



## Website

A comprehensive site, dedicated to providing 24 hour assistance to victims, emergency service providers, helping agencies and members of the community. The site features fact sheets, news, agency information and links to community resources.

Visit us at [www.vswr.ca](http://www.vswr.ca)



## Volunteer Program

Volunteering for Victim Services of Waterloo Region is both challenging and demanding. Volunteers may be called to scenes such as a family dispute, sexual assault, traffic fatality, suicide or sudden death. Due to the sensitive nature of the services we provide, candidates undergo an extensive screening and training process. Volunteer placement is contingent upon interest as well as the agency's requirement.

Volunteers attend to calls referred during evenings, weekends and holiday hours.

### A member agency of:



The Ontario Network of Victim Services Providers (ONVSP)



The National Organization for Victim Assistance (NOVA)



## Office Staff

During office hours all calls referred to Victim Services are attended to by the Victim Services Unit of the Waterloo Regional Police Service.

**Monday to Friday**  
**8:00 a.m. to 6:00 p.m.**  
**(519) 653-7700**  
**ext. 8858 or 8859**



## Contact Us

**Division One:**  
134 Frederick St. Kitchener, ON

**Division Two:**  
176 Hespeler Rd, Cambridge, ON

**Division Three:**  
14 Erb St. W., Waterloo, ON

**Phone:** (519) 585-2363  
**Fax:** (519) 579-5593

**Hours of Operation: 24 Hours**  
Office: Monday to Friday 8:30 a.m. – 4:30 p.m.

**Mail:**  
Victim Services of Waterloo Region  
P.O. Box 3070 200 Maple Grove Rd  
Cambridge, ON N3H 5M1  
Attn: Division 1



Funded by the Ministry of the Attorney General, funded in kind by the Waterloo Regional Police



*The views and opinions expressed in this publication do not necessarily reflect the views and opinions of the Ontario Government or the Ontario Ministry of the Attorney General.*



Our response is *caring,*  
*skilled and effective.*

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[www.vswr.ca](http://www.vswr.ca)





## Who are we?

Victim Services of Waterloo Region is a not-for-profit organization that provides service to victims of crime and tragic circumstance within the Region of Waterloo. ***Our response is caring, skilled and effective.***



## Our Objectives

- To lessen the impact of trauma.
- Assist victims with accessing appropriate services within the community.
- Provide education and promote community wellness.
- Governed by a volunteer Board of Directors, our service is delivered through a specially trained group of volunteers.



## Service Delivery

- 24 hour support available across the Region to referred and consenting victims.
- Immediate response to a scene, hospital, business, residence, school or Police division at the request of an emergency service provider
- Referrals to community resources.
- Personal safety plans and additional information addressing personal safety needs.

Service delivery is based on empowerment through information, options and alternatives so individuals can make well informed choices to assist them in the development of their personal paths to recovery.



## Crisis Intervention

Twenty-four hours a day, seven days a week, our crisis intervention program allows us to attend at the scene of a crime or traumatic event and offer crisis intervention, information and community referrals.

Immediate assistance has proven effective in helping victims cope with the short and long term emotional effects of a crisis or traumatic event.



## Victims of Crime Legislation

An Act respecting Victims of Crime  
Ontario Bill 23, 1995

### Victims have the Right to...

- Be treated with courtesy, compassion and respect.
- Be kept apprised of the investigation.
- Participate in the judicial process.
- Request information about services and remedies.
- Know dates and places of significant proceedings.
- Know the outcome of significant proceedings
- Be notified of offender release, parole or escape.



## Access Program

Awareness, Community, Confidentiality, Education,  
Safety Planning, Support

A clearinghouse of resources on community services and self-help literature that addresses the needs of those victimized by crime and tragic circumstance.

Resource packages can be requested by any individual and forwarded to their residence or alternatively picked up at any police division or safe location.



## Victim Rooms

Designed to provide a soothing environment for victims and their families to receive information and assistance, these rooms are equipped to record interviews (if pre-approved and appropriate). With colourful, relaxing décor and comfortable seating, the typical fears that interviews in a police setting often invoke are lessened.

The three locations are:

Division 1: 134 Frederick St., Kitchener  
Division 2: 176 Hespeler Rd., Cambridge  
Division 3: 14 Erb St. W., Waterloo