

# **Fact Sheet for Non-VQRP+ Service Delivery Organizations**

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## **Victim Quick Response Program+ (VQRP+)**

### **What is the Victim Quick Response Program+ (VQRP+)?**

The Victim Quick Response Program+ (VQRP+) is an administrative program designed to support direct victims, their immediate family members, and witnesses in the immediate aftermath of violent crimes by providing support with essential expenses in order to lessen the impact of the crime, enhance safety, and meet immediate practical needs arising from the commission of the crime.

VQRP+ is a program of last resort. Support is available to help cover the cost of:

- Safety expenses;
- Practical assistance expenses;
- Travel and associated expenses;
- Crime scene clean-up;
- Counselling services, traditional Indigenous health services, and associated transportation expenses; and
- Supports for victims with serious injuries and for families of homicide victims.

### **What eligibility criteria must a victim meet to receive benefits from VQRP+?**

To be eligible for VQRP+ benefits specific criteria must be met including such things as type of crime, and timeline between crime and application.

The victim/recipient is either a direct victim, immediate family member of the direct victim, or witness of one of the following eligible crime types:

- Attempt to commit murder
- Child abuse
- Criminal harassment
- Elder abuse
- Hate crimes
- Historical child sexual abuse (eligible for counselling-related services only)
- Homicide
- Human trafficking
- Intimate partner violence
- Non-consensual distribution of intimate images
- Sexual assault
- Serious assault; or
- Voyeurism

## Fact Sheet for Non-VQRP+ Service Delivery Organizations

Other criteria apply. Please contact the local VQRP+ service provider to determine eligibility. For a list of VQRP+ service providers, please see the attached Appendix A.

### How much time, from the date of the incident, do victims have to submit their application to VQRP+?

The below chart outlines the submission deadline for the various types of available benefits. Victims with specific questions about VQRP+ timelines and extensions should be referred to their local service delivery organization.

Support	Timeline
Supports for Immediate Needs	<p>Applications for supports for immediate needs must be submitted within <b>45 calendar days</b> from the <b>date of the crime</b>.</p> <p>In the case of an accused who has been released on bail, applications will be accepted within <b>45 calendar days</b> from the <b>date of release</b> for safety-related expenses, provided the victim has not already accessed the same supports</p>
Counselling and Traditional Indigenous Health Services	<p>Applications for counselling, traditional Indigenous health services and associated transportation must be submitted within <b>6 months</b> from the <b>date of the crime</b> except in the following circumstances:</p> <ul style="list-style-type: none"> <li>• Where the adult victim/recipient is under 18 years, the application must be submitted within <b>6 months</b> from the <b>date of disclosure</b> of the crime to police, an SDO or other social service provider (for counselling services, traditional Indigenous health services and associated transportation only).</li> <li>• Where the adult victim/recipient was victimized as a child (under 18 years), the application must be submitted within <b>90 calendar days</b> from the <b>date of disclosure</b> of the crime to police, an SDO or other social services provider (for counselling services, traditional Indigenous health services and associated transportation only).</li> </ul>
Serious Injury Supports	<p>Applications for serious injury supports must be submitted within <b>one year</b> from the <b>date of the crime</b>.</p>

## Fact Sheet for Non-VQRP+ Service Delivery Organizations

Homicide Survivor Supports	Applications for the homicide survivor support must be submitted within <b>one year</b> from the date a death has been deemed to be a homicide.
Supports for HT Victims/Recipients	Applications for HT victims/recipients must be submitted within <b>one year from the date of the crime (i.e., the last HT incident)</b> .  Where the victim/recipient is a direct victim of HT who is under 18 years, applications may be submitted either <b>one year</b> from the date of the crime or <b>within 6 months</b> from the <b>date of disclosure</b> , whichever time period is greater.

### Will the Victim Quick Response Program+ have awards for pain and suffering?

The Victim Quick Response Program+ does not include awards for pain and suffering.

VQRP+ service providers are able to provide information on the range of supports offered by the VQRP+. For a list of VQRP+ service providers, please see the attached Appendix A.

### Where can I direct clients when they have questions about the changes to the CICB and their existing applications?

Clients can contact the CICB directly for more information on the CICB process and their application.

The CICB can be reached at:  
Toll-Free Telephone: 1-800-372-7463  
Website address: <http://www.sjto.gov.on.ca/cicb/>  
Email: [info.cicb@ontario.ca](mailto:info.cicb@ontario.ca)

The CICB will process all existing applications before ceasing its operations.

### Where can I direct a client who would like to apply for CICB after September 30, 2019?

The client should be notified that the CICB is no longer accepting new applications after September 30, 2019. Questions about the CICB and their operations should be directed to the CICB at 1-800-372-7463 or [info.cicb@ontario.ca](mailto:info.cicb@ontario.ca).

Clients wishing to access VQRP+ can contact a VQRP+ service provider in their community to determine eligibility for VQRP+ services. Please see attached Appendix A for a list of VQRP+ service providers.

## **Fact Sheet for Non-VQRP+ Service Delivery Organizations**

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Clients may also contact the Victim Support Line at 1-888-579-2888 or use the Ministry's online Victim Services Directory at <http://services.findhelp.ca/ovss> to find a local VQRP+ service providers.

### **Where can I direct clients when they have general questions about VQRP+?**

As of October 1, 2019, VQRP+ provides victims needing help with essential expenses as the result of a crime with a single point of entry to available supports and enable victims to receive services that meet their immediate needs faster and easier. Victims can contact a local VQRP+ service provider to access the program. For a list of VQRP+ service providers, please see the attached Appendix A.

Clients may also contact the Victim Support Line at 1-888-579-2888 or use the Ministry's online Victim Services Directory at <http://services.findhelp.ca/ovss> to find a local VQRP+ service provider.

### **How do victims submit their application for VQRP+?**

Victims can contact a local VQRP+ service provider in their community to obtain information about the program and to determine eligibility. For a list of VQRP+ service providers, please see the attached Appendix A.

Clients may also contact the Victim Support Line at 1-888-579-2888 or use the Ministry's online Victim Services Directory at <http://services.findhelp.ca/ovss> to find a local VQRP+ service provider.

### **Where can I direct clients who have questions about the Financial Assistance for Families of Homicide Victims (FAFHV) program?**

Clients who currently have an application with Financial Assistance for Families of Homicide Victims will be contacted regarding next steps. For more information, clients can contact the Financial Assistance for Families of Homicide Victims program at 1-855-467-4344, or 416-212-9164 if in the Greater Toronto Area.

### **Where can I direct clients who have concerns or other feedback about the government's announcement regarding changes to the victim compensation system (i.e. CICB and VQRP+)?**

Clients can contact the Ministry of the Attorney General with their concerns by email at: [attorneygeneral@ontario.ca](mailto:attorneygeneral@ontario.ca).

## **Fact Sheet for Non-VQRP+ Service Delivery Organizations**

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### **Appendix A: List of VQRP+ Service Providers across Ontario**

[Victim Services Toronto](#)

[Victim Services of Peel](#)

[Victim Services of York Region](#)

[Ottawa Victim Services/Services aux victimes d'Ottawa](#)

[Victim Services of Durham Region](#)

[Victim Services of Middlesex County](#)

[Victim Services of Haldimand-Norfolk-New Credit](#)

[Victim Services of Waterloo Region](#)

[Sudbury and Area Victim Services/Services aux victimes du Grand Sudbury](#)

[Victim Services of Hastings, Prince Edward, Lennox & Addington Counties](#)

[Victim Services of Sarnia-Lambton](#)

[Chatham-Kent Victim Services](#)

[Victim Services Bruce Grey Perth](#)

[Victim Services of Leeds & Grenville](#)

[Victim Services of Renfrew County Inc.](#)

[Victim Services of Stormont, Dundas, Glengarry and Akwesasne](#)

[Victims Services of Brant](#)

[Timmins and District Victim Services](#)

[Victim Services of Algoma](#)

[Victim Services of Peterborough and Northumberland](#)

[Niagara Victim Crisis Support Service](#)

[Victim Services of Nipissing District](#)

[Caledon\Dufferin Victim Services](#)

[Victim Services of Windsor and Essex County](#)

[Victim Services Wellington](#)

[Thunder Bay and Area Victim Services](#)

[Kawartha/Haliburton Victim Services](#)

[Services aux victimes Prescott-Russell Victim Services](#)

[Barrie and Area Victim Crisis Assistance and Referral Service](#)

[District of Parry Sound Victim Crisis Assistance and Referral Service](#)

[North Simcoe Victim Crisis Services](#)

[Victim Services of Huron County](#)

[Superior North Victim Services](#)

[Muskoka Victim Services](#)

## **Fact Sheet for Non-VQRP+ Service Delivery Organizations**

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[Victim Services-Lanark County](#)

[Victim Services of Kingston and Frontenac](#)

[Temiskaming & District Victim Crisis Assistance and Referral Service](#)

[Victim Assistance Services of Oxford County](#)

[Rainy River District Victim Services Program](#)

[Wawa and Area Victim Services](#)

[Victim Services Elgin](#)

[Sunset Area Victim Crisis Assistance and Referral Service](#)

[Manitoulin-North Shore Victim Crisis Assistance and Referral Services](#)

[Hearst, Kap., S-R-F. Counselling Services/Services de Counselling de Hearst, Kap., S-R-F.](#)

[Greenstone Victim Services](#)

[Ah-Shawah-Bin Sioux Lookout/Lac Seul Victim Support Services](#)

[Services aux Victimes Cochrane-Smooth Rock Falls Victim Services](#)

[Hamilton Police Service](#)

[Halton Police Services Board](#)

[Mushkegowuk Council, Ininiwak E Wichihitochik Victim Services](#)

[Matawa First Nations Victim Services Program](#)

[Nishnawbe Aski Nation \(NAN\)](#)

# Fact Sheet for Non-VQRP+ Service Delivery Organizations

## Appendix B: Who to Call-Overview

