

**VICTIM QUICK RESPONSE PROGRAM  
PROGRAM INFORMATION BOOKLET**

**July 2007**

**Ministry of the Attorney General  
Ontario Victim Services Secretariat**

## What Is The Victim Quick Response Program?

The Victim Quick Response Program has been established by the Ministry of the Attorney General to provide timely assistance to victims of the most violent crimes.

The Program comprises three components that will provide financial assistance for:

1. Short-term immediate Counselling Services;
2. Funding for Funeral Expenses for victims of homicide;
3. Funding for immediate Emergency Expenses in the following four categories:
  - a. **Crime Scene Cleanup**;
  - b. **Emergency Home Repairs** to secure premises for the immediate safety of victims;
  - c. **Transportation Costs** for the most economical and practical means of travel for a family member to identify a victim of homicide, or to support a victim who has suffered serious injury as a result of violent crime;
  - d. **Emergency Child Care and Dependent Care for Elderly or Special Need Dependents** to enable a family member to identify a victim of homicide, or to support a victim who has suffered serious injury as a result of violent crime.

Funding will be made available only where the victim has reported a violent *Criminal Code* offence to a police service in the province of Ontario or, in cases of domestic violence or sexual assault, to a domestic violence shelter, sexual assault centre, hospital or other community agency providing services to victims of domestic violence and/or sexual assault in the province of Ontario. Crimes include offences that lead to physical injury of a victim, as well as property offences that compromise victim safety in cases of domestic violence, sexual assault and hate crime.

The Program will provide a timely and straightforward process to provide assistance to victims of violent crime, in the province of Ontario, who require immediate financial assistance that cannot be obtained through other sources. The Victim Quick Response Program funding is intended to be a solution of last resort and is not intended to duplicate funding from other sources.

Victim Quick Response Program services are time-limited. The emergency and funeral expense components will be available from **June 30, 2007 until March 31, 2008**, with the counselling component available until **March 31, 2009**. These initiatives will help to fill the service gap between a violent *Criminal Code* offence and the time the victim receives support services. Ongoing evaluation of these initiatives will assess client satisfaction, response times and service delivery methods to determine whether the initiatives should be extended as part of a broader victims' service delivery framework.

## **What are the Program Objectives?**

The objectives of the program are:

- **To provide assistance to victims in the immediate aftermath of violent crime**
- **To lessen the impact of violent crime through immediate support services to victims**
- **To increase the immediate safety of victims of violent crime.**

## **Who Can Request Service?**

- A Victim who meets the eligibility criteria as outlined below.

A "Victim" as defined in the *Victims' Bill of Rights, 1995*, means a person who, as a result of the commission of a crime by another, suffers emotional or physical harm, loss of or damage to property or economic harm. A victim is also defined as a parent, a grandparent, a spouse or same sex partner, a brother or sister, a child or a grandchild of a deceased victim.

"Crime" means an offence under the *Criminal Code of Canada*.

### **The following individuals may also apply of behalf of a victim:**

- An immediate family member applying on behalf of the victim;
- The custodial guardian of a victim who is a minor child;
- An individual with legal authority to act on behalf of a victim who has special needs.

## **What are the Service Priorities?**

The Victim Quick Response Program has been established to provide assistance to victims of:

- Homicide (including attempted murder);
- Serious physical assault (including but not limited to, assault with a weapon, assault causing bodily harm, aggravated assault);
- Domestic violence;
- Sexual assault;
- Hate crime.

## What Additional Considerations Determine Eligibility?

- The crime must have occurred in the province of Ontario;
- The crime occurred on or after **June 30, 2007**;
- The victim must reside in the province of Ontario;
- The crime must have been reported to a Police Service in the province of Ontario and an Incident Report must have been completed by the Police Service; or,
- In domestic violence or sexual assault cases only, the crime may alternatively be reported to a domestic violence shelter, sexual assault centre, hospital or other community agency providing services to victims of domestic violence and/or sexual assault in the province of Ontario;
- The request must be made **not later than 14 days** after the crime is reported;
- There is an immediate need for emergency expenses, counselling and/or funeral expense funding that is directly attributable to the impact of the crime;
- There are no other resources available to meet the victim's immediate need, e.g. private insurance plan, insurance plan through place of employment, Ontario Disability Support Program, Workplace Safety and Insurance Board, Ontario Works, Criminal Injuries Compensation Board, or other publicly funded services;
- The victim has not previously received funding from this source for the same criminal offence;
- The funds are expended within the province of Ontario;
- The victim is not charged in the reported occurrence.

## How Do I Request Services?

Eligible applicants may be referred to a service delivery organization by a police service after a crime has been reported or, in the case of domestic violence and sexual assault, by the community agency providing support services to victims and to which the crime was reported. Eligible applicants may also contact the service delivery organization directly, however, a *Criminal Code* offence must have occurred and have been reported to a Police Service or community agency providing services to victims of domestic violence and/or sexual assault in the province of Ontario.

There are over 50 service delivery organizations throughout the province of Ontario. These organizations will assist applicants in understanding the eligibility requirements, completing the forms and identifying available local support services to meet their needs.

To locate the service delivery organization in your area, please refer to the listing of service delivery organizations or you may call the Victim Support Line at (416) 314-2447 or toll-free at 1-888-579-2888 (press two [2] for referral to victim supports and services, then press one [1] to find help and services in your community).

## What Can I Request?

Eligible victims can apply for the following:

1. Counselling for short-term, early intervention counselling to help reduce the impact of the crime.
  - Payments for private counselling fees in cases where publicly funded counselling services are not available on a timely basis due to wait lists or distance. In such cases counselling will be covered to a maximum of 10 sessions or \$1,000.
2. Funeral expense assistance for families of homicide victims.
  - Funding will be covered to a maximum of \$5,000.
3. Funding to cover Emergency Expenses to a combined maximum, per occurrence, of \$1,000 for:
  - a. Costs incurred in crime scene cleanup where the use of a licensed/specialized company to clean up bodily fluid is required.
  - b. Emergency home repairs to secure premises for the immediate safety of victims.
    - Emergency home repair funding is NOT intended to replace broken items unless the item is necessary for the safety and security of the victim. Examples of eligible costs include:
      - Installing plywood sheets over broken windows;
      - Replacing broken locks on doors;
      - Repairing or replacing primary telephone or cell phone if existing one is broken;
      - Repairing telephone lines if lines were cut;
      - Reconnecting electricity or gas lines if cut.
  - c. Transportation costs for the most economical and practical means of travel for a family member to identify a victim of homicide, or to support a victim who has suffered serious or severe injury as a result of violent crime.
    - Air, rail or bus ticket;
    - Pre-paid gas card; or
    - Gas or mileage expenses incurred by the service delivery organization's volunteers, in accordance with related expense policies of the organization.
  - d. Emergency child care and dependent care for elderly or special need dependents to enable a family member to identify a victim of homicide or to support a victim who has suffered serious or severe injury as a result of violent crime.
    - Licensed and non-licensed caregivers must provide an invoice for services.

## What Can't I Request?

The program will not cover:

- Business or employment income lost because of time off work;
- Expenses that are not directly related to the effects of the reported crime;
- Requests for expenses related to crimes that occurred prior to **June 30, 2007**.

## **How Much Can I Request?**

- Counselling services not to exceed a maximum of 10 sessions or \$1,000
- Emergency expenses not to exceed a combined maximum, per occurrence, of \$1,000
- Funeral expense assistance not to exceed a maximum of \$5,000.

## **How Long Will It Take To Process My Request?**

The service delivery organization will submit your request for service to the Ontario Victim Services Secretariat, which is responsible for the administration of this program. Once received, the Victim Quick Response Program Coordinator will review the Referral Form and a decision letter will be sent to you and to the service delivery organization that submitted your request. If your request is approved, a decision letter will also be sent to the service provider that you have selected. The service provider that you have selected will be paid directly through the program.

The Victim Quick Response Program has been established to provide assistance to victims in the immediate aftermath of a violent crime. The Ontario Victim Services Secretariat's goal is to process emergency funding and funeral expense requests within three business days of receipt of request and to process counselling service requests within five business days of receipt of request.

## **What Happens If My Request Or Part Of My Request Is Not Funded?**

An applicant or service delivery organization may request a decision review if a request is denied. The applicant will need to provide additional and/or clarified information to explain any unusual or exceptional circumstances that may be relevant. The applicant may submit a request for review to the service delivery organization. Alternatively, the applicant or service delivery organization may submit a request for review directly to the Victim Quick Response Program Coordinator at the Ontario Victim Services Secretariat at the address below.

PO Box 456  
31 Adelaide Street East  
Toronto, Ontario  
M5C 2K5

Your request, along with additional or clarified information, will be forwarded to a review team for reconsideration. If after additional consideration your Referral Form is approved in whole or in part, the request will be processed as previously outlined. If the review team determines that your request is ineligible, a letter outlining the reasons will be forwarded to you and to the service delivery organization.

## **Where Can I Obtain More Information?**

Additional information is available by contacting the closest service delivery organization or by calling the Victim Support Line at (416) 314-2447 or toll-free at 1-888-579-2888 (press two [2] for referral to victim supports and services, then press one [1] to find help and services in your community).

## How Can I Share My Opinions About The Program?

The Victim Quick Response Program will be evaluated on an ongoing basis. The Ontario Victim Services Secretariat will provide satisfaction surveys to victims who have consented to participate in the program evaluation. Service delivery organizations will also be surveyed as part of the program evaluation. You may also write to:

Program Coordinator  
Victim Quick Response Program  
Ontario Victim Services Secretariat  
Ministry of the Attorney General  
PO Box 456  
31 Adelaide Street East  
Toronto, Ontario  
M5C 2K5

## SERVICE DELIVERY ORGANIZATIONS

### Central Region

Barrie & Area	Barrie & Area Victim Crisis Assistance and Referral Services (VCARS) Barrie	705-725-7025 ext 2120
Durham	Victim Services of Durham Region Whitby	905-579-1520 ext 1846 or 1-888-579-1520 ext 1846 Toll Free from calling areas 905, 416, 705
Kawartha/Haliburton	Kawartha/Haliburton Victim Services Coboconk	705-454-1884 or 1-800-574-4401 Toll Free
Muskoka	Muskoka Victim Services Bracebridge	705-645-5444 or 1-877-229-2217 Toll Free
North Simcoe	North Simcoe Victim Crisis Services Orillia	705-325-5578
Peterborough/ Northumberland	Peterborough/Northumberland Victim Services Peterborough	705-748-0324 or 1-888-822-7729 Toll Free
York	Victim Services of York Region Markham	905-474-2955 or 905-881-1221 ext 7515

## Central West Region

Brant	Victim Services of Brant Brantford	519-752-3140
Caledon/Dufferin	Caledon/Dufferin Victim Services Bolton	905-951-3838 or 1-888-743-6496 Toll Free
	Caledon/Dufferin Victim Services Orangeville	519-942-1452 or 1-888-742-2658 Toll Free
	Caledon/Dufferin Victim Services Shelburne	519-925-1001
Haldimand-Norfolk	Victim Services of Haldimand-Norfolk Hagersville	905-768-2221 or 1-800-264-6671 Toll Free
Halton	Victim Services of Peel Brampton	905-568-1068
Hamilton	Niagara Victim Crisis Support Services St. Catharines	905-682-2626
Niagara	Niagara Victim Crisis Support Services St. Catharines	905-682-2626
Peel	Victim Services of Peel Brampton	905-568-1068
Waterloo Region	Victim Services of Waterloo Region Kitchener	519-585-2363
	Victim Services of Waterloo Region Cambridge	519-653-7700 ext 2264
Wellington	Victim Services Wellington Guelph	519-824-1212 ext 205
	Victim Services Wellington Mount Forest	519-323-9660

## East Region

Frontenac	Frontenac VCARS Kingston	613-548-4834
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Lanark	VCARS – Lanark County Smiths Falls (from August 1, 2007)	613-284-8380 or 1-866-575-0067 Toll Free from calling area (613)
	Until August 1, 2007 call Leeds & Grenville VCARS	613-341-7700 or 1-800-939-7682 Toll Free
Leeds & Grenville	Leeds & Grenville VCARS Brockville	613-341-7700 or 1-800-939-7682 Toll Free
Prescott-Russell	Victim Assistance Services of Ottawa-Carleton Ottawa	613-238-2762
Lennox & Addington, Prince Edward & Hastings	Community Crisis Assistance, Referral & Emergency Support (C.C.A.R.E.S.) Napanee	613-354-0894 or 1-866-680-9972 Toll Free
City of Ottawa	Victim Assistance Services of Ottawa-Carleton Ottawa	613-238-2762
Renfrew County	Renfrew County VCARS Douglas	613-649-2852 or 1-877-568-5730 Toll Free
Stormont, Dundas, Akwesasne	VCARS of Stormont, Dundas, Glengarry & Akwesasne Cornwall	613-938-8900 or 1-866-264-8900 Toll Free

### **North Region**

Algoma & District	Algoma District VCARS Sault Ste. Marie	705-945-6905 or 1-888-822-7792 Toll Free
Cochrane & James Bay Coast	Cochrane – Smooth Rock Falls VCARS Cochrane	705-272-2598
	Cochrane – Smooth Rock Falls VCARS Smooth Rock Falls	705-338-2188
Fort Frances	Rainy River District Victim Services Program Fort Frances	807-274-5687 or 1-866-484-5687 Toll Free
Greenstone	Greenstone Victim Services Geraldton	807-854-4357
Kapuskasing	Services de Counselling de Hearst-Kap- Smooth Rock Falls Counselling Services Kapuskasing	705-335-8468

Kenora	North Regional Office Ontario Victim Services Secretariat	807-468-2890
Manitoulin	Manitoulin-North Shore VCARS Little Current	705-368-9945
Marathon/ Manitouwadge	Superior North Victim Services Marathon	807-229-8877
Michipicoten	Wawa and Area Victim Services Wawa	705-856-7852
Nipissing	Near North VCARS North Bay/Mattawa	705-472-2649
	Near North VCARS Sturgeon Falls	705-753-9194
Parry Sound	District of Parry Sound VCARS Parry Sound/Burks Falls	705-746-0508
Sioux Lookout, Lac Seul	Ah-shawah-bin Sioux Lookout/Lac Seul Victim Support Services Sioux Lookout	807-737-1700
	Ah-shawah-bin Sioux Lookout/Lac Seul Victim Support Services Lac Seul	807-582-9800
Sudbury	Sudbury and Area VCARS Sudbury	705-522-6970
Temiskaming & District	Temiskaming & District VCARS New Liskeard	705-647-0096
	Temiskaming & District VCARS Kirkland Lake	705-568-2154
Thunder Bay	Thunder Bay & Area VCARS Thunder Bay	807-684-1051
Timmins & District	Timmins & District VCARS Timmins	705-264-4242
	Timmins & District VCARS Iroquois Falls	705-232-4351

## Toronto Region

Toronto	Victim Services Program of Toronto Inc. Toronto	416-808-7066
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## West Region

Chatham-Kent	Chatham-Kent Victim Services Chatham	519-436-6630
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Elgin	Victim Services Elgin St. Thomas	519-631-3182
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Grey / Bruce	Victim Services of Bruce, Grey & Owen Sound, Owen Sound	519-376-7474 1-888-577-3111 Toll Free
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Victim Services of Bruce, Grey & Owen Sound, Hanover	519-364-7817
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Victim Services of Bruce, Grey & Owen Sound, Port Elgin	519-389-5000
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Huron	Victim Services of Huron County Goderich	519-524-4108
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Middlesex	Victim Services of Middlesex County Strathroy	519-245-6660
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Oxford	Victim Assistance Services of Oxford County Woodstock	519-537-2824
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Perth	Victim Services of Perth County Stratford	519-271-9998 or 1-866-387-7773 Toll Free
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Sarnia /Lambton	Victim Services of Sarnia-Lambton Sarnia	519-344-8861 ext 5238 or 1-888-281-3665 ext 5238 Toll Free
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Windsor & Essex	Victim Services of Windsor and Essex County Essex	519-723-2711 or 1-888-732-6228 Toll Free
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Victim Services of Windsor and Essex County Leamington	519-791-8679 (Only on Mondays)
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