

**From:** JAG Victim Services JAG:EX <[VictimServices@gov.bc.ca](mailto:VictimServices@gov.bc.ca)>

**Sent:** Thursday, March 26, 2020 11:40:01 AM

**Subject:** Updates from the Community Safety and Crime Prevention Branch

***\*\*Please share this email with all relevant staff\*\****

Good morning,

As you are undoubtedly aware, the circumstances of COVID-19 and the related response continues to evolve rapidly. The BC government continues to follow the advice and guidance of the Provincial Health Officer and the BC Centre for Disease Control.

As a precautionary measure, many Community Safety and Crime Prevention Branch (CSCP) staff are working remotely. While every effort will be made to maintain full service to our clients, we anticipate there may be some delays and appreciate your patience.

In order to minimize delays, please see the following notices from CSCP's **direct service delivery programs**:

#### **Victim Safety Unit**

To ensure VSU staff are best able to access incoming Notification Application Forms (and Victim Travel Fund applications) please DO NOT send them by fax or regular mail. Instead, please email the forms to [vsusg@gov.bc.ca](mailto:vsusg@gov.bc.ca). You can continue to reach the Victim Safety Unit at (604) 660-0316 (toll free at 1-877-315-8822), however connecting with the VSU by email may result in quicker response.

The VSU is continuing to receive and process Victim Travel Fund applications, however due to current travel restrictions, the timing of booking travel arrangements, if possible, will be delayed as appropriate.

Please email [vsusg@gov.bc.ca](mailto:vsusg@gov.bc.ca) with any program updates that may impact the VSU's client notification services. If there are ways in which the VSU may be able to provide additional assistance, please get in touch.

#### **Crime Victim Assistance Program**

To ensure that CVAP staff are best able to respond to incoming applications please DO NOT send them by regular mail. Instead please email the forms to [CVAP@gov.bc.ca](mailto:CVAP@gov.bc.ca) or fax to 604-660-3880. You can reach CVAP staff from 8:30 to 4:30 Monday to Friday at 604-660-3888 (toll free at 1-866-660-3888.)

For incidents involving the immediate health and safety of a client please call and discuss with program staff.

## **Restitution Program**

To ensure Restitution Program staff are best able to access incoming Restitution Program Application Forms (both victim and offender applications), please DO NOT send them by fax or regular mail. Instead, please email the forms to [Restitution@gov.bc.ca](mailto:Restitution@gov.bc.ca). You can continue to reach the Restitution Program at 604-660-4898 (toll free at 1-844-660-4898).

## **Victim Court Support Programs**

Victim Court Support staff continue to be available for all stakeholders during this time. Caseworkers will continue to be accessible through their individual mobile phone numbers and email addresses but the most reliable contact method is through email at each court location. Contact information for each site is as follows:

*Surrey Court Support team* – Email: [CSCP@Victoria1.gov.bc.ca](mailto:CSCP@Victoria1.gov.bc.ca); Phone: 604-572-2229

*Vancouver Court Support team* – Email: [VancouverVictimCourtSupport@gov.bc.ca](mailto:VancouverVictimCourtSupport@gov.bc.ca); Phone: 604-660-4217

*Downtown Community Court team* – Email: [Deborah.Acor@gov.bc.ca](mailto:Deborah.Acor@gov.bc.ca); Phone: 778-572-3276

*Port Coquitlam Court Support team* – Email: [Tanya.Cacic@gov.bc.ca](mailto:Tanya.Cacic@gov.bc.ca); Phone: 604-927-2250

*Supreme Court team* – Email: [Lisa.Kimura@gov.bc.ca](mailto:Lisa.Kimura@gov.bc.ca); Phone: 604-363-4044

Additionally, please see the following notice related to contracted victim services and violence against women programs:

## **Community Programs Unit and Contracted Victim Services & Violence Against Women Programs**

The intent of the BC government remains the same – to support and sustain the provision of these important social services now, where possible, and in the future once we get through the COVID-19 pandemic together.

Provincial funding arrangements with contracted service providers remain in place to maintain social services that people count on every day including victim services and violence against women programs. Contracted service providers are adapting the way in which they can provide services to minimize transmission of COVID-19, and program managers are available to work with agencies on these issues. Contracted service providers experiencing increased costs due to staff shortages, increased overtime and/or increased demand as a result of COVID-19 can receive incremental funding to continue the delivery of essential services in the immediate term (through to April 30, 2020).

VictimLink BC's 24/7 telephone service remains available at 1-800-563-0808. In addition to the telephone service, VictimLink can also be contacted via email at [help@bc211.ca](mailto:help@bc211.ca)

The staff of the Community Programs Unit are available for assistance for any contracted victim service or violence against women program that requires support during the COVID-19 pandemic.

For information purposes, we have also attached a notice to the profession and public regarding the suspension of regular court operations as a result of COVID-19, along with several fact sheets relevant to those working with vulnerable populations.

We encourage you to follow the updates and advice of the Provincial Health Officer. For more information and updates about COVID-19, please visit: [www.gov.bc.ca/covid19](http://www.gov.bc.ca/covid19)

*Community Safety and Crime Prevention Branch*