organizations may have changes to procedures and these will be available on the Sexual Assault Network's website: [www.sanottawa.com](http://www.sanottawa.com). The Committee will review the protocol every 5 years (see accountability section).

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## C. How to use this document

This document is designed to familiarize you with the key organizations that are providing services for victims/survivors of sexual violence. Each organization wrote their description using a general template. While each organization shares the common goal of ending sexual violence, there are different approaches and perspectives to this work which are reflected in the language of the Protocol. As a service provider, you

can familiarize yourself with the information, and/or provide sections of the Protocol to the individuals you work with.

The Ottawa Sexual Assault Protocol does in places use gender-neutral language to reflect the reality that anyone can be the victim/survivor of sexual violence. In other places, the language is gender-specific to reflect the nature of the services provided and to recognize that the majority of sexual assaults are perpetrated against women and children.

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#### D. Membership criteria

Signatories must be mandated to work in the area of sexual violence and provide direct services to victims/survivors primarily for sexual violence issues. All direct services must be free of charge and counseling support services must be offered.

Exceptions include institutional members and SAN, which is required to coordinate the Sexual Assault Committee. An institutional member is defined as an institution in the legal and/or criminal justice field with a unit, program, or service for victims/survivors of sexual violence.

## THE CONTEXT OF SEXUAL VIOLENCE

Where and how sexual violence occurs in society is a complex discussion. This Protocol has been built based on a working assumption that:

«Violence against women is pervasive in Canada... The connection between these acts of violence and the inequality of women is clear. All women in Canada are vulnerable to male violence. Race, class, age, sexual orientation, level of ability and other objective characteristics, alone or in combination, compound the risk. Until all women achieve equality, they will remain vulnerable to violence, and until women are free from violence, they cannot be equal.» («Changing the Landscape: Ending Violence and Achieving Equality» Final Report, the Canadian Panel on Violence against Women 1993)

There needs to be increasing awareness of the incidence of sexual violence and childhood sexual abuse in Canada. While the majority of sexual violence is perpetrated on women and girls it is recognized that males are also victims of sexual violence.

According to Statistics Canada:<sup>1</sup>

- » 7,693 sexual assaults were reported to police in Ontario in 2010. This represented a 5% increase in the number of sexual assaults reported to police (from the previous year);
- » 9/10 sexual assaults are not reported to police;
- » Ontario has one of the lowest reporting rates of sexual assault;
- » Once reported, sexual offences are less likely than other violent offences to result in charges;
- » In adult court, individuals charged with sexual offences are less likely to be found guilty than those charged with other violent offences;
- » Sexual victimization rates for women are 5 times the rate for males.

One of the primary concerns of the Sexual Assault Protocol Committee is establishing a consistent approach by all service providers. Sexual violence is a complex and systemic issue that requires a comprehensive approach by all community members. The committee starts with respecting the choice of how the victim/survivor deals with sexual violence. As such, each part of the system needs to be open and able to respond to her intent to address the sexual violence.

Systemic issues exist within the sexual violence service system that the committee is committed to working on. One area that has been a concern for the Protocol Committee has been the under reporting of sexual assault. In the 2004 General Social Survey conducted by Statistics Canada, it was identified that 90% of sexual assaults are still going unreported.

The committee sees it as an advantage when sexual violence is discussed. In making the violence more visible, it provides society with the opportunity to better understand and address the dynamics of sexual violence.

<sup>1</sup>Shannon Brennan and Mia Dauvergne, "Police-reported crime statistics in Canada, 2010", Juristat, Statistics Canada, July 11, 2011. <http://www.statcan.gc.ca/pub/85-002-x/2011001/article/11523-eng.pdf>

## DEFINITIONS

This Sexual Assault Protocol addresses the Ottawa region's response to adult victims/survivors of sexual assault and adult victims/survivors of childhood sexual abuse. The Protocol Committee recognizes that each service provider has their own definition of when adulthood begins which often depends on the legislation under which they are governed. The community's response to child victims of sexual abuse is addressed in the *Child and Family Services Act*. The Committee recognizes there will be an overlap between this Protocol and the Act for victims/survivors between the ages of 14 and 18.

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### Child Sexual Abuse

An assault or touching, directly or indirectly, or invitation to touching of a sexual nature which violates the sexual integrity of the child. Authority and power enable the perpetrator, implicitly or directly, to impose sexual acts on the child or coerce the child into sexualized compliance.

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### Confidentiality

Maintaining the privacy of client information within the limits of the law.

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### Consent

According to the *Criminal Code*, the voluntary agreement of a person to engage in the sexual activity in question. There is no consent when:

1. the agreement is expressed by words, gestures, or conduct or any other means by a person other than the victim;
2. the victim is incapable of consenting to the activity;
3. the perpetrator induces the victim to engage in the activity by abusing a position of trust, power, or authority;
4. the victim expresses, by words or conduct, a lack of agreement;
5. the victim having consented to engage in consensual activity, expressed by words, gestures, conduct or by any other means, indicates a lack of agreement to continue in the activity.

According to section 273.2 of the *Criminal Code*, it is not a defence to charge under section 271, 272, or 273 that the accused believed that the complainant consented to the activity that forms the subject-matter of the charge, where

- » the accused's belief arose from the accused's;
- » self-intoxication; or
- » recklessness or willful blindness; or
- » the accused did not take reasonable steps, in the circumstances known to the accused at the time, to ascertain that the complainant was consenting.

Generally children under 16 are deemed not to be capable of consenting to sexual activity. It depends on the age of the perpetrator in comparison to the age of the child and the nature of the relationship of the perpetrator to the child. For more information consult section 150.1 of the *Criminal Code*.



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### Homophobia

Negative attitudes and feelings, including intolerance, fear and hatred towards people who self-identify GLBTQQI.<sup>2</sup> This can take many forms including the use of derogatory names, telling of disparaging “queer jokes”, gay bashing, barring this community from housing, employment, and/or social opportunities.

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### Incest

Every one commits incest who, knowing that another person is by blood relationship his or her parent, child, brother, sister, grandparent or grandchild, as the case may be, has sexual intercourse with that person. (legal definition from the *Criminal Code* of Canada).

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### Marginalization

To relegate to the fringes, out of the mainstream; to minimize or make seem less important.

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### Patriarchy

A hierarchical system of social relations that creates and maintains the domination of women. A system driven by masculinized ideals and practices.

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### Rape

Any unwanted act of touching or threat of touching, directly or indirectly that violates the sexual integrity of any person. It is rape regardless of the relationship of the victim to the perpetrator

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### Ritual Abuse

An extreme and organized form of violence against children, adolescents and adults, consisting of physical, sexual and psychological, physiological and spiritual abuse and torture, perpetrated in a ritualistic way, using repetition, symbols and ceremony, often in a group setting. (Ritual abuse is not defined under the *Criminal Code*.)

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### Same-Sex Partner Violence

Any act of physical or sexual violence towards a same sex partner using coercion and threats, intimidation, children, isolation, minimizing, denying, and blaming, emotional abuse or economic abuse.

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### Sexual Assault

According to the *Criminal Code*, sexual assault is any unwanted act of touching or threat of touching, directly or indirectly that violates the sexual integrity of any person. It is sexual assault regardless of the relationship of the victim to the perpetrator.<sup>3</sup>

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### Sexual Assault Survivor

A positive term recognizing the strength required to live with an experience of sexual assault. Although survivors had no control over the assault, they do have options in their response, and are actively involved in the process of reclaiming their personal power.

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<sup>2</sup>GLBTQQI stands for gay, lesbian, bisexual, transsexual, transgender, two-spirited, queer, queer questioning, and intersex. This list is non-exhaustive, and not meant to exclude.

<sup>3</sup>This is an interpretation of *R. v. Chase*, [1987] 2 S.C.R. 293, 37 C.C.C. (3d) 97 (6:0).

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### Sexual Harassment

Any behaviour, comment, gesture, or contact of a sexual nature that could be considered objectionable or offensive. It consists of a single or repeated incident(s) and unreciprocated action(s), comments or looks of a sexual nature which treat the recipient as a sexual object. It may threaten a person's safety and security or prejudice the recipient's job security or promotion prospects while creating a stressful working environment. It may also prejudice a user of services. Sexual harassment is a form of sexual violence and is considered an offence under the *Ontario Human Rights Code*.

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### Sexual Integrity

Sexual integrity is referred to by the Supreme Court as the inviolable nature of a person's sexuality which is compromised by a sexual offence. The term refers to the right to a healthy sexual wholeness.

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### Sexual Orientation

One's attraction towards, and interests in developing romantic relationships with, members of one's own or the other gender.

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### Sexual Violence

Sexual violence includes, but is not limited to, sexual assault and other sexual offences included in the *Criminal Code* of Canada. It can also include acts of violence, hatred and aggression characterized by an attempt to threaten, intimidate, coerce or engage in any unwanted behaviour of a sexual nature, which involves a violation of one's sexual integrity. Examples include, but are not limited to, some forms of pornography, sexual harassment, stalking, or voyeurism.

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### Victim

Anyone who has been the subject of sexual violence.

## STATEMENT OF PRINCIPLES AND BELIEFS

1. It is a basic human right for all individuals to live their lives without violence or fear of violence.
2. Women and children are more vulnerable to sexual violence because of their lack of power, control and authority in society. Sexual violence both mirrors and perpetuates this inequality.
3. Sexual violence is an act of aggression using power and control to dominate and violate an individual. It is not an act of sexual intimacy.
4. Sexual violence frequently includes a violation of trust by those who are in a position of perceived or real power and/or authority.
5. A victim's/survivor's response to a sexual assault should be supported, accepted and respected.
6. Individuals who have experienced sexual violence may display a variety of behaviours that may not be understood or considered appropriate by service providers. It is essential that these behaviours are understood as coping strategies and that the victims/survivors are responding in a way that they believe is necessary for their survival.
7. All persons who have experienced sexual violence should receive sensitive, immediate and appropriate care.
8. The safety of the victim/survivor of sexual violence shall be the primary focus of any intervention.
9. Support and counselling to victims/survivors of sexual violence will focus on providing options and information about services and the impacts of sexual violence so that the victim/survivor can make informed choices.
10. A coordinated community approach to service delivery is essential to providing choices and meeting the many unique needs of victims/survivors who have experienced sexual violence.
11. All organizations providing services to victims/survivors of sexual violence must be accountable to those who access their services and the communities they serve.
12. Sexual violence may affect a person's sexual expression, but it is not causal factor to someone's sexual orientation.
13. Sexual violence within the home does not only impact the family, it affects the whole community.
14. Sexual violence may have an impact on other person(s) associated with the victim/survivor, e.g. family members, witnesses. It is recognized that individuals who support victims/survivors may require appropriate support and/or referrals themselves.
15. Ending sexual violence is everyone's responsibility. The Sexual Assault Protocol must address the issue of violence at both the individual and the systemic level in order to create a non-violent society.
16. Sexual violence is a societal problem which requires change in our health care, political, legal and social systems.

17. Sexual assault is a crime and a moral offense which demands that perpetrators not their victims, be held responsible for the assault.
18. Blaming the victim/survivor by making comments about such things as the victim's/survivor's dress, behaviour, prior sexual history, and values are inappropriate.
19. Adolescents who have experienced or witnessed sexual violence may have needs that are different from those of adults. The service delivery system must be sensitive to this and offer appropriate services.
20. Issues related to race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of the individuals should not detract from the provision of services.
21. Victims/survivors of sexual violence who are marginalized due to such things as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc. require services that are appropriate to meet their needs.

# WORKING WITH PEOPLE WHO HAVE EXPERIENCED SEXUAL VIOLENCE

## a) Establishing and creating a supportive relationship

Service providers working with survivors of sexual violence need to consider the following:

- » Sexual abuse takes away a person's sense of control over their body and life.
- » When establishing a helping relationship, the individual needs to be supported to regain some control over their present situation by making their own choices.
- » By offering appropriate support, services and information, we provide victims/survivors with the range of choices available to them.
- » By listening to victims/survivors in a respectful, non-judgmental manner we validate their experiences and feelings.
- » To ensure personal boundaries are respected we need to never initiate physical contact. Remember that the personal space of the survivor/victim was violated as a result of the sexual violence.
- » Let the survivor control the pace and tone of the interaction, including what information they may wish to share with you about their experiences. Offer frequent breaks and extra time if this feels more comfortable for the victim/survivor.
- » Provide realistic and accurate information, and avoid making commitments that cannot be kept.
- » The issue of sexual violence is a complex one in our society. There are many opinions and beliefs that are expressed in the media and society at large. As service providers we have a special responsibility to be aware of our own biases, beliefs, opinions and assumptions concerning sexual violence and the effects these have on our interactions with the victim/survivor.

The policies and procedures that govern your agency should be accessible to victims/survivors where possible.

- » Be aware of your own internal policies and procedures (such as confidentiality, accountability and record keeping) so that you can fully discuss and distribute them to the survivor/victim, where appropriate. All confidentiality limitations and disclosure obligations should be included in these policies.
- » Be aware of and offer any accessibility assistance with such things as a cultural interpreter, child care, bus tickets, etc.
- » Provide the survivor/victim with any written information you may have, e.g. pamphlets, business cards, etc. and any contact information.
- » Inform victims/survivors that if charges are laid their records may be subpoenaed to court. They should also be made aware that you as a service provider might be called to testify in the event that a court case takes place.

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## b) Victim's/Survivor's Rights and Choices

It is important that as service providers we recognize the victim/survivor's right to make choices, whether or not these choices reflect our personal beliefs. It is crucial to emphasize that the victim/survivor has the choice in all matters.

The following choices are available to all victims/survivors of sexual violence, with the exception of partner assault and child sexual abuse. There is a duty to report to the Children's Aid Society any child whom you suspect may be a "child in need of protection" as defined in the *Child & Family Services Act*.

The victim/survivor has the option to:

1. do nothing;
2. access support and/or counseling services in the community;
3. seek medical attention. This may or may not involve the police depending on the decisions made by the victim/survivor;
4. request police involvement;
5. apply for Criminal Injuries Compensation. More information on this can be obtained from <http://www.cicb.gov.on.ca/> or from service providers listed in this protocol.

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## c) An Act Respecting Victims of Crime - Victims' Bill of Rights, 1995

If you are working with someone who is considering using the criminal justice system you can provide them with the *Victim's Bill of Rights*. The goal of this Bill is to establish a legislated set of principles to support victims throughout the criminal justice process.

These principles specify how survivors/victims are to be treated by justice system officials at the different stages of the criminal justice process. The statement of principles requires that victims:

- » Be treated with courtesy, compassion and respect for their personal dignity and privacy;
- » Have access to information concerning services and remedies available to victims;
- » Have access to information about the progress of criminal investigations and prosecutions and the sentencing and interim release of offenders from custody;
- » Be given the opportunity to be interviewed by police officers and officials of the same gender as the victim, when that victim has been sexually assaulted;
- » Be entitled to have their property returned as promptly as possible by justice system officials, where the property is no longer needed for the purposes of the justice system (for example, to carry out an investigation, trial or appeal);
- » Have access to information about the conditional release of offenders from custody, including release on parole, temporary absence, or escape from custody;
- » Have access to information about plea and pre-trial arrangements and their role in the prosecution.

The Bill also states that a person convicted of a crime prescribed by regulation is liable in damages to the victim for emotional distress, and bodily harm resulting from the distress. The Bill makes it clear that a victim of domestic assault, sexual assault or attempted sexual assault is presumed to have suffered emotional distress. Subject to judicial discretion, the following measures are provided for victims in civil actions:

- » An offender's sentence should not be considered when awarding compensatory damages;
- » Victims who are successful in their lawsuits are presumed to be entitled to reimbursement for most of their legal costs by their assailant;
- » Victims are entitled to receive interest on awards from the date of the crime to the date of trial; and
- » Victims who live outside Ontario and who are commencing a lawsuit will usually not have to post security at the outset of the proceeding.

*\*The information on the Victim's Bill of Rights was taken from the website of the Ontario Ministry of the Attorney General: [www.attorneygeneral.jus.gov.on.ca/english/about/vw/vicrights.asp](http://www.attorneygeneral.jus.gov.on.ca/english/about/vw/vicrights.asp)*

While the *Victims' Bill of Rights* is an important and positive development, survivors/victims should be aware of the following:

Under our criminal justice system, the victim is a witness to the crime and has input into the criminal justice process through their testimony during the trial (if there is one) and through the Victim Impact Statement, arranged through the Crown Attorney's office. The survivor/victim has no input into what charges are laid, what evidence is presented, or who will be called as a witness. These decisions are made by the Crown Attorneys.

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#### d) Community Resource Referrals

All service providers have an obligation to be informed about the appropriate community resources for survivors of sexual violence and to make this information widely available in their organizations for both workers and service users. The Sexual Assault Protocol document, including the appendix, is an excellent guide to these community resources. It is also important that service providers develop and maintain relationships with each other so that referrals will be more relevant to the needs of the survivors and the resources of the organization.





# PROTOCOL COMMUNITY ORGANIZATIONS

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## Health

### **THE OTTAWA SEXUAL ASSAULT AND PARTNER ABUSE CARE PROGRAM (SAPACP) SERVICES FOR ADULTS**

The Ottawa Hospital – Civic Campus

1053 Carling Avenue,

Ottawa, Ontario K1Y 4E9

(613) 613-761-4366(24 hrs)

(613) 613-761-4140 TTY

### **ACCESSIBILITY**

The following features/services are in place to maximize accessibility to the program:

- » program provides services in both official languages;
- » there are two (2) TTY telephones available for the deaf/hearing impaired (one in emergency and one in the SAPACP office);
- » the examination bed is low for easy transfer from a wheelchair;
- » sign language and language interpretation are available upon request and are paid for by the program;
- » program pamphlets are available in French and English;
- » medications are provided as part of our service and free of charge.

### **COMMITMENTS**

We will, within the mandate of our services

- » be inclusive and bring an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.);
- » ensure that all staff/members are fully informed of the contents and procedures of this protocol.

We will:

- » provide comprehensive health care to victims/survivors of sexual assault and intimate partner violence (partner abuse) within a 2-week period of the assault;
- » emergency service is accessible within seven days of the assault. Clients who present to the emergency department beyond this time frame will likely be referred by the SAPACP nurse to the follow –up clinic which is open 7 days a week from 8:00am -8:00pm.;
- » assist the victim/survivor in understanding information and facilitating decision making about the options available to them;

- » assist in safety planning as needed;
- » collect the Sexual Assault Evidence Kit (SAE Kit) within the first 72 hours to seven (7) days (as per Provincial Standards) after an assault as decided by the victim/survivor;
- » provide evidence to the judicial system when/if requested;
- » involve the Ottawa Police Service as directed by the victim/survivor;
- » collaborate and work together with the police, community organizations and other interested parties to increase public awareness and for the protection of victims of sexual assault and partner abuse;
- » comply with Child Protective Services when obligated as a health care professional.

## **ACCOUNTABILITY**

The staff associated with SAPACP are accountable to various regulatory bodies and departments which include the Ontario College of Nurses, the College of Physicians and Surgeons of Ontario, the Ministry of Health and Long Term Care and the Ottawa Hospital.

Concerns or complaints can be directed to the Sexual Assault and Partner Abuse Care Program Coordinator at 613-798-5555 ext. 16555 or the Patient Relations Coordinator at the Civic Campus of the Ottawa Hospital at 613-798-5555.

*\* The Sexual Assault and Partner Abuse Care Program (SAPACP) also offers services for children and adolescents up to age 16 at the Children's Hospital of Eastern Ontario (CHEO). Services for children are referred to in the Child Sexual Abuse Protocol for Ottawa-Carleton (1989).*

## **HOURS OF OPERATION**

Emergency Services: 24 hours a day, 7 days a week, 365 days a year.

Follow-up Clinic: 7 days a week from 8:00am -8:00pm hrs.

## **PROCEDURES**

### **Initial Response: The Triage Nurse**

When a person who has been sexually assaulted and/or a victim of intimate partner violence (partner abuse) presents at the Emergency Department, Civic campus, the Triage Nurse will:

1. perform the initial assessment;
2. inform the client of the services provided by SAPACP;
3. obtain consent from the client to call the SAPACP RN.

When a person who has been sexually assaulted and/or a victim of intimate partner violence (partner abuse) presents at the Emergency Department, General campus, the Triage Nurse will:

- a. perform the initial assessment;
- b. inform the client of the services provided by SAPACP;

- c. obtain consent from the client to call the SAPACP RN;
- d. attempt to find a volunteer to accompany the client to the Civic campus. If no volunteer is available, the SAPACP RN will taxi to the General campus to accompany the client to the Civic campus;
- e. if the client is not able and/or does not wish to move campuses, the SAPACP nurse will see the client at the General campus.

**Initial Response: The SAPACP RN**

The SAPACP RN will respond within 1 hour of being paged by the hospital and will assess the client upon arrival for appropriateness of the referral.

The SAPACP nurse will:

- » assess the client’s ability to give informed consent prior to the provision of health and forensic care;
- » provide physical and emotional care to meet the immediate needs of the client;
- » explain the treatment plan, ensuring the client understands the plan;
- » consults with other members of the health care team when required.

Clients may choose any of the following options as part of their care:

**1. Health Care:**

This is provided by the program RN and ER physician where required:

- » testing for sexually transmitted infections, toxicology, provision of antibiotics to prevent/treat sexually transmitted infections, immunization for Hepatitis B, testing for pregnancy, provision of emergency contraception, and provision of medications to reduce the possibility HIV transmission;
- » treatment and documentation of injuries, including photo documentation;
- » crisis counselling and referrals for follow-up care;
- » support the client in his/her decision of whether or not to report to police.

**2. Reporting to Police and Evidence Collection:**

**Sexual Assault Evidence Kit and police involvement:** This option is used when the client has chosen to report the incident to the police. Evidence is collected by the program RN and ER physician if needed. There is a 72 hour window of opportunity for the collection of most evidence for the SAE kit but up to 7 days for the collection of vaginal samples. Clients who choose not to report to the police may choose to freeze the SAE kit for three months with the client’s written permission. This allows the client the opportunity to make a decision about reporting to the police within a 3 month period and the evidence remains intact.

**No Sexual Assault Evidence Kit with police involvement.** This occurs when the client comes to the service after 72 hours have elapsed since the assault. This option is also used when the client does not wish to have the forensic evidence collected but wants to file a police report.

**No Sexual Assault Evidence Kit and no police involvement:** This option is available when the client does not wish to have evidence collected or police involved.

**Anonymous (Third Party) report to police:** Client has the choice to provide particulars of the case without disclosing her/his own identity. This allows police to track serial assailants. Client is informed that there are limits to anonymity e.g. a search warrant or court order.

### **COLLECTION AND STORAGE OF FORENSIC EVIDENCE: Sexual Assault Evidence Kit (SAE Kit)**

Should the client decide to proceed with the forensic exam the SAPACP RN will:

1. notify the emergency room physician, informing them of the client's arrival and history unless the RN has the designation of Sexual Assault Nurse Examiner (SANE);
2. explain the process of the Sexual Assault Evidence Kit and exam. Explain to the client that they can stop the forensic exam at any time by requesting a pause or by choosing not to complete the examination or any part thereof. The client will be informed of potential consequences regarding his/her choices;
3. before collecting evidence the client must sign the Sexual Assault Evidence Kit consent form allowing the RN to collect the evidence. (Once the seal is broken on the kit, it will not be left unattended to ensure continuity of evidence.);
4. collect the client's clothing and body evidence by following the procedures in the kit;
5. complete the health history of the client and the history of the assault;
6. examine the client and collect the evidence for the Sexual Assault Evidence Kit;
7. complete all remaining documentation;
8. seal the kit and transfer to the attending police officer. The client must sign a second consent form allowing for the release of the Sexual Assault Evidence Kit to the police;
9. where the client has decided not to involve the police at this time, the kit will be stored by SAPACP in a secured freezer for up to three months. The client will have to decide within this three month period whether or not to release the evidence to the police for investigation;
10. if after the three months the client decides not to use the evidence collected, the Sexual Assault Evidence Kit will be disposed of as the evidence collection consent indicates.

### **HEALTH CARE**

Once the SAPACP RN arrives, she will:

1. explain options as outlined in previous sections;

2. provide the client with any necessary medications to take home along with written instructions for each;
3. offer the client the option to return to the Sexual Assault Partner Abuse Care Program and encourage the client to make an appointment to see their family physician as required. Refer her/him to appropriate services or health care professionals as indicated;
4. provide support and reassurance to the client regarding his/her physical state and his/her medical treatment;
5. accompany the client to the shower if they wish to have a shower after the evidence is collected;
6. provide the client with clothes if their clothing has been taken as evidence and they do not have other clothing with them;
7. provide pertinent written literature and appropriate counselling resource list;
8. arrange for follow up phone call with the client's permission;
9. ensure the client has a safe place to return to. If not, contact appropriate shelters or make alternate accommodation arrangements.

#### **FOLLOW UP**

1. the SAPACP RN will follow-up with all clients within 1-2 weeks to assess his/her condition, discuss any concerns and make a follow-up clinic appointment if patient consents;
2. the follow-up appointment will:
  - » provide test results (sexually transmitted infections and pregnancy) and repeat any testing as required;
  - » assess the person's well being, support systems and refer for counselling as needed;
  - » provide information on recovery process and post traumatic stress symptoms resulting from the assault.
3. sometimes clients do not wish to return to hospital and the follow-up is conducted over the phone and appropriate referral for counselling will be offered (within available community resources);
4. provide crisis counselling and support where required.

# PROTOCOL COMMUNITY ORGANIZATIONS

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## Criminal/Legal

### OTTAWA POLICE SERVICE (OPS)

Central Division

474 Elgin Street, P.O. Box 9634, Station T, Ottawa, Ontario K1G 6H5

(613) 236-1222 Community Police Centre and all other enquiries

9-1-1 Life-threatening emergency or crime in progress

(613) 230-6211 Other emergencies

(613) 232-1123 TTY

Website: [www.ottawapolice.ca](http://www.ottawapolice.ca)

### ACCESSIBILITY

Services are provided in French and English. Fully accessible for persons with disabilities by ramps and/or elevators. Persons who speak a different language or are hearing or sight impaired will be accommodated as the need arises.

### COMMITMENTS

We will, within the mandate of our services:

- » be inclusive and bring an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.);
- » ensure that all staff/members are fully informed of the contents and procedures of this protocol.

We will:

- » respond to all reports of sexual offences including third party and anonymous reports and investigate;
- » assist and support all victims/survivors of sexual assault in a sensitive manner and recognizing that sexual assault is a crime that can have serious traumatic effects on the victim/survivor, make every effort to minimize additional trauma;
- » in consultation with victim/survivor, when appropriate, lay charges;
- » at the conclusion of the investigation where no charges are laid, the officer must inform victims/survivors of the reason for the decision as soon as practicable;
- » treat victims/survivors with courtesy, compassion, and respect for their personal dignity and privacy;
- » keep victims/survivors informed of the progress of their investigation;
- » make every effort to accommodate a victim's/survivor's request to be interviewed by an officer of the same gender;
- » adhere to *The Act Respecting Victims of Crime – Victims' Bill of Rights 1995*.

## ACCOUNTABILITY

All concerns can be directed to the on-scene supervisor and/or the sexual assault supervisor. Any complaint of misconduct by an officer can be made to any officer at a police division or the Ottawa Police Professional Standard Branch (474 Elgin Street).

## HOURS OF OPERATION

7 days a week, 24 hours a day, 365 days a year.

## COMMUNICATIONS

1. upon receipt of a report of a sexual assault, advise the person reporting the assault to ensure that the victim does not change her/his clothing or bathe prior to being examined at the hospital;
2. dispatch a police officer to meet the victim as soon as practicable;
3. when possible dispatch a sexual assault investigation as the initial officer to respond to a complaint of sexual assault that has just occurred;
4. determine if the suspect is at or around the scene of the assault and advise the responding officer(s) accordingly;
5. broadcast the description of the suspect and/or vehicle provided by the officer at the scene.

## A: INITIAL UNIFORM OFFICER RESPONSE

1. if immediate health treatment or a forensic examination is appropriate, have the victim transported to the SAPACP (Sexual Assault and Partner Abuse Care Program) at the Ottawa Hospital Civic Campus. If the victim is over the age of 16, they must provide their consent. If possible, have the victim bring a complete change of clothing to the hospital;
2. if the victim is a child, under the age of 18, have them transported to the Children's Hospital of Eastern Ontario (CHEO) for examination by the sexual abuse team. Advise the parent or guardian to bring a complete change of clothing for the child;
3. when the victim of a sexual assault is under the age of 18 years, ensure that a Sexual Assault Investigator is apprised of the report. In the event that the officer has reasonable suspicion that the child is a "child in need of protection" CAS should be notified;
4. ask the victim not to wash or bathe until after the completion of any health examination. In addition, ask the victim/survivor not to launder, discard or destroy clothing worn during the sexual assault;
5. when responding to a sexual assault, the Responding Officer will:
  - a. not make judgments pertaining to the credibility of the victim, but will take the information at face value and report accordingly;
  - b. contact a Sexual Assault Investigator immediately when:
    - i. an unknown offender has committed a sexual assault above a Level 1 (groping, fondling) sexual assault;
    - ii. it is a high profile incident such as a violent sexual assault;
    - iii. it involved a high-risk offender.

- c. record details in her/his duty book about the victim's physical and mental condition.
6. obtain a signed statement of the incident from the victim sufficient to determine victim and community safety concerns, and containing the following information:
  - a. extent of the injuries;
  - b. a brief account of what happened;
  - c. where the attack occurred;
  - d. the identity or description of the assailant including any clothing worn;
  - e. if the assailant is known, where they live and/or work;
  - f. telephone numbers of the assailant at home and work if known;
  - g. the direction of travel and the means by which the assailant left the scene;
  - h. whether a weapon was used and if so what type.
7. seize any clothing worn by the suspect at the time of the arrest;
8. have the victim sign or initial Officer's duty book at the conclusion of the statement including details on the victim's physical and emotional condition;
9. if the sexual assault has occurred within the previous seventy-two hours explain to the victim the importance of attending the Sexual Assault and Partner Abuse Care Program at the Ottawa Hospital Civic Campus (SAPACP) to retrieve forensic evidence, receive any required health treatment or examination for unsuspected diseases or injuries.
  - a. these steps will only be taken with the informed consent of the victim;
  - b. health care needs can be attended to within two weeks of the incident by the SAPACP;
  - c. the Officer can leave the hospital as soon as the victim is in the care of the Sexual Assault Nurse;
  - d. on the completion of the Sexual Assault Evidence kit, the hospital will contact police to resume continuity. The kit will be turned over to the Forensic Officer who will follow procedures as set out by the Centre of Forensic Sciences:
    - i. sexual assaults that have occurred more than one year previous are considered historical. It should be noted that there is no statute of limitations for the laying of criminal charges in Canada;
    - ii. accommodate any request from the victim to have a support person accompany the victim to the hospital or throughout the investigative process and inform the support person they may be a witness;
    - iii. ensure that the victim is aware of the existence and function of the Victim Crisis Unit, extension 5822;
    - iv. if the suspect has left the scene, obtain a description to be broadcast to all units and area police agencies;
    - v. obtain the name, address and a brief synopsis or written statement of the facts from the first person the victim reported the assault;



- vi. obtain the names, addresses and phone numbers of any witnesses present. If possible obtain a written statement from the witnesses as well.

#### **B: SEXUAL ASSAULT INVESTIGATOR**

1. when notified of a sexual assault and before interviewing the victim, ensure all preliminary investigative steps have been taken (i.e. obtaining witness information/statements, contacting the Forensic Identification section, etc.);
2. if arrangements have not already been made, ensure that a child, under the age of 18 years, who is a victim, is transported to the Children's Hospital of Eastern Ontario to be seen by the sexual assault team. Advise the parent or guardian to bring a complete change of clothing for the child. Make sure that the Children's Aid Society (CAS) has been notified;
3. if arrangements have not already been made, ensure that adult victims, ages 18 and over, are transported to the SAPACP with their consent. Advise the victim to bring a complete change of clothing;
4. if the sexual assault has occurred within the previous seventy-two hours immediate health care or a forensic examination is suggested:
  - a. provide the victim with information regarding the process, sufficient that they can make an informed decision as to their wishes to proceed with a sexual assault evidence kit;
  - b. have the victim transported to SAPACP at Ottawa Hospital, Civic Campus. If possible have the victim bring a complete change of clothing to the hospital;
  - c. advise the victim that the SAPACP has trained health care personnel and social workers available and provides the following services in addition to forensic evidence collection:
    - i. treatment of physical injury;
    - ii. a physical examination;
    - iii. prophylactic treatment of sexually transmitted infections;
    - iv. evaluation of risk of pregnancy and provision of emergency contraception;
    - v. provide assistance for emotional trauma and information regarding follow up sessions available;
    - vi. immunization against Hepatitis.
5. at the hospital (dependent on the written consent of the victim):
  - a. advise the attending staff of the type of offence suspected;
  - b. have the health care staff examine the victim for marks, bruises, and scratches and note the results of this examination in the medical report;
  - c. ensure that the examining physician performs a complete physical examination in accordance with and utilizing the Sexual Assault Evidence Kit (SAE);
  - d. request that the health care staff collect the victims clothing, storing each piece in a separate container or bag for expert examination;
  - e. upon completion of the forensic examination, obtain from the hospital staff the SAE Kit and clothing collected from the victim;

- f. record all relevant information pertaining to the exhibits in the officer's notebook;
  - g. ensure that the exhibits are properly tagged and secured. The SAE Kit must be refrigerated immediately. If the Forensic Identification Officer is present turn all exhibits over to him/her; and/or
  - h. note the victim's emotional and physical condition.
6. if a complaint of a sexual assault is received more than seventy-two hours and less than 2 weeks after the incident, recommend to the victim that they seek health care through the SAPACP.
    - a. if more than 2 weeks have elapsed since the incident, encourage the victim to seek health care through his or her own physician.
  7. provide the victim with referrals to the appropriate community service agencies that provide support to victims of sexual assault and to the Victim Crisis Unit;
  8. interview the first person contacted by the victim and obtain a full statement of what was said by the victim and a description of the victim at the scene;
  9. as soon as possible, the investigator will obtain a complete detailed statement from the victim to be retained for future evidence;
  10. when interviewing the victim the following should be done whenever practicable:
    - a. to help put the victim at ease explain the following:
      - i. police investigative procedures;
      - ii. the importance of the health examination, (collection of evidence, treatment of injuries, danger of disease, follow-up counselling);
      - iii. the judicial process, (i.e. they do not require a lawyer).
    - b. respect the privacy of the victim, whenever possible conduct the interview in a private place with only the investigators present;
    - c. preface potentially embarrassing aspects of the interview by explaining the necessity for the questions;
    - d. where possible allow the victim to maintain some control of the interview situation, i.e. timing of interview, breaks, (the victim needs to feel that they still have some measure of control in their life to help maintain their self esteem);
    - e. if requested by the victim/survivor, they should be allowed to have a support person present during the interview where it will not affect the integrity of the investigation.
  11. ensure that the physical evidence at the scene is protected until the Forensic Officer has completed his/her investigation;
  12. where the suspect is known and in custody have the member of the Forensic Identification Section attend to collect forensic evidence, such as a warrant (if valid authority exists);
  13. take charge of the follow-up investigation:
    - a. obtain a statement from the victim/survivor, preferably on videotape;
    - b. when appropriate, have the victim/survivor view digital images if a suspect has not been arrested and is unknown to the victim/survivor; and/or

- c. when appropriate, arrange to have a composite drawing of the suspect prepared based on the description provided by the victim/survivor.
14. upon completion of the interview ensure the victim/survivor is transported to a safe location;
15. prior to any request being made for third party records (CAS, therapeutic, psychiatric, educational, etc), consult with the Crown Attorney's Office. If a decision is made to request third party records, make the victim aware of his/her right to seek independent, free legal advice;
16. attend any interviews with the victim/survivor conducted by the Crown Attorneys Office;
17. whenever possible, solicit input from the victim/survivor of any release conditions to be imposed on the accused, if they are released;
18. advise the victim/survivor of any release conditions and provide a written copy of the conditions as soon as possible, when the accused has been arrested and subsequently released from custody;
19. when a sexual assault has occurred, efforts should be made to ensure the suspect is released on conditions that would assure the safety of the victim/survivor and other persons;
20. make referrals to Victim Witness Assistance Program (VWAP) forthwith and community agencies providing support to victims of sexual assault, where appropriate;
21. advise the victim of the provisions of the *Criminal Code* allowing for the protection of the victim's/survivor's identify;
22. where the accused is before the courts for a bail hearing invite the victim/survivor to attend the hearing and/or make suggestions on appropriate release conditions;
23. ensure that the victim/survivor is updated on any information pertaining to the investigation and progression of the case through the courts;
24. in consultation with the assigned Assistant Crown Attorney, suggest the victim/survivor complete a Victim Impact Statement, at conviction but before sentencing, explaining the usefulness of the statement in sentencing and parole hearings;
25. highlight to the victim that the completion of the Victim Impact Statement is voluntary and that the accused may have access to it. It is subject to disclosure if it is completed prior to the conclusion of the trial. The VWAP personnel will assist with the completion of the document;
26. ensure that all information on sexual assaults and sexual offenders is submitted to the Violent Crime Linkage Analysis System (ViCLAS) in accordance with ViCLAS submission criteria.

*\*\*Ensure that all records and documentation pertaining to sexual assault investigations are forwarded to the OPS Records Section for retention as per OPS Retention and Destruction of Records Policy (thirty-five (35) years in the case of sexual assaults).*

### **C: Staff Sergeant In Charge Of Sexual Assault and Child Abuse**

1. review all complaints of sexual assault and ensure that the necessary investigative steps are taken;
2. ensure that the Professional Standards Section works with the Sexual Assault Investigator when the suspect of a sexual assault is an Ottawa Police Service police officer;
3. inform the Chief where a risk to community safety may exist because of sexual assaults taking

place (in adherence to the Community Safety Act) so the Chief can then determine whether to release the information;

4. update the protocols in conjunction with hospitals and community agencies providing services to sexual assault victims;
5. facilitate external training and information sessions to the general public and community-based groups, time permitting;
6. when advised of a sexual assault where the victim/survivor is a ward of the CAS and the alleged assailant is an employee of the CAS, ensure that liaison is maintained between the police and the CAS during the investigation;
7. when apprised of concerns pertaining to the CAS or any of its employees, ensure that the concerns are brought to the attention of the appropriate person at the CAS;
8. ensure that all members involved in the investigation of sexual assaults meet the core competencies as outlined in Ontario Policing Standard 0223.00 Sexual Assaults.

#### **FORENSIC IDENTIFICATION OFFICER**

1. where the scene of a sexual assault is known attend the location and collect any available forensic evidence (if valid search authority, such as search warrant, exists);
2. where the suspect is in custody ensure that the necessary forensic evidence is collected before the suspect is released from custody, or a valid warrant (search or DNA) exists;
3. if required, attend the hospital to collect any forensic evidence;
4. prepare and submit the necessary exhibits for forensic analysis or comparison.

#### **COURT LIAISON SECTION**

1. provide a copy of the accused's release conditions to the investigating officer to give the victim/survivor if released from the station; investigating officer must notify the victim/survivor of the conditions.

# PROTOCOL COMMUNITY ORGANIZATIONS

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## Criminal/Legal

### **CROWN ATTORNEY'S OFFICE**

161 Elgin Street

Ottawa, Ontario K2P 2K1

(613) 239-1200 – Office Line

website: [www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

### **ACCESSIBILITY**

Our office is fully accessible for persons with disabilities by ramps and elevators. Persons whose first language is other than French or English or are hearing or sight impaired will be accommodated as the need arises.

### **COMMITMENTS**

We will, within the mandate of our services:

1. be inclusive and bring an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.);
2. ensure that this protocol is circulated to all staff and ask that they inform themselves of its contents;
3. recognize that sexual offences present a serious threat to public and individual safety;
4. prosecute all viable charges with vigour;
5. recognize the need of most complainants to meet with an Assistant Crown Attorney prior to the preliminary hearing or trial;
6. ensure that there is a designated sexual assault coordinator to act as a resource person for the other Crown counsel in the office;
7. make every effort to have complex sexual assault cases handled by the same Crown counsel from the beginning to the end of the prosecution;
8. at all times respect the dignity of the complainant.

### **HOURS OF OPERATION**

Monday to Friday

8:30 a.m. to 4:30 p.m.

Witness interviews may be available after normal business hours.

### **ACCOUNTABILITY**

Complaints or concerns regarding the quality or nature of the services can be directed to the Crown Attorney. The Crown Attorney is directly accountable to the Attorney General of Ontario.

## **PROCEDURES**

### **PRETRIAL CONSIDERATIONS**

#### **1. ASSIGNMENT OF THE CASE**

An Assistant Crown Attorney should be assigned wherever possible to complex sexual assault cases at the earliest opportunity, and should remain with the case until its final disposition. This will help ensure consistency and continuity in the handling of cases.

Crown counsel who have developed an expertise in the prosecution of sexual assault cases should be assigned to these cases wherever possible.

#### **2. BAIL HEARING**

- a. protection of the complainant and other potential victims must be a prime consideration at a bail hearing;
- b. Crown counsel should consider seeking a detention order;
- c. if the offender is released, with or without conditions, Crown counsel will follow the procedures in place and implemented by the Ottawa Police Service and the Victim/Witness Assistance Program to ensure that the complainant is advised immediately and provided with information about the offender's release conditions.

#### **3. INTERVIEWS**

- a. Crown counsel will offer to meet with the complainant well in advance of the trial or the preliminary hearing to prepare the complainant to give evidence and to refer the complainant to appropriate support services. At the request of the complainant, where appropriate and feasible, the meeting should be conducted in the presence of a support person. The complainant and the support person should be advised that the support person may become a witness in the proceedings;
- b. Crown counsel will refer the complainant to the Victim/Witness Assistance Program. A staff member there will explain the court process and arrange to show her/him a courtroom;
- c. the complainant will be advised that disclosure of his/her evidence will be made to the lawyer for the accused and if the accused does not have a lawyer, to the accused directly;
- d. Crown counsel will ensure that the complainant is apprised of the status of the proceedings. This communication may be done through the investigating officer and/or the Victim/Witness Assistance Program.

## **TRIAL ISSUES**

### **1. PLEA NEGOTIATION**

- a. whenever possible Crown counsel will consult the complainant and will consider the possible effect upon the complainant and the community when accepting a plea to lesser or non-sexual offence, or terminating the proceedings without trial;
- b. Crown counsel should not terminate proceedings in a complex sexual assault case without the approval of the Crown Attorney or Deputy Crown Attorney.

## 2. EXPERT EVIDENCE

- a. expert witnesses, specialized consultants and health personnel familiar with the field may be appropriately used in some cases, either during the trial or on sentencing;
- b. Crown counsel must have the approval of the Regional Director before engaging an expert witness.

## 3. PUBLICITY

- a. as a general rule, Crown counsel will apply for an order to ban publication of any evidence which may tend to identify the complainant. There may be situations where the complainant does not want the ban, which will generally be respected;
- b. if necessary, Crown counsel may apply for an order for the exclusion of the public or certain members of the public from the courtroom.

## 4. TESTIMONIAL AIDS

- a. Crown counsel may apply to a Judge for an Order permitting a support person to be present and close to the witness while the witness is testifying. Such Orders are mandatory if sought in cases involving witnesses under the age of 18 or witnesses who may have difficulty communicating evidence by reason of a mental or physical disability. Such Orders are discretionary with respect to all other witnesses;
- b. Crown Counsel may also apply to a Judge for an Order permitting a complainant or witness to testify outside the courtroom or behind a screen. Such Orders are mandatory if sought in cases involving witnesses under the age of 18 or witnesses who may have difficulty communicating evidence by reason of a mental or physical disability. Such Orders are discretionary with respect to all other witnesses.

## POST TRIAL ISSUES

### 1. SENTENCING

- a. Crown counsel will make full submissions on sentence and request pre-sentence reports and psychiatric assessments when appropriate. The court should be apprised of aggravating factors in each case;
- b. in addition to general principles of sentencing, Crown counsel will consider referring to the following issues in sentencing proceedings involving sexual offenders:
  - i. protection of the public from sexual offenders, particularly vulnerable members such as children, women, the elderly and persons with disabilities;
  - ii. the extreme violation of personal privacy felt by all victims/survivors;
  - iii. the great need for general deterrence;
  - iv. the prevalence of the offence in our society;
  - v. the need to create an environment where the victims/survivors feel safe;
  - vi. the need to protect the public from this type of violence;
  - vii. the psychological harm caused by sexual assault.
- c. dangerous offender or long term offender proceedings may be appropriate for high risk or repeat offenders.

## **2. VICTIM IMPACT STATEMENTS**

Crown counsel will ensure that the victim/survivor is aware that they have the opportunity to prepare a Victim Impact Statement. This communication may be done through the Victim/Witness Assistance Program and/or the investigating officer. Crown counsel will be available to answer any questions or concerns regarding the Victim Impact Statement that the Victim/Witness Assistance Program is not able to answer for the complainant.

## **3. APPEALS**

In the event of an appeal, Crown counsel conducting the appeal will advise the victim or will ensure that the Victim/Witness Assistance Program and/or the investigating officer advises the victim. Crown counsel will ask the Victim/Witness Assistance Program or the investigating officer to ensure the victim understands the appeal process and is kept advised of all hearing dates and the outcome of the appeal. Crown counsel will be available to answer any questions or concerns regarding the appeal that the Victim/Witness Assistance Program or the investigating officer are not able to answer for the complainant. If bail pending appeal is granted, Crown counsel will ask the Victim/Witness Assistance Program or the investigating officer to ensure that the victim/survivor is advised and the terms of the bail order.



# PROTOCOL COMMUNITY ORGANIZATIONS

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## Criminal/Legal

### VICTIM/WITNESS ASSISTANCE PROGRAM

161 Elgin Street, 4th Floor  
Ottawa, Ontario K2P 2K1  
(613) 239-1229 – Office Line  
MAG website: [www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

### MANDATE

The mandate of the Victim/Witness Assistance Program (VWAP) is to provide information assistance and support to victims and witnesses of crime throughout the criminal justice process in order to improve their understanding of, and participation, in the criminal justice process.

### ACCESSIBILITY

Accessibility needs are assessed on an individual basis in order to assist with coordinating services to meet those needs.

### COMMITMENTS

We will, within the mandate of our services:

- » be inclusive and bring an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.);
- » ensure that all staff/members are fully informed of the contents and procedures of this protocol.

Who we serve:

The Victim/Witness Assistance Program can accept clients once charges are laid. The program helps the most vulnerable victims and witnesses of violent crime, including sexual assault both recent and historical.

We provide:

- » emotional support;
- » information about the criminal justice system and role of the victim/witness in court;
- » referrals to community agencies for counselling and other services;
- » information about a private waiting area that may be available to victim/witnesses if they attend court;
- » help to give information to the Crown Attorney;
- » assistance to prepare for court;

- » updates about when the victim/witness is required to be at court;
- » the latest information about other court dates, at the victim/witness' request;
- » assessing the victim/witness' accessibility needs and assisting with coordinating services to meet those needs;
- » help in other languages through interpreter services when required;
- » information about Victim Impact Statements.

### **ACCOUNTABILITY**

Any person wishing to provide feedback or wanting to express any concern with respect to VWAP services provided should be directed to the VWAP manager.

### **HOW TO ACCESS OUR SERVICES**

Victims and witnesses are referred by the Police or Crown Attorney's office once charges have been laid. Services are free of charge.

### **HOURS OF OPERATION**

Monday to Friday

8:30 a.m. to 5:00 p.m. (except on statutory holidays)

### **PROCEDURES**

Services are provided by VWAP staff.

### **ONGOING SERVICES**

Services are provided only while the charge(s) are before the criminal court.

# PROTOCOL COMMUNITY ORGANIZATIONS

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## Criminal/Legal

### **OTTAWA POLICE SERVICE – THE VICTIM CRISIS UNIT (VCU)**

474 Elgin Street, Ottawa, Ontario  
(613) 236-1222 ext. – Intake Line

### **ACCESSIBILITY**

Services are provided in French and English. Fully accessible for persons with disabilities by ramps and/or elevators. Persons who speak a different language or are hearing or sight impaired will be accommodated as the need arises.

### **COMMITMENTS**

We will, within the mandate of our services:

- » be inclusive and bring an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.);
- » ensure that all staff/members are fully informed of the contents and procedures of this protocol.

Who we serve:

Crisis Counsellors in the Unit serve people who have been victimized as a result of a sexual assault. This includes recent and historical sexual assaults. Service will be provided whether or not a police report has been generated.

We provide:

- » crisis intervention: risk assessment, bio psychosocial assessment;
- » support;
- » information on the investigative process;
- » appropriate referrals to community agencies who are experienced in responding to people who have experienced sexual assault;
- » verbal and written information on issues related to sexual assault;
- » liaison with investigating officers to ensure the needs of the victim/survivor are being addressed;
- » assistance to others who have been affected on an as needed basis.

### **ACCOUNTABILITY**

Complaints or concerns about the actions of a particular Crisis Counsellor or about the general response can be made to the manager of the Unit at extension 2223. The complaint will be processed according to

the Ottawa Police Service complaints standards. Some counsellors are also accountable through an external body, such as the Ontario College of Social Workers and Social Service Workers, Canadian Counselling and Psychotherapy Association and Ontario Psychological Association.

## **HOW TO ACCESS OUR SERVICES**

Referrals can be made to the Victim Crisis Unit by patrol officers, sexual assault detectives, community organizations, counsellors and by individuals calling the Unit themselves.

## **HOURS OF OPERATION**

7:00 am to 12:00 am, seven days a week.

## **PROCEDURES**

### **INITIAL RESPONSE**

1. if a referral is made by a person other than the person directly victimized, the Crisis Counsellor will ask for the contact information or will request that the person victimized contact the crisis counsellor themselves. In an effort to not duplicate services already offered, the Crisis Counsellor will first ask if another service is involved before making contact;
2. if a police report has not been generated, the Crisis Counsellor will provide information on police reporting options. The policy on the mandatory reporting of child abuse will be explained;
3. if making a police report is the chosen option, the person victimized will be encouraged to make the report before a further intervention. This will be done to ensure that the investigative process is not compromised. Victims will be given the name and number for outside community resources;
4. when there is an investigating officer assigned, the Crisis Counsellor will first consult with the investigating officer prior to meeting with the person victimized;
5. the Crisis Counsellor will assess immediate safety issues/concerns and assist in the development of a safety plan, if necessary;
6. the Crisis Counsellor will provide crisis intervention and support:
  - a. the Crisis Counsellor will provide information on the investigative process and the Criminal Justice System. The Crisis Counsellor will differentiate their role in relation to the investigator. It is the focus of the Crisis Counsellor to assess and respond to the emotional and psychological effects of the crime; the investigator is responsible for the police investigation;
  - b. the Crisis Counsellor will liaise with the investigating officer to ensure that the victim's needs are being addressed;
  - c. referrals to community agencies will be provided.

### **ONGOING SERVICES**

These services are generally not provided.

### **ACCOMPANIMENT**

These services are not provided.

### **FOLLOW UP**

Is assessed and provided on an individual basis.

# PROTOCOL COMMUNITY ORGANIZATIONS

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## Counselling/Support

### **SEXUAL ASSAULT SUPPORT CENTRE (SASC)**

P.O. Box 4441, Station E., Ottawa, Ontario K1S 5B4

(613) 725-2160 - Office Line

(613) 234-2266 - 24 hour Support Line

(613) 725-1657 - TTY (Monday-Friday 9:00 a.m. to 4:00 p.m)

(613) 725-9259 - FAX

E-mail: [sascott@istar.ca](mailto:sascott@istar.ca)

Website: [www.sascottawa.org](http://www.sascottawa.org)

SASC is a grassroots, feminist organization that provides women centred support and advocacy by women for women who have experienced sexual violence. We work from a survivor-directed, anti-oppression framework and believe that each woman is the expert in her own healing. We exist to advocate for women's equality and the elimination of male violence against women.

### **ACCESSIBILITY**

The majority of our services are provided in English with some services available in Farsi or Persian (Women and War Program). Limited accessibility funds are available for sign language and cultural interpretation, travel subsidies and childcare. All other accessibility needs will be discussed on an individual basis with the woman. We have available some reference material in various languages, large print and on audio tape.

The Centre has a TTY which is responded to between 9:00 a.m to 4:00 p.m. Monday to Friday. After these hours, messages may be left on the TTY answering machine. If women with hearing issues needs to access support after hours, they are able to call our support line using Bell Relay Service (BRS). All our face to face support services can be accessed on the first floor which is completely wheelchair accessible (includes support and group rooms as well as bathrooms). We also will provide support work over the phone for those women with mobility or transportation issues.

### **COMMITMENTS**

We will, within the mandate of our services:

- » be inclusive and provide equal treatment for all women accessing our services, while bringing an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.);
- » ensure that all workers/members are fully informed of the contents and procedures of this protocol.

## WHO WE SERVE

Any woman who has experienced sexual violence. This may include: childhood sexual abuse, incest, rape, sexual assault, sexual harassment, date rape, war, torture, and ritualized abuse. We also provide information and resources to family, friends, partners/spouses of women who have experienced any of these forms of sexual violence.

We provide: (all of the following are completely confidential and free of charge)

- a. a 24 hour support and information line;
- b. 15 - 20 week support groups;
- c. specific need groups - e.g. women who identify as multiple, mothers of survivors;
- d. off site drop-in program;
- e. individual support - immediate (within two weeks) support (1 - 3 sessions), and weekly support for 20 weeks duration;
- f. advocacy;
- g. accompaniment to court, hospital, police;
- h. information sessions;
- i. women, War, Rape and Torture Program (Women & War) - support and advocacy for immigrant and refugee women who have experienced war, rape and torture;
- j. young Women At Risk (YWAR) Program - support and advocacy for high risk young women (under 24 years old), primarily those who may be in conflict with the law and/or street involved;
- k. extensive internal collective member/volunteer training;
- l. information and resources to family, friends, students and other community members, including media;
- m. public education program - speakers for schools, universities, colleges, and community groups;
- n. community training programs, workshops;
- o. referrals for men to services in the Ottawa area.

## ACCOUNTABILITY

Concerns regarding the quality or nature of our services can be addressed with the Direct Service Co-ordinator, with any member of the Core Committee or with any other collective member of SASC. It is also possible to bring forward anonymous concerns using our telephone answering system or by sending us an e-mail. All complaints or concerns will be given immediate serious attention and will be responded to according to the process described in the policies and procedures of SASC. Copies of SASC's accountability policy and complaints procedure are given to all women who access our Centre and are available upon request.

Collective: a non-hierarchical structure where every member has equal access to and responsibility for the decision making and work of the group. No formalized positions of power, all members are equally valued in whatever work they choose to take on.

## HOW TO ACCESS OUR DIRECT SERVICES

All services and programs can be accessed by calling the office line and speaking to the Direct Service Coordinator (ext. 1) or by sending us an e-mail at [sascott@istar.ca](mailto:sascott@istar.ca), or contacting the appropriate Program Coordinator. No referral necessary. It is important that the woman calls herself if services are required. There are waiting lists for some of our services but women can get immediate support by calling the support line. Unfortunately, due to human resources, there may be times when our support line is not covered. Every attempt is made to ensure this doesn't happen but sometimes it is unavoidable.

## HOURS OF OPERATION

Support Line: 24 hours a day, seven days a week

Office Hours: Monday to Friday 9:00 a.m. to 4:00 p.m.

TTY: Monday to Friday 9:00 a.m. to 4:00 p.m.

All face to face and group support that is provided onsite is for women only. Support services are by appointment and these are available outside of office hours - including evenings and weekends. Our workers are very flexible in meeting women's scheduling needs.

## TELEPHONE SERVICES

### 24 Hour Support and Information Line - Initial Response

Monday through Friday from 9:00 a.m. to 4:00 p.m., the support line is usually answered directly in the office by a SASC worker. After 4:00 p.m. and on weekends (sometimes during the week day), a pager system and answering service is used. An operator from the service will answer the line and the woman leaves her information so one of our workers can call her back. On rare occasions, there may be a male operator answering the support line only to take the woman's name and number to pass on to SASC support worker. The worker on the support line will do the following:

- a. respond to the concerns and needs identified by the woman;
- b. if the woman was recently sexually assaulted or is in extreme crisis, her physical safety needs will be discussed including:
  - » is she in a safe place?
  - » does she know where she is?
  - » is she alone or is someone with her?
  - » does she know where her attacker is?
  - » is she physically injured?
  - » does she need/want immediate medical or police assistance?
  - » are there any barriers to her seeking this assistance?
- c. if the woman wants/needs emergency medical or police assistance, the support worker will discuss the different options available to her (See "To the Hospital" and "To the Police Station" sections for more details). These would include:
  - » the woman calling 911 herself or if she wants, the worker can call on her behalf (this

- » would mean the woman would have to disclose her address to a worker she does not know which may not make it safe);
  - » depending on time of day, is there a medical clinic or family doctor that she feels comfortable with?
  - » does she want to go to a hospital? Worker will explain to the caller the benefits of going to the Sexual Assault and Partner Abuse Care Program (SAPACP) at the Civic Campus.
  - » does she want to go to the hospital by another means other than ambulance?
  - » does she want the police to come to her location or somewhere else?
- d. if there is no immediate danger or emergency and the woman chooses not to seek medical attention or to make a report to the police, the worker will support her around her issues. Depending on the woman's needs, the support worker may also discuss the possible options and resources available to her along with exploring all potential outcomes of her choices;
- e. if the woman chooses to seek medical attention or to make a report to the police, the support worker will discuss what her needs are including:
- » does she have someone to accompany her or would she like someone from SASC to go with her;
  - » does she have some way of getting to the hospital or would she like the worker to arrange for her to be picked up by taxi (paid for by SASC);
  - » if a worker from SASC is not accompanying the woman, the worker will go over what to expect at the hospital or police station (as outlined in this protocol) and possible ways of getting her needs met when she gets there.
- f. the support worker will never make choices for the woman or give her advice. It is very important that the woman makes these decisions herself based on her experience, knowledge and the information provided to her. The support worker will offer the relevant options and resources, and then support her in whatever she chooses.

## **FACE TO FACE SERVICES**

All services and programs are confidential and free of charge. The woman does not have to give us any information that she does not feel comfortable with or fill out any forms. We offer a space that is non-judgemental, woman and child friendly, and focussed entirely on the needs of the women. Privacy and confidentiality are taken very seriously.

### **Individual Support**

SASC offers 2 different time frames of individual support. They can be arranged by phoning the Direct Service Co-ordinator at ext. 1 or leaving a message on the General mailbox ext. 222 or e-mailing us at [sascott@istar.ca](mailto:sascott@istar.ca). There are waiting lists for our individual support services.

- a. immediate support/connection: One to three face to face support and/or information sessions - wait time approx. one to two weeks;
- b. 20 weeks individual one to one support – usually weekly support. Wait time approx. 3 to 5 months.



We always try to ensure that our support services are accessible and we can be flexible depending on needs. Individual telephone support is available where access to the Centre is not possible.

### **Group/Drop-In Support**

SASC offers a minimum of 4 groups per year, depending on resources. We provide an evening and day group in spring/summer and an evening and day group in fall/winter. The groups generally run for 2 ½ to 3 hours for 15 - 20 weeks. Presently, SASC offers a specific needs group for women who identify as multiples which runs bi-weekly over 20 weeks (usually November to March) and periodically we provide a support group for mothers whose children are survivors of sexual violence. These can be arranged by phoning the Direct Service Co-ordinator at ext. 1 or leaving a message on the General mailbox ext. 222 or by e-mailing us at [sascott@istar.ca](mailto:sascott@istar.ca). Requests for information on the Multiple Group can be arranged by leaving a message at ext. 710. The waiting time for groups is usually short depending on when the next group is starting and if the time and date are mutually convenient.

On a weekly basis (Wednesdays 10:00 a.m. to 12:00 p.m.), SASC provides an offsite drop-in program at The Well, 154 Somerset St. W. Two women alternate each week and are available to give support and/or information to women who use this gathering place. This program is offered year round.

### **INFORMATION SESSIONS**

At least twice a year, SASC offers a series of 3 evening information sessions for women who are waiting for services or who cannot access specific services. The topics of the three sessions are: 1st - Dealing with Memories/Flashbacks, 2nd - Anger Issues, 3rd - Self Care and Boundaries. Women who are on our waiting list will be given first priority. For information, call the Public Education Co-ordinator at ext. 1 or leave a message on the General mailbox ext. 233 or send us an e-mail at [publiced@istar.ca](mailto:publiced@istar.ca).

### **Young Women At Risk Program**

This program provides individual support and advocacy to young women (under 24 years old) who are or have been in contact with the criminal justice system and/or are street involved. In addition to the individual work, we also provide public education around the issues faced by young women as well as work off site at various facilities around the community i.e. weekly education, information and support sessions at St. Mary's home for young mothers. The Program Co-ordinator can be reached at ext. 224 or by e-mail at [ywar@istar.ca](mailto:ywar@istar.ca).

### **Women, War, Rape and Torture Program**

This program offers direct support and advocacy services to immigrant and refugee women in the Ottawa-Carleton Region who have survived rape and war trauma in their country of origin. At present, the focus and limited resources are being used primarily in the Iranian/Afghanistan (Persian speaking) communities, but we are committed to expanding this as resources permit. We also offer, based on our expertise and ongoing work in the area, workshops in the community on various issues surrounding working with survivors of war trauma and torture. The Women, War, Rape and Torture Program Co-ordinator can be contacted at ext. 225 or by e-mail at [womenandwar@istar.ca](mailto:womenandwar@istar.ca).

### **Advocacy Services**

As resources permit, we will assist women who have experienced sexual violence in advocating for their needs and rights. This may include accompaniment to medical, legal/court and social service appointments where we can assist the woman with learning about her rights and where to access the information she needs. We can also assist women by writing letters of support, and helping them write their own letters requesting services as well as letters which outline their concerns. This may involve assisting a woman with a civil suit or a Criminal Injuries Compensation application. Advocacy can be requested by calling the Direct Service Co-ordinator at ext. 1 or by leaving a message on the General Mailbox ext. 222 or by e-mailing us at [sascott@istar.ca](mailto:sascott@istar.ca).

### **Accompaniment**

As resources permit, a SASC worker can accompany women (either in an emergency or as part of her process) to medical, legal (lawyer, police, crown, court) and social service appointments in order to provide emotional support and information. Accompaniments can be arranged by calling the Direct Service Co-ordinator at ext. 1 or e-mailing us at [sascott@istar.ca](mailto:sascott@istar.ca).

### **To The Hospital**

If a woman wants an accompaniment to the hospital due to a recent sexual assault, (usually less than 72 hours after), the support worker will:

- a. give the woman information on the SAPACP, using this protocol as a guide. The worker will go over the benefits of her using this service while letting her know that she may go to any hospital that she chooses. If another hospital is chosen, she will be informed that there are no protocols in place to ensure that the hospital will follow certain procedures which may affect the service she receives. If she chooses a hospital outside of the Ottawa Region, it is not possible for us to provide accompaniment, but we will try to prepare her for what to expect and discuss other options (such as having a friend or family member take her);
- b. arrange to meet the woman at the hospital, ensuring she has a way to get there. The support worker will:
  - » confirm the hospital's address where the woman wants to go;
  - » pick a location inside or outside the hospital where she will meet the woman;
  - » agree on some means for the woman to recognize her.
- c. ensure that all the reporting options are discussed so that the woman can make informed choices.
- d. if the woman chooses to report the assault to the police, or thinks she may decide to do so in the future, she will be given information about the Sexual Assault Evidence Kit to include:
  - » how long it takes and what it involves;
  - » the need for her to preserve and bring with her any existing evidence, such as the clothes she was wearing at the time of the assault;
  - » the importance of trying not to shower, or go to the bathroom, or eat or drink anything;
  - » the need to bring a complete change of clothes, including shoes, to the hospital;
  - » how long the hospital will keep the evidence kit;

- » how the evidence may be used if it goes to court - it is important to give the woman information around the kit's usefulness in court - it may prove that sexual activity took place, but it does not address the issue of consent.
- e. at all times, let the woman know that she has the right to choose what she will or will not do throughout the entire process;
- f. if the woman chooses to go to another hospital to get the Sexual Assault Evidence Kit done, the support worker will let her know that she has the right to ask for, but may not receive:
  - » a separate room away from other patients;
  - » a support person present when the doctor and nurse perform the examination;
  - » have all procedures explained before they are performed;
  - » ask for a break at any time during the exam;
  - » refuse the collection of any specific piece of evidence;
  - » have the hospital store the evidence for a maximum of six months (the SAPACP has this retention policy, other hospitals may not) so that the woman can further explore her reporting options.
- g. go over the woman's options regarding HIV testing. If there is a high risk of HIV transmission and the woman wants to take HIV preventative medications, the hospital must do a HIV test. She has the option of NOT having any testing for HIV done at the hospital but to seek anonymous HIV testing. Any HIV testing at this point does not reflect whether the HIV status is as a result of the assault. She needs to know that HIV test results, should they be positive, will be subject to disclosure to the defence attorney, if the case proceeds to court. The potential implications of this disclosure will be discussed with the woman;
- h. go over basic information around possible pregnancy and sexually transmitted infections. Encourage the woman to ask her own questions at the hospital;
- i. encourage the woman to ask questions around new drug therapies available if HIV transmission is a risk factor for her;
- j. provide any follow-up assistance that is needed. This may include:
  - » future accompaniments;
  - » information about the other services and programs available at the Centre;
  - » information about other services and programs available in the Ottawa Region;
  - » assistance with safety issues if needed.

### **To the Police Station**

If a woman wants an accompaniment to the police station to report a sexual assault (recent or historical), the support worker will:

- a. assist the woman in determining the appropriate police service and station. Confirm address and agree upon a time to meet. Transportation assistance can be arranged;
- b. pick a location inside or outside the police station where she will meet the woman. If possible the support worker will try to arrange a meeting prior to going to the station;

- c. arrange some means for the woman to recognize her;
- d. discuss all reporting options with the woman so that she can make informed choices. A copy of this protocol will be used to outline the process she can expect;
- e. inform the woman that she may ask for:
  - » discussions to take place in a more private location;
  - » a female officer, if available;
  - » a break whenever needed;
  - » clarification of any question or purpose of any question;
  - » a card showing the name of the officer taking the report and a case number.
- f. discuss with the woman the possible implications of having a support person present during the interview. The support worker may be called as a witness if charges are laid, and it proceeds beyond the pre-trial stage in court. If this happens, that support worker would no longer be able to support that individual woman but we would make other arrangements to provide support with another SASC worker. This rarely happens;
- g. provide any follow-up assistance that is needed. This may include:
  - » future accompaniments;
  - » information about the other services and programs available at the Centre;
  - » information about other services and programs available in the Ottawa region;
  - » assistance with safety issues if needed.

The primary role of a SASC support worker is to provide emotional support and information to the woman making the report. It is also to act as a witness to her process.

A support worker will not:

- » judge or comment on the woman's experiences;
- » speak for the woman or the police officer;
- » be responsible for ensuring that statements are written or completed.

If asked, the only information that the support worker needs to give the police while on an accompaniment, is the following:

- » her first and last name;
- » the phone number of the centre for further information;
- » the mailing address of the centre.

### **To Court**

SASC offers accompaniment throughout the court process to women who are involved in sexual assault litigation (civil and criminal). Accompaniments will be provided to the best of our abilities, and are depend-

ent on resources. Advance notice is preferred. Every effort will be made to meet the needs of women who request this service.

Requests for accompaniment to court can be made by calling the Direct Service Co-ordinator at ext. 1, or leaving a message on the General Mailbox ext. 222 or e-mailing us at [sascott@istar.ca](mailto:sascott@istar.ca).

The role of the support worker when accompanying a woman through the court process is to provide information and support. Information in this protocol will be given to the woman to inform her of the process and what she can expect.

## **OTHER SERVICES**

### **Public Education**

SASC regularly provides information, resources and training to community groups, schools, universities, colleges, and other organizations and service agencies. Increasing public awareness is an important part of our work to end male sexual violence against women.

SASC also assists in organizing various events designed to raise public awareness of violence against women and children, such as the annual Take Back the Night March, the December 6th Vigil, and International Women's Day.

The Public Education Co-ordinator can be reached at ext. 233 or by e-mail at [publiced@istar.ca](mailto:publiced@istar.ca).

### **Collective Member/Volunteer Training**

Twice a year (October and March), SASC offers a comprehensive 70+ hour training program for women wishing to become collective members of the organization. For more information, call the Direct Service Co-ordinator at ext. 1 or the Public Education Co-ordinator at ext. 2 or e-mail us [publiced@istar.ca](mailto:publiced@istar.ca) or [directservice@istar.ca](mailto:directservice@istar.ca).

### **Records**

The Sexual Assault Support Centre has a policy of not keeping any service user files or records. We inform all women who use our services of this policy and discuss what her needs are with regards to records. Anything done on behalf of women (e.g. letters) will be given to the woman unless SASC is specifically asked to keep something for safety or confidentiality reasons. If anything is ever kept for women, arrangements to pass this information on or to destroy it are worked out with each woman depending on her circumstance. For waiting list purposes, the organizational information we do record is women's contact information (first name, phone number). The information on the waiting lists is destroyed once the woman begins receiving services. The individual worker or group facilitator will keep the contact information for the duration for the support period and destroy it once that period has ended.

# PROTOCOL COMMUNITY ORGANIZATIONS

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## Counselling/Support

### **OTTAWA RAPE CRISIS CENTRE (ORCC)**

P.O. Box 20206, Ottawa, Ontario K1N 9P4

(613) 562-2334 Office Line

(613) 562-2333 24 hrs Crisis Line

(613) 562-3860 TTY (Monday to Friday 8:30am-4:00pm)

(613) 562-2291 Fax

E-mail: [orcc@magma.ca](mailto:orcc@magma.ca)

Website: [www.orcc.net](http://www.orcc.net)

The Ottawa Rape Crisis Centre (ORCC) is a proactive, anti-racist, feminist organization working to end all forms of sexual violence. We counsel and support women, educate for change and work to create a safe and equitable community.

### **ACCESSIBILITY**

The ORCC provides services in English. There are limited funds available for sign language interpretation, cultural interpreters and childcare expenses. ORCC provides women with bus tickets (to and from appointments/groups). The ORCC has a TTY which operates during office hours. Confidential messages may be left on the TTY after hours. Clients are also encouraged to email ORCC. All of ORCC's services can be accessed on the first floor which is completely wheelchair accessible (includes counselling space, group room and washroom). Due to health and safety concerns, the accessible ramp and entrance to ORCC is not accessible during winter months (approximately from late December to mid-March). During this time accessible counselling can be arranged off-site at a safe and confidential location. Counselling support may be arranged over the telephone or over the internet for women with mobility or transportation issues (this is assessed on a case-by-case basis).

### **COMMITMENTS**

We will, within the mandate of our services:

- » be inclusive and provide equal treatment for all women accessing our services, while bringing an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.);
- » ensure that all staff/members are fully informed of the contents and procedures of this protocol.

Who we serve:

All women who have experienced any form of sexual violence. This may include: sexual assault, rape, childhood sexual assault/abuse, incest, sexual harassment and ritualized abuse. We also provide services to family, friends, partners/spouses of women who have been sexually assaulted.

We provide: (all of the following are free of charge and confidential)

- a. 24 hour crisis line;
- b. individual counselling including: crisis counselling (up to six sessions) and long term counselling (up to 42 sessions);
- c. support groups;
- d. workshops;
- e. in-service training;
- f. accompaniment: police, hospitals in Ottawa, court;
- g. public education program: workshops/speakers for schools, colleges, universities, community groups;
- h. volunteer training;
- i. advocacy;
- j. information and resources to family, friends and the community at large; and
- k. referrals for men's services in the Ottawa area.

## **ACCOUNTABILITY**

We encourage women to express any concerns regarding the quality or nature of services provided to the counsellor they are working with. If a satisfactory resolution cannot be reached, women can speak with the Counselling Coordinator and ultimately the Executive Director of the ORCC. Concerns may also be expressed anonymously using the ORCC feedback forms (available in the lobby of the ORCC) or a message may be left on the answering machine for the business line. All complaints or concerns will be given serious consideration and will be responded to according to the ORCC conflict resolution process. Copies of the conflict resolution process are available upon request.

## **HOW TO ACCESS OUR SERVICES**

To arrange for crisis counselling, long-term counselling, support person counselling and/or to participate in groups/workshops, women or the support person seeking services can call the Counselling Coordinator at extension 30 during business hours or email ORCC's general email at [orcc@magma.ca](mailto:orcc@magma.ca). No referral is necessary. There are waiting lists for some of our services.

## **HOURS OF OPERATION**

24 hour crisis line: 24 hours a day, 7 days a week

Office hours: Monday – Friday, 8:30 a.m. – 4:00 p.m.

TTY: Monday – Friday, 8:30 a.m. – 4:00 p.m.

Confidential messages may be left after business hours

Counselling services are by appointment only. Appointments and services may be available outside of regular office hours including some evenings. Groups may be available during the evenings as well as office hours depending on scheduling.

## TELEPHONE SERVICES

### Crisis Line Counsellor – Initial Response

1. upon receiving a call on the crisis line, the crisis line counsellor will:
  - a. respond to the concerns and needs identified by the caller;
  - b. if the caller is contacting the crisis line concerning a recent sexual assault, first and foremost the counsellor will ascertain the immediate physical safety of the caller including:
    - i. is she in a safe place?
    - ii. does she know where her attacker is?
    - iii. is she physically injured?
    - iv. does she need immediate health or police intervention?
    - v. are there any barriers to her seeking this assistance?
2. if the caller identifies herself as being in need of emergency medical or police intervention, the crisis line counsellor will encourage her to call 911 or will offer to call on her behalf in order to access emergency assistance;
3. if there is no immediate emergency or risk, the counsellor will discuss the range of options and choices available to the caller and the potential outcomes and consequences of specific choices;
4. if the caller chooses not to seek medical attention or to make a report to the police, the counsellor will continue to provide her with crisis intervention and emotional support. The counsellor will also discuss services available at the ORCC;
5. if the caller chooses to seek medical attention and/or to make a report to the police, the counsellor will offer accompaniment services. Should the caller choose to have the crisis line counsellor accompany her, she will proceed to the police station or the hospital and contact the crisis line counsellor once she has arrived;
6. the counsellor must ensure that the caller makes these important decisions for herself, offering no opinions, or attempts to bias the caller's choices. ORCC counsellors will only stress the importance of accessing medical attention to ascertain the caller's physical health needs.

## ACCOMPANIMENT

### Crisis Line Counsellors

Counsellors working on the crisis line are responsible for responding to each call as it comes in, and for providing accompaniment if necessary. Crisis line counsellors will only meet a client to provide accompaniment services at police stations, hospitals or court. Crisis line counsellors will not:

- a. accept rides from ORCC clients;
- b. give rides to ORCC clients;
- c. travel in a taxi or police cruiser with ORCC clients.

The ORCC will make every effort to offer accompaniment 24 hours a day, however, due to limited resources, we cannot guarantee that the service will be available at all times.



## Hospital

Upon receiving a request for accompaniment to the hospital, the accompanying counsellor will:

- a. inform the caller of the services provided by the Sexual Assault and Partner Abuse Care Program (SAPACP) at the Civic Campus of the Ottawa Hospital. The caller may choose to attend any hospital that she prefers, however, she must be made aware of the benefits of attending the SAPACP (see the Health Services Section). If she chooses a hospital outside of the Ottawa area, it is not possible for us to provide accompaniment, but we will try to prepare her for what to expect and discuss other options (such as having a friend or family member take her). We do not provide accompaniment to the CHEO location;
- b. arrange to meet the woman at the hospital. The counsellor will:
  - » clarify the address of the hospital;
  - » identify the location within the hospital where she will meet the woman; and /or
  - » identify some means for the woman to recognize her.
- c. ensure that she has discussed all of the woman's reporting options with her so that she can make informed choices;
- d. if the woman has chosen to file a complaint and wants to have a Sexual Assault Evidence kit done, the counsellor will inform the woman of the need to preserve evidence, and inform her that she may choose to:
  - » not take a shower;
  - » not go to the bathroom, if possible;
  - » not eat or drink anything, depending on the circumstances;
  - » bring a complete change of clothes, including shoes to the hospital; and/or
  - » bring or wear the clothes that she was wearing at the time of the assault, if that is possible.

At all times, the counsellor will remind her that she maintains the right to choose what she will or will not do throughout this process.

- e. if the woman has chosen to have a Sexual Assault Evidence Kit done, the counsellor will inform her that she has the right to ask for, but may not necessarily receive:
  - » a separate room away from other patients;
  - » the counsellor present when the doctor and nurse do the evidence kit;
  - » to have all procedures explained before they are performed; and/or
  - » ask for a break at any time during the exam, or refuse the collection of any specific piece of evidence.
- f. the counsellor will also provide information regarding HIV testing – including information for anonymous HIV testing locations. The ORCC will let the woman know that she has the option of NOT being tested for HIV at the hospital but to seek anonymous testing. Any HIV testing at this point will not be related to the sexual assault, and should she test positive, may be used against her in the court proceedings;

- g. encourage the women to seek information on new drug therapies available when HIV transmission is a risk factor for her;
- h. encourage the woman to seek information on sexually transmitted infections as well as pregnancy testing while at the hospital.

### **Police**

Upon receiving a request for an accompaniment to the police station, the crisis line counsellor will:

- a. arrange to meet the woman at the police station:
  - » assist the woman in determining the appropriate police force and station;
  - » identify the location within the station where she will meet the woman; and
  - » identify some means for the woman to recognize her.
- b. discuss reporting options with the woman so that she can make an informed choice;
- c. the primary role of an ORCC advocate is to provide emotional support for the woman issuing the complaint. The advocate will not speak for the woman but will inform her that she may ask for:
  - » discussions to take place in a more private location;
  - » a female officer;
  - » a break in questioning;
  - » clarification on any question or purpose of that question; and
  - » the advocate will discuss with the woman the possible implications of having an advocate present during the interview. For example, the crisis line counsellor may be called as a witness if charges are laid.

An advocate should not:

- » determine or comment on the client's credibility; or
- » be responsible for ensuring that the statements are written or completed.
- d. if asked, the only identifying information that the counsellor will give a police officer while on the accompaniment, is the following:
  - » their first and last name;
  - » the phone number of the ORCC for further information;
  - » the mailing address of the ORCC.

The ORCC accepts responsibility to liaise between the advocate and the police, as required, in the future.

### **FOLLOW-UP**

#### **Crisis Line Counsellor or Advocate**

After the initial crisis intervention, and before leaving, the crisis line counsellor (as appropriate) will:

- a. encourage the woman to call the crisis line to get additional support and information;
- b. discuss the other services and programs available at the ORCC, and encourage the woman to call

- the crisis line during office hours for a crisis appointment or to call the counselling coordinator if she is interested in on-going support or counselling;
- c. inform the woman that accompaniment to court proceedings is also available from the Ottawa Rape Crisis Centre. She may call the crisis line during office hours to arrange this when she knows the date of any court appointments. Advance notice (at least one week) is required to arrange this service;
  - d. discuss the need for anonymous testing for HIV and other STIs and give the woman information about how to access such services;
  - e. discuss what options are available to the woman should she become pregnant as a result of the sexual assault;
  - f. offer to the woman an opportunity to discuss information about other programs and services available in the Ottawa region that she may be interested in accessing;
  - g. ensure that she has a safe place to return to (friend, family, etc.).

### **Court Accompaniment**

The Ottawa Rape Crisis Centre offers accompaniment throughout the court process to women who are involved in sexual assault litigation (civil and criminal). Accompaniment services are available to women who have previously accessed ORCC services, as well as to women who are contacting us for the first time. Accompaniment will be provided to the best of our abilities and the ORCC will make every effort to respond to requests for accompaniment. Advance notice (at least one week) is required, and does not guarantee that a worker will be available throughout the entire process. The ORCC is committed to attempting to meet the needs of women who request this service.

### **Face-to-Face Services**

All ORCC services are free and confidential. The counselling team at the ORCC will not tell women what to do. The ORCC believes that women are the best judges of their needs and the kind of services that will best support them.

Crisis counselling (up to six sessions) is available to women who have experienced sexual violence either recently or in the past. Appointments are scheduled by calling or emailing the counseling coordinator during business hours. The ORCC feels it is important that a woman calls herself to seek services.

Long-term counselling for women who have experienced sexual violence is available. Women can call or email the Counselling Coordinator (extension 30) to inquire about long-term counselling and group services. Please note there is often a waiting period for counselling services.

Support and therapy groups of varying sizes and of diverse themes are offered throughout the year. Women can call the Counselling Coordinator for information on groups being offered.

Advocacy services are provided to women currently using the ORCC services. They may also be made available (based on resources) to women who require assistance with an issue related to sexual violence. Such issues may include helping women with an application to the Criminal Injuries Compensation Board,

writing letter for housing issues, or seeking out other community resources. Women requiring this assistance can call the Counselling Coordinator. Preferably one week's notice would be given to arrange for an advocacy meeting.

Counselling sessions for support people are available.

### **Girls Chat**

This program, which has been running since 2005, operates in five Ottawa high schools. The goal of Girls Chat is to provide young women, from immigrant and refugee backgrounds, with the opportunity to better integrate into the social and emotional life in Ottawa; and to promote successful well-rounded young women. This is accomplished by facilitating opportunities for them to address their issues in a youth friendly, culturally and religiously appropriate manner. The objectives of Girls Chat are to: decrease isolation amongst young women from immigrant and refugee backgrounds; identify and support the social and emotional needs of young women at risk of violence; promote and support social networks amongst these young women; increase awareness about healthy sexuality, date rape, healthy body image, and sexual violence in a youth friendly and culturally appropriate manner; build leadership skills amongst these youth women; and foster positive relationships between school personnel and students.

### **Ottawa-Carleton Detention Centre Program**

This program, which has been running since 1992, features workshops on issues of violence against women as well as individual crisis counselling when required. Some of the key workshops include child abuse (physical, emotional and sexual) with a major focus on adult survivors of child abuse; wife/partner assault; and sexual assault. Discussions in these workshops include the long-term consequences for victims/survivors and the healing process (including local social service agencies).

The program also includes sessions on women and HIV; drug and alcohol addictions; and other topics as determined by the women participants.

## **OTHER SERVICES**

### **Public Education**

The public education program is designed to inform and educate on all issues surrounding sexual violence. The ORCC does presentations in schools and to different community centres/organizations upon request. The ORCC particularly focuses on high schools, where we speak to students about date/acquaintance rape, rape drugs and healthy vs. unhealthy relationships. There needs to be a better understanding of what sexual violence is, what the law is and where survivors can get support. The biggest challenge is to dispel the myths and give facts, as we have found that many people still believe a lot of the old myths surrounding sexual violence.

Using an anti-oppression framework the ORCC reaches out to communities facing barriers to accessing services. The goal of the public education program is to get the word out to as many people as possible and offer women tools for safety and survival.

The ORCC also assists in organizing various community events aimed at raising public awareness of violence against women and children. These events include Take Back the Night March, the December 6th Vigil, and International Women's Day.

The Public Education Coordinator can be reached at extension 31.

### **Volunteer Training**

The ORCC offers a 42-hour training program three times a year for women wanting to volunteer on the crisis line. There is also training for Public Education Volunteers, which is held twice a year, and the training takes 18 hours or more. Women interested in volunteering for the ORCC will be interviewed. For more information on the volunteer training please call the Volunteer Coordinator at ext. 22.

### **Records**

The ORCC informs all clients of their rights surrounding the maintenance of appointment and session records (as per our policy on record keeping and disclosure of records). The contents of records are described to the woman during her first appointment and her options regarding anonymity and/or having records kept are explained to her. Her choice(s) regarding records will be honoured.

# PROTOCOL COMMUNITY ORGANIZATIONS

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## Counselling/Support

**CALACS FRANCOPHONE D’OTTAWA  
(CENTRE FRANCOPHONE D’AIDE ET DE LUTTE  
CONTRE LES AGRESSIONS À CARACTÈRE SEXUEL)**

c/o 40 Cobourg St., Ottawa, Ontario K1N 8Z6

(613) 789-8096 – Business line

(613) 789-9117 – 24-hour info and support line

(613) 789-9596 – TTY

Website: [www.calacs.ca](http://www.calacs.ca)

CALACS francophone d’Ottawa (Centre francophone d’aide et de lutte contre les agressions à caractère sexuel) is a feminist organization managed and operated by and for women. In keeping with its social justice approach, the Centre francophone d’aide et de lutte contre les agressions à caractère sexuel provides numerous services to women who are survivors. Prevention and community awareness-raising are an integral part of our commitment.

### ACCESSIBILITY

We encourage Deaf and hard-of-hearing people to contact us through our teletypewriter (TTY) line from 9 a.m. to 4 p.m. or by e-mail at [calacs@calacs.ca](mailto:calacs@calacs.ca). After 4 p.m., you can leave a message on the TTY answering service. CALACS francophone d’Ottawa can facilitate access for people with reduced mobility following an initial telephone discussion. Limited funds are available for sign language interpretation and cultural interpretation services as well as for public transit services and child care. We offer telephone support services for women who have mobility problems. CALACS will do everything possible to meet women’s individual needs.

### COMMITMENTS

As part of our mandate, we commit to

- » be inclusive and provide equal treatment for all women accessing our services, while bringing an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals, etc.);
- » ensuring that all our members and staff are fully informed of the content and procedures of this protocol.

### Our clientele

Our services are intended for women aged 16 and over who speak French, live in Ottawa, and have suffered any form of sexual violence, which includes, without being limited to, childhood sexual assault, incest, rape, sexual assault, sexual harassment, ritual abuse and wartime violence. We also provide informa-

tion and resources to family members, friends and partners of women who have suffered these forms of sexual violence.

### **Our services**

- » information and support line (24 hours a day, 7 days a week);
- » support groups;
- » individual support and assistance;
- » topic-specific workshops;
- » respite services for Centre users;
- » documentation centre;
- » awareness-raising, prevention and promotion programs;
- » volunteer training program.

### **RESPONSIBILITY**

Concerns regarding the quality or nature of the services provided by CALACS francophone d'Ottawa may be sent to any staff member. Policies and procedures are in place for processing concerns, grievances and complaints from people who use our services. We commit to responding to these concerns within a reasonable time and to providing information concerning our policies and procedures.

### **HOW TO ACCESS OUR SERVICES**

To access our services, simply contact the Centre by calling the business line and choosing extension 28 or 23, or use our TTY line. It is important that the woman in question call us herself if she would like to obtain services. Some of our services have waiting lists.

### **OPENING HOURS**

Information and support line: 24 hours a day, 7 days a week

Business line: Monday to Friday, 9 a.m. to 4 p.m.

TTY: Monday to Friday, 9 a.m. to 4 p.m.

Individual support services are provided by appointment only. Some of our services are offered outside business hours.

### **PROCEDURES**

#### **Telephone assistance**

Workers who receive calls to the information and support line must:

1. respond to the concerns and needs expressed by the caller;
2. if the caller has just been sexually assaulted, first and foremost ensure that the woman is out of danger, by determining, among other things:
  - a. her current location;

- b. the location of the assailant;
  - c. any injuries she can describe;
  - d. whether she needs immediate police or health care assistance.
3. if the caller says she needs police or health care assistance, encourage her to dial 911 or offer to dial 911 for her so that she can obtain emergency assistance;

If there is no emergency or immediate risk, the worker discusses the options and choices available to the woman, as well as the possible results and consequences of each choice. The worker informs the woman about the Sexual Assault and Partner Abuse Care Program (SAPACP) and of the benefits of using this service if she chooses to receive health care services.

- 4. if the woman chooses not to obtain health care services or not to report the case to the police, the worker respects her choice and continues to offer her information and support services. The worker also informs her about the services provided at CALACS francophone d'Ottawa;
- 5. if the caller chooses to report the case to the police, the worker stresses the importance of being accompanied and offers to provide her with accompaniment services.

### **PERMANENT SERVICES**

All our services are free and confidential. To make an appointment, the woman herself must call our business line at extension 28 or 32, or our TTY line.

- » in-person emergency service (in the same week): The woman may make an appointment for one or two emergency assistance or support meetings;
- » individual support: Individual support meetings are provided as follow-up. The first meeting is set for at most two weeks following the initial call. There may be a waiting period afterward before beginning the individual support process;
- » support groups: Support groups usually last 16 weeks at three hours a week. These groups are closed, and have a set number of participants. The wait time may vary;
- » topic-specific groups, whose topic and number of participants may vary, are provided throughout the year.

### **ACCOMPANIMENT**

Due to limited resources, CALACS cannot guarantee accompaniment services outside business hours. As with all service requests, the degree of urgency will be evaluated, and CALACS will provide or find an accompaniment service that meets the woman's needs.

A woman who needs accompaniment will first meet with a CALACS worker to prepare an accompaniment approach based on her needs. The accompaniment program is a support and rights defense service.

### **HOSPITAL**

Sexual Assault and Partner Abuse Care Program (SAPACP), Civic campus of the Ottawa Hospital



CALACS francophone d'Ottawa recognizes that SAPACP offers support and rights defense services, and so CALACS provides information about SAPACP to women who choose to make use of its services.

A woman can nevertheless express the need for accompaniment.

If the woman decides to submit a hospital accompaniment request:

- » the worker provides information about SAPACP using this protocol as a guide;
- » the worker examines with the woman the advantages of using this service if she chooses to receive health care services (see the health care services section);
- » the worker informs the woman that she can also go to the hospital of her choice. If she chooses another hospital, the worker informs her that there is no protocol in place to ensure that the hospital follows certain procedures, which may affect the services she receives;
- » if the woman chooses to go to a hospital located outside the Ottawa area, CALACS cannot provide accompaniment services to her, but will inform her about what she should expect and discuss other options with her, such as that of being accompanied by a friend or a family member.

The accompanying worker must:

1. meet the woman at CALACS before going to the hospital. This meeting allows the user to inform the accompanying worker about her needs and the state of the situation; it also allows the worker to explain her role and limits to the user;
2. ensure that the woman has all the necessary information to make informed choices;
3. discuss all the available statement options with the user so that she can make informed choices;
4. if the woman chooses to report the assault to the police, or if she thinks she may do so later and wishes to have medical and legal evidence collected, the worker must inform the woman that she needs to keep and bring with her all the elements of evidence, and that it is preferable that she:
  - » not take a bath or shower;
  - » not go to the bathroom, if possible;
  - » not eat or drink;
  - » bring a change of clothes to the hospital, including shoes;
  - » bring with her or wear the clothes she was wearing at the time of the assault, if circumstances allow.

It is important to remind the woman that she retains the right to decide what she wishes to do or not do throughout the process.

- » if the woman chooses to go to a hospital other than the one where SAPACP is provided, and she wants to report the assault to the police, or if she thinks she may do so later and wishes to have medical and legal evidence collected, the worker will inform her that she has the right to ask:
  - » to be served in French;

- » to have a private space away from other patients;
- » for a resource person to be present while the evidence is collected;
- » to take a break at any time during the exam, or to refuse to have any specific element of evidence collected;
- » for an explanation of all the procedures before they are undertaken.

The worker informs the woman that she has the right to refuse an HIV test at the hospital, and that she can set up an anonymous test by calling the Sexual Health Info Line at (613) 563-7432.

(Currently, an HIV test does not show whether the HIV status is a result of the assault. A positive result may serve to incriminate her during legal proceedings.)

### **POLICE**

The worker uses the following procedure if a woman wishes to be accompanied to the police station to make a report about a recent or earlier sexual assault:

- » meet the woman at CALACS before going to the police station. This meeting allows the user to inform the accompanying worker about her needs and the state of the situation; it also allows the worker to explain her role and limits to the user;
- » help the woman determine which police station or service is the most appropriate;
- » ensure that the woman has all the necessary information for making informed choices. This protocol will serve to clarify the process and set out what she should expect;
- » discuss all the available statement options with the user so that she can make informed choices;
- » determine the location where the assault took place;
- » inform her that she can ask:
  - » to be served in French;
  - » to hold discussions in a private location;
  - » that a female police officer be present, if there is one;
  - » to take a break should she feel the need for one;
  - » for precisions or clarifications on all the questions asked of her or on the purpose of the questions;
  - » for a card showing the name of the officer who is taking the deposition and the file number.

The worker must not:

- » speak on behalf of the woman or of the police officer;
- » make judgements or comments about the woman's credibility;
- » make sure that all depositions are written or completed.

The only identifying information that the worker must provide to an officer who requests it is:

- » her first and last name;
- » the Centre's telephone number;
- » the Centre's mailing address.

CALACS francophone d'Ottawa accepts responsibility for providing a liaison between the user and the police station, as needed.

## **COURT**

CALACS francophone d'Ottawa provides accompaniment services throughout the legal process to women involved in sexual assault cases (both civil and criminal). The Centre provides accompaniment services to the best of its abilities and in keeping with the available resources. A one-week warning is required. CALACS will do everything possible to meet the needs of the women who request this service.

## **FILING SYSTEM**

CALACS francophone d'Ottawa maintains a file system in keeping with the basic principles of:

- » respect for confidentiality;
- » sharing information with the user in question;
- » establishing a trusting relationship.

Keeping files makes sure that the quality of services is constant, and helps facilitate information transfer. It also facilitates the user's experience, both for the user herself and for the workers who can each refer to a file as often as necessary.

At the first meeting, the user will be informed of the Centre's policies and procedures in regard to files, and of her options in regard to anonymity. If the user chooses not to have a file, only her first name and telephone number will be recorded. She can also choose to have a file but to keep it anonymous.

CALACS francophone d'Ottawa firmly believes in women's right to confidentiality and in the protection of her personal information, and will defend this right in court, as needed, using all the means at our disposal.

# PROTOCOL COMMUNITY ORGANIZATIONS

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## Counselling/Support

### **OTTAWA VICTIM SERVICES (OVS)**

250 City Centre Avenue,  
Ottawa, ON K1R 6K7  
(613) 238-2762 Office Line  
(613) 238-0735 Fax  
E-mail: [info@ovs-svo.com](mailto:info@ovs-svo.com)  
Website: [www.ovs-svo.com](http://www.ovs-svo.com)

OVS is a community-based agency which provides short-term emotional support, practical assistance, referrals and advocacy to individuals who have been victimized as a result of crime without judgment in order to lessen the impact of victimization. OVS is committed to treating individuals with courtesy, compassion and with respect for their dignity, privacy and diversity.

Individuals who have experienced sexual violence may access our services—Supportlink, Victim Quick Response Program (VQRP) and Victim Crisis and Referral Services (VCARS)—through referrals from community service agencies, hospitals or the police. They may also contact us on their own.

### **ACCESSIBILITY**

OVS provides services in English as well as other languages through an interpreter. We have access to materials in various languages. French and English speaking volunteers are available and efforts will be made to accommodate requests. OVS is wheelchair accessible, including meeting rooms and bathrooms. All other accessibility needs will be discussed on an individual basis with the client, including support work over the phone for those individuals with mobility or transportation issues.

### **COMMITMENTS**

We will, within the mandate of our services:

- » be inclusive and provide equal treatment for all women accessing our services, while bringing an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.);
- » ensure that all workers/members are fully informed of the content and procedures of this protocol;
- » incorporate the content and procedures of this protocol into volunteer training.

### **Who we serve**

Individuals, 16 years and older, who have experienced sexual violence, regardless of whether the crime has been reported to police. We also provide information and resources to family, friends, and partners/spouses of victims who have experienced victimization. Services are free of charge.

We may be able to help with:

- » emotional support and validation;
- » identification of options and choices;
- » financial assistance for short-term counselling for individuals who are eligible;
- » accompaniment to and from court, police station, hospital, etc.;
- » safety planning;
- » food sustenance (assistance accessing financial benefits, food bank, emergency financial assistance);
- » filling out forms and/or applications (i.e. Criminal Injuries Compensation, Victim Impact Statements, etc.);
- » advocacy (i.e. housing support, accessing information, etc.);
- » the provision of information and resources to family, friends and the community at large; and
- » referrals to community agencies, legal resources, stakeholders within the criminal justice system, medical support and victim assistance organizations.

## **ACCOUNTABILITY**

We value any questions or concerns regarding the quality or nature of our services provided. If a satisfactory resolution cannot be reached with the respective program Co-ordinator, individuals are encouraged to contact the Executive Director, and ultimately the Board of Directors. It is also possible to bring forward anonymous concerns using our telephone answering system. All complaints or concerns will be given serious consideration and will be responded to according to the process described in the policies and procedures of OVS. The information exchanged is considered private and will be kept confidential.

## **HOW TO ACCESS OUR SERVICES**

All services and programs can be accessed by calling the office line and speaking to Program Co-ordinators. Referrals are not necessary except for the VQRP program (see below).

## **HOURS OF OPERATION**

Office hours are Monday through Friday, 8:30 a.m. to 4:00 p.m. After office hours and on weekends, a pager system and answering service is used. Volunteers are available 24 hours a day and can be accessed by partner agencies. Confidential messages may be left after business hours.

Meetings with OVS staff are offered by appointment only. Staff will attempt to accommodate requests for appointments outside of regular office hours. Volunteers are available 24 hours a day and can be accessed by community partners.

## **PROGRAM SERVICES**

### **Victim Crisis and Referral Services (VCARS)**

VCARS is a program that consists of community volunteers in partnership with VCARS staff that work to meet the short-term practical and emotional needs of individuals who have experienced sexual violence, and their longer-term needs by referral to appropriate existing community agencies. VCARS offers crisis intervention services to clients 24 hours a day, 7 days a week and can be contacted by partner agencies.

Individuals can call the office during regular business hours.

Specific objectives include:

- » to lessen the trauma of sexual violence;
- » to help the individual who has experienced sexual violence cope with the impact;
- » to encourage the individual who has experienced sexual violence connect with appropriate community resources;
- » to assist police, emergency and community services in meeting the needs of individuals who have experienced sexual violence;
- » to provide an opportunity for the community to become more involved in dealing with the effects of victimization.

Practical Support includes:

- » transportation;
- » accessing financial supports;
- » food sustenance;
- » filling out forms and/or applications (i.e. Criminal Injuries Compensation, housing, etc.);
- » accompaniment to and from court, hospital, police station, etc.;
- » advocacy;
- » referrals.

The VCARS Co-ordinator can be reached at ext. 226.

### **SupportLink**

SupportLink is offered to high-risk individuals who have been victimized by domestic violence, sexual assault and/or stalking. Further information can be provided by the program coordinator.

Specific objectives of the program are:

- a. to reduce the negative impact of victimization by providing safety planning, emotional support and immediate referrals to community services, if necessary;
- b. to help the individual who has been victimized regain a sense of personal control;
- c. to enable the individual who has been victimized cope with their immediate situation;
- d. to engage in advocacy for individuals who have been victimized;
- e. to share resources and knowledge with other community agencies about safety planning;
- f. to provide a 911 cell phone for individuals who are eligible.

The SupportLink Co-ordinator can be reached at ext. 228.

### **Victim Quick Response Program (VQRP)**

Timely financial assistance is provided to eligible individuals who have been victimized by sexual violence where financial assistance that cannot be obtained through other sources. Those who have experienced sexual violence do not have to report the crime to the police to be eligible but they must seek assistance from a community agency, such as the hospital, VCARS, rape crisis centre or sexual assault centre.

Services that may be covered include:

- » counselling - short-term, early intervention to help individuals who have experienced sexual violence reduce the impact of the crime and recover from their experience;
- » the provision of funds to cover emergency expenses, which can include:
  - » emergency home repairs to secure premises for victim's safety;
  - » emergency child and/or dependent care;
  - » emergency transportation;
  - » crime scene clean-up;
  - » emergency accommodation and meals when no other alternatives are available;
  - » assisting individuals who have experienced sexual violence but are ineligible for VQRP in connecting with other more appropriate community resources.

The VQRP Co-ordinator can be reached at ext. 225.

### **OTHER SERVICES**

#### **Advocacy Services**

As resources permit, we will assist women who have experienced sexual violence in advocating for their needs and rights. We provide information and assist individuals in navigating the social and criminal justice systems in order to ensure the individual is aware of what they are entitled to and where to access information. We can also assist by helping individuals write letters requesting services as well as letters of complaint. This could include a Criminal Injuries Compensation application or assistance with housing, as examples.

#### **Accompaniment**

As resources permit, OVS can accompany the victim/survivor (either in an emergency or as part of the process) to court, the hospital, police station and social service appointments and food sustenance.

#### **To/From the Police Station**

If an individual wants to be accompanied to the police station to report victimization or to follow-up on an investigation, the support worker will:

- » arrange to meet at the police station;
- » discuss, but not direct, all reporting options with the individual so that they can make informed choices;
- » inform the individual that they may ask for:
  - » discussions to take place in a more private location;

- » an officer of the same gender, if available;
- » a break whenever needed;
- » clarification of any question or purpose of any question;
- » a card showing the name of the officer taking the report and a case number.
- » provide any follow-up assistance that is needed. This may include:
  - » future accompaniments;
  - » information about other services and programs available;
  - » assistance with safety issues if needed.

The role of the support worker is to provide emotional support and information. A support worker will not:

- » judge or comment on the individual's experiences;
- » speak for the individual or police officer;
- » direct or make decisions for the individual;
- » be responsible for ensuring that statements are written or completed.

### **To Court**

As resources permit, OVS offers accompaniment throughout the court process to individuals involved in criminal and family cases. Accompaniments will be provided to the best of our abilities, and are dependent on resources. Advance notice is preferred. Every effort will be made to meet the needs of individuals who request this service.

The role of the support worker when accompanying an individual through the court process is to provide information and support. Accompaniments can be arranged by calling the VCARS Co-ordinator at ext. 226.

### **To/From Hospital**

If an individual wants an accompaniment to the hospital, the support worker will:

- a. give individual information on the Ottawa Hospital Sexual Assault and Partner Abuse Care Program (SAPACP), using this protocol as a guide. The worker will review this service while letting the individual know that they may go to any hospital that they choose. If another hospital is chosen, the individual will be informed that there are no protocols in place to ensure the hospital will follow certain procedures which may affect the service. If they choose a hospital outside of the Ottawa Region, it may not be possible for us to provide accompaniment, but we will try to discuss other options (i.e. other services that may be available);
- b. ensure the individual has a way to get to the hospital and make arrangements to meet;
- c. ensure that reporting options are discussed so that the individual can make informed choices;
- d. if the individual chooses to report the assault to the police, or may decide to do so in the future, they will be given general information about the Sexual Assault Evidence Kit per this protocol and encouraged to ask questions of the Sexual Assault Nurse Examiner;



- e. at all times, let the individual know that they have the right to choose what they will or will not do throughout the entire process;
- f. encourage the individual to ask questions of the Sexual Assault Nurse Examiner about HIV testing and encourage the individual to ask their own questions at the hospital;
- g. ensure the individual has transportation from the hospital;
- h. provide any follow-up assistance that is needed. This may include:
  - » future accompaniments;
  - » information about the other services and programs at OVS;
  - » information about other services and programs available in the Ottawa Region;
  - » assistance with safety issues if needed.

## OTHER COMMUNITY ORGANIZATIONS

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### Amethyst Women's Addiction Centre

488 rue Wilbrod Street,  
Ottawa, Ontario  
K1N 6M8  
613) 563-0363 Fax (613) 565-2175 TTY (613) 563-2995

The Sexual Abuse Program at Amethyst Women's Addiction Centre offers group and individual counselling support to our clients, and to women in recovery in our community, as they heal from the trauma of childhood sexual abuse. The unique feature of this program is that we assist participants in their desire to heal from the impact of the abuse on their lives without returning to substance use or problem gambling as a way to cope. The Sexual Abuse Program also has as an objective liaising with other agencies and organizations in the community committed to ending violence against women.

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### Catholic Family Services

310 Olmstead,  
Ottawa, Ontario, K1L 7K3  
Tel: (613) 233-8478  
Fax: (613) 233-9881  
T.T.Y.: (613) 233-1866  
[www.cfsottawa.ca](http://www.cfsottawa.ca)

#### *Program for Francophone Women Who Have Experienced Sexual Abuse as children/adults*

The purpose of this program is to provide support services to francophone women who have been victims of sexual abuse (as children or as adults), with the objective of increasing their capacity to deal with the effects of the past abuse and regain control of their lives.

#### *Child and Youth Witness Support Program (CYWSP)*

This court preparation program is designed to support children and youth who are required to provide testimony in court. Information and support is also provided to parents of a young person who is to testify in court.

#### *A Program for Men who have been Sexually Abused*

This program focuses on developing inner strength, improving skills for managing life challenges, learning to manage emotions, and knowing what you can and can't control. 24 hour help line available at 1-866-887-0015

#### *Counselling Program:*

- » short and long term counselling for adults (women and men) who have experienced sexual abuse;
- » services are offered in English and French on a sliding scale;
- » counselling is also available for children 6 years of age and up.

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### Carlington Community & Health Services

900 Merivale Road

Ottawa, Ontario K1Z 5Z8

Tel: 613-722-4000

Fax: 613-761-1805

[www.carlington.ochc.org](http://www.carlington.ochc.org)

#### *Crisis & Support Services*

We provide information, referral, counselling, and advocacy for individuals and families. Services may be provided by telephone or in person by appointment or drop in.

Services Include:

- » bilingual Crisis Support;
- » short term counselling;
- » support Groups for Women;
- » wife Assault and Incest Counselling.

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### Centretown Community Health Centre

420 Cooper Street

Ottawa, Ontario, K2P 2N6

Tel: (613) 233-4443

Fax: (613) 233-3987

E-mal: [info@centretownchc.org](mailto:info@centretownchc.org)

- » counselling services;
- » individual counselling and assessments are made by staff who usually refer to other resources for long-term counselling.

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### The Centre for Treatment of Sexual Abuse and Childhood Trauma

376 Churchill Avenue Suite 104,

Ottawa, Ontario K1Z 5C3

Tel: (613) 233-4929

Fax: (613) 233-4947

[www.centrefortreatment.com](http://www.centrefortreatment.com)

The Centre for Treatment of Sexual Abuse and Childhood Trauma provides counselling and psychotherapy services for individuals who have experienced sexual abuse or other forms of trauma. Therapists at the Centre have expertise in providing trauma-focused therapy to children, adolescents, and adults, as well as couples and families. As the Centre is not a funded agency, there is a charge for services. Fees may be partially or fully covered by extended health insurance, the First Nations and Inuit Health Branch, or other sources such as the Criminal Injuries Compensation Board. Discretion and confidentiality are assured. Waiting lists are kept to a minimum.

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## Family Services à la famille Ottawa

1 Community Place  
312 Parkdale Avenue  
Ottawa ON K1Y 4X5  
Telephone: (613) 725-3601  
Facsimile: (613) 725-5651  
TTY: (613) 725-6175  
Email: [fscoc@familyservicesottawa.org](mailto:fscoc@familyservicesottawa.org)

Support Groups for Abused Women: These groups are for women who have experienced verbal, emotional, financial, physical or sexual abuse from a husband, boyfriend or partner (past or present). These groups allow women to share their experiences in a safe and respectful atmosphere. Groups provide education, resources, advocacy, and individual counselling. There is no fee, and subsidies are available for child care and transportation.

We also provide groups for women who have been sexually abused in childhood by a family member or other adult in a position of trust entitled “Speaking our Truth: Reclaiming Ourselves”. Adult women of all ages and from diverse backgrounds are welcome. This group works with women’s strengths to address the impact of the abuse on their lives, reconnect to themselves, and move forward. This is a sixteen week group and subsidies are available.

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## Fem’Aide!

1-877-336-2433 (1-877-fem’aide)  
ATS : 1-866-860-7082

Fem’aide offers French-speaking women who have experienced gender-based violence, support, information and referral to appropriate front-line services within their communities, 24 hours a day, 7 days a week. Fem’aide can also respond to requests for information made by family and friends of women who are victims of violence.

The helpline’s main focus is to assist women who have experienced violence in an intimate relationship and women who have been sexually assaulted.

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## Immigrant Women’s Services Ottawa

219 Argyle Avenue, Suite 400  
Ottawa, Ontario, K2P 2H4  
Help Line: 729-1119  
Tel: (613) 729-3145  
Fax: (613) 729-9308  
Language and Interpretation service: (613) 729-1393  
Website: [www.immigrantwomenservices.com](http://www.immigrantwomenservices.com)

### *Crisis Counselling and Support Services*

A culturally responsive service to immigrant and visible minority women who are victims/survivors of violence.

### *Support Groups*

A program which provides information, and allows women to express their feelings and to give support to each other.

### *Long Term Counselling*

On-going individual counselling to immigrant abused and minority women of all ages.

### *Services for Children who Witness Violence*

A service for mothers and their children who have witnessed violence in the home.

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## **The Men's Project**

**180 Argyle Ave, Suite 321  
Ottawa, Ontario, K2P 1B7  
Tel: (613) 230-6179  
Fax: (613)230-6173  
[www.themensproject.ca](http://www.themensproject.ca)**

The Men's Project is a vehicle for supporting men in a process of change with integrity.

We offer bilingual, professional individual counselling services for men and their families on such issues as childhood abuse recovery, recent sexual assault, grief and loss, anger and conflict in relationships, sexual orientation and expression, and abuse towards others. As well, we offer group programs for anger management, emotional intelligence, fathering, and a program for men who have been victims of childhood physical/sexual abuse.

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## **Minwaashin Lodge – Aboriginal Women's Support Centre**

**424 Catherine Street, 2nd Floor,  
Ottawa, Ontario, K1R 5T8  
Tel: (613) 741-5590 ext 221  
Crisis Line: (613) 789-1141  
Fax: (613) 748-8311**

Minwaashin Lodge offers counselling that occurs within the context of cultural beliefs and values to ensure a holistic approach is utilized as part of the healing journey. The counselling focus includes abuse (past or current), trauma (single or multiple episodes). The Centre offers individual counselling for sexual assault and sexual abuse.

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### Nepean Rideau and Osgoode Community Resource Centre

1642 Merivale Rd,  
Merivale Mall  
Nepean, Ottawa  
K2G 4A1  
Tel: (613) 596-5626  
Fax: (613) 596-1870  
[www.nrocrc.org](http://www.nrocrc.org)

#### *Program Against Women's Abuse, Counselling and Transitional Support*

Individual counselling, support groups and peer support for volunteers for abused women. Extended help is available for women in abusive situations through the Program Against Women's Abuse. You can have support moving from an abusive relationship to a safe environment, have help filling out applications, have someone accompany you to court or meet with a lawyer, and much more. For assistance in the west end of Ottawa, more information, or to book an appointment, call 596.5626 ext. 225.

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### Pinecrest-Queensway Health and Community Services

1365 Richmond Road, 2nd Floor  
Ottawa, Ontario (Canada) K2B 6R7  
Tel: (613) 820-4922  
Website: [www.pinecrestqueensway.com](http://www.pinecrestqueensway.com)

#### *Program Against Abuse*

Women who have experienced abuse by an intimate partner can receive free, private information, assistance and support. Women can participate in support groups designed as safe places to share experiences and work together to end violence and other forms of abuse in their lives. This service is offered Monday through Friday at Pinecrest-Queensway. Call for an appointment.

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### Royal Ottawa Hospital

1145 Carling Avenue  
Ottawa, Ontario K1Z 7K4  
(613) 722-6521  
Website: [www.rohcg.on.ca](http://www.rohcg.on.ca)

The Hospital provides long-term counselling for adults and youth.

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## Somerset West

**Community Health Centre**  
55 Eccles Street  
Ottawa, Ontario K1R 6S3  
(613) 238-8210  
Website: [www.swchc.on.ca](http://www.swchc.on.ca)

Services those living in the west community area (from Bronson Avenue to Island Park Drive and the Ottawa River to Carling Avenue).

Women's Counselling: Offering women short term general counselling and abuse counselling as well as information sessions and support groups

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## Wabano Centre for Aboriginal Health

299 Montreal Road  
Ottawa, Ontario, K1L 6B8  
Tel: (613) 748-5999  
Fax: (613) 748-9364  
Website: [www.wabano.com](http://www.wabano.com)

Within the Mental Health Program, Wabano provides one-on-one counselling and group counselling including a Trauma Recovery Women's Support Group.

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## Western Ottawa Community Resource Centre

2 MacNeil Court  
Ottawa (Kanata), Ontario K2L 4H7  
Tel: (613) 591-3686  
Fax: (613) 591-2501  
[www.communityresourcecentre.ca](http://www.communityresourcecentre.ca)

### *Program Against Abuse*

The Program Against Abuse offers individual support, information, crisis intervention, on-going counselling and first-stage and second stage group services for women who are or have been abused by their male or female partner. Groups are also offered for children who have witnessed violence and their female parent(s).

### *Peer Support Program*

The Peer Support Program provides support services to women who have been abused by an intimate partner. Peer Supporters are women volunteers who are trained to work within the Feminist Framework to provide these supports, and to work in the community towards ending violence against women. Peer Supporters are available to help women residing in Goulbourn, Kanata, Nepean, Pinecrest-Queensway and West Carleton areas, as well as providing support to the women and children residing at Chrysalis House.

# SEXUAL ASSAULT NETWORK

312 Parkdale Avenue Ottawa, Ontario K1Y 4X5

(613) 725-3601, ext. 104 – Office line

(613) 725-4651 - Fax

e-mail : [sanottawa@familyservicesottawa.org](mailto:sanottawa@familyservicesottawa.org)

website : [www.sanottawa.com](http://www.sanottawa.com)

The Sexual Assault Network is a member of Ottawa Coalition To End Violence Against Women (OCTE-VAW). The Network is a coalition of people representing community members/groups/agencies who are committed to working toward ending sexual violence. The Network hosts two yearly meetings to bring the community together to improve the response to people who have experienced sexual violence and their access to services. The Network plays a broader advocacy and political action role, but does not provide individual advocacy or direct service.

The Coordinator of the Sexual Assault Network speaks both French and English. The website and most major documents can be accessed in both languages.

## COMMITMENTS

We will, within the mandate of the Protocol committee:

- a. be inclusive and provide equal treatment for all women accessing our services, while bringing an understanding to issues related to marginalization and oppression (such as race, language, ethnicity, involvement in the sex industry, immigration status, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals etc.); and
- b. ensure that the Coordinator and all Members (including Co-Chairs) are fully informed of the contents and procedures of this protocol.

We will:

- » continue to support and act as a resource for the Protocol Committee by ensuring that all relevant background information (past and present) is maintained and can be easily accessed;
- » work with the Protocol Committee to develop on-going ways to monitor and evaluate the success and performance of the Protocol and to help ensure the Protocol is accountable to victims/survivors of sexual assault and the Ottawa community;
- » initiate, as resources allow, a conflict resolution process as defined by the Ottawa Coalition To End Violence Against Women (OCTEVAW) within which to discuss concerns about the Protocol as raised by victims/ survivors of sexual assault, community, and/or service providers. This would occur only after efforts have been made by the participating organizations to resolve the conflict;
- » coordinate regular and ongoing training sessions on the Protocol to ensure that all those working with issues related to sexual assault are familiar with the Protocol and the commitments made by the participating organizations; and
- » actively seek out feedback from the community on the Protocol through questionnaires and regular updates at the monthly Network meetings.



## **RESOURCES**

As a community body, the Network will continue to play an important role in providing resources (e.g. information, staff time) to the Protocol Committee to ensure the successful completion of the Protocol revision and training components. The Network Coordinator will actively participate in the Protocol Committee and provide access to information and other resources as needed and to the extent of the Network's ability.

## **ACCOUNTABILITY/MONITORING/EVALUATION**

The Network will play a coordinating role for the Protocol Committee. This role will include collecting feedback, concerns, or questions from community members regarding the Protocol Committee.

The Network will work with the Protocol Committee to help ensure Protocol participants are accountable to each other, their commitments as outlined in the Protocol, and victims/survivors of sexual assault in the community. To assist in this, the Network will work with the Protocol committee to maintain an ongoing monitoring and evaluation process. This may involve arranging meetings, actively soliciting community feedback and/or coordinating the Protocol review process.

The Network will initiate the review process for the Protocol, as well as call meetings of the Protocol Committee as needed.

## **CONFLICT RESOLUTION FACILITATION**

The Network Council may be asked to facilitate the resolution of concerns and conflicts, which could arise around the Protocol. This would be subject to available resources and offered only after the outlined complaint procedure within the Protocol has been attempted.

## **EDUCATION/TRAINING**

The Network will assist the Protocol Committee in providing information, education and training around Protocol issues to interested community groups and members.

## **FORUM FOR COMMUNITY**

Through its on-going role in the community and its monthly meetings, the Network will be a forum to gather community feedback on the Protocol. The Network will also initiate any specific events necessary to gather this information in preparation for the review of the Protocol.

# ACCOUNTABILITY

Each agency/organization has included in this protocol a section on accountability and has committed to following their internal process as it is described within that section.

## 1. Victim/Survivor Complaint Procedures

On occasion, victims/survivors may not receive the services as outlined in the protocol. It is essential that they be given information about where to express their concerns. Service providers can direct victims/survivors to the following access points:

- a. the agency/organization where the problem arose. The survivor/victim should be directed to the originating organization's internal process as outlined in the Protocol;
- b. if the survivor/victim does not want to talk to organization directly, it will be noted by the Sexual Assault Network coordinator and brought to the protocol committee. The protocol committee meets twice per year.

## 2. Service Organizations Complaint Procedures

When a service organization feels that a protocol organization is not following the procedures as reflected in this Protocol document, the service organization should:

- a. contact the agency/organization where the problem arose and follow the organization's internal process as outlined in the Protocol;
- b. direct their concern to the Coordinator of the Sexual Assault Network who will document the issue and forward it to the organization.

## 3. Problem Resolution

The Protocol organizations recognize that the potential for differences among service providers exists and must be addressed. In order to continue to work cooperatively, all participants agree that issues will be brought to the table in the spirit of problem solving rather than for the purpose of attaching blame. Concerns can be addressed in one or more of the following ways:

- a. service providers can contact each other directly;
- b. if concerns cannot be directly resolved between the organizations, concerns can be brought to a meeting of the Protocol Committee. The Sexual Assault Protocol Committee meets two (2) times a year and is designed to provide a forum for Protocol member agencies to meet and discuss issues in a timely and constructive manner.

## 4. Service Providers as Alleged Perpetrators

Violence is pervasive in our society, therefore it is important to recognize that there is always a possibility that an abuser may work within a protocol organization or may have a close relationship with someone who does. Each agency/organization must have in place internal policies and procedures which deal with abusive and harassing behaviour by clients, employees and/or volunteers.

## 5. Protocol Review

The Sexual Assault Network will coordinate a regular review of the Protocol within a period not exceeding five years. The purpose of the review is to:

- a. ensure that the Protocol accurately reflects the services available and the needs of victims/survivors;
- b. provide a mechanism to update and make changes to the Protocol in an effort to provide a more effective and coordinated response to victims/survivors;
- c. assess the effectiveness of the Protocol including its ability to meet the principles and beliefs of the Protocol.

A major change in the Protocol (e.g. new organization to be added or the withdrawal of an organization) would be reflected in the Protocol in as timely a manner as possible. An e-version of the protocol will soon be available online and will be updated by Committee members when there are changes to the services they offer.

# APPENDIX A

## RESOURCES ON SEXUAL VIOLENCE

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### RESOURCE LIST

#### GENERAL RESOURCES

- » Disabled Women's Network Ontario  
<http://dawn.thot.net/>
- » Action Ontarienne contre la violence faite aux femmes  
<http://francofemmes.org/>
- » National Clearinghouse on Family Violence  
[www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/](http://www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence/)
- » Ontario Women's Directorate  
[www.citizenship.gov.on.ca/owd/](http://www.citizenship.gov.on.ca/owd/)
- » Ontario Women's Justice Network  
[www.owjn.org](http://www.owjn.org)
- » Sexual Assault Network  
[www.sanottawa.com](http://www.sanottawa.com)
- » Women's Place  
[www.womensplace.on.ca](http://www.womensplace.on.ca)

#### SEXUAL ASSAULT COUNSELLING/SUPPORT

- » CALACS Francophone d'Ottawa  
[www.calacs.ca](http://www.calacs.ca)
- » Catholic Family Services  
[www.cfssc-ottawa.org](http://www.cfssc-ottawa.org)
- » Centre for Treatment of Sexual Abuse and Childhood Trauma  
[www.centrefortreatment.com](http://www.centrefortreatment.com)
- » Minwaashin Lodge  
[www.minlodge.com](http://www.minlodge.com)
- » Ontario Network of Sexual Assault/Domestic Violence  
[www.satcontario.com/Services](http://www.satcontario.com/Services)
- » Carleton University Equity Services  
<http://www2.carleton.ca/equity?>

#### TREATMENT CENTRES

- » Ontario Coalition of Rape Crisis Centres  
[www.occcc.ca](http://www.occcc.ca)
- » Ottawa Rape Crisis Centre  
[www.orcc.net](http://www.orcc.net)

- » Sexual Assault Support Centre (SASC)  
www.sascottawa.org
- » Victim/Witness Assistance Program (criminal charges required)  
www.attorneygeneral.jus.gov.on.ca
- » Victim Crisis Unit, Ottawa Police Service (no criminal charges required)  
www.ottawapolice.ca
- » Wabano Centre for Aboriginal Health  
www.wabano.com

### **ABORIGINAL AND IMMIGRANT WOMEN'S SERVICES**

- » Immigrant and Women's Services  
www.immigrantwomenservices.com
- » Minwaashin Lodge  
www.minlodge.com
- » Oshki Kizis Healing Lodge  
www.minlodge.com/awsc\_oshki.html
- » Wabano Centre for Aboriginal Health  
www.wabano.com

### **SEX WORKERS**

- » POWER (Prostitutes of Ottawa-Gatineau, Work, Educate, Resist)  
www.powerottawa.ca

### **MEN**

- » Men's Project  
www.themensproject.ca
- » Men Can Stop Rape  
www.mencanstoprape.org

### **PHYSICAL/PARTNER ABUSE COUNSELLING/SUPPORT**

- » Assaulted Women's Help Line  
www.awhl.org
- » Eastern Ottawa Resource Centre  
www.eorc-gloucester.ca
- » Family Services a la Famille Ottawa (anti-violence Program)  
www.cfssc-ottawa.org
- » Immigrant Women Services Centre  
www.immigrantwomenservices.com
- » Minwaashin Lodge  
www.minlodge.com

## **HOSPITALS**

- » CHEO Sexually Assaulted Youth Counselling  
[www.cheo.on.ca](http://www.cheo.on.ca) (up to 16 years of age)
- » Sexual Assault Partner Abuse Care Program – Emergency department at the Civic Campus of The Ottawa Hospital or (613) 738-3762 (24 hrs)

## **COMMUNITY HEALTH CENTRES**

- » Carlington Community Health Centre  
[www.carlingtonchc.ca](http://www.carlingtonchc.ca)
- » Centretown Community Health Centre  
[www.centretownchc.org](http://www.centretownchc.org)
- » Cumberland (Orleans) Community Resource Centre  
[www.crcorleans-cumberland.ca/](http://www.crcorleans-cumberland.ca/)
- » Disabled Person's Community Resource Centre  
[www.dpcr.ca/](http://www.dpcr.ca/)
- » Eastern Ottawa Community Resource Centre  
[www.eorc-gloucester.ca/](http://www.eorc-gloucester.ca/)
- » Lowertown Community Resource Centre  
[www.crcbv.ca/](http://www.crcbv.ca/)
- » Osgoode-Rideau Nepean Community Resource Centre  
[www.ncrc.ca](http://www.ncrc.ca)
- » Overbrook-Forbes Community Resource Centre  
[www.ofcrc.org](http://www.ofcrc.org)
- » Pincrest Queensway Health and Community Services  
[www.pqhcs.com](http://www.pqhcs.com)
- » Somerset West Community Health Centre  
[www.swchc.on.ca](http://www.swchc.on.ca)
- » Sandy Hill Community Health Centre  
[www.sandyhillchc.on.ca](http://www.sandyhillchc.on.ca)
- » South-East Ottawa Community Health Centre  
[www.coalitionottawa.ca](http://www.coalitionottawa.ca)
- » Vanier Community Resource Centre  
[www.cscvanier.com/](http://www.cscvanier.com/)
- » Western Ottawa (Kanata) Community Resource Centre  
[www.communityresourcecentre.ca](http://www.communityresourcecentre.ca)

## **SEXUAL HEALTH RESOURCES**

- » Canadian Federation for Sexual Health (formerly Planned Parenthood)  
[www.pafc.ca](http://www.pafc.ca)

- » Morgentaler Clinic  
[www.morgentaler.ca/ottawa.htm](http://www.morgentaler.ca/ottawa.htm)
- » Oasis (Sandy Hill Community Centre)  
[www.sandyhillchc.on.ca](http://www.sandyhillchc.on.ca)
- » Sexual Health Centre  
[www.parentresource.on.ca/incredibledirectoryonline.asp](http://www.parentresource.on.ca/incredibledirectoryonline.asp)

### **CRIMINAL/LEGAL RESOURCES**

- » Canadian Resource Centre for Victims of Crime  
[www.crcvc.ca](http://www.crcvc.ca)
- » Clinique Juridique Francophone De L'Est d'Ottawa  
[www.cscvanier.com](http://www.cscvanier.com)
- » Criminal Injuries Compensation Board  
[www.cicb.gov.on.ca](http://www.cicb.gov.on.ca)
- » Crown Attorney's Office  
[www.attorneygeneral.jus.gov.on.ca/](http://www.attorneygeneral.jus.gov.on.ca/)
- » Elizabeth Fry Society  
[www.efryottawa.com](http://www.efryottawa.com)
- » Ontario Legal Aid Plan  
[www.legalaid.on.ca](http://www.legalaid.on.ca)
- » Ottawa Police Service  
[www.ottawapolice.ca](http://www.ottawapolice.ca)
- » South Ottawa Community Legal Services  
[www.aidejuridiqueottawalegalaid.ca](http://www.aidejuridiqueottawalegalaid.ca)
- » University of Ottawa Community Legal Clinic  
[www.uottawa.ca/associations/clinic](http://www.uottawa.ca/associations/clinic)
- » West End Legal Services of Ottawa  
[www.aidejuridiqueottawalegalaid.ca](http://www.aidejuridiqueottawalegalaid.ca)

### **PHYSICAL AND MENTAL HEALTH**

- » Amethyst Women's Addiction Centre  
[www.amethyst-ottawa.org](http://www.amethyst-ottawa.org)
- » Maison Fraternelle  
[www.maisonfraternite.ca](http://www.maisonfraternite.ca)
- » Royal Ottawa Hospital  
[www.rohcg.on.ca](http://www.rohcg.on.ca)

### **DROP-INS AND SHELTERS**

- » Centre Espoir Sophie  
789-5119



- » Chrysalis House  
[www.communityresourcecentre.ca](http://www.communityresourcecentre.ca)
- » Cornerstone Women's Shelter  
[www.jdtsoft.com/cornerstone/shelter.html](http://www.jdtsoft.com/cornerstone/shelter.html)
- » Harmony House  
[www.harmonyhouseews.com](http://www.harmonyhouseews.com)
- » Interval House  
234-5181 (24hr crisis line)
- » La Presence  
241-8297(24 hr)
- » Maison d'Amitie  
747-0020
- » Nelson House  
[www.nelsonhouse.on.ca](http://www.nelsonhouse.on.ca)
- » Ontario Association of Interval & Transition Houses  
[www.oaith.ca/](http://www.oaith.ca/)
- » Oshki Kizis Healing Lodge  
[www.minlodge.com/awsc\\_oshki.html](http://www.minlodge.com/awsc_oshki.html)
- » St. Joe's Women's Centre  
[www.stjoeswomenscentre.org](http://www.stjoeswomenscentre.org)
- » The Well  
[www.the-well.ca](http://www.the-well.ca)
- » Young Women's Emergency Shelter  
<http://collections.ic.gc.ca/rideau/>



## APPENDIX B

### THE SEXUAL ASSAULT PROTOCOL COMMITTEE

**CALACS francophone d'Ottawa**  
(Centre francophone d'aide et de  
lutte contre les agressions à caractère sexuel)  
Johanne Morency  
c/o 40 Cobourg St., Ottawa, Ontario K1N 8Z6  
Office Line (613) 789-8096  
24 hour Support Line (613) 789-9117  
TTY (613) 789-9596

**Crown Attorney's Office**  
Lia Bramwell  
Assistant Crown Attorney  
Ottawa Courthouse, 161 Elgin Street, Ottawa, Ontario K2P 2K1  
(613) 239-1200

**Ottawa Police Service**  
John McGetrick  
Staff Sergeant  
Sexual Assault & Child Abuse Section  
474 Elgin Street, Ottawa, Ontario K1G 6H5  
Telephone (613) 236-1222, ext. 5757  
TTY (613) 232-1123

**Ottawa Police Service**  
Donna Watson-Elliott  
Victim Crisis Unit  
474 Elgin Street, Ottawa, Ontario K1G 6H5  
(613) 236-1222 ext. 2208  
Intake Line (613) 236-1222 ext. 2223  
TTY (613) 232-1123

**Ottawa Rape Crisis Centre**  
Sandy Onyalo  
Executive Director  
Hamdi Mohammad, previous Executive Director  
P.O. Box 20206, Ottawa, Ontario K1N 9P4  
Office Line (613) 562-2334  
24 hr Crisis Line (613) 562-2333  
TTY (Monday to Friday 8:30 a.m. to 4:00 p.m.) (613) 562-3860

**Sexual Assault Network**

Theresa Willoughby  
Coordinator  
312 Parkdale Avenue Ottawa, Ontario K1Y 4X5  
(613) 725-3601, ext. 104

**Sexual Assault Support Centre**

Susan Havart  
P.O. Box 4441, Station E., Ottawa, Ontario K1S 5B4  
Office Line (613) 725-2160  
24 hour Support Line (613) 234-2266  
TTY (Monday-Friday 9:00 a.m. to 4:00 p.m.) (613) 725-1657

**The Ottawa Sexual Assault and Partner Abuse Care Program (SAPACP)**

Services for Adults  
Laura Wilding  
Coordinator  
The Ottawa Hospital – Civic Campus  
1053 Carling Avenue, Ottawa, Ontario K1Y 4E9  
24 hrs (613) 738-3762  
TTY (613) 738-8544

**Victim/Witness Assistance Program**

Noha Kirkish  
Manager  
Ottawa Courthouse, 161 Elgin Street, Ottawa, Ontario K2P 2K1  
(613) 239-1229

**Victim Services of Ottawa**

Steve Sullivan  
Executive Director  
250 City Centre, Suite 600 Ottawa (Ontario) K1R 6K7  
Tél. : (613) 238-2762  
Fax : (613) 238-0735

