



VICTIM SERVICES of Waterloo Region

Community Newsletter
Fall 2004

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Mission Statement

To provide immediate crisis intervention, emotional support and community referrals to victims or crime and or tragic circumstance in co-operation with Regional emergency service providers such as police, fire, ambulance and other related community services.

Our agency is funded by



The Ministry of the Attorney General



funded in kind by the
Waterloo Regional Police Service

Proud members of



The Ontario Network of
Victim Service Providers



National Organization for
Victim Assistance

A message from the Executive Director

Well...it's been one year since Victim Services of Waterloo Region began and what an *amazing* year it has been!

We have active and enthusiastic staff as well as volunteers and 12 hands-on board members...what a recipe for success!

Volunteers have well equipped response bags that thanks to Rose, are continually being upgraded. We have a brand new lightweight display that can be used for outreach and public education and finally, lapel pins for volunteers and community agencies with our logo proudly displayed. A logo, I might add, that has been warmly embraced and welcomed as that of a professional and committed service provider within this region.

November will bring to life another exciting initiative. Victim Services of Waterloo Region will be the province wide leader with regards to a progressive and comprehensive Victim Services website. On-line scheduling for volunteers, community referrals, programs and services, victims issues, police and emergency information and community outreach are just some of the features planned.

Rose Kronschnabl has done a wonderful job at creating her space at Division 2 made available to her through Waterloo Regional Police. This office will be occupied every Monday, Wednesday and Friday and will house many of the supplies that volunteers require as well as provide support to walk-in clients. This is yet another step towards geographic diversity.

On the subject of geographic diversity, **Susan Gordon** and **Diane Martin** who are the Victim Services Unit staff located at Waterloo Regional Police Headquarters, are available Monday through Friday from 8:00 – 6:00. As a reminder, their phone extensions have changed. Susan can be reached at ext. 8858 and Diane at ext. 8859. They are a tremendous support to our service and team players in every aspect. Please feel free to contact them anytime!

Victim's Rooms are coming to life with the hope that by January 2005, all three rooms will be completed and ready for use. This initiative will project Victim Services of Waterloo Region and the Waterloo Regional Police as leaders in victim support. These rooms will be fully equipped with interviewing and recording equipment as well as educational videos, books, fact sheets, safety plans, community resource information and toys and books for children.

I look forward to keeping you all informed and updated on our progress through these quarterly newsletters. If anyone has anything they would like us to incorporate, please feel free to contact me at any time at kim.clark@wrps.on.ca. We welcome any and all feedback.

Thank you all for your contribution to the success of Victim Services of Waterloo Region.

Sincerely,

Kimberley Clark,
Executive Director

A message from the Board Chair

On behalf of the Board of Directors I am both pleased and proud to comment on the progress of Victim Services of Waterloo Region in the agency's first newsletter. Since the approval of our initial funding application in May 2003, the Board of Directors has been active in bringing VSWR to life. Our diverse Board is fortunate to have a wealth of experience that has allowed us to quickly establish VSWR in our community. Significant milestone achievements were the hiring of our Executive Director **Kimberley Clark**, our Program & Volunteer Coordinator **Rose Kronschnabl**, and Administrative Assistant **Kelly Sheehan**. Under the direction of the Board, this team with their boundless energy, has made significant progress toward community awareness and education and establishment of the infrastructure to effectively manage a volunteer base capable of serving the entire Region.

Finally and most importantly, their recruitment of volunteers has been highly successful, allowing us to put in place the service we were brought together to provide. I am confident that our agency's ability to provide caring, skilled and effective response to victims of crime or disaster will continue to improve as we grow with our community.



Pat Dietrich
President



Working in partnership with
community and emergency services
to provide seamless assistance to
victims in Waterloo Region

*Kitchener, Cambridge, Waterloo
and the surrounding area.*

A message from the Program and Volunteer Coordinator

Well here we are!! One year in the making and many more to go!

What a fabulous year this has been, and I am thrilled with the opportunity to be a part of the volunteer program. Throughout this first year, we have conducted one volunteer training session, implemented an answering service for response after hours and participated in many educational opportunities with in the Region. Our volunteer training program has given us the ability to have police as well as outside agencies and services assist in presenting their area of expertise to the volunteers, which has resulted in an exceptional, one of a kind training event within this Region.

Since the implementation of the answering service in March of 2004, we have seen a marked increase in the number of calls from Waterloo Regional Police Service, Ontario Provincial Police and other community agencies. This *24 hour* service has also allowed individuals *direct contact* with victim services representatives to receive information and assistance, even if there has been no police involvement and where victim's wish to remain anonymous.

In November of 2003, we began with a group of veteran volunteers who are now our competent *Team Leaders*.

Our first volunteer training in January of 2004 graduated *25 On-Call Volunteers*. We currently have a diverse group of 41 volunteers who provide hands-on assistance within the Waterloo Region. We will be increasing our numbers to a total of 60 volunteers following our second training which began September 15, 2004. Our volunteer training has been expanded to include many additional training opportunities such as Police Procedures, Universal Safety, Cultural Diversity, Sexual Assault, Domestic Violence, Woman Abuse, Elder Abuse and the Criminal Justice System. Our training provides volunteers with a comprehensive working knowledge of the issues that will assist them in the diverse situations

they may be faced with while on shift.

All of our volunteers are extremely dedicated, enthusiastic, and committed individuals, and we are fortunate to have them volunteering their time with our agency. As a team we have had the opportunity to get to know one another, develop relationships and share in each others joys and successes.

Helen is one of our Team Leaders, and has dedicated 11 years to Victim Services and seen this agency develop and progress into the Region wide service it has become today! Helen has been a part of the many changes and faces of Victim Services, from the development of the Cambridge Victim Services Volunteers to her present volunteer work for Victim Services of Waterloo Region. Helen is a wealth of knowledge and an inspiration to all of us, so congratulations on your many years of service - we all look forward to many more!



Vicky is a new volunteer who graduated her training at the end of February 2004. Vicky is fast approaching her one year anniversary with

the agency, and recently gave birth to a beautiful baby girl! **Coralie May** was born on July 10th, 2004 weighing 8lbs and 6oz, and was named the 'Baby Girl of the Year' at this year's Cambridge Fall Fair. An award of a \$1000.00 Scholarship was provided by the Local USC Education Saving Plans Inc.



Deborah has been a volunteer since December of 2000 and was recently married! Unfortunately she will be leaving our agency, as she and her new husband, **Ken**, will be moving to Ottawa. Deborah and Ken were

married on October 2, 2004 and what a lovely wedding it was!!! Good luck to both of them as they start their new life together in Ottawa.

It has been such a privilege to be a part of the wonderful things happening in everyone's lives! As a group, we celebrated our very first Volunteer Appreciation on July 5th, 2004. It was a buffet of food and fun! We had a great time developing friendships, sharing experiences and recognizing volunteers for their years of service.

This first year has flown by and we are looking forward to many more in the future! If you are interested in volunteering or are looking for more information, please feel free to contact me at anytime.

It is my pleasure to keep you informed of current events and new information within the volunteer program as it is such an important part of this agency because of all of you who are responsible for helping shape the face of this essential community service.

Thank you,



Rose Kronschnabl
Program and Volunteer Coordinator

Agency News

Through the generous funding of the Ministry of the Attorney General, Victim Services of Waterloo Region will be implementing three Victims Rooms that will be designed with respect, dignity and commitment to client service in mind.

These rooms will provide a softer, more comforting environment for police to interview victims, as well as providing an environmental supplement. Although these rooms will be outfitted with police recording devices (activated only during police interviews), they will also contain educational material such as videos, fact sheets, pamphlets, safety plans etc., that we hope will empower individuals to make well informed choices about what is best for them.

Oftentimes re-victimization occurs without intent, but through the various public places victims attend while seeking support. Private and safe places such as these Victims Rooms will offer not only comfort but also the privacy they deserve for themselves and their families.

We are thrilled to announce that Waterloo Regional Police is one of the few police services in Ontario that will be equipped with such comprehensive rooms in each geographic area of their Region. There will be Victims Rooms located in Division 1 in Kitchener, Division 2 in Cambridge and Division 3 in Waterloo, with an expected completion date of January 2005.

We're thrilled to be involved in such a wonderful initiative with the Waterloo Regional Police Service. It is yet another example of emergency service providers and community agencies working together towards a shared vision of effective community response.

"Understanding human needs is half the job of meeting them."

Adlai Stevenson

Working in Partnership

Victim Services of Waterloo Region currently works in partnership with the following:

- **Domestic Assault Review Team**
Working to ensure that domestic violence cases are identified and receive early court dates, to ensure victim safety and hold perpetrators accountable for their behaviour.
- **Domestic Violence Grant Committee**
Set up to generate public education and awareness tools on Domestic Violence.
- **Personal Services Coordination Committee**
Responsible for sponsoring the NOVA training in September here in KW.
- **Restorative Justice Task Force**
Building a coalition of people in the Region to promote restorative justice for the benefit of victims, offenders and the community.
- **Waterloo Region Suicide Prevention Council**
Developing strategy to reduce the incidence and impact of suicidal behaviour on our community.

Board of Directors

Pat Dietrich
President

Alan Binns
Vice-President

Calvin Seifert
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Joanne VanDeursen
Secretary

Susan Barg

Bill Donahue

Arlene Groh

Joseph Irvine

Frances Manson

Ashwani Mehta

Paula Saunders

Fred Walberg

Staff

Kimberley Clark
Executive Director

Rose Kronschnabl
Program and Volunteer Coordinator

Kelly Sheehan
Administrative Assistant

"The longest journey starts with a single step."

Lao Tse



If you are in need of assistance during daytime office hours, please contact the

Waterloo Regional Police Victim Service Unit

(519)653-7700 – KW
(519) 570-3000 – other areas
ext. 8858 or 8859

Monday to Friday 8am – 6 pm

"Life is not about being dealt a good hand. It's about playing a bad hand well."

Unknown

Community Events and Training Opportunities

Teen Mental Health Workshop

November 9th, 2004

For more details please contact Rose as soon as possible.

Victim Services Volunteer Graduation

Thursday, November 25th
6:30 p.m.

Contact Rose for details.

Victim Services Volunteer Holiday Get Together

Monday, November 6th
6:30 p.m.

Contact Rose for details.

If anyone has an event they would like posted in the newsletter, please contact Kelly with the details.

"The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy."

Martin Luther King Jr.

"It is easy to be wise after the event."

English Proverb

Coming Soon

The Victim Services of Waterloo Region Website

Featuring information, fact sheets and links to educate and empower victims of all kinds.

Self Help Websites

This Issue's Topic: Protecting your Home

The holiday season is a time for friends, family and celebrating.

With all the events attended during this period, there is much attention focused on shopping, cooking and party-going. Keep in mind however, that with all the unattended homes it is a prime time for burglaries to occur. Candles, while an important part of many religious events, can also be dangerous.

Keep your home safe with tips found on the following websites, and keep your holiday season full of the joy and togetherness that makes this time of year so special!

The Canada Safety Council

<http://www.safety-council.org/>

Provides a myriad of safety tips for the home, and many other subjects as well.

The Ontario Ministry of Community Safety and Correctional Services

<http://www.mpss.jus.gov.on.ca/>

Follow the *Home Security Audit* link (left side under *Policing Services*) for advice on keeping your home safe.

Safe Kids Canada

<http://www.safekidscanada.ca/>

Provides tips for families to keep children safe in the home and in general.

StateSafe: Preventing Crime and Violence in California

<http://www.safestate.org/>

Click on About Us, Publications and Videos, Publications – Downloadable Files to get Community and Personal Safety tip sheets for your home. While the site is American, most of the information is common sense, and applicable to everyone.

"You must be the change you wish to see in the world."

Mahatma Gandhi

Contact Us...

Our offices located at Divisions 1 and 2 of the Waterloo Regional Police Services (call to confirm someone is there).

Office: 519.585.2363
519.650.8500x4464 (Div 1)
519.650.8500x2204 (Div 2)

Fax: 519.579.5593 (Div 1)
519.740.6362 (Div 2)

Executive Director

kim.clark@wrps.on.ca

Program/Volunteer Coordinator

rose.kronsnabl@wrps.on.ca

Administrative Assistant

kelly.sheehan@wrps.on.ca

If you or someone you know is in need of assistance, call

(519) 585-2363

Our response is caring, skilled and effective.

24 hours a day – 7 days a week