



**VICTIM QUICK RESPONSE PROGRAM**  
**INFORMATION**  
**FOR COMMUNITY AGENCIES**  
**AND**  
**VICTIMS OF CRIME**

**JULY 2011**

## **The Victim Quick Response Program**

The Victim Quick Response Program (VQRP) provides fast help for victims of the most violent crimes, including:

- Homicide
- Attempted Murder
- Serious assault (assault with a weapon, assault causing bodily harm, aggravated assault)
- Domestic violence
- Sexual assault
- Hate crimes.

This Ministry of the Attorney General program is designed to help fill the gap between the time a crime occurs in Ontario and when the victim receives longer-term support services.

## **Information for Community Agencies**

The VQRP provides financial help to eligible victims for:

1. Short-term immediate counselling
2. Funeral expenses for victims of homicide
3. Immediate emergency expenses for:
  - a. Costs incurred to ensure a victim's home is secured immediately after a crime
  - b. Practical transportation costs 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
  - c. Child care and care for elderly or special-need dependents to allow 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. Accommodation and meals where the victim or an immediate family member must travel out of town or leave his/her home
4. Crime scene cleanup to a maximum of \$1,500, where a specialized company is required.

To be eligible for funding a victim must have reported a violent *Criminal Code* offence to police in the province of Ontario. However, you can still be eligible for assistance if you are a victim of domestic violence, sexual assault or hate crime and have reported it to the following types of community agencies in Ontario:

- Domestic violence shelter
- Sexual assault centre
- Hospital
- Other community agency that helps victims of domestic violence, sexual assault or hate crime.

The VQRP provides a timely and straightforward process for victims of violent crime in Ontario, who need immediate financial help they cannot get anywhere else. This funding is intended to be a solution of last resort and is not intended to duplicate funding from other sources.

## What are the VQRP's Objectives?

The program:

- Provides short-term assistance to victims in the immediate aftermath of violent crime
- Provides immediate support services to victims to lessen the impact of violent crime
- Helps to ensure a victim's safety immediately after violent crime.

## Who Can Get Help?

The VQRP is available for victims of violent crimes committed in Ontario.

A "Victim" as defined in the *Victims' Bill of Rights, 1995*, is 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.

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

## What Else Determines Eligibility?

- The victim must live in Ontario.
- The crime must have been committed in Ontario.
- The crime must have been reported to:
  - A police service in Ontario (note that an Incident Report must be completed), or
  - A domestic violence shelter,
  - Sexual assault centre,
  - Hospital, or
  - Other community agency, providing services to victims of domestic violence, sexual assault or hate crimes.
- The request for emergency and funeral expenses must be made **no later than 45 calendar days** after the date of the crime. For counselling services and related transportation costs, the request must be made **no later than 90 calendar days** after the date of the crime.
- There is an immediate need for emergency expenses, counselling and/or funeral expense funding that is directly due to the impact of the crime.
- No other resources are available to meet the victim's immediate needs, e.g. private or work insurance plan, 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 the VQRP for the same criminal offence.
- The funds are used within Ontario.
- The victim is not charged in the crime reported.

### The following people may also apply on behalf of a victim:

- An immediate family member (parent, grandparent, child, sibling or spouse)
- The custodial guardian of a victim who is under 16 years of age
- A person with legal authority to act on behalf of a victim who has special needs, for example, a person who has a cognitive disability.

## **Information for Victims of Crime**

### **How Do I Request Services?**

Eligible applicants are typically referred to a service delivery organization by a police service after a crime has been reported or, in a case of domestic violence, sexual assault or hate crime, by the community agency providing support to victims and to which the crime was reported. You may also contact the service delivery organization directly. However, a *Criminal Code* offence must have occurred and have been reported to police or a community agency in Ontario providing services to victims of domestic violence, sexual assault and hate crimes.

More than 50 organizations throughout Ontario deliver services through the Victim Quick Response Program. These organizations will help you understand the eligibility requirements, complete the forms and find local support services available in your area.

To find the service delivery organization in your area, please refer to the attached list, or call the Victim Support Line at 416-314-2447, or toll-free at 1-888-579-2888.

### **What Kind of Help Can I Get?**

You can apply for the following:

1. Immediate and culturally appropriate short-term counselling to help reduce the impact of the crime:
  - In cases where publicly funded counselling services are not available on a timely basis due to wait lists or distance, payments for private counselling/traditional healing will be covered up to a maximum of \$1,000 for approximately 10 sessions.
  - Options for group counselling/healing circles and accommodations for victims with disabilities are also available.

- i. Transportation Expenses for Victims Living in Rural/Remote Areas

A victim may be eligible for up to \$250 for transportation costs to attend counselling, where he/she lives in an area where public or accessible transit is not available or is extremely limited. The victim or service delivery organization must submit a written request, attached to the Program Referral Form, describing why he or she would otherwise be unable to attend such counselling. Where there is more than one victim, they are expected to travel together or pool their travel resources (e.g., family members receiving counselling from the same counsellor, or where group counselling is identified as the appropriate counselling service).

- ii. Expenses for Victims with Disabilities

A victim with a disability may be eligible for up to \$1,000 for services such as American Sign Language interpreters or professional support staff to ensure they benefit from counselling services. This is in accordance with the *Accessibility for Ontarians with Disabilities Act* and its regulations.

2. Funeral expenses for families of homicide victims up to \$5,000.

3. Immediate emergency expenses for the following, up to a combined maximum of \$1,000 per crime (note that original itemized receipts are required):

Costs incurred to ensure a victim's home is secured immediately after a crime. This is not intended to replace broken items unless they are necessary for the victim's immediate safety and security.

Examples of eligible costs include:

- Installing plywood sheets over broken windows
- Repairing or replacing broken windows, locks and 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.

4. Practical transportation costs 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 in Ontario.

These may include:

- Plane, train or bus ticket
- Pre-paid gas card
- Taxi, where no other means of transportation is available.

5. Emergency child care and care for elderly or special needs dependents to allow 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.
6. Emergency accommodation and meals where the victim or an immediate family member must travel out of town or leave his/her home and there are no other alternatives available.
7. Costs incurred to clean up a crime scene, up to a maximum of \$1,500, where a specialized company is needed to remove biological substances or noxious materials from the crime or its investigation.

## **What's Not Covered?**

The program will not cover:

- Business or employment income lost because of time off work
- Expenses that are not directly related to the reported crime.

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

- Counselling services to a maximum of \$1,000, for approximately 10 sessions
- Emergency expenses to a combined maximum of \$1,000 per crime
- Crime scene cleanup to a maximum of \$1,500
- Funeral expenses to a maximum of \$5,000.

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

The VQRP's goal is to provide approval for:

- emergency and funeral expense requests within three business days of receiving the request
- counselling service requests within five business days.

## **How Do I Get Reimbursed?**

The service delivery organization will submit your request for service to the Ontario Victim Services Secretariat, which administers the program. The VQRP Coordinator will review the Referral Form. If your request is approved, you, your chosen service provider and the service delivery organization that helped you by submitting your request will be notified by letter. The service provider will be paid directly through the program.

If your request is denied, you and the service delivery organization will receive a letter telling you why.

## **Can I Appeal the Decision?**

If your request is denied, or you disagree with the amount of funding or the services approved, you can ask that the decision be reviewed by contacting the VQRP Coordinator at the Ontario Victim Services Secretariat at:

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

Your request, along with additional or clarified information, will be forwarded to a special team for review. If, after additional consideration, the review team determines your Referral Form is approved in whole or in part, the request will be processed. If not, a letter outlining the reasons for denial will be forwarded to you and to the service provider. The decision of the review team is final.

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

Contact your local service delivery organization or call the Victim Support Line at 416-314-2447 or toll-free at 1-888-579-2888.

## **Can I Provide Feedback About The Program?**

The Ontario Victim Services Secretariat will provide client satisfaction surveys to victims who have consented to participate in the survey. 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 2J5

## SERVICE DELIVERY ORGANIZATIONS

<b>Central Region</b>		
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
<b>Central West Region</b>		
Brant	Victim Services of Brant Brantford	519-752-3140
Caledon/Dufferin	Caledon/Dufferin Victim Services Bolton  Caledon/Dufferin Victim Services Orangeville  Caledon/Dufferin Victim Services Shelburne	905-951-3838 or 1-888-743-6496 Toll Free  519-942-1452 or 1-888-742-2658 Toll Free  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
<b>East Region</b>		
Frontenac	Victims Services of Kingston & Frontenac Kingston	613-548-4834
Lanark	Victim Services of Lanark County Smiths Falls	613-284-8380 or 1-866-575-0067 Toll Free from calling area 613
Leeds & Grenville	Leeds & Grenville VCARS Brockville	613-341-7700 or 1-800-939-7682 Toll Free
Prescott-Russell	Services aux victimes Prescott-Russell Victim Services Hawkesbury	613-632-5282 1-877-632-7530 Toll Free
Lennox & Addington, Prince Edward & Hastings	Victim Services of Hastings, Prince Edward & Lennox & Addington Counties Napanee	613-354-0894 or 1-866-680-9972 Toll Free
City of Ottawa	Ottawa Victim Services Ottawa	613-238-2762

Renfrew County	Renfrew County VCARS Douglas	613-649-2852 or 1-877-568-5730 Toll Free
Stormont, Dundas, Akwesasne	Victim Services of Stormont, Dundas, Glengarry & Akwesasne Cornwall	613-938-8900 or 1-866-264-8900 Toll Free
<b>North Region</b>		
Algoma & District	Algoma District VCARS Sault Ste. Marie	705-945-6905 or 1-888-822-7792 Toll Free
Cochrane	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
N A N	Nishnawbe Aski Nation Thunder Bay	807-623-8228 1-800-465-9952 Toll Free from calling area 807
Kapuskasing	Services de Counselling de Hearst- Kapuskasing-Smooth Rock Falls Counselling Services Kapuskasing	705-335-8468
Kenora	Sunset Area VCARS Kenora	807-467-2815
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	Victim Services of Nipissing District North Bay/Mattawa	705-472-2649
	Victim Services of Nipissing District 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
<b>Toronto Region</b>		
Toronto	Victim Services Program of Toronto Inc. Toronto	416-808-7066
<b>West Region</b>		
Chatham-Kent	Chatham-Kent Victim Services Chatham	519-436-6630
Elgin	Victim Services Elgin St. Thomas	519-631-3182
Grey / Bruce	Victim Services of Bruce, Grey & Owen Sound, Owen Sound	519-376-7474 1-888-577-3111 Toll Free
	Victim Services of Bruce, Grey & Owen Sound, Hanover	519-364-7817
	Victim Services of Bruce, Grey & Owen Sound, Port Elgin	519-389-5000

Huron	Victim Services of Huron County Goderich	519-524-4108
Middlesex	Victim Services of Middlesex County Strathroy	519-245-6660
London	Family Consultants – Victim Services Unit	519-661-5636
Oxford	Victim Assistance Services of Oxford County Woodstock	519-537-2824
Perth	Victim Services of Perth County Stratford	519-271-9998 or 1-866-387-7773 Toll Free
Sarnia /Lambton	Victim Services of Sarnia-Lambton Sarnia	519-344-8861 ext 5238 or 1-888-281-3665 ext 5238 Toll Free
Windsor & Essex	Victim Services of Windsor and Essex County Essex  Victim Services of Windsor and Essex County Leamington	519-723-2711 or 1-888-732-6228 Toll Free  519-791-8679 (Only on Mondays)