

WHO ARE WE?

Victim Services of Waterloo Region is a non-profit organization that provides service to victims of crime and tragic circumstance within the Region of Waterloo. Our objectives are to:

- Lessen the impact of trauma
- Assist victims in accessing appropriate services
- Provide education and promote community wellness

Governed by a Board of Directors, our service is delivered by a highly skilled group of crisis responders and staff.

PROGRAMS WE OFFER

Crisis Response Program

**ACCESS Program MTS
Program**

Public Education

Putting the Pieces Back Together

Victim Quick Response Program

SERVICE DELIVERY

- 24 hour practical and emotional support available to consenting victims
- Immediate response to a scene at the request of an emergency service provider
- Referrals to community resources
- Personal safety plans and 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 their personal paths to recovery.



CONTACT US

Phone: 519-585-2363

Fax: 519-746-5658

www.vswr.ca

victimservices@wrps.on.ca

24 hours a day - 7 days a week

OFFICE HOURS:

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: North Division

A member agency of:



To make a donation, please visit



Charitable Tax Number: 860337823RR0001



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www.victimservicesontario.ca

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.



Agency Information

**24 hours a day/7 days a week
Confidential**

519.585.2363 www.vswr.ca



*Our response is caring,
skilled and effective.*

VICTIM SERVICES OF WATERLOO REGION

OUR SERVICES

- 24 hours a day/7 days a week
- Immediate assistance at the scene of an emergency
- Telephone intervention
- Emotional and practical support (short term assistance, provision of information/resources, referrals to community-based services, public education, etc)
- 24 hour access to our website & Facebook page which hosts a large number of fact sheets and web resources.

CRISIS RESPONSE PROGRAM

Volunteering for Victim Services of Waterloo Region is challenging and demanding, and due to the sensitive nature of the services we offer, crisis responders must undergo an extensive screening and training process. Applicants must:

- Undergo a detailed screening interview
- Complete a criminal reference check
- Finish our 70 hour training program
- Be 19 years of age or older
- Attend monthly meetings, and volunteer for a minimum of six shifts a month for a two year commitment
- Have a cellphone
- Have a valid driver's license, access to a reliable vehicle and \$1 million in liability insurance
- An additional language is an asset!

Crisis responders attend to calls during the daytime, evenings, weekends and holidays. *For more information, please contact our Crisis Response Coordinator.*



ACCESS

- Clearinghouse of fact sheets, brochures, self-help guides, and other support literature on hundreds of topics designed to facilitate healing.
- Packages are prepared and mailed or picked up at any police division
- Packages are followed up with telephone contact to provide referrals to community agencies

To receive an information package, please contact us by phone, or email at accessvswr@wrps.on.ca.

MTS PROGRAM (Mobile Tracking System)

- Personal alarms for individuals at extreme risk of violence
- Upon alarm activation, the Waterloo Regional Police respond with top priority
- Partnership between the Victim Services of Waterloo REgion and Waterloo Regional police Service
- Personalized extensive safety planning
- Emotional and practical support
- On-going support to ensure appropriate transitional planning and relocation, where necessary
- Philosophy is based on client empowerment

If you feel that you are a candidate for this program, please contact our High Risk Coordinator.

PUBLIC EDUCATION

- Presentations on a large variety of topics are offered by qualified staff and crisis responders
- Healthy Relationships collaborative targets youth to identify healthy/unhealthy relationships and community agencies offering support
- Corporate presentations
- Displays booths
- Victims rooms designed to create a safe, environment to obtain crisis assistance

To book a presentation for your group or agency, please contact us.

PUTTING THE PIECES BACK TOGETHER

In partnership with the Waterloo Regional Police, Victim Services works to:

- Provide emotional and practical assistance to break and enter victims
- Perform safety audits of residences
- Develop customized safety plans
- Provide information and referrals to help victims feel safe in their homes again

VICTIM QUICK RESPONSE PROGRAM

The VQRP was established by the Ministry of the Attorney General to respond to the most urgent needs of victims of violent crime by providing limited financial support where there is no other means available. To find out if you or someone you know is eligible, please contact our Community Coordinator.

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skilled, and effective...
24 hours a day - 7 days a week***



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