

THE VICTIM QUICK RESPONSE PROGRAM (VQRP)

Victims of violent crime need effective and compassionate support in the immediate aftermath of a crime. That is why the government is establishing the Victim Quick Response Program (VQRP). This new service responds to the most urgent needs of victims of violent crime and will be available fast and close to home.

What will the VQRP mean for victims of violent crime in your community?

The VQRP offers immediate assistance to help victims of violent crime who cannot obtain it through other sources.

These victims will have access to three new services. The new services are:

- Emergency Expenses – for eligible victims, to secure premises for victim safety, and provide emergency care for dependents, transportation costs or specialized crime scene cleanup services in the immediate aftermath of violent crime.
- Funeral Expenses – to reimburse eligible families of homicide victims.
- Counselling – to help victims of serious crimes recover from their experience.

These new services will be available for crimes that occurred on, or after, June 30, 2007.

Who is eligible for these new services?

A victim is eligible for these services if he or she has reported a violent *Criminal Code* offence to a:

- Police Service in the province of Ontario.
- Sexual Assault Centre or Domestic Violence Shelter in cases of domestic violence or sexual assault.
- Hospital or other community agency that provides services to victims of sexual

assault and/or domestic violence and/or sexual assault in the province of Ontario.

Eligible victims may request the emergency and counselling services directly through a participating agency. Eligible victims may include an immediate family member or custodial guardian of a victim who is a minor. An individual with legal authority to act on behalf of a victim, may also apply.

How can victims access these new services?

A victim service agency has been designated to provide victims with access to the VQRP in over 50 locations across the province.

To locate the agencies delivering this service in your area, please refer to the listing on page seven of the attached VQRP Information Guide. You may also contact 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).

A Police service or a community agency that provides support to victims of domestic violence and sexual assault can help an eligible victim access the program through the locally designated victim service agency delivering the VQRP.

How does the VQRP work?

These services will be quick and easy to access. Once victims are connected to the designated agency in their community, they will receive the help they need to access the services.

In all cases, service providers' are paid directly by the VQRP rather than the victim.

Eligible victims may request the following services:

1. Funding to cover emergency expenses to a combined maximum, per occurrence, not to exceed \$1,000 for:
 - a. Costs incurred in crime scene cleanup where the use of a licensed 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:
 - Installation of plywood sheets over broken windows;
 - Replacement of broken locks on doors;
 - Primary telephone or cell phone if existing one is broken;
 - Repair telephone lines if lines were cut;
 - Reconnect 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 injury as a result of violent crime, including:

- Air, rail or bus ticket purchase; or,
- Pre-paid gas card.

- d. Emergency child care and dependent care for elderly or special needs 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.
 - Licensed and non-licensed caregivers must provide an invoice for services
2. Funeral expense assistance up to \$5,000 for eligible families of homicide victims.
3. Short-term, early intervention counselling for up to 10 sessions or \$1,000 to help reduce the impact of the crime in cases where counselling services are not available nearby or on a timely basis.

CONTACT INFORMATION

Where can I obtain more information?

Additional information is available by contacting the closest service delivery organizations (see page seven in the VQRP Information Guide) 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).

