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**GENDER DIFFERENCES  
IN VICTIMS' REACTIONS  
TO BURGLARY OVER TIME**

**Celia A. Quigley**

Submitted to the Department of Criminology  
University of Ottawa  
in partial fulfillment of the requirements for the  
degree of Master of Arts  
in Criminology

1994



Celia A. Quigley, Ottawa, Canada 1994



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## ABSTRACT

The purpose of the present study is to examine men's and women's reactions to burglary over time. More specifically, the goal is to determine whether or not there is a gender difference in the extent to which reactions to a non gender-specific crime, such as burglary, emerge and endure. In order to do so, 20 male and 20 female victims of burglary from the City of Ottawa were interviewed about their experiences with and their reactions to this criminal event. Both short- and long-term reactions were studied. Data were collected on two separate occasions from each subject; the first interview was scheduled at varying points in time after the burglary, thus making the data both longitudinal and cross-sectional in nature.

With regards to victims' immediate reactions to burglary, the results are similar to those of previous studies in the area. Women are more likely to express feelings of shock, fear, and upset than their male counterparts. However, contrary to prior research, no gender differences were found with regards to feelings of anger in the immediate stages of victimization. A slight gender difference was found in the long-term effects of burglary on its victims, with women expressing greater numbers of adverse reactions, particularly emotional ones, for a longer period of time than men (up to 40 weeks following the event). Overall, the results of the present study indicate that burglary has much more long-ranging consequences for its victims than was originally believed. Although the scope of the present study does not allow for me to extrapolate these results to the general population, they do serve to indicate areas that should receive more attention in future research endeavours.

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## I

## INTRODUCTION

This research topic stems from personal experiences which occurred a number of years ago. My family and I were victims of burglary on two separate occasions. The first time, we were home and two men entered the house while we were sleeping. The fact that there were three cars parked in the driveway and five people and a small dog in the house did not deter them. Something did, however, scare them off for they left in a hurry. The next morning, all that remained as evidence of their intrusion was my mother's wallet laying open on the kitchen floor and a six inch gash in the screen of the back door.

On the second occasion, our house was vandalized while we were away for a weekend. Our neighbour's daughter, who was feeding our cat, was the first to discover it. Unfortunately she was not able to warn us before we entered our home upon return from our trip. All our belongings in our drawers and closets had been dumped all over our rooms. Most of our gold and silver jewelry was missing and some liquor bottles sat out on the living room floor. The damage to our home was not extensive - mostly ruined flooring resulting from butting out cigarettes and slight damage to furniture from hastily dumped drawers. Indeed, even at the time I knew things could have been worse. However, one image, that of a camping knife embedded in the middle of our kitchen table, is one that will be with me always.

Although I was unaware of either burglary occurring until they were over, and no one was hurt, these events have continued to affect me. To this day I feel uneasy

when alone in a house or even in an apartment, especially at night. There are still occasions when I sleep with the lights on and I am rarely alone in a house without a radio on.

My brother, however, who also experienced both events, is not plagued with the same fear or uneasiness as I am. When our house was vandalized and our personal effects had all been pawed through, rather than feeling violated as I did, my brother merely expressed annoyance at having to return order to his room.

The different reactions of my brother and I to the same events are what sparked my interest in the question of differential reactions of men and women to victimization.

I have chosen to write my thesis on the topic of differential reactions to criminal victimization with regard to one crime in particular: burglary. I have chosen burglary for a number of reasons. Apart from the obvious personal interest due to my experience with it, burglary is a relatively non-gender specific crime; neither men nor women are more likely to be burglarized. In addition, the focus on household burglaries should allow me to collect data from a resident of each gender for each incident, and thus to describe gender-related reactions to the same event.

In the course of this study, there are a number of questions I would like address. For instance, I would like to determine whether or not a gender difference exists in relation to reactions to burglary. If a difference does exist, the next step is to explore how men and women react differently. Do women express their fear more

while men keep it to themselves? Are men more likely to express anger while women express fear? Are women more likely than men to seek help and support from others?

We also know that reactions to crime change as a function of the amount of time that has passed since the event. Researchers have shown us that there are different stages of coping with victimization (Frieze, Hymer & Greenberg, 1987; Bard & Sangrey, 1986; Symonds, 1980). To borrow Bard and Sangrey's (1986) terminology, these are 1) the period of 'impact' which occurs immediately following the crime, 2) the period of 'recoil', which can last several months, in which the victims struggle to adapt, and finally 3) the period of 'reorganization' in which the victims' experiences are assimilated into their lives. I would like to explore whether or not men and women go through these stages differently, both quantitatively (i.e., in number) and qualitatively (i.e., in intensity).

Obviously not all victims are created equal. One cannot ignore individual differences in reactions to victimization. However, should the findings of this and future studies indicate that gender differences in reactions, both short- and long-term, do exist, it will have significant implications for how we organize our attempts to repair the harm done to victims of crime.

Finally, based on the findings of this study, I will try to make some recommendations and suggestions regarding what the criminal justice system, in particular its front-line workers, can do to help victims of burglary cope with their victimization.

## II

## LITERATURE REVIEW

For many years, interest in the criminal justice system focused on crime rates. As crime rates increased so did the public's demands that something be done to control this rise. The criminal justice system responded by increasing the number of police officers in the hope of controlling crime. However, it soon became obvious that this response was not having the desired effect. "In the past thirty years, rates of violence and property crime have doubled or more" (Ad Hoc Advisory Committee for a National Strategy on Community Safety and Crime Prevention, 1993, p. 7). Traditional law enforcement responses, such as increasing the number of police and prisons, have not been effective and have been criticized as being limited by the fact that they come into play after the crime has occurred (Canada, 1993).

Traditionally, victims of crime have largely been ignored by the criminal justice system. "In court, [the victim] is primarily an instrument in the process of securing a conviction" (Wright, 1977, p. 23). The focus has, for the most part, been on the needs of the State. The criminal justice process ignored the emotional, physical, psychological and secondary injuries caused by victimization and the impact it has on the lives of victims. However, the concerns of victims could not be ignored for long. In recent years, victims' advocates have tried to redress this imbalance.

The past twenty years have been witness to a surge of interest in the psychological consequences of crime and victimization. Wright (1977) put it best when he wrote:

A crime is, at the least, a disturbance, at the worst, a disaster, in people's lives.... It is natural for people to want something to be done, just as they do when there has been an accident. This is partly out of a desire for practical actions to put things back to normal, as far as is possible, but partly it is because people want recognition of the offence, appropriate to its seriousness... (p. 22).

Researchers are studying victims and the psychological impact of victimization not only in order to suggest better methods of treatment, but also to learn how secondary victimization by the criminal justice system can be alleviated or even eliminated (Symonds, 1980).

As the need for research in this area became more apparent, the scope of research broadened. For the purpose of this study, the issues of interest have been reduced to three. The first of these is victims' reactions to a specific crime, namely burglary. Despite increasing interest in the effects of different types of crime, the effects of burglary have often been overlooked (Brown & Harris, 1989). In the past, burglary has often been dismissed as a property crime with no serious consequences other than monetary. However, more recent studies have found that the impact of burglary on its victims can be considerable, ranging from shock and fear to a lasting increase in suspicion and distrust (Maguire, 1984).

An individual's gender has been suggested as a possible factor in explaining the variation in reactions to criminal victimization. Some researchers state that, for a number of reasons, women feel more fear than men (Bopp & Vardalis, 1987; Skogan & Maxfield, 1981). According to Bopp and Vardalis (1987), "there is some evidence that women for years have been frightened of burglary because of an intuitive feeling

that such crimes were potentially violent ones to households headed by women” (p. 55). This fear is not unfounded as evidence has shown that an increasing number of burglaries are turning into violent crimes (Bopp & Vardalis, 1987). As well, according to Skogan and Maxfield (1981), fear of crime is related to physical vulnerability. They found that studies have shown that there is a significant gender difference in individuals’ perception of their ability to defend themselves from attack (Skogan & Maxfield, 1981).

Conversely, other studies claim that there is no difference between the sexes (Skogan, 1986). Still others feel that men are more adversely affected by crime than women (Janoff-Bulman & Frieze, 1987). Maguire (1980) notes that men are more likely to express feelings of anger while women experience shock, fear and upset. Not surprisingly, the debate as to whether men and women react differently to victimization is still raging.

The final issue addressed in this study is how a victim’s reactions change over time. There appears to be a fair amount of agreement in the field regarding the fact that reactions to victimization follow a common pattern (Frieze et al., 1987). These typically fall into three categories: immediate, short-term and long-term reactions. However, Bard and Sangrey (1986) have found that “victims of crisis rarely progress from one stage to the next in a straight line. They slip back to prior stages, move ahead, slip back again, until gradually and unevenly they move out of one phase of the reaction and into the next” (p. 35).

Although these issues represent important factors in better understanding the impact of crime on its victims, they constitute only a small portion of the research

being conducted in the area of victimization. The relationship between burglary, gender differences, and reactions over time will be discussed in more detail in the following pages.

### Burglary

To a large extent, studies of victimization have focused on victims of violence. However, "while in the public consciousness crime is generally equated with violence, in the **experience** of Canadians, crime is rarely violent. Canadians are far more likely to be victims of crimes against property than crimes against the person" (Solicitor General Canada, 1983, p. 2). This suggests that reactions to non-violent crimes such as burglary were not accorded the attention they deserved. But it has been found that residential burglary can have as profound an impact on the victims as other more violent offences (Maguire, 1980; Waller and Okihiro, 1978). While the majority of victims of burglary indicated suffering from some form of distress, in his study, Maguire (1980) found that a small but significant number of the burglary victims "interviewed had suffered acute distress shortly after discovering the crime. Their reactions included severe shock, trembling, panic and uncontrolled weeping" (p. 263). Of particular concern is the long-term effects of burglary. According to Waller and Okihiro (1978), nearly 42% of the women they surveyed reported "fear of being alone", while 30% indicated a "fear of entering the residence or rooms within the residence" as long-term consequences of the burglary (p. 39). In Maguire's (1980) study, "65 per cent. of victims interviewed four to 10 weeks after the event said it was still having some effect upon their lives" (p. 264). In their study, Skogan and Maxfield (1981) go so far as to describe burglary as "perhaps the most fear-provoking of the property offences [they] examined" (p. 37).

According to the most recent General Social Survey (GSS), of the total number of break and enters and attempted break and enters surveyed, 20% resulted in nothing being stolen or damaged (Sacco & Johnson, 1990). Of those incidents which did incur financial loss, 73% were for less than \$1,000, with 18% being for less than \$100 (Sacco & Johnson, 1990). These figures do not differ greatly from those of the Canadian Urban Victimization Survey which found that the mean net loss per burglary was \$655 (Solicitor General, 1985).

Since the average household burglary results in little damage (Sacco & Johnson, 1990) and relatively little financial loss (Waller, 1976; Sacco & Johnson, 1990; Solicitor General, 1985), it is perhaps understandable why burglary has not received the attention it deserves. However, when you look at the frequency with which this crime occurs, its importance starts to grow. The GSS found the rate for break and enter in 1987 to be 54 per 1,000 households. That's over half a million burglaries in a single year. Multiply that by the average cost for each burglary and we realize what a financial burden this one crime has been on our society.

To give a more recent example, the Ottawa Police jurisdiction has a population of just over 332,000 and includes the cities of Ottawa and Vanier. In 1993, the Ottawa Police recorded that a total of 4,208 residential break and enters were reported to the police, up from 3,865 in 1992. These figures are composed of the sum total of all break and enters and attempted break and enters for residences, garden homes, apartments and other types of housing such as school dormitories (Ottawa Police Department, 1994).

It is commonly known that we are an increasingly mobile society. "The number of people in households has become smaller and homes are empty more often - we work longer hours, take more holidays and eat out more often - creating more opportunities for crimes. We also own more goods - from VCRs to CD players - worth stealing" (MacLeod, 1992, p. A2). Much of what we own is small and portable. Electronic equipment such as computers are no longer the large cumbersome objects they once were. The portability of these items, which so appealed to their owners, unfortunately also appeals to potential burglars. This, along with the fact that we own more of these items, only serves to increase the financial cost of burglaries. And, as technology continues to make other expensive items more compact (e.g., cordless and cellular phones, electronic diaries, video games, etc...) we can only expect this type of loss to continue.

But the costs of burglary are not only financial. Although burglary can also occur in conjunction with other crimes such as rape, vandalism and robbery, these more violent aspects are not necessary for the event to elicit a profound reaction from the victim. According to Maguire (1984):

... residential burglary produces a damaging impact upon the health and peace of mind of a considerable proportion of victims. Common effects include immediate shock or panic, fear that the offender will return, feelings that the home has been "polluted" or "contaminated," difficulty in sleeping, inability to stop thinking about the offence, reluctance to leave the house unguarded, and a lasting sense of insecurity and suspicion of strangers. In extreme cases, victims may develop almost clinical obsessions that somebody is watching them (p. 220).

Moreover, most victims reported that the emotional/psychological impact of burglary was worse than the financial loss (Maguire, 1984; Davis & Friedman, 1985).

A number of theories have been proposed to explain the impact of burglary on its victims. For instance, according to Janoff-Bulman and Frieze (1987), victimization challenges our basic assumptions of a benevolent world. "People generally operate on the basis of an assumption of invulnerability which derives from beliefs in the goodness of others and the fairness of the world, as well as one's own efficacy and sense of self-worth" (p. 161). If the world is fair then crime only occurs to those who, in some way, deserve it. When a person is victimized, they begin to wonder what they did to deserve having such a thing happen to them. They begin to doubt their ability to take care of or protect themselves. In this respect, burglary does not differ in its impact from many other types of crime.

Another reason for the profound impact of burglary is its frequency of occurrence as compared to other personal crimes (Skogan & Maxfield, 1981). "Its effect on fear of crime individually is less than that of personal victimization, but societally its impact is aggregated over a far greater number of persons" (Skogan & Maxfield, 1981, p. 59). People are constantly hearing about neighbours and friends whose homes were burglarized. Therefore there is no need to be a victim of burglary in order to experience fear (Skogan & Maxfield, 1981; Davis & Friedman, 1985). This fear of burglary is perpetuated by the media. "The word [burglary] conjures up pictures of masked intruders, ransacked rooms and shadowy figures entering the bedroom while people sleep, all images perpetuated in fiction and in sensational media accounts of burglaries but far from the reality of the mass of actual offences committed" (Maguire, 1980, p. 270).

The amount of fear of victimization a person feels before they are even victimized is likely to affect how they react to the event when it occurs. According to Maguire (1980), "those who react badly [to victimization] are often people who are already experiencing a high degree of insecurity in their lives, and that *any* unexpected unpleasant experience might cause a similar reaction"(p. 269).

A final reason for the impact of burglary can be related to the concept of territorial intrusion (Brown & Harris, 1989; Maguire, 1980). According to Brown and Harris (1989), "burglary is more than just a property crime because it includes an intrusion into otherwise safe territory" (p. 119). The home, the last bastion of safety, is no longer perceived as a safe haven. Victims of burglary no longer have their safe haven into which to retreat. Sentiments of not feeling safe anywhere any more are common amongst burglary victims. Furthermore, Brown and Harris (1989) claim that the degree to which victims of burglary feel fear is related to the degree of intrusion in the home. The number of rooms that were entered, and the amount of disarray (short of vandalism) are often directly related to the victims' levels of fear. Also, it was found that the more personally meaningful the items taken are, the worse the feeling of intrusion and violation (Brown & Harris, 1989). Finally, since one's home is often viewed as an extension of one's self, the violation of the home can be quite stressful (Maguire, 1980).

### Gender Differences

According to Bard and Sangrey (1986), in studying the impact of crime on its victims, one must understand that "the crime victim's experience can never be reduced to a formula. Violation disrupts the self in as many ways as there are

victims" (p. 35). Therefore it would be meaningless to discuss gender or other demographic differences in reactions to victimization when all reactions are based on individual differences.

However, this does not help us to explain the significant number of studies which indicate that differences based on demographics such as age, gender, and income do exist (Maguire, 1980; Maguire & Bennett, 1982; Waller & Okihiro, 1978; Brown & Harris, 1989; Burt & Katz, 1985). Gates and Rohe (1987) offer a possible explanation. They state that "individual characteristics per se do not directly influence reactions to crime. Rather, individual characteristics shape attitudes and perceptions about crime and personal vulnerability, and it is these factors that influence reactions to crime" (Gates & Rohe, 1987, p. 433). Therefore, it is not a person's age or gender that affects their reactions victimization. Rather, these factors affect their perceptions of vulnerability to crime and it is their perceived vulnerability that will impact on their reactions to crime (Gates & Rohe, 1987; Perloff, 1983)

Several researchers (Skogan & Maxfield, 1981; Maguire & Bennett, 1982; Maguire, 1980; Howard, 1984) have noted the interesting paradox that groups that indicate feeling the most fear (i.e., women & the elderly) are often those that have the lowest victimization rates. However, for these groups the consequences of victimization are usually greater. "Women's fear is increased by their feeling of physical vulnerability. Women feel that because most potential and actual aggressors are males who are stronger than most women, they are unlikely to be able to overpower their attacker, and they are more likely to suffer significant injury as a result of an attack" (MacLeod, 1989, p. 29). Therefore, it is their vulnerability to

violence that makes women more fearful of crime than men (Skogan & Maxfield, 1981).

In terms of burglary, Bopp and Vardalis (1987) claim that the reason women feel fear more than men is due to this crime's potential for violence. This is not an unfounded fear, since the trend seems to indicate that burglaries are becoming more violent. "A great many people are assaulted in their homes because they were unfortunate enough to be there during a break-in, or because a burglar purposely targeted them for rape or robbery" (Bopp & Vardalis, 1987, p. 57). Therefore, even if these more violent crimes did not occur at the time of the burglary, there remains the frightening thought that they could have.

The threat of rape is central to the fear women feel. It is ever-present in their lives (Stanko, 1985). Most women make unconscious, and often conscious, changes in their activities as precautionary measures while outside of their homes. "Fear is not as simple and isolated as being afraid of a rapist or mugger on the street. Instead, fear is woven into the very fabric of women's lives and affects their day to day actions and choices" (MacLeod, 1991, p. 5). Burglary only serves to bring that threat and resulting fear into the home.

Conversely, Janoff-Bulman and Frieze (1987) propose that men may be more severely affected by victimization than women. They base this claim on the role of gender schemas in victimization. According to this theory,

the victim is an individual who has been forced into a helpless, passive, powerless role. Because men in our society are expected to be strong, active, and powerful, the experience of victimization is likely to

challenge seriously a male victim's assumptions about himself. The experience of victimization is less apt to challenge gender-relevant schemas or assumptions held by women regarding "femaleness," for societal expectations for women are more consistent with the helplessness and passivity experienced by victims (Janoff-Bulman & Frieze, 1987, p. 170).

Another explanation is based on the theory of cognitive dissonance. According to this theory, victimization is dissonant with men's perceptions of self. "The experience of dissonance is psychologically uncomfortable [and] this discomfort motivates people to reduce or eliminate the dissonance" (Raven & Rubin, 1983, p. 160). Therefore, men may be neutralizing or minimizing the effects which victimization had on them in order to restore cognitive balance. Unfortunately, there is very little research that focuses specifically on the reactions of men to victimization. I propose that this area of study could yield some very interesting information and be the subject of many future discussions.

### Reactions Over Time

We have learned that reactions to criminal victimization, and to burglary in particular, can be quite severe (Maguire, 1984). Given this, it does not come as a surprise that these reactions can last for quite some time. A longitudinal study of victims of violence, conducted over a period of 30 months, found that "at the outcome interview, 75 per cent of those interviewed were still mentioning some [adverse] effect" (Shapland, Willmore & Duff, 1985, p. 98). Maguire (1980) found that many victims were reporting lasting reactions up to 10 weeks after the burglary. This is consistent with the research on different stages of victimization. There is

considerable agreement that there are three stages of reactions through which victims progress, at varying rates, in dealing with their criminal victimization (Bard & Sangrey, 1979, 1986; Frieze et al., 1987; Figley, 1985, 1986). These are roughly the immediate, short-term and long-term stages of reactions. Although different researchers have different labels for the reactions, those of Bard and Sangrey (1979, 1986) will be used to illustrate further.

The first stage consists of the immediate reactions to crime and is called the "impact" stage (Bard & Sangrey, 1986). This stage is generally characterized by feelings of "numbness or disorientation along with denial, disbelief, and feelings of loneliness, depression, vulnerability, and helplessness" (Frieze et al., 1987, p. 301). Leeman-Conley and Crabtree (1988) went one step further in their description of three sub-groups within this stage. Accordingly, the vast majority of victims (approximately 70%) experience reactions such as those described above. However, Leeman-Conley & Crabtree (1988) indicate that 15% of victims "remain calm during the initial period. They retain their awareness, formulate a plan of action and see it through" (p. 101). And a final 15% of victims "show inappropriate responses such as hysterical crying and screaming, confusion and paralysing anxiety" (Leeman-Conley & Crabtree, 1988, p. 101). Maguire (1980) found that the immediate reaction to burglary was typically shock or surprise. Victims take from a few hours to a few days to progress through this stage.

The second or "recoil" stage consists of short-term reactions which can last for several months (Frieze et al., 1987). This stage is the beginning of the recovery process (Leeman-Conley & Crabtree, 1988). In it, "the victim may experience swings in feelings from fear to anger. Feelings may also alternate between sadness and

elation and between self-pity and guilt" (Frieze et al., 1987, p. 301). With these 'swings in feelings', it is not surprising that this second stage is the one in which victims are most likely to experience relapses and setbacks, hence the name recoil (Bard & Sangrey, 1986).

Eventually, victims make their way through the period of recoil and enter the final stage of "reorganization" in which their experiences are assimilated into their lives (Bard & Sangrey, 1979, 1986; Leeman-Conley & Crabtree, 1988). Proceeding through this stage can take from a few months to a few years.

Leeman-Conley & Crabtree (1988), upon review of the literature, compiled a list of reactions during this stage and sorted them into four categories. The first of these is *emotional reactions*, described as "chronic or intermittent changes in one's emotional state" (Leeman-Conley & Crabtree, 1988, p. 102). These reactions include, for example, "guilt, anger or grief; emotional numbness, feelings of estrangement from others, and mood swings" (Leeman-Conley & Crabtree, 1988, p. 102). The second category is *physical reactions* described as "changes in bodily responses" and which includes "insomnia, disturbed or poor quality sleep, appetite disturbances" (Leeman-Conley & Crabtree, 1988, p. 102). In the third category, *cognitive effects*, "thought processes and mental abilities are often affected in the following ways: impaired concentration; [and] short-term memory problems" to name a few (Leeman-Conley & Crabtree, 1988, p. 103). The final category is known as *behavioural and interpersonal effects* and composed of "changes commonly observed in behaviour and in relationships with others [which] include: restlessness and irritability; apathy, boredom and disinterest; social withdrawal, [and] lifestyle changes" (Leeman-Conley & Crabtree, 1988, p. 103)

Finally, just as a single formula cannot describe a crime victim's experience, so it is with how he/she progresses through the different stages of recovery. According to Green, Wilson and Lindy (1985), each individual will proceed through these stages at a different pace and even individuals who "are present at the *same event* will have different outcomes" (p. 59). Processing of the victimizing event takes place within individual and social contexts. How an individual deals with victimization will depend on such factors as the "person's experience of the event", "individual characteristics", and the "recovery environment" (Green, et al., 1985, p. 59).

#### Summary

I believe that in studying the mitigating factors in how an individual deals with victimization, one cannot ignore the possibility of gender differences. There is considerable agreement that women's initial reactions to criminal victimization differ, whether in form or intensity, from those of men (see Maguire, 1980; Maguire & Bennett, 1982; Waller & Okihiro, 1978; Brown & Harris, 1989; Burt & Katz, 1985). For example, in his study, Maguire (1980) found that "a higher proportion of women than men reacted with shock, fear or upset, while the most frequent male response was one of anger" (p. 263). There have been a number of explanations proposed for this difference. Some feel that women perceive themselves as more vulnerable and this impacts on their reactions to victimization (Gates & Rohe, 1987; Perloff, 1983). However, research in this area has focused mainly on gender differences in *initial* reactions.

Research into the stages of victimization has also been extensive (see Bard & Sangrey, 1979, 1986; Leeman-Conley & Crabtree, 1988; Frieze et al., 1987; Figley, 1985, 1986). The stages of recovery described by these authors are remarkably similar, each describing immediate, short-term and long-term recovery phases.

However, neither of these lines of research have looked at the possibility of gender differences in long-term reactions. If women's reactions differ in form or intensity in the initial stage of victimization, it is possible that they differ in the long run as well.

In the current study, I propose to look at whether or not men and women's reactions to burglary differ over time. I have chosen to study burglary for a number of reasons. First, burglary is a relatively gender-neutral crime. Neither men nor women are more likely to be burglarized. Second, recent studies have shown that victims of burglary suffer reactions that can sometimes be quite severe and often last for an extended period (Maguire, 1984). Overall, burglary has a much more severe adverse effect on its victims than was originally thought.

## III

## METHOD

The purpose of the present study was to examine men's and women's reactions to burglary over time. More specifically, the goal was to determine whether or not there is a gender difference in the extent to which reactions to a non gender-specific crime, such as burglary, emerge and endure. In order to do so, I interviewed 20 male and 20 female victims of burglary from the City of Ottawa about their experiences with and their reactions to this criminal event. Both short- and long-term reactions were studied. Data were collected on two separate occasions from each subject; the first interview was scheduled at varying points in time after the burglary, thus making the data both longitudinal and cross-sectional in nature.

It is important to note that, in conducting the study, I did not restrict myself to the current Criminal Code definition of residential break and enter. Rather, I chose a broader, more common sense, experiential definition, one which reflects the lived experience of the general public. However, the research limited this experiential focus by insisting that the burglary had to involve an invasion of someone's dwelling. Therefore, while the terms 'burglary', 'break and enter' and 'break-in' are used interchangeably throughout this text, at no point does the definition include reported thefts from back yards or cars while parked on the victim's premises. The objective of the study is to describe the aftermath of an invasion of what would normally be considered a safe and intimate space.

### Subjects

The 40 subjects who participated in this study had all recently been victims of a residential burglary. The sample can be described as follows:

- 1) Twenty subjects were males and 20 were females.
- 2) Participants age range varied from 'under 20' to 'over 66' with the modal age range being '36-50' (n=18).
- 3) Of the 40 participants in the study, 8 (20%) were individuals living on their own, 4 (10%) were individuals living with others who did not agree to participate in the study, and 28 (70%) were living with a significant other who also agreed to participate in the study.
- 4) With a number of the participants forming couples having shared the same experience, data was collected on a total of 26 separate burglary events.
- 5) Thirty-four (85%) subjects completed both interview sessions involved in the research study. One couple, consisting of one male and one female, was unavailable for Session 2's follow-up interview. Also unavailable for Session 2 were two single males who stated that it was a bad time for them and two single females whom I was unable to contact for a follow-up.

Although demographic information was collected for each participant, it was not my intention to obtain a representative sample. Given the requirement for inclusion in the study, that is being a victim of burglary, and the suspicion regarding strangers that can often accompany such victimization, I was not in a position to be selective. Anyone who indicated an interest in the research study was interviewed. Two participants turned out to be not victims of burglary but of attempted burglary. After having attempted to modify the interview to accommodate the differences

between an attempt and a successful burglary, I have chosen to include the information from these two participants based on the belief that these crimes would evoke similar reactions.

Several methods were used by to contact potential subjects for this study. The most successful method was the distribution of flyers which asked citizens 'Has your home been burglarized?' (see Appendix A). I distributed over 4,000 flyers to residences in the city of Ottawa. These flyers were also posted on community bulletin boards in several supermarkets. The streets or areas I targeted were chosen because they had been listed in the Police Page of the Sunday editions of the Ottawa Sun newspaper as having recently experienced residential burglaries (see Appendix B).

The actual residences that had been burglarized were not listed in the newspaper. Rather, the police reported the incidences by street name and block number. For example, a burglary that had occurred at 555 Smith Street would be reported in the Ottawa Sun as 'Smith Street, 500 block'. I would place a flyer in the mailbox of all the residences whose addresses were between 500 and 599 Smith Street. I focused the distribution of flyers in the Glebe, Centretown, and Golden Triangle areas of Ottawa since the block numbers in these areas were mostly in the 100's. Addresses that were listed on a 1000 or 2000 block were not selected as the distribution of 1000 flyers in the hopes of reaching one victim of burglary in this block was not considered an efficient use of the flyers.

By using the Police Page from the Ottawa Sun as a guideline for distributing flyers, I had hoped to reach prospective participants who had been burglarized as recently as within two weeks of the publication date of the newspaper. My original

intent had been to conduct the first interview as soon as possible after the burglary, with a follow-up interview session scheduled between 3 and 6 months later. Although the distribution of flyers was quite successful in contacting victims of burglary, it must be noted that in many instances the individuals and couples who contacted me had not experienced their victimization as recently as I had hoped. Overall, the burglaries had taken place between 1 and 156 weeks prior to the first interview session, with the majority having taken place in under 42 weeks (average number of weeks = 22; median number of weeks = 11). This variance in the time lag between the burglaries and the first interview resulted in Session 1 data being cross-sectional in nature. Combined with the longitudinal information from the follow-up interviews, my final data sample spanned a much greater time period than I had originally hoped to achieve.

A second method of reaching victims of residential burglary was through the help of the Ottawa Police Department. The police agreed to give my name out to any victim of residential burglary who contacted them during the time of this study. Although I greatly appreciate the police's cooperation and efforts in this respect, this method proved less than successful in that not one single potential participant indicated to me that this was how they heard of the study. However, I was also invited to speak about this study at several Neighbourhood Watch start-up meetings as well as at one of the monthly meetings of The Ottawa Neighbourhood Watch Coordinators Association. Speaking at the start-up meetings proved to be quite fruitful as communities often decide to start a Watch programme only after there has been a rash of burglaries. These meetings brought me in contact with a number of people who had been recently victimized.

I was also able to reach victims of residential burglary through word of mouth and through the ripple effect resulting from the distribution of flyers and from interviewing participants. Participants in the study often knew friends, neighbours or relatives who had been burglarized, and told them about the study. As well, people who received the flyer at their home and who had not been victims of burglary themselves passed the information along to people they knew who had been victimized.

Finally, the distribution of flyers brought this study to the attention of a local radio station. I was contacted by the local branch of CBC Radio and was subsequently interviewed on the CBO Morning show. Following the radio interview, I was contacted by people who had received the flyer at their homes but had initially decided against participating. These people indicated that they had changed their minds regarding the study upon hearing me on the radio. Thus the radio interview convinced these participants by lending more credibility to the study.

Since it was not possible for me to obtain a list of victims of burglary (from the police) that I might actively solicit for participation in this study, I was forced to rely on the methods described above, and to depend on victims coming forward voluntarily. While these methods served me well, the strategy does result in giving up a measure of control in the compromise. The resulting sample is not a large nor a representative one. Because my methods relied on self-selection, the study was perhaps more likely to attract people who were still experiencing repercussions from their burglary, and who were willing and able to talk about their experience and its aftermath.

### Procedure

The focus of this research project was to study the variations in reactions to victimization, specifically to victimization by residential burglary, over time. We know that the process of recovery from victimization is generally a progressive one. That is to say, as victims cope with their experiences, they pass through three recovery stages, that of impact, recoil and reorganization (Bard & Sangrey, 1979, 1986). The method chosen to conduct this study was a longitudinal approach consisting of a first interview scheduled as soon as possible after the burglary, supplemented by a follow-up interview which took place between 3 and 6 months after the first interview. I chose to conduct interviews rather than distribute a survey as I was felt it to be the best method for gleaning people's very personal reactions to burglary.

While the importance and practical purpose of conducting quantitative studies in the area of victims' reactions is understood, I felt that this method would not be conducive to gathering the type of information I sought. Quantitative surveys usually provide participants with either a limited or exhaustive list of possible responses to each question. Researchers who use this method have, for the most part, a good idea of the breadth of responses to their questions before the survey is conducted.

I believe that victims' reactions rely heavily on how they perceive the event. The subjective nature of these reactions means that there are as many different reactions as there are victims. In order to determine if there are trends in how people react to crime, it is necessary to conduct, in essence, a fishing expedition. By choosing a qualitative approach I hoped to be able to obtain this information by

asking the interviewees to describe the burglary incident in their own words, without their discussing it with other household members first.

Although some quantitative questions were included in my survey, I felt that an interview based primarily on gathering quantitative data was too restrictive for the type of information I sought. Therefore, a less structured approach to conversations with the participants was selected. Coupled with at least one other account of the incident from another household member, this method should be helpful in understanding the individual responses to victimization.

Finally, I believe that in developing a quantitative survey it is impossible to provide an exhaustive list of alternatives from which the respondent may choose. The interview method allows for the exploration of new areas of response as they develop. This method also allows the questions asked to evolve with each consecutive interview.

Waller and Okihiro's (1978) Toronto survey was very informative and helpful in developing guidelines for the interview schedules used in this project. To further enhance the quality of these interviews, the interview schedule for Session 1 (see Appendix C) and for Session 2 (see Appendix D) consisted of both quantitative and qualitative information. Contrary to common practice, I decided to begin the interviews with the qualitative, open-ended questions and move towards the more structured and quantitative questions towards the end of the session. This unorthodox method was chosen so that the participants could give a description of the burglary and their reactions to it in their own words before their account could be "polluted" by any of the specific questions asked in the structured section of the interview. For

example, in Session 1 I felt that a participant's description of his/her initial reactions upon discovering the burglary (question # 2) might be biased by later questions such as question # 22 which provides a list of possible reactions.

My subject sample was an opportunistic one. Regardless of the means through which the participants heard of the study, in all cases it was left to the participants to contact me. For ethical reasons, it was not possible to obtain the exact addresses of victims of burglary. Therefore I was not able to recruit potential participants directly. The invitation to participate in the study was a general one.

Many of the potential participants who contacted me after receiving my flyer in their mailbox were wary, even suspicious of the study. This is quite understandable since the coincidence of receiving the flyer so soon after they experienced a burglary is quite extraordinary. The first question I was invariably asked was "How did you know I/we had been burglarized?". I explained that I had used the information provided in the Ottawa Sun to select the areas for flyer distribution, and I quickly assured them that this information was limited, thus making it impossible for anyone to identify the exact location of their homes. Finally I suggested that if they contacted their neighbours they would soon discover that everyone on their block had received the same flyer.

My goal on these first contacts was to make the potential participants feel as relaxed as possible by assuring them that their privacy and anonymity were intact. Without exception, everyone relaxed after my explanations. Their following questions were much less defensive. The success of my endeavour is evident in the

fact that no one was put off my study once they had heard my explanations. Everyone who contacted me to inquire about the study agreed to participate.

Once the issue of how their homes were targeted for the study was cleared up, the potential participants were given a brief description of the study and what would be expected of them. I explained that the study would consist of two sessions of an approximate duration of 1 hour each per participant. I also asked if there were any other adult members of the household who also would be interested in participating.

I then arranged to meet with the participants in a location where they would feel at ease. For most of the burglaries (n=21) I was invited to the individual's or couple's home. In the remaining cases I met with the participant in a quiet local restaurant (n=4) or in the participant's office (n=1), although Session 2 was conducted in the home). In all 14 instances where there was more than one member of a household being interviewed, I was successful in scheduling a meeting when all participants would be available, thus only taking up one evening of their time per session.

The risk of the participants in this study experiencing unease or discomfort during the course of the interviews were considered to be minimal. However, I was prepared to halt the session should any of the participants have demonstrated any signs of distress. I also prepared a list of telephone numbers to refer participants to the appropriate victims' services agency should the need arise (see Appendix E). In order to be able to answer any questions participants may have concerning the security of their homes and the services offered by the police, I also carried a copy of

the Ottawa Police Crime Prevention information booklet (Ottawa Police, 1991).

Participants were provided with copies of this booklet upon request.

### Session 1

Upon meeting each participant, I introduced myself and tried to create a comfortable, informal atmosphere in which the participants would feel at ease to discuss at length and in detail their reactions to the burglary. The success of this endeavour was evident in the fact that on one occasion the participant insisted that the interview be conducted over dinner which she had prepared expressly for me. In the instances where more than one member of the household was participating in the study, I explained that the interviews would be conducted with each person individually and that the other participant would be asked to leave the room until it was his/her turn. I then left it up to the participants to decide who should be interviewed first.

I began each interview by introducing myself and explaining my educational background. This was followed by a brief description of how victims of burglary came to be chosen as my thesis topic. I stressed that the participants could refuse to answer any and all questions that they were not comfortable with, that they could end the interview session at any time, and that they were under no obligation to participate in the second follow-up session. Participants were then asked to read and sign a consent form (see Appendix F). I also signed and dated this consent form and provided a copy for the participant's records. Finally I asked if there were any questions before beginning, told the participants to feel free to interrupt with any questions during the course of the interview, and began the session.

At the end of the interview, I once again asked each participant if they had any questions. Once these were answered, I thanked the participants and reminded them that they would be contacted again within the following three to six months. As most of the follow up interviews were to fall within the summer months, I asked at this point whether the participants would be unavailable for any of that period and made note of the best time at which to call back.

## Session 2

For session 2, the task of making the participants feel at ease was facilitated because they had gotten to know me during the course of the first interview session and were familiar with the objective and procedures of the study. I began the second session by answering any questions the participants had concerning the progress of the study. Participants were told that the current session would be similar in format to the first session and should take a little less time to complete. I reiterated that participants could refuse to answer any questions and could halt the session at any time. Participants were once again presented with an informed consent form to read and sign (see Appendix G). Once I finished answering any questions the participant had, the interview began.

Upon completion of this second interview, participants were thanked for taking the time to participate in this study. I made note of anyone who expressed an interest in obtaining the results of the study and assured them that a summary would be made available to them upon completion of the project.

## IV

## RESULTS

In this section I will endeavour to describe the results of both the first and second interview session with the victims of burglary who participated in the study. The results will focus on whether or not there were any gender differences in how individuals perceived and reacted to their victimizing experience and how these reactions change or dissipate over time. While the study took a year to complete, the first interview sessions were conducted at varying lengths of time after the burglaries. Therefore the resulting data span a much longer period of time than one year.

#### Initial Reactions

In the first interview session, participants were asked to think back and describe, in as much detail as they could, their reactions when they first discovered their home had been burglarized. Participants were encouraged to describe all of their reactions, whether emotional, behavioural, psychological, physical or other. A list of all the responses was compiled and a count was taken to determine the frequency with which each response appeared. This frequency count was then sorted by gender (see Table 1). The responses in the table that appear in italics are those which are of particular interest and are discussed in text. By far the most frequent response, for both men ( $n=12$ ) and women ( $n=11$ ), was that of anger. The focus of the anger differed with each individual. For example, one participant felt angry about the fact that the burglar had gone through his children's clothing drawers, while another explained that she was angry at herself for feeling thankful that the offender had not

Table 1

Frequency of Initial Reactions

Males/females

Initial Reactions	Males (n=20)	Females (n=20)
<i>Denial / Disbelief</i>	2	5
<i>Anger</i>	12	11
<i>Fear</i>	2	10
<i>Shock</i>	5	9
Violation / Exposure / Invasion	6	7
Grief	0	1
Suspicion	3	4
House unclean	0	2
Concern for others	4	2
Relief	4	4
Feeling of being watched	0	2
<i>Upset / Distress / Devastation</i>	1	7
<i>Feeling unsafe</i>	1	4
Panic	1	1
Guilt	2	2
Disassociation	2	0
Resignation	2	1
<i>Wish for retaliation or revenge</i>	3	0
Rush of adrenalin	0	2
Hypersensitivity	0	1
Frustration	2	0
Fear of reoccurrence	3	2
Inconvenience	3	3
Hurt	0	1
Nausea	1	0
Confusion / Distraught / Disorientation	3	1
<i>Inability to deal with it right away</i>	1	3
<i>Feeling Calm / Practical / Logical</i>	4	1
Anger at Police	0	1
Insomnia / Poor sleep	0	2
Resentment at having to be barricaded in home	0	1
Surprise	2	3
Irritation	0	2
Slow realization / Delayed reaction	2	1
Disappointment at not catching burglar in the act	1	0
Sadness	0	1
Fatigue	0	1
Negative anticipation	0	1
Numbness	0	1
Powerlessness	0	1

vandalized the house. However, the results indicate that both men and women expressed feeling anger with equal frequency. This contradicts existing research (see Maguire, 1980), in which no gender difference was found in the reporting rate for this reaction.

Gender differences were evident, however, in several other categories.

Women were much more likely to express feelings of fear (n=10), shock (n=9), or upset/distress/devastation (n=7) than were men (n=2, n= 5, n=1, respectively). More than one husband expressed great concern over the severity of their wife's reactions to the event. One woman was described as being cold and shaking the rest of the night. Women were also moderately more likely to report experiencing denial/disbelief (n=5), and feeling unsafe (n=4) than their male counterparts (n=2, n=1, respectively). A good example is the woman who indicated that she kept double-checking that the door was indeed broken and trying to find alternative reasons for the papers to be on her hall floor. Also worthy of note is the fact that only men expressed a desire for retaliation or revenge directed at the offender (n=3). One gentleman described it as having aggressive thoughts towards the perpetrator. Finally, men were more likely to report feeling calm, practical, and logical (n= 4) than women (n=1) at the time of the burglary, while women (n=3) were more likely to describe an inability to deal with the consequences of the burglary right away than men (n=1). For example, after telephoning the police and reporting the incident, one woman then blocked it out of her mind and went for a ride on her horse. She needed to get away. She said that it took a lot of strength to deal with the experience, especially when it came to cleaning everything. Another woman had difficulty cleaning up the mess the burglar had made and there still remained some rooms that had not been restored to order some 7 weeks after the burglary.

### Session 1 Responses

During the first interview session, participants were asked if, apart from their initial reactions, they had suffered from any other reactions. A list of reactions was then read to them. A complete list of reactions can be found in the following tables as well as in the questionnaire which is listed in the appendices (see Appendix D). Participants were asked to respond to this list of reactions twice. First they were asked if they had experienced any of the reactions at any time since the burglary (labelled 'recalled reactions') and next if they still suffered from any of the reactions at the time of the interview (labelled 'current reactions'). This list of reactions, borrowed from Leeman-Conley and Crabtree (1988) was subsequently grouped into four categories: emotional reactions, physical reactions, cognitive effects, and behavioural and interpersonal effects. When the average number of responses in each category was sorted according to gender, it was quite clear that women, on average, had reported a greater number of reactions, both recalled and current, than men (see Figure 1).

#### Emotional Reactions

A frequency count for each reaction within each category was done and sorted by gender (see Tables 2, 3, 4, 5). Amongst the emotional reactions, women were more likely to express feelings of anxiety (recalled  $n=6$ , current  $n=4$ ), grief (recalled  $n=7$ , current  $n=3$ ), and emotional numbness (recalled  $n=4$ , current  $n=1$ ) than their male counterparts (recalled  $n=1$ , current  $n=1$ ; recalled  $n=3$ , current  $n=0$ ; recalled  $n=0$ , current  $n=0$ , respectively). However, when it came to fear of reoccurrence and anger,

Figure 1

Average Number of Reactions in Session 1

Males/females

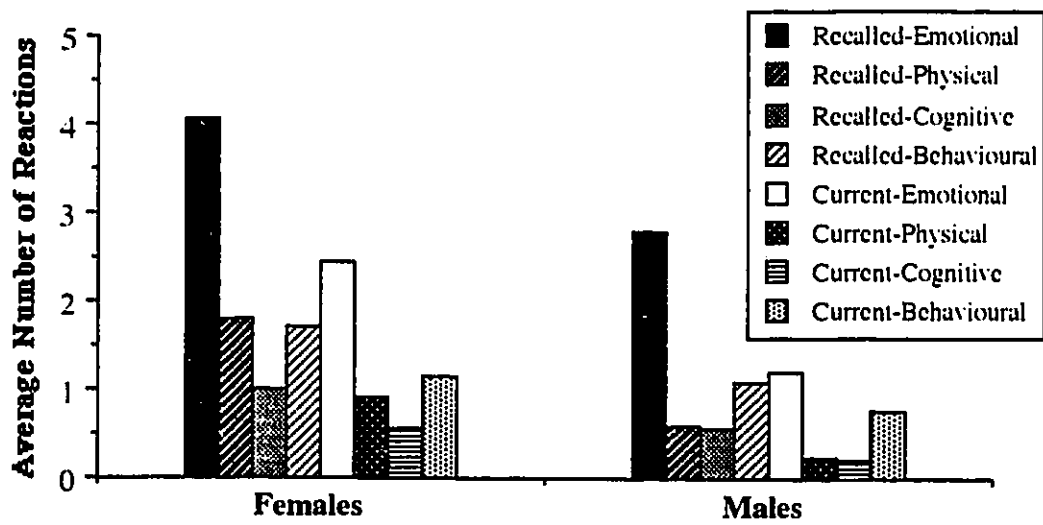


Table 2

Frequency of Emotional Reactions in Session 1

Recalled/current by males/females

Emotional Reactions	Males Recalled	Males Current	Females Recalled	Females Current
'Flashbacks' of the event and/or the emotion	8	3	9	4
Nightmares	1	0	1	0
<i>Fear of reoccurrence</i>	14	11	16	13
Panic	1	0	2	1
<i>Anxiety</i>	1	1	6	4
Depression	1	0	2	1
Helplessness	4	1	4	2
Low self-esteem	0	0	1	0
Guilt	3	2	5	4
<i>Anger</i>	15	7	17	11
<i>Grief</i>	3	0	7	3
<i>Emotional numbness</i>	0	0	4	1
Feelings of estrangement from others	1	1	1	0
Mood swings	1	0	1	0

Table 3

Frequency of Physical Reactions in Session 1

Recalled/current by males/females

Physical Reactions	Males Recalled	Males Current	Females Recalled	Females Current
Heightened arousal	1	0	1	1
Hypersensitivity	4	1	5	2
<i>Nervousness</i>	2	7	12	5
Insomnia	1	0	3	1
<i>Poor sleep</i>	2	2	5	3
Appetite disturbances	0	0	1	1
Vomiting	0	0	1	1
Nausea	1	0	1	1
Diarrhoea	0	0	2	1
Decreased resistance to disease	0	0	0	0
Decreased resistance to headaches	0	0	1	0
Decreased resistance to fatigue	0	0	2	1

Table 4

Frequency of Cognitive Effects in Session 1

Recalled/current by males/females

Cognitive Effects	Males Recalled	Males Current	Females Recalled	Females Current
Difficulty concentrating	2	1	4	1
Memory problems	0	0	1	0
Impaired perception	0	0	0	0
Impaired decision-making	1	0	0	0
Impaired judgement	1	0	1	1
<i>Preoccupied thoughts</i>	6	2	11	6
Loss of confidence	1	1	3	3

Table 5

Frequency of Behavioural and Interpersonal Effects in Session 1

Recalled/current by males/females

Behavioural & Interpersonal Effects	Males Recalled	Males Current	Females Recalled	Females Current
Restlessness	3	0	1	1
Irritability	2	0	4	1
Apathy	0	0	2	2
Boredom	0	0	0	0
Disinterest	1	0	0	0
Social withdrawal	1	1	2	2
Lifestyle changes	3	3	5	1
Difficulties performing routine work tasks	2	1	1	0
Use of alcohol or prescription drugs to cope	0	0	1	0
<i>General increase in suspicion or distrust</i>	<i>10</i>	<i>9</i>	<i>14</i>	<i>13</i>

the two most frequently expressed reactions, there was no significant gender difference.

### Physical Reactions

Most notable in this category is the gender difference concerning nervousness. Women (recalled n= 12, current n=5) were much more likely to be nervous than men (recalled n=2, current n=1). In one case, a participant described his wife's continued nervousness, which lasted for some time after the event, as being the worst aspect of the burglary. Women (recalled n=5) were also slightly more likely to report poor sleep at some time since the burglary than their male counterparts (recalled n=2), although this difference was negligible by the time of the first interview session (current n=3&2, respectively). In one instance, a participant was unable to sleep until 4:30 a.m. for the first few weeks. She would wait up until that time and would finally be able to sleep, secure in her belief that anyone intending to break into her home would have tried by that time.

### Cognitive Effects

Among the cognitive effects of the burglaries, only preoccupied thoughts generated any differences. Once again, women (recalled n=11, current n=6) were over-represented (men: recalled n=6, current n=2). They often explained that they thought frequently about the burglary and that it was something they were unable to forget as they went about their daily routines.

### Behavioural & Interpersonal Effects

Among the behavioural and interpersonal effects, the most frequently cited reaction was a general increase in suspicion or distrust. While in all the other categories previously described, the frequency of reactions generally fell significantly from recalled to current, this is not the case for this particular reaction. A general increase in suspicion or distrust was still being reported with a fairly high frequency at the time of the first interview. Still, women (recalled n=14, current n=13) continued to report this reaction more than men (recalled n=10, current n=9).

### Session 2 Responses

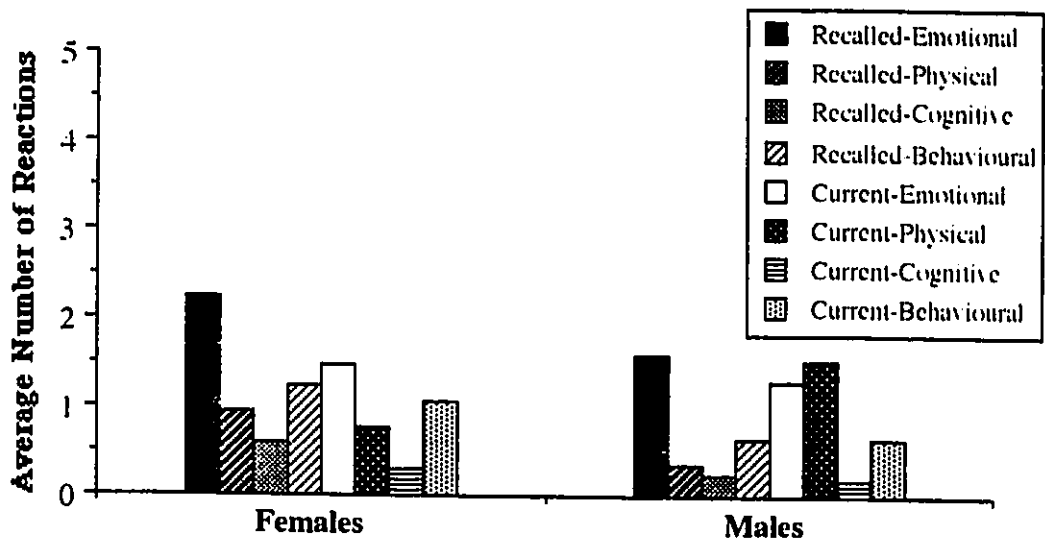
In the second interview session, participants were once again presented with the same list of reactions that was used in Session 1. This time they were asked firstly to respond if they recalled having suffered from any of these reactions, as a result of the burglary, since the first interview session. Then they were then asked if they still suffered from any of those reactions.

Calculating the average number of responses for each of the emotional, physical, cognitive, and behavioural/interpersonal categories once again revealed a gender difference (see Figure 2). While the overall numbers were lower for both sexes than at the first interview session, women still indicated a higher number of reactions than men.

Figure 2

Average Number of Reactions in Session 2

Males/females



### Emotional Reactions

The frequency of reports for almost all reactions in all categories remained constant from recalled to current time frames in the second interview session (see Tables 6, 7, 8, 9). Of the emotional reactions, fear of reoccurrence remained the most frequently cited by both men (recalled n=8, current n=7) and women (recalled n=11, current n=9) with women reporting with a slightly higher frequency. As well, women (recalled n=3, current n=2) still reported feeling anxiety more than their male counterparts (recalled n=0, current n=0). Finally, women (recalled n=6) cited having recalled flashbacks of the event and/or emotion since the first interview more than men (recalled n=3), but the difference was reduced to negligible at the time of the second interview (current n=2&1, respectively). Anger, the second most frequently cited reaction, was reported with similar frequency for everyone (men: recalled n=7, current n=7; women: recalled n=9, current n=8).

### Physical Reactions

Compared to Session 1, the frequency with which nervousness was reported has dropped significantly. However, it still remains slightly higher for women (recalled n=3, current n=3) than for men (recalled n=1, current n=1). A significant gender difference is found in the reaction of hypersensitivity. While the difference was negligible in Session 1, in the second interview session women (recalled n=7, current n=6) were reporting it with much greater frequency than men (recalled n=2, current n=2).

Table 6

Frequency of Emotional Reactions in Session 2

Recalled/current by males/females

Emotional Reactions	Males Recalled	Males Current	Females Recalled	Females Current
<i>'Flashbacks' of the event and/or the emotion</i>	5	1	6	2
Nightmares	1	1	3	1
<i>Fear of reoccurrence</i>	8	7	11	9
Panic	0	0	1	1
<i>Anxiety</i>	0	0	3	2
Depression	1	1	1	1
Helplessness	0	0	0	0
Low self-esteem	0	0	1	0
Guilt	2	2	1	0
<i>Anger</i>	7	7	9	8
Grief	1	1	0	0
Emotional numbness	0	0	1	0
Feelings of estrangement from others	0	0	1	1
Mood swings	1	1	0	0

Table 7

Frequency of Physical Reactions in Session 2

Recalled/current by males/females

Physical Reactions	Males Recalled	Males Current	Females Recalled	Females Current
Heightened arousal	0	0	1	1
Hypersensitivity	2	2	7	6
Nervousness	1	1	3	3
Insomnia	0	0	1	1
Poor sleep	1	1	3	1
Appetite disturbances	0	0	0	0
Vomiting	0	0	0	0
Nausea	0	0	0	0
Diarrhoea	1	1	0	0
Decreased resistance to disease	1	1	0	0
Decreased resistance to headaches	0	0	0	0
Decreased resistance to fatigue	0	0	0	0

Table 8

Frequency of Cognitive Effects in Session 2

Recalled/current by males/females

Cognitive Effects	Males Recalled	Males Current	Females Recalled	Females Current
Difficulty concentrating	0	0	1	0
Memory problems	0	0	0	0
Impaired perception	0	0	0	0
Impaired decision-making	0	0	2	1
Impaired judgement	0	0	0	0
<i>Preoccupied thoughts</i>	2	1	4	2
<i>Loss of confidence</i>	2	2	5	4

Table 9

Frequency of Behavioural and Interpersonal Effects in Session 2

Recalled/current by males/females

Behavioural & Interpersonal Effects	Males Recalled	Males Current	Females Recalled	Females Current
Restlessness	0	0	1	1
Irritability	0	0	1	1
Apathy	0	0	0	0
Boredom	0	0	0	0
Disinterest	1	1	0	0
Social withdrawal	0	0	1	1
Lifestyle changes	2	2	4	3
Difficulties performing routine work tasks	1	1	0	0
Use of alcohol or prescription drugs to cope	0	0	1	0
<i>General increase in suspicion or distrust</i>	7	6	10	10

### Cognitive Effects

Once again we see that the cognitive effects of the burglaries diminished quite uniformly by Session 2. Preoccupied thoughts is reported with less frequency overall but still higher for women (recalled n=4, current n= 2) than for men (recalled n=2, current n=1). One exception, however, is in loss of confidence where women (recalled 5, current 4) reported this reaction with greater frequency not only compared to men (recalled n=2, current n=2) but also compared to Session 1 (women: recalled n=3, current n=3).

### Behavioural and Interpersonal Effects

Once again the almost uniform decrease in reporting frequency from Session 1 to Session 2 is evident in the behavioural and interpersonal effects category. With respect to a general increase in suspicion or distrust, it remains the most frequently cited reaction, with higher reporting rates for women (recalled n=10, current n=10) than for men (recalled n=7, current n=6). For example, several women described checking for suspicious-looking individuals before they leave the house, in case someone was waiting for them to leave. One woman drives around the block to record the license numbers of unfamiliar cars parked on her street. Another bought a pair of binoculars in order to do the same for cars that drive around her complex's parking lot. With the binoculars she could get a clear view of license plate numbers from her second floor windows.

### Reactions Over Time

During both interview sessions, participants were asked to respond twice to a list of reactions in both interview sessions. The first time they were asked if they had suffered any of the reactions at any time since the burglary or, in during Session 2, since the first interview. These were labelled 'recalled reactions'. The second time they went through the list, participants were asked if they still suffered from these reactions at the time of the interview sessions. These were labelled 'current reactions'. For the purpose of looking at reactions over time, only the current reactions from both sessions were considered as the time frame for these reactions was more accurate. Recalled reactions covered too broad a time frame to accurately pinpoint at what point they came into effect and at what point they dissipated.

In order to consider how long reactions to burglary last, the total number of reactions in each of the emotional, physical, cognitive, and behavioural and interpersonal categories was plotted according to the amount of time that had passed since the burglary (see Figures 3, 4, 5, 6). The information from both Sessions 1 and 2 were plotted on the same graphs in order gain a better picture of the overall trend. The time frame was limited to 60 weeks from the time of the burglary. In doing so, only the outliers (n=6), whose time lag between the burglary and the second interview session was much greater than the majority of participants, were eliminated from these graphs.

The results indicate that burglary has a much more long lasting effect on people's lives than was originally believed. A surprising number of participants indicated that they still experienced reactions that were related to the burglary some

Figure 3

Current Emotional Reactions for Sessions 1 & 2

Number of weeks since burglary

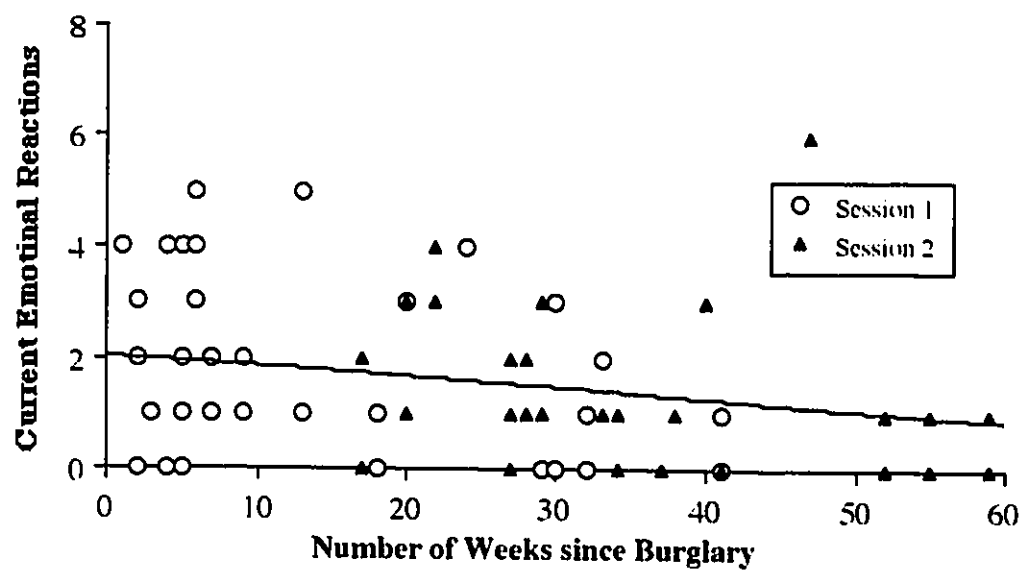


Figure 4

Current Physical Reactions for Sessions 1 & 2

Number of weeks since burglary

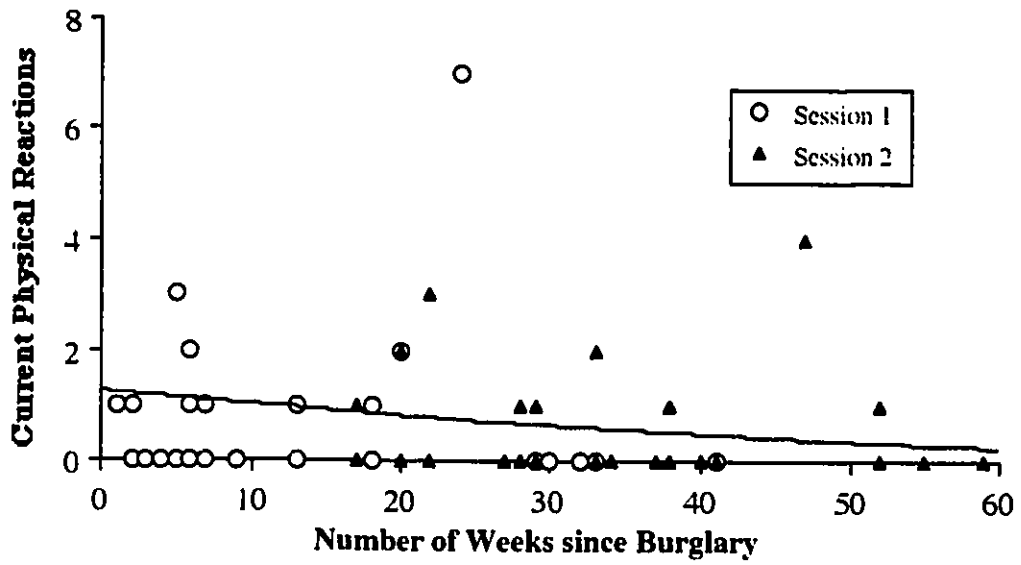


Figure 5

Current Cognitive Effects for Sessions 1 & 2

Number of weeks since burglary

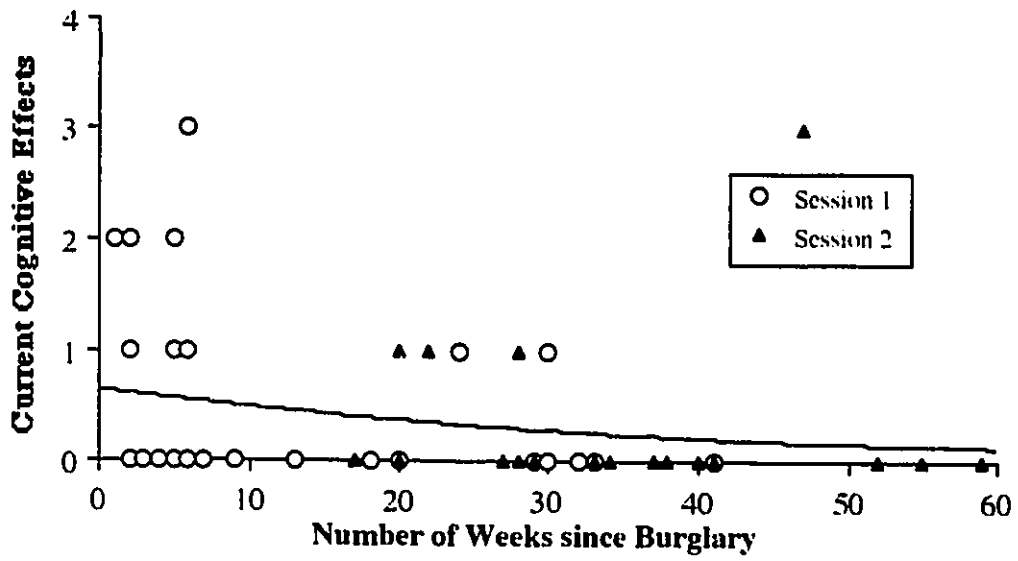
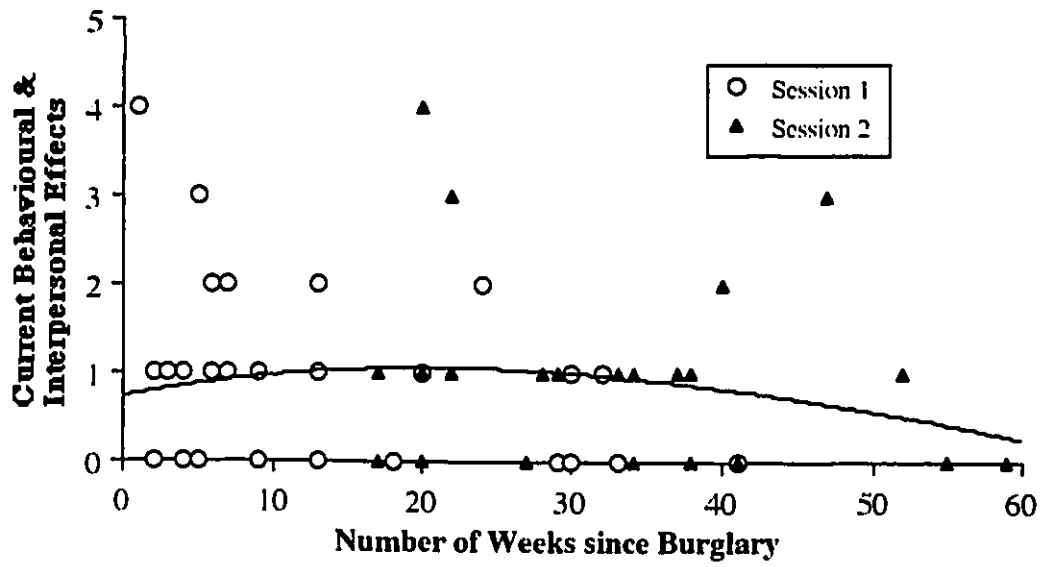


Figure 6

Current Behavioural and Interpersonal Effects for Sessions 1 & 2

Number of Weeks since burglary



40 to 60 months after the event. This is particularly true for emotional reactions and behavioural and interpersonal effects. In this sample, most physical reactions had subsided by 40 weeks and no cognitive effects were reported past 30 weeks.

The results of the previous four figures were further divided in order to determine whether gender differences exist over time (see Figures 7, 8, 9, 10). The results indicate that, in general, women tend to report slightly higher numbers of reactions than men in the first 10 weeks following the burglary. This holds true for all types of reactions and effects: emotional, physical, cognitive, and behavioural and interpersonal. This gender difference is most prominent in the emotional and physical categories (see Figures 3 and 4) where women's reactions remain higher than men's for up to 20 weeks following victimization. In the case of physical reactions, very few men indicated having suffered from any at all. This contrasts with the women who indicated they still experienced at least one physical reaction up to 30 weeks or more after the event.

#### Lasting Effects & Lifestyle Changes

In both interview sessions, participants were asked "In what way, if any, does [the burglary] still affect your life today?" and "Have you changed your lifestyle/habits as a result of this incident? If yes, in what way?". The participants' responses to these two questions were often the same. Therefore the questions were combined for analysis purposes.

Due to the qualitative nature of the questions, the different responses were numerous. These were listed and the frequency with which each response was cited

Figure 7

Current Emotional Reactions for Sessions 1 & 2 - by Gender

Number of weeks since burglary

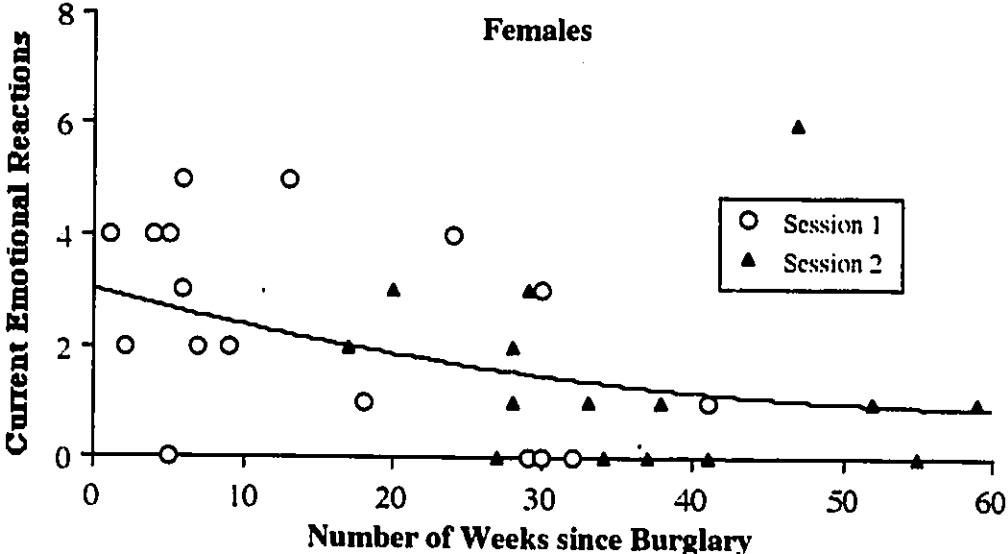
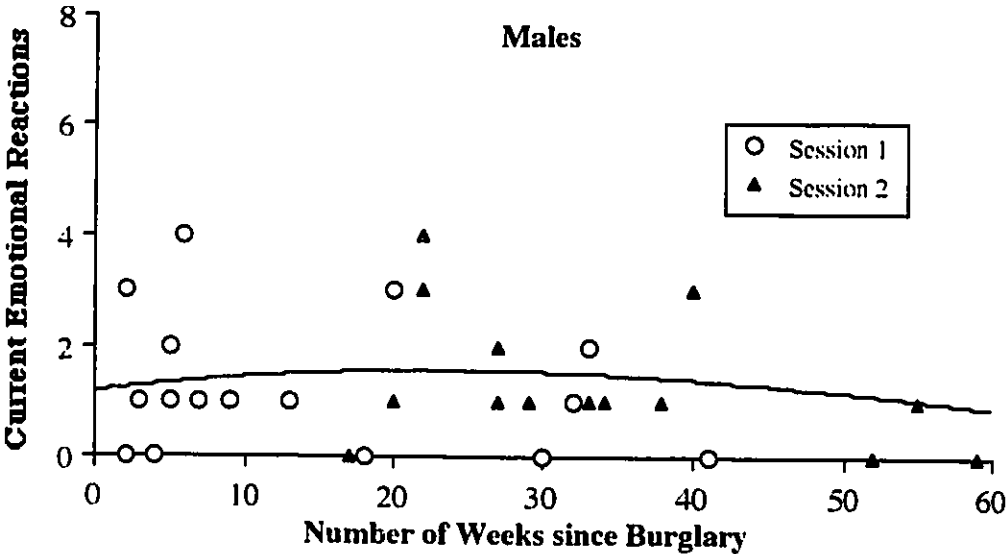


Figure 8

Current Physical Reactions for Sessions 1 & 2 - by Gender

Number of weeks since burglary

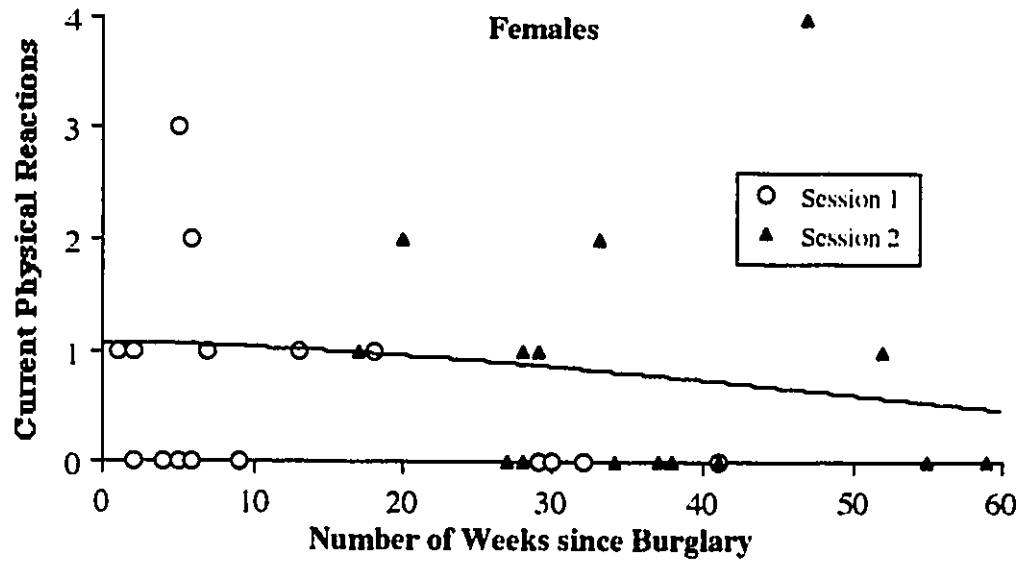
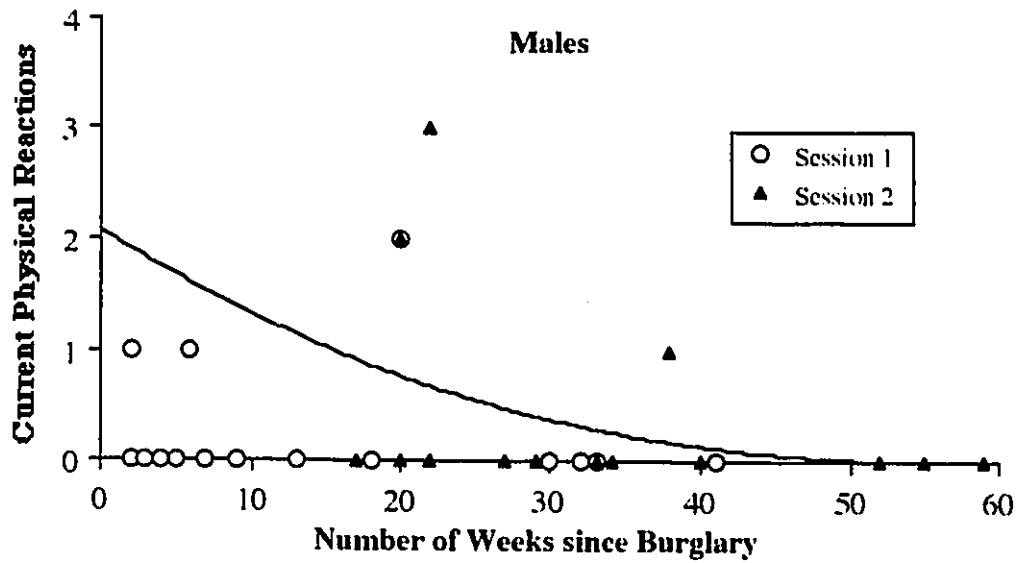


Figure 9

Current Cognitive Effects for Sessions 1 & 2 - by Gender

Number of weeks since burglary

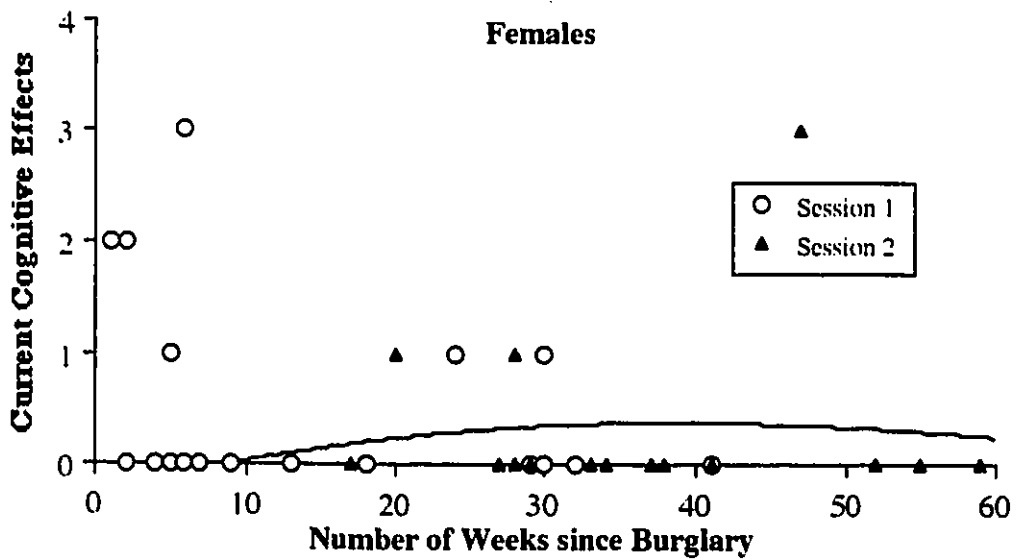
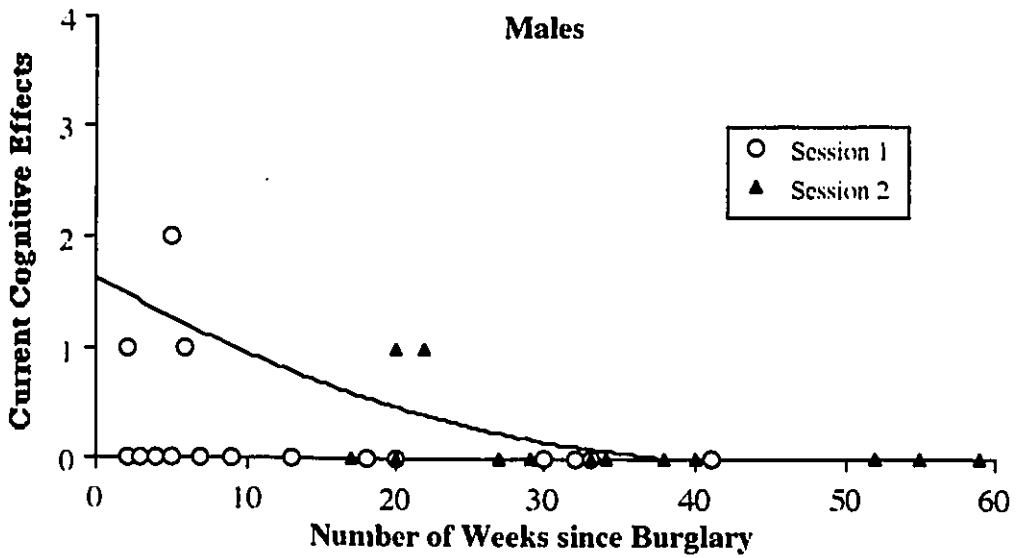
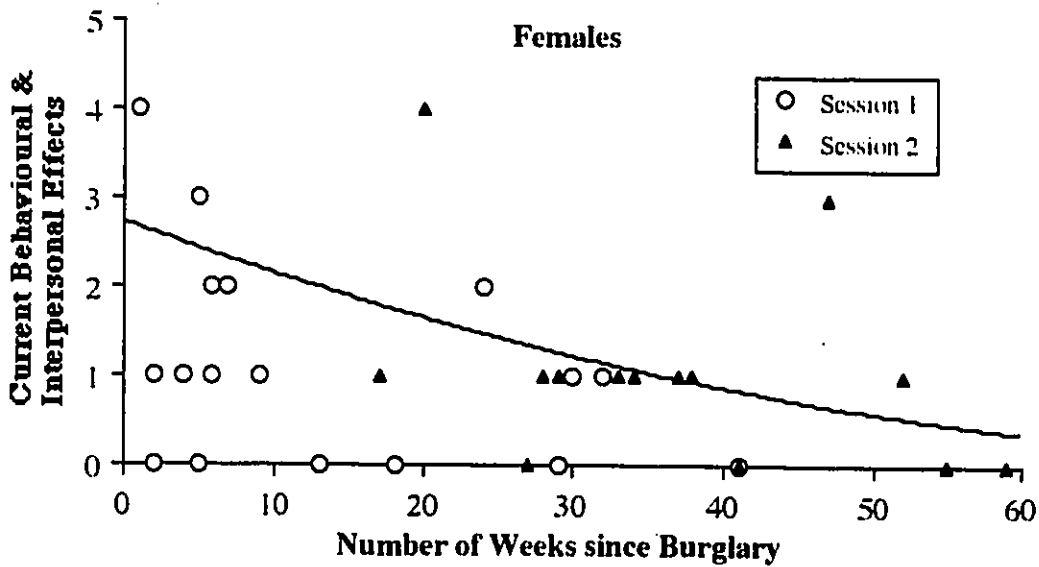
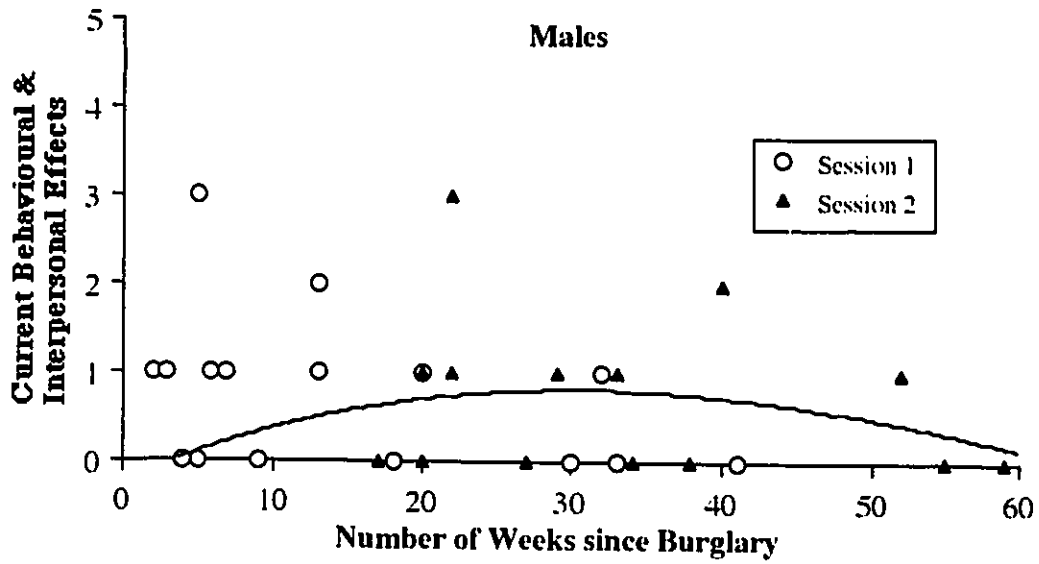


Figure 10

Current Behavioural and Interpersonal Effects for Sessions 1 & 2 - by Gender

Number of Weeks since burglary



was tallied. This frequency count was further sorted according to gender and time lapse since the burglary into the following categories: males/under 4 months; males/4 months and over; females/under 4 months; females/4 months and over (see Table 10). The four month dividing line was selected because it was the number of months that roughly split the sample of participants into two equal groups.

Gender differences were evident for several of the items listed. At both time periods women (<4 n=4, 4+ n=4) were more likely than men (<4 n=1, 4+ n=1) to indicate that they were fearful of leaving their homes empty. The same results were found for fearful of being alone in the home (females: <4 n=3, 4+ n=3; males: <4 n=0, 4+ n=0) and feels apprehensive coming home (females: <4 n=4, 4+ n=4; males: <4 n=1, 4+ n=0). There is some indication in the latter category that this apprehension diminishes with time.

Conversely, there were some items that men reported with more frequency than women. Men (<4 n=8, 4+ n=16) were more likely to indicate that they had made no lifestyle changes as a result of the burglary than were women (<4 n=3, 4+ n=9). Both men and women were more likely to indicate this lack of changes in the later time frame. Also, men (<4 n=4, 4+ n=2) reported that the burglary had no lasting effect on their lives with greater frequency than women (<4 n=0, 4+ n=1), although their numbers diminished over time.

Women (<4 n=3, 4+ n=9) were more likely to fear, expect, or check for reoccurrence upon return to the home than were men (<4 n=2, 4+ n=2). For this item, the frequency of response for women increased in the later time frame. Finally, both men (<4 n=6, 4+ n=16) and women (<4 n=5, 4+ n=16) indicated that they were more

Table 10

Frequency of Lasting Effects & Lifestyle Changes for Sessions 1 & 2

Males/females by under 4 months/4 months and over

Lasting Effects & Lifestyle Changes	Males < 4 mo.	Males 4 mo. +	Females < 4 mo.	Females 4 mo. +
<i>Fearful of leaving home empty</i>	1	1	4	4
Stays home more	1	1	3	0
Awareness of victimization (and possibility thereof) always in back of mind	0	3	1	4
<i>More security conscious</i>	6	16	5	16
<i>Burglary has no lasting effect</i>	4	2	0	1
<i>No lifestyle changes</i>	8	16	3	9
Suspicious/Distrustful/Watchful/Paranoid	3	7	5	7
Watchful for stolen items	0	0	1	1
<i>Feels apprehensive coming home</i>	1	0	4	4
Makes house look lived in	1	0	1	5
More cautious (overall)	1	1	0	1
<i>Fearful of being alone in home</i>	0	0	3	3
Feels violated	0	0	1	0
Frustration with insurance company	1	1	1	0
More cautious of who is invited into home	1	1	0	0
Feels loss of irreplaceable items	0	2	0	0
More protective of possessions	0	1	0	0
Feels nervous / unsafe in own home	0	2	1	2
Angry	0	1	1	1
Fears/suspects is being watched	1	1	1	0
<i>Fears/expects/checks for reoccurrence</i>	2	2	3	9
Feels society makes victims feel guilty	0	0	0	1
Resentment at having to barricade herself in her own home	0	0	0	1
Determined not to let burglary bother them	0	0	0	1
Participates in Neighbourhood Watch	0	0	0	2
More cynical about people	0	1	2	0
Concern over spouse's long-term reactions	1	0	0	0
Feels home is contaminated	0	0	1	0
Sleep disturbances	0	0	1	0
More watchful of grand-children	0	0	0	1
More secretive about comings & goings	0	1	0	1
Still working on insurance claim	0	0	0	2
Fear disappeared when burglar alarm installed	0	1	0	3
Phones to see if answering machine still there	1	0	1	0
Upset over the inconvenience	1	0	0	0

security conscious with similar frequency, including the fact both their numbers increased with the greater time lapse since the burglary. When asked to give more details concerning what steps they took to increase the security of their homes, most participants described basic steps that were not very expensive. Such steps included leaving lights or a stereo on when they were out, having the mail and newspapers stopped or picked-up when away, placing wooden dowels in windows to prevent them from being opened, double-checking that all the doors and windows were properly closed and locked when going out. A few people invested in burglar alarms, although one woman expressed much frustration at having to barricade herself in her own home.

#### Worst Aspect

In the second interview session, participants were asked what was the worst aspect of the burglary for them. Although I had a list of possible responses prepared, the question was asked in an open-ended manner. Unfortunately this question was added part way through the second sessions, therefore responses were not collected from all participants. However, of the participants who were asked, responses did not vary greatly. Frequency counts were calculated for each type of response and sorted by gender (see Table 11). Noticeable differences were found for two items. Women (n=5) were much more likely to indicate that the emotional upset and fear were the worst aspects of the burglary than were men (n=1). To a lesser degree, this remained true for violation and intrusion of privacy (women n=5, men n=3). On the other hand, only men (n=2) indicated that the worst aspect for them was the reactions of people around them.

Table 11

Frequency of Worst Aspect of the Burglary

Males/females

Worst Aspect	Males	Females
Loss of items with sentimental value	2	3
Dealing with the insurance company	1	0
Dealing with the police	1	0
Disappointment / Disillusionment in the quality of his acquaintances	1	0
<i>Emotional upset / Fear</i>	1	5
<i>Other people's reactions</i>	2	0
<i>Violation / Intrusion of privacy</i>	3	5
Property damage	1	1
Victim knowing that he/she was home during burglary	1	0
Guilt for own negligence	1	0
Inconvenience	0	1
Loss of information on stolen computer	2	0

### Discussion of Reactions

In both Session 1 and Session 2, participants were asked if they had discussed their reactions to the burglary (emotional, behavioural, psychological, physical...) with anyone, and if so, with whom. In the second session, the vast majority of participants indicated that they had not discussed their reactions with anyone since the first interview. Therefore, the responses to this question in the second interview were not used in the current analysis. Once again frequency counts were obtained and sorted by gender (see Table 12). Most noteworthy is the fact that all of the women (n=20) in the sample indicated that they had discussed their reactions with someone, compared to only 75% (n=15) of the men.

### Satisfaction with Police

Participants were asked during both interview sessions whether they were satisfied with the police action. If their response was no, they were asked to describe the source of their dissatisfaction. Frequency counts were tabulated on both whether they were satisfied and on the sources of dissatisfaction (see Tables 13, 14). Some participants, for whatever reasons, did not wish to answer this question. This will account for some of the discrepancies in the total number of responses.

During the first interview sessions, men (n=11) were more likely to express satisfaction than women (n=6) (see Table 13). The reverse was true during the follow-up sessions. Men (n=8) were less likely to express satisfaction, while women were more likely (n=11).

Table 12

Frequency of Discussion of Reactions

Males/females

	Males	Females
<i>Discussed reactions with others...</i>	15	20
... with Significant Other (spouse/girlfriend/boyfriend)	9	12
... with Friends	11	17
... with Family Members (other than spouse)	11	14
... with Co-workers	3	7
... with Neighbours	1	7
... with Police	2	3
... with Psychologist/Psychiatrist/Doctor	0	3
... with Other	4	1

Table 13

Frequency of Satisfaction with Police Action for Sessions 1 & 2

Males/females

	Session 1 Satisfied	Session 1 Dissatisfied	Session 2 Satisfied	Session 2 Dissatisfied
Males	11	9	8	8
Females	6	11	11	6

Table 14

Frequency of Reasons for Dissatisfaction with Police Action for Sessions 1 & 2

Males/females

Reasons for Dissatisfactions	Males	Females
Victim dissatisfied but realizes that there was nothing more the police could do	7	7
Police did not respond immediately	1	6
Victim had to insist on immediate action	1	1
Victim chastised for insisting on immediate action	0	1
No follow-up (general)	3	4
No follow-up after victim told police who they suspected or gave police a lead	3	1
Gave victim impression that burglary reports were a waste of police time	1	3
Victim displeased for having to pay for police report	1	0

The most frequently cited type of dissatisfaction was a general one coupled with a realization that, for a number of reasons (economic, manpower, lack of leads), there is not much the police could do (males, n=7; females, n=7). Also, of the participants who indicated that they were dissatisfied because the police did not respond immediately (n=7), most of whom were women (n=6), the vast majority were not aware of the police's new Differential Police Response (DPR) policy.

## v

## DISCUSSION

The purpose of the present study was to examine men and women's reactions to burglary over time. More specifically, my goal was to determine whether or not there was a gender difference in the extent to which reactions to a non gender-specific crime, such as burglary, endure. Data on both initial and long-term reactions were gathered during the course of the two interview sessions. These will be discussed separately.

It should be noted that, for the most part, participants' burglary experiences did not differ significantly. Most experienced damage and losses to approximately the same extent. All participants had insurance coverage to replace their lost items and therefore suffered little financial hardship. Of the four burglaries that differed, two were only attempted burglaries. In one of the remaining two different burglaries there was no damage caused and very little loss - the burglar walked in through an open door and took the victim's purse from the front entrance. The remaining burglary victim suffered more damage as the perpetrators proceeded to vandalize his home.

### Initial Reactions

The results concerning victims' immediate reactions to burglary did not differ greatly with those of prior research. In accordance with the findings of Maguire (1980), the present results indicate that women are more likely to report feelings of

fear, shock, and upset in the immediate stage of victimization. The most common expression of fear was that the burglars might return, perhaps while the participants were home. Many women no longer felt safe, especially when alone, or feared leaving their homes. As one woman explained, she felt as if her world had gone from safe and known to unknown. This could explain why women were more likely to indicate that they had been experiencing difficulty sleeping in the early days following the burglary.

Contrary to Maguire's (1980) findings, the present study did not find a gender difference in the frequency with which anger was cited as a response to burglary. In fact, anger was the most frequently expressed reaction for both men and women. Over half of both the men and women reported feeling angry.

According to Smale and Spickenheuer (1979), victims of property crime have "a greater need for retaliation than 'violence victims'" (p. 85). They state that it could possibly be linked to the moral indignation caused by the crime. This being the case, it is interesting to note that only men expressed a desire for retaliation or revenge. As one participant described it: "I had aggressive thoughts towards the perpetrator".

#### Reactions over Time

The results of the current study have indicated that burglary has much more long-range consequences than originally thought. Many participants indicate that they still suffered from emotional reactions and/or behavioural or interpersonal effects as late as 30 weeks after the burglary. Most common of these was a fear of reoccurrence and a lasting increase in suspicion and distrust.

We know that previous research in the area has indicated that a significant percentage of victims report that burglary still affects their lives up to 10 weeks after it occurred (Maguire, 1980). The results of the current study support these findings. When asked at a time period of over four months (16 weeks) after the burglary, only 3 participants indicated that it had no lasting effects on their lives. In fact, the current study found that victims continued to suffer as a result of the burglary some 30 to 40 weeks after it occurred .

A slight gender difference was found in the rate and length of time that burglaries affect their victims. Overall, compared to men, women indicated higher numbers of reactions, particularly emotional ones, for the first 10 to 15 weeks following the burglary. By 20 weeks, this difference virtually disappeared. There was an exception in regards to physical reactions. Very few men indicated suffering from any type of physical reaction at any time after the burglary. This is contrasted with the fact that some women were still experiencing a physical reaction (namely nervousness or hypersensitivity) up to 60 weeks after the burglary.

On the positive side, both men and women indicated that as a consequence of the burglary they were more security conscious, double checking that doors and windows were locked before leaving their homes. This lasting effect was cited with equal frequency for both men and women. It is interesting to note that while victims indicated being more cautious of their security at all time periods, this lasting effect was cited with much greater frequency in later time periods, i.e., after at least four months had elapsed since the burglary. Within four months of the burglary, it is possible that the aftermath of the event (e.g., police reports, insurance claims, repairs, etc...) is still so fresh that it occupies most of the victim's attention.

### Implications/Recommendations

Gender differences were evident in the first 10 to 15 weeks following the burglary, with women indicating greater numbers of adverse reactions than their male counterparts. While explaining this difference is beyond the scope of the current study, a number of potential questions for future research come easily to mind. For example, we know that women feel more vulnerable, in general, than do men. For many, their homes are their safe haven in an increasingly violent society. When a burglary occurs, for men it is their first taste of vulnerability, but for women it indicates yet another place where their safety is compromised.

The potential for violence and sexual assault, in any given situation, is one that women cannot ignore. One has only to pick up a newspaper or watch the news to realize these types of crimes do not only occur in dark, secluded alleys. Once the initial shock of burglary has worn off, it seems reasonable that women are more likely to ponder, and fear, what *could* have happened.

A final possible explanation for the gender difference in reactions to burglary is that women are more likely to have an emotional bond to property. This is particularly true for the type of property commonly taken by a burglar. A stolen television, VCR, or stereo, while an inconvenience and possible financial dilemma, is eventually replaceable. Often the replacements are more technologically advanced than those taken. However, a woman's jewelry or family heirlooms are not so easily replaced, or rather the memories and sentimental value that is attached to each piece is irreplaceable. This loss and the guilt associated with it is more likely to endure.

Future research into the three lines of enquiry described above would offer much needed insight into why men and women react differently to burglary. In the meantime, the findings of the current study have serious implications for how we deal with victims of burglary. Initial reactions to burglary can be fairly severe.

Prior research has suggested that the police officer's actions impact on these reactions. Waller (1984) found "that the police can often exacerbate the difficulties of victims by remarking on precautions that the victim might have taken", thus making the victims feel guilty (p. 239). Several of the victims I interviewed described having been made to feel guilty in this manner. According to Shapland et al. (1985), "police priorities [are] different and inimical to victim priorities: the police have become 'preoccupied with technical efficiency, whereas victims look to the police for support and reassurance'" (p. 31). This was made painfully obvious in the cases of two separate interview respondents when they encountered the Ottawa Police's Differential Police Response (DPR) policy for the first time. In both instances the victims were adamant that a police officer respond immediately, and, upon the latter's arrival, both received a severe dressing-down for wasting time and resources on what the police essentially consider a non-emergency.

It is important to remember that "the victim's first contact with the criminal justice system is with the police.... The reaction of the police is, therefore, very important for the victim" (Shapland et al., 1985, p. 14). It is essential that adequate and appropriate support and services are provided at that time, and that police officers are properly trained to deal with the situation.

There is a serious lack of programmes and services for victims of crime, particularly in Ottawa. Furthermore, the few programmes and services that do exist are not being used to their full potential due, for the most part, to the fact that they are not properly publicized. In the present study, when asked whether the police had provided them with information regarding services they may need or wish to seek out in dealing/coping with the burglary, the vast majority of participants said no. This is particularly frustrating in view of the fact that the Ontario Police Services Act's Declaration of Principles explicitly acknowledges the need to recognize and respond to the needs of victims of crime (Government of Ontario, 1990, s. 1.4). That Ottawa is not meeting the needs of its victims should be a source of embarrassment in light of the fact that it is the capital of a country internationally recognized as "a major inventor of effective ways of meeting the needs of victims" (Waller, 1989, p. 96).

Prior research has indicated areas in which the police do not meet the expectations of victims of burglary. According to Waller (1984) "those [victims] dissatisfied cite the lack of follow-up in most instances, though delays in getting to the scene and lack of a thorough investigation are also mentioned. This is consistent with the results of the current study. However, a gender difference in the sources of dissatisfaction was also found. During the first interview session, nearly twice as many women indicated that they were not satisfied with the way the police handled the burglary. When asked their reasons for their dissatisfaction, women greatly outnumbered men in indicating that it was based on the fact that the police did not respond immediately. Although many of these same participants realized that there was not much the police could do, given the typically small number of clues left behind, they still wanted immediate action by the police. Perhaps what they sought was the sense of safety and security the presence of a police officer provides at a time

when their sanctuary has been violated. This could be especially important for women who tend to feel more vulnerable.

Another common complaint from victims of burglary was that there was no feedback from the police. Many indicated that it would have been nice even to get a call saying there had been no headway made on their case. I found that, although most participants indicated that their reasons for participating in the study was to help a graduate student, a significant number said it provided an opportunity to talk about their experience with someone who has some knowledge about it, and that participating in the study provided a sense of closure. Perhaps a follow-up phone call from the police, even from a lay-person hired by the department, could help provide the sense of closure victims of burglary seem to need.

This same service could also be provided by other service industries. For example, insurance companies who receive claims for burglaries could make follow-up calls to the victims. Or, it might be helpful if these companies could provide victims with a pamphlet describing what they should expect to happen in the days, weeks, and months following the burglary. It is important to help victims realize that they are not alone and that what they are experiencing is not unusual.

Home security is important for everyone, but most particularly for women. They need to know what they can do, short of an expensive burglar-alarm system, to protect themselves before they are burglarized. Very few participants in this study were aware of any of the information and support services offered by the Ottawa Police. Several made use of the Home Security Check programme after I had

described the service to them. Should the police department make follow-up calls, this is an indication of the type of information that could be imparted at that time.

When I began collecting data for the current study, the Ottawa Police had just implemented their new Differential Police Response (DPR) policy. This meant that for non-emergency crimes such as burglary, victims would be contacted by a police officer within 48 hours of their reporting the crime and someone would be by their home to take a report within a week. The police would not respond immediately.

Most of the participants in my study were not aware of the new DPR policy. We know that people seek action and/or justice when they have been victimized. That is why they call the police. However, Wright (1977) indicated that a simple gesture such as an official acknowledgement of the offence is enough to start the victim on the road to recovery. Now that DPR has been in place in Ottawa for a year, I propose that it would be interesting to study what effect it has had on people's reactions to crime.

## Conclusions

The results indicate that people have numerous and sustained reactions to burglary. They also indicate that men and women do react differently, especially in the immediate stage following the burglary. With this in mind, we need to consider whether there is a need for, or value in, organizing services to meet the specific needs of victims of burglary.

Once again, I would like to reiterate that my sample was not a large nor a representative one. Because of the self-selection methods used to contact victims of burglary, it is likely that the participants who came forward did so because they were still adversely affected by the burglary. This bias in my sample makes it impossible to extrapolate the results to the general population. However, that was not my goal in embarking on this research project. Rather, I had hoped to determine whether there was any indication, however slight, that a gender difference exists in the long-term effects of burglary on its victims. The results were meant to be used as an indicator, a form of compass, for the direction in which future studies in the area of victim research should focus their attention.

In closing, I would like to say that many of the victims I interviewed felt that by participating in the study they could contribute to helping others in similar situations in the future. That some good could come out of their burglary experiences offered them some comfort. Many stated that discussing their experiences with me offered them a sense of closure, as it did for me. Knowing that I have contributed, in some small way, to their recovery, is a gift I will always treasure.

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## APPENDICES

In order to facilitate the reader's search through the appendices, I have listed these in the order in which they appear in the text.

Appendix A

Flyer

## **HAS YOUR HOME BEEN BURGLARIZED?**

Hello.

My name is **Celia Quigley** and I am a graduate student of the University of Ottawa Department of Criminology.

I am currently studying people's reactions to burglary in Ottawa and the surrounding area. Specifically, I am looking at how men and women differ in their reactions to burglary.

If your home has recently been burglarized, I would be very interested in asking you a few questions about your experience.

If you are interested in my study and would like to participate, or if you simply have some questions about it, please call.

**Celia Quigley 224-8094**  
or  
**Professor Ross Hastings 564-7849**



## Appendix D

Session 1 - Interview Schedule

Participant: \_\_\_\_\_

Date: \_\_\_\_\_

**PART 1 - Unstructured Interview***Answers should be recorded on a separate page*

1. Please describe how you discovered that your home was burglarized.
2. Can you describe your reactions (emotional, behavioural, psychological, physical...) when you first discovered the burglary?
3. Please describe, in as much detail as you can, how your home was burglarized (e.g., how did the burglar(s) break in, what was taken...).
4. Please describe how much damage/disorder, was caused to your home.

**PART 2 - Semi-Structured Interview***Use separate sheet if more space required.*

5. In what way, if any, does this event still affect your life today? \_\_\_\_\_  
\_\_\_\_\_
6. Have you changed your lifestyle/habits as a result of this incident?  Yes  No  
If yes, in what way? \_\_\_\_\_
7. Were you satisfied with the police action?  Yes  No  
If no, in what way were you not satisfied? \_\_\_\_\_  
\_\_\_\_\_
8. Do you think this incident could have been prevented?  Yes  No  
If yes, how? \_\_\_\_\_  
\_\_\_\_\_
9. Did you use any home security devices (e.g., locks, alarms, lights...) at the time of the burglary?  Yes  No  
If yes, please describe what security devices you used. \_\_\_\_\_  
\_\_\_\_\_
10. Do you now use any home security devices ?  Yes  No  
If yes, please describe what security devices you use. \_\_\_\_\_  
\_\_\_\_\_

**PART 3 - Structured Interview**

*Complete information not already divulged in unstructured and semi-structured interviews.*

## 11. Participant's:

- a. sex:  Male  Female
- b. age:  Under 20  21-35  
 36-50  51-65  
 66+

## c. Living arrangements (Please check one):

- Single  Married  Common Law  Divorced  
 Room-mates  Other (please specify) \_\_\_\_\_

12. Do you have any children living with you?  Yes  No  
 If yes, how many? \_\_\_\_\_ What are their ages? \_\_\_\_\_

13. In what area of the city does the participant live? \_\_\_\_\_

14. In what type of dwelling does the participant live? (please check one):

- house  apartment  townhouse  semi-detached  
 Other (please specify) \_\_\_\_\_

15. Does the participant rent or own his/her home?  Rent  Own

16. How long has the participant lived in this residence? Years \_\_\_\_\_ Months \_\_\_\_\_

17. How long does the participant intend to live in this residence? \_\_\_\_\_

18. When did the burglary take place? \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
 Month Day Year

19. Were you or anyone else home when the burglary occurred?  Yes  No

a. If no: Were you the first to discover the burglary?  Yes  No  
 b. How soon after the burglary did you discover it? \_\_\_\_\_

c. Were you alone when you discovered it?  Yes  No

d. If yes: Were you alone when the burglary occurred?  Yes  No

e. Was there a confrontation with the burglar(s)?  Yes  No  
 If yes, what happened? \_\_\_\_\_

f. Did anyone in the household suffer physical injuries as a result of the incident?  Yes  No

g. If yes, could you describe the injuries received? \_\_\_\_\_

20. Have you been burglarized before?  Yes  No

a. If yes, how long ago? Years \_\_\_\_\_ Months \_\_\_\_\_

b. Was it in the same household?  Yes  No



24. Did you discuss your reactions (emotional, behavioural, psychological, physical...) with anyone?  Yes  No
- a. If yes, with whom? (Check all that apply)
- friend  husband/wife  family member  boy/girl-friend  
 police  social worker  doctor  psychiatrist/psychologist  
 co-worker  Other (please specify) \_\_\_\_\_
- b. Who did you contact first? \_\_\_\_\_ Second? \_\_\_\_\_
25. Do you know if the offender/offenders was/were arrested?  Yes  No
26. Were any of your stolen items recovered?  Yes  No
27. Do you have insurance coverage for your home?  Yes  No
28. Did you have insurance before the burglary?  Yes  No
29. Have your neighbours/friends been burglarized?  Yes  No  Don't know
30. Do you believe that you live in a high-crime neighbourhood?  Yes  No  
If yes, did you believe this before the burglary occurred?  Yes  No

Appendix D

Session 2 - Interview Schedule

Participant: \_\_\_\_\_

Date: \_\_\_\_\_

**PART 1 - Unstructured Interview**

*Answers should be recorded on a separate page*

1. Please describe what you have done, as a result of being burglarized, since our last interview.
2. Please describe in as much detail as possible, in what way, if any, this event still affects your life today.

**PART 2 - Semi-Structured Interview**

*Use separate sheet if more space required.*

3. Have you had any more contact with the police concerning this event?  
 Yes  No

4. Are you satisfied with the police action?  Yes  No  
 If no, in what way are you not satisfied? \_\_\_\_\_

What were you hoping/expecting the police to be able to do? \_\_\_\_\_

Did the police provide you with any information regarding services you may need or wish to seek out in dealing/coping with this event?  Yes  No  
 If yes, what information did they give? \_\_\_\_\_

5. Have you been a victim of another crime since our last interview?  Yes  No  
 If yes, what was the crime? \_\_\_\_\_

6. In retrospect, what steps do you think you could have taken to prevent this incident? \_\_\_\_\_

7. Have you changed your lifestyle/habits as a result of this incident?  Yes  No  
 If yes, in what way? \_\_\_\_\_

8. Have you installed any home security devices since our last interview?  
 Yes  No  
 If yes, please describe what security devices you have installed. \_\_\_\_\_



11. Have you discussed your reactions (emotional, behavioural, psychological, physical...) with anyone since our last interview?  Yes  No  
 a. If yes, with whom? (Check all that apply)  
 friend  husband/wife  family member  boy/girl-friend  
 police  social worker  doctor  psychiatrist/psychologist  
 co-worker  Other (please specify) \_\_\_\_\_
12. Do you know if the offender/offenders was/were arrested?  Yes  No
13. Were any of your stolen items recovered?  Yes  No
14. Do you now have insurance coverage for your home?  Yes  No
15. Have your neighbours/friends been burglarized since our last interview?  
 Yes  No  Don't know
16. Do you believe that you live in a high-crime neighbourhood?  Yes  No
17. Has your fear of crime/being a victim increased since the burglary?  Yes  No  
 If yes, how? \_\_\_\_\_
18. Have you moved since the burglary?  Yes  No  
 If yes, what were your reasons for moving? \_\_\_\_\_  
 \_\_\_\_\_
19. In what area of the city does the participant now live? \_\_\_\_\_
20. In what type of dwelling does the participant now live? (please check one):  
 house  apartment  townhouse  semi-detached  
 Other (please specify) \_\_\_\_\_
21. Does the participant rent or own his/her new home?  Rent  Own
22. How long has the participant lived in this new residence? Years \_\_\_\_ Months \_\_\_\_
23. How long does the participant intend to live in this new residence? \_\_\_\_\_
24. Did you miss any days of work/school as a result of the burglary?  Yes  No
25. What sorts of services would you have liked to have seen offered to help you with dealing with the burglary? \_\_\_\_\_
26. Have any major events occurred in you life since our last interview (e.g., births, deaths, marriage, divorce, trauma, victimization, etc.)?  Yes  No  
 If yes, please describe what has occurred. \_\_\_\_\_  
 \_\_\_\_\_  
 Why was this event important to you? \_\_\_\_\_

27. What was the worst aspect of the burglary for you?

- Emotional upset    Financial loss    Property damage
- Lack of understanding    Dealing with police
- Dealing with insurance company
- Other (please specify): \_\_\_\_\_

28. Could you please tell me what made you decide to participate in this study? \_\_\_\_\_

\_\_\_\_\_

29. I would appreciate your feedback on what it was like to participate in this study.  
What were your reactions to it? \_\_\_\_\_

\_\_\_\_\_

## Appendix E

Emergency Telephone Numbers

Alcoholics Anonymous - English	523-9977
- French	243-2838
Centre d'aide aux victimes d'actes criminels (CAVAC)	
- Hull	788-3555
Centre d'aide et de lutte contre les agressions sexuelles de l'Outaouais	
	771-1773
Centre for Treatment of Sexual Abuse & Childhood Trauma	
	233-4929
Child Abuse - Ottawa	737-1700
- Outaouais	776-6060
Crime Stoppers	233-8477
Criminal Injuries Compensation Bureau	
	1-416-326-2900
Crisis Centre for Assaulted Women (Gloucester Services for Abused Women)	
	745-4818
Drug Helpline	567-3784
Gloucester Police	745-7000
Home Security Checks (Ottawa)	236-0311
Interval House	234-5181
Kids Help Phone	1-800-668-6868
Maison D'Amitie	747-0020
Neighbourhood Watch (Ottawa)	236-0311
Nepean Police (Admin.)	829-2211
Ontario Victim Witness Assistance	239-1229
Ottawa Distress Centre	238-3311
Ottawa Police (Victim Assistance)	236-0311
Rape Crisis Centre	729-8889
Sexual Assault Support Centre	234-2266
Tel-Aide Outaouais	741-6433
Wife Assault Helpline - English	234-5181 or 745-4818
- French	745-3665
Women's Action Centre Against Violence (Ottawa-Carleton)	
	230-4413
Youth Line	238-2088

## Appendix F

Session 1 - Informed Consent Form

*This project has been reviewed and approved by the University Human Research Ethics Committee (UHREC) as preserving the safeguards of subjects' privacy, welfare and civil liberties. Questions or concerns about the ethical conduct of the project can be addressed to the UHREC, through the Secretary of the Committee at the University of Ottawa (613) 564-4297.*

This survey is being conducted by Celia Quigley, a graduate student of the University of Ottawa Department of Criminology, under the surveillance of Dr. Ross Hastings, Professor, Department of Criminology, University of Ottawa, K1S 6N5. Should you have any questions, Dr. Hastings can be reached at (613) 564-7849.

This survey is being done in order to get a better understanding of how people react emotionally, behaviourally, psychologically and physically to burglary. You have been approached for this study because you have recently been the victim of a burglary. I am interested in your response to that event. I have asked that both you and your partner/room-mate participate in the study to provide a form of control as you have both experienced the exact same event.

The study consists of 2 interviews, each taking approximately one hour. Following this first interview, I will be contacting you to set up a convenient date for the second interview sometime within the next 3 to 6 months. During these interviews I will be asking you about the particulars of the burglary and about how it has affected your life. Since I am interested in individual reactions to burglary, I would like to interview you and your partner/room-mate separately. I ask that you try not to discuss your answers until both of you have been interviewed for each session.

You may refuse to answer any of the questions that I may ask and you may choose to stop the interview at any stage. You are also under no obligation to participate in any of the follow-up interviews if you so choose.

All of the information gathered in these interviews will be held in the strictest of confidence. The information you provide will not be reported on an individual basis, rather the report will be aggregate, consisting of the responses of all participants. You will not be identifiable.

I, the undersigned, have read the above and am willing to cooperate under the conditions described therein. I understand that I have the freedom to withdraw from the study at any time.

Signature of Participant \_\_\_\_\_

Signature of Interviewer \_\_\_\_\_

Date \_\_\_\_\_

**There are two copies of the consent form, one which you may keep.**

## Appendix G

Session 2 - Informed Consent Form

*This project has been reviewed and approved by the University Human Research Ethics Committee (UHREC) as preserving the safeguards of subjects' privacy, welfare and civil liberties. Questions or concerns about the ethical conduct of the project can be addressed to the UHREC, through the Secretary of the Committee at the University of Ottawa (613) 564-4297.*

This survey is being conducted by Celia Quigley, a graduate student of the University of Ottawa Department of Criminology, under the surveillance of Dr. Ross Hastings, Professor, Department of Criminology, University of Ottawa, K1S 6N5. Should you have any questions, Dr. Hastings can be reached at (613) 564-7849.

This survey is being done in order to get a better understanding of how people react emotionally, behaviourally, psychologically and physically to burglary. You have been approached for this study because you have recently been the victim of a burglary. I am interested in your response to that event. I have asked that both you and your partner/room-mate participate in the study to provide a form of control as you have both experienced the exact same event.

The study consists of 2 interviews, each taking approximately one hour. You and your partner/room-mate completed the first interview several months ago. This second interview will be conducted much in the same way as the first. During this interview I will be asking you about the particulars of the burglary and about how it has affected your life. Some of the questions will be similar to those asked in the first interview. I ask that you respond to these questions based on what you have felt and experienced since the last interview. Since I am interested in individual reactions to burglary, I would like to interview you and your partner/room-mate separately. I ask that you try not to discuss your answers until both of you have been interviewed for each session.

You may refuse to answer any of the questions that I may ask and you may choose to stop the interview at any stage.

All of the information gathered in these interviews will be held in the strictest of confidence. The information you provide will not be reported on an individual basis, rather the report will be aggregate, consisting of the responses of all participants. You will not be identifiable.

I, the undersigned, have read the above and am willing to cooperate under the conditions described therein. I understand that I have the freedom to withdraw from the study at any time.

Signature of Participant \_\_\_\_\_

Signature of Interviewer \_\_\_\_\_

Date \_\_\_\_\_

**There are two copies of the consent form, one which you may keep.**