

A Canadian Victims' Resource Guide

This guide is intended to help victims of crime, specifically victims of impaired driving crimes, locate the resources they need to help them deal with the criminal justice process and other networks of services and programs. We have attempted to provide the most up-to-date contact information. The resources listed here are not inclusive of all the resources available to victims, but they hopefully will be of some assistance.

This guide is dedicated to all those compassionate and caring women and men who work with victims of crime and who walk with them in their suffering. Mothers Against Drunk Driving (MADD) Canada dedicates this guide to victims of impaired driving, their friends and family, and all concerned citizens across the country.

It isn't always easy, but always know we care.

MADD Canada, Victim Services

A Canadian Victims' Resource Guide
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Canada

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**If you are in crisis and need help immediately,
please do one of the following:**

1. Contact a family member, friend or neighbour;
2. Contact your family doctor;
3. Contact a crisis line (usually located in your telephone book or call the Operator);
4. Go to the emergency room of your local hospital;
5. Call police for help.

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- Watson Lake Office

Department of Justice
Witness Administration Program

NATIONAL RESOURCES

Association for the Neurologically Disabled of Canada

59 Clement Road
Etobicoke, Ontario
M9R 1Y5
Tel: (416) 244-1992 or 1-800-561-1497
Fax: (416) 244-4099
www.AND.ca

The Association for the Neurologically Disabled of Canada provides assistance and information to reduce or eliminate neurologically caused deficiencies.

Canada Safety Council

1020 Thomas Spratt Place
Ottawa, Ontario
K1G 5L5
Tel: (613) 739-1535
Fax: (613) 739-1566
Email: csc@safety-council.org
www.safety-council.org

The Canada Safety Council provides safety information, education and awareness in all aspects of Canadian life: work, traffic, home and leisure.

Canadian Bar Association

902 – 50 O'Connor
Ottawa, Ontario
K1P 6L2
Tel: (613) 237-2925 or 1-800-267-8860
Fax: (613) 237-0185
Email: Info@CBA.Org
www.cba.org

The Canadian Bar Association promotes a fair justice system, facilitates effective law reform as well as promoting equality in the legal profession.

Canadian Brain Injury Coalition (CBIC)

1 Donald Road
Winnipeg, Manitoba
R1A 2T2
Tel: (204) 334-0471 or 1-800-735-2242
Fax: (204) 757-7103
Email – cbic@pcs.mb.ca
www.cbic.ca

The CBIC facilitates the development of provincial brain injury associations/societies in Canada. The CBIC provides education, encourages research, and strives to increase public awareness and understanding about brain injury.

Canadian Centre for Occupational Health and Safety

250 Main Street East
Hamilton, Ontario
L8N 1H6
Tel: (905) 570-8094 or 1-800-668-4284 (Toll free in Canada)
Fax: (905) 572-2206
www.ccohs.ca

The Canadian Centre for Occupational Health and Safety promotes a safe and healthy working environment by providing information and advice about occupational health and safety.

Canadian Centre on Substance Abuse

75 Albert Street, Suite 300
Ottawa, Ontario
K1P 5E7
Tel: (613) 235-4048
Fax: (613) 235-8101
Email: breimer@ccsa.ca
www.ccsa.ca

The Canadian Centre on Substance Abuse is a non-profit organization working to minimize the harm associated with the use of alcohol, tobacco and other drugs.

Canadian Medical Association (CMA)

1867 Alta Vista Drive
Ottawa, Ontario
K1G 3Y6
Tel: (613) 731-9331 or 1-800-267-9703
Fax: (613) 731-9331
www.cma.ca

The Canadian Medical Association (CMA) is a voluntary professional organization representing thousands of physicians across Canada. Part of their mandate is to promote the development of coordinated national policies for health care. The CMA Code of Ethics sets the standard of ethical behaviour expected of Canadian physicians.

Canadian Mental Health Association (CMHA)

National Office
2160 Yonge Street, 3rd Floor
Toronto, Ontario
M4S 2Z3
Tel: (416) 484-7750
Fax: (416) 484-4617
Email: cmhanat@interlog.com
www.cmha.ca

The Canadian Mental Health Association (CMHA) is one of the oldest voluntary organizations in Canada and the only one to deal with all aspects of mental health and mental illness. The CMHA combats mental health problems and emotional disorders through research and information services, sponsored research projects, workshops and seminars, pamphlets, newsletters and resource centres. There are approximately 135 branches in communities of all sizes in all Provinces and Territories. For more information, contact the above number.

**Canadian Resource Centre for
Victims of Crime & Canadian Police Association**

Suite/Bureau 100
141 rue Catherine Street
Ottawa, Ontario
K2P 1C3
Tel: (613) 231-4168
Fax: (613) 231-3254
www.cpa-acp.ca
E mail: info@cpa-acp.ca

The Canadian Resource Centre for Victims of Crime provides assistance to victims of crime in dealing with the criminal justice process and acts as a centre of information concerning issues affecting victims of crime throughout Canada.

Concerns Canada

4500 Sheppard Avenue East
Suite 112/H
Agincourt, Ontario
M1S 3R6
Tel: (416) 293-3400
Fax: (416) 293-1142

Concerns Canada is the oldest non-profit organization dedicated to the prevention of addiction in Canada. Their mission is to promote and encourage positive lifestyles free from dependence upon alcohol, tobacco and other drugs.

Correctional Service of Canada (CSC)

Sir Wilfred Laurier Building
340 Laurier Avenue West
Ottawa, Ontario
K1A 0P9
Tel: (613) 992-5891
Fax: (613) 943-1630
www.csc-scc.gc.ca

The Correctional Service Canada's mission is to contribute to the protection of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control. There are a number of regional offices of the CSC – contact the above number or look under a specific province in this guide.

Council of Canadians with Disabilities

926 – 294 Portage Avenue
Winnipeg, Manitoba
R3C 0B9
Tel/TTY: (204) 947-0303
Fax: (204) 942-4625
Email: ccd@pcs.mb.ca
www.pcs.mb.ca/~ccd

The Council of Canadians with Disabilities is a leading voice of persons with disabilities in Canada that is speaking out to improve the lives of Canadians with disabilities.

Government of Canada

www.canada.gc.ca

Human Resources Development Canada – Income Security Programs

Box 5100, Station D
Scarborough, Ontario
M1R 5C8

Tel: 1-800-277-9914 (English)

Tel: 1-800-277-9915 (French)

TDD/TYY – 1-800-255-4786

Fax: (416) 973-5415

www.hrdc-drhc.gc.ca

Human Resources Development Canada is a Federal Office which can assist victims with information they require regarding the Canada Pension Plan (CPP), Old Age Security (OAS) and the Guaranteed Income Supplement (GIS). If you want to write to their Regional Offices you can obtain the information by calling the number listed above or by visiting their Web Site.

Insurance Bureau of Canada

151 Young Street
Suite 1800

Toronto, Ontario

M5C 2W7

Tel: (416) 362-2031 1-800-387-2880

Fax: (416) 361-5952

Consumer information line – 1-800-387-2880

www.ibc.ca

The Insurance Council of Canada is the association which represents companies that insure the homes, cars and businesses of Canadians.

MADD Canada

National Office

6507C Mississauga Road

Mississauga, Ontario

L5N 1A6

Tel: (905) 813-6233 or 1-800-665-6233

Fax: (905) 813-8920

Email: maddinfo@madd.ca

www.madd.ca

MADD Canada is a grassroots volunteer national organization whose mission is to stop impaired driving and support victims of this violent crime. There are a number of chapters located across Canada, contact the National Office for the chapter nearest you or check the Web Site.

Minister of Justice and Attorney General of Canada

284 Wellington Street

Ottawa, Ontario

K1A 0H8

Tel: (613) 957-4222 TDD/TTY: (613) 992-4556

Fax: (613) 954-0811

<http://canada.justice.gc.ca>

The Minister of Justice and Attorney General of Canada has the primary responsibility for criminal justice policy at the federal level.

Ministry of the Solicitor General of Canada

340 Laurier Avenue West

Ottawa, Ontario

K1A 0P8

Tel: (613) 991-3283

Fax: (613) 952-2240

www.sgc.gc.ca

The Ministry of the Solicitor General is responsible for protecting Canadians and helping to maintain Canada as a peaceful and safe society. The Ministry consists of four agencies: The Royal Canadian Mounted Police (RCMP), the Canadian Security Intelligence Service (CSIS), the Correctional Service of Canada (CSC), and the National Parole Board (NPB).

National Parole Board (NPB)

National Headquarters

Sir Wilfred Laurier Building

410 Laurier Avenue West

Ottawa, Ontario

K1A 0R1

Tel: (613) 954-6549

Fax: (613) 957-3241

www.npb-cnrc.gc.ca

The National Parole Board, as part of the criminal justice system, mission is to make independent, quality conditional release and pardon decisions and clemency recommendations. There are a number of regional offices of the NPB – contact the above number or look under the specific province in this guide.

**RCMP Commission
Public Complaints**

P O Box 3423
Postal Station D
Ottawa, Ontario
K1P 6L4
Tel: 1-800-267-6637

The public complaints commission receives complaints from across Canada about conduct of Royal Canadian Mounted Police (RCMP).

Reference Canada

A Federal government program that offers all Canadians toll-free telephone access in both official languages to a general information and referral service on current federal government programs and initiatives.

In all regions of Canada, except Manitoba and Quebec (see below)

Tel: 1-800-667-3355
TDD: 1-800-465-7735
Ottawa (613) 941-4823

Manitoba Only

Tel: 1-800-282-8060
Winnipeg: (204) 945-3744
TDD: (204) 945-4796

Quebec Only

Tel: 1-800-363-1363
TDD: 1-800-361-9596

SMARTRISK

658 Danforth Avenue
Suite 301
Toronto, Ontario
M4J 5B9
Tel: (416) 463-9878
Fax: (416) 463-0137
Email: choose@smartrisk.ca
www.smartrisk.ca

SMARTRISK was created in 1992 to tackle injuries and injury-related deaths. SMARTRISK has implemented a number of creative techniques to combat personal injury. Please contact the above number for more information.

The Canadian Council of Motor Transport Administrators (CCMTA)

2323 St. Laurent Boulevard
Ottawa, Ontario
K1G 4J8
Tel: (613) 736-1003
Fax: (613) 736-1395
www.ccmta.ca

The Canadian Council of Motor Transport Administrators is the official organization in Canada for coordinating all matters dealing with the administration, regulation and control of motor vehicle transportation and highway safety.

Traffic Injury Research Foundation of Canada

171 Nepean Street, Suite 200
Ottawa, Ontario
K2P 0B4
Tel: (613) 238-5235
Fax: (613) 238-5292
Email: tirf@sonrtis.com

The Traffic Injury Research Foundation of Canada (TIRF) provides information about impaired driving and human factors statistics.

Transport Canada

330 Sparks Street
Ottawa, Ontario
K1A 0N5
Tel: (613) 990-2309/998-5111 or 1-800-333-0371
Fax: (613) 954-4731/998-8620
www.tc.gc.ca
E mail: webfeedback@tc.gc.ca

Transport Canada's mandate is to provide the best possible transportation for Canada and Canadians.

Victims of Violence Resource Centre

Toll Free 1-888-606-0000 or (613) 233-0052

Support and assistance for victims of violent crime across Canada.

ALBERTA

Alberta Civil Trial Lawyers Association

#550, 10055-106th Street
Edmonton, Alberta
T5J 2Y2
Tel: (780) 429-1133 or 1-800-665-7248
Fax: (780) 429-1199
Email: admin@actla.com
www.actla.com

The Alberta Civil Trial Lawyers Association is comprised of lawyers who are available to represent victims in civil law matters.

Alberta Family and Social Services

Communications
10035 – 108th Street
Edmonton, Alberta
T5J 3E1
Tel: (780) 415-0733
Email: afss.webeditor@gov.ab.ca

The mandate of Alberta Family and Social Services is to help families be responsible and accountable, help adults be independent and keep children safe. The department is responsible for income and employment support, services to persons with disabilities, child welfare and family support services.

Alberta Justice

Justice Communications
3rd Floor, Bowker Building
9833 – 109 Street
Edmonton, Alberta
T5K 2E8
Tel: (780) 427-2745 Toll free in province via RITE system at 310-000
www.gov.ab.ca/just/dept/dept.html
E mail: web.team@just.gov.ab.ca

The mandate of the Department of Justice is to ensure equality and fairness in the administration of justice in Alberta. This includes ensuring fair and effective conduct in criminal and civil proceedings and providing access to legal aid to those persons who are eligible.

**Alberta Police Professional Standards
Citizen Complaints**

133 – 6th Avenue South East
Calgary, Alberta
P2G 4Z1
Tel: (403) 268-5904

The professional standards unit receives complaints about the conduct of Alberta police officers.

**Alberta Justice
Victims Programs and Services**

10365-97th St. 10th Floor
Edmonton, Alberta
T5J 3W7
Tel: (780) 427-3460
Fax: (780) 427-5916
www.gov.ab.ca/just

Victims Programs and Services provide assistance and referrals to victims of crime. They can provide information and referrals, community support and administer crime victims fund. There are several offices throughout the Province, please contact the above number for the office closest to you.

Government of Alberta
www.gov.ab.ca

A Government Site which provides information about services and the functions of Alberta government offices.

Insurance Bureau of Canada
Prairies & The Northwest Territories
1-800-377-6378

Southern Alberta Victims Assistance

427 Stafford Drive South
Lethbridge, Alberta
T1J 4G2
Tel: (403) 329-5016
Fax (403) 329-5061

Southern Alberta Victims Assistance is a regional program which provides victim services in 12 rural communities in Southern Alberta by way of the RCMP. Contact is made with victims of crime and/or misfortune to ensure information, support and referral is available to them. Please contact the above number for more information.

The Law Society of Alberta

Calgary Office (Main office)
600 – 919 11th Avenue South West
Calgary, Alberta
T2R 1P3
Tel: (403) 229-4700 or 1-800-661-9003
Fax: (403) 228-1728
www.lawsocietyalberta.com

The Law Society of Alberta's principle duty is to serve and protect the public interest. It is a self-governing society, deriving authority from the Legal Profession Act of Alberta. The Society also provides a lawyer referral service which offers clients a first half hour free consultation. There is a satellite office in Edmonton, please contact the above number for further information and details.

BRITISH COLUMBIA

British Columbia Police Officers - Complaints

Non Emergency Tel: (604) 717-3535

Vancouver, British Columbia

The complaints department will receive complaints from the public about the conduct of police officers.

Correctional Services of Canada (CSC)

Pacific Region

P. O. Box 4500

32560 Simon Avenue

2nd Floor, Room 205

Clearbrook, British Columbia

V2T 5L7

Tel: (604) 870-2501

Fax: (604) 870-2430

The Correctional Services of Canada, Pacific Region, mission is to contribute to the protection of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

Government of British Columbia

www.gov.bc.ca

Tel: 1-800-663-7867

TDD: 1-800-661-8773

A Government Site which provides information about services provided and the functions of various British Columbia government offices.

The Insurance Bureau Of Canada

British Columbia & The Yukon

1-877-772-3377

604-684-3635

Law Society of British Columbia

845 Cambie Street

Vancouver, British Columbia

V6B 4Z9

Tel: (604) 669-2533 Toll-free in B.C. 1-800-903-5300

Fax: (604)669-5232

www.lawsociety.bc.ca

The Law Society of British Columbia's primary responsibility is to protect the public interest in the administration of justice. The Society can provide victims with referrals to lawyers in the province and they also govern their conduct.

Ministry of Human Resources

Communications Branch

P. O. Box 9933 STN PROV GOV'T

Victoria, British Columbia

V8W 9R2

Tel: (250) 387-6485

Fax: (250) 356-7801

The Ministry of Human Resources is to help people in British Columbia achieve economic security through attachment to the labour market, and when necessary, through income support and related services.

Ministry of the Attorney General**Victim Services Division**

Community Justice Branch

302 – 815 Hornby Street

Vancouver, British Columbia

V6Z 2E6

Tel: (604) 775-2331

Fax: (604) 660-5340

The victim services division provides ongoing funding for victim services, policy development, training, information and referrals to victims of crime.

**National Parole Board (NPB)
Pacific Regional Office**

32315 South Fraser Way, Suite 305
Abbotsford, British Columbia
V2T 1W6
Tel: (604) 870-2468
Fax: (604) 870-2498
Victim Information Line: 1-888-999-8828

The National Parole Board, Pacific Regional Office, as part of the criminal justice system, makes independent, quality conditional release and pardon decisions and clemency recommendations. The Board contributes to the protection of society by facilitating, as appropriate, the timely integration of offenders as law-abiding citizens.

Trial Lawyers Association of British Columbia

1300 – 1100 Melville Street
Vancouver, British Columbia
V6E 4A6
Tel: (604) 682-5343 Toll-free 1-888-558-5222
Fax: (604) 682-0373
www.tlabc.org
Email: la-info@tlabc.org

The Trial Lawyers Association of British Columbia is comprised of lawyers who are available to represent victims in civil law matters.

The BC Victims Information Line

Tel: 1-800-563-0808

This is a toll free information line providing victims of crime access to information and referrals to services and programs available within their community.

Police Victim Services of BC

#207-815 Hornby Street
Vancouver, BC
V6Z 2E6
Tel: (604)646-6631
Fax: (604)646-6632
Email: pvsfbc@bc.sympatico.ca

**Crown Counsel
Victim/Witness Services**

Criminal Justice Branch
Ministry of Attorney General
9th Floor, 1001 Douglas Street
Victoria, British Columbia
V8W 2C5
Tel: (250) 387-3840 or (250) 953-4353
Fax: (250) 387-0090

Contact for local branch of Victim Services

Crown Victim/Witness Services(CV/WS) caseworkers, are Criminal Justice Branch Employees who provide statutory services to victims required by the Victims of Crime Act as well as assist Crown Counsel with respect to vulnerable witnesses and victims and their families in cases involving serious physical or psychological trauma or fatalities.

**Police-based Victim Services
Specialized Victim Services, and
Victim Information Line**

Victim Services Division
Ministry of Attorney General
8th Floor, 1001 Douglas Street
Victoria, British Columbia
Tel: (250) 387-6848
Fax: (250) 356-1092

Police based victim assistance programs which are generally located within local RCMP detachments or municipal police departments, provide justice-related information, assistance and referrals to all victims of crime commencing with their first contact with the justice system.

Call for information on local victim services divisions.

**Joint Victim Liaison Information Unit
National Parole Board/Correctional
Service of Canada**

3rd Floor, 32315 South Fraser Way
Abbotsford, British Columbia
V2T 4M8
Tel: (604) 870-2461
Fax: (604) 870-2498

Call for Victim Liaison Coordinator in your local area

MANITOBA

Contact Community Information

4th Floor
5 Donald Street
Winnipeg, Manitoba
R3L 2T4
Tel: (204) 287-8827
Fax: (204) 287-8785
Email: projectvcw@mb.sympatico.ca

This community information center links people in need with the required agency or service which can assist them. Provides referral to health, welfare, social services, educational, cultural and recreational resources in Winnipeg and Manitoba.

Criminal Injuries Compensation Board

763 Portage Avenue
Winnipeg, Manitoba
R3G 3N2
Tel: (204) 945-0899
Fax: (204) 784-1452

The Criminal Injuries Compensation Board provides financial assistance to individuals injured because of a crime committed in Manitoba. Financial resources are available to spouses, parents or children of a deceased crime victim. Counseling is offered to persons who have been injured or have a disability as a result of a crime. Contact the above number for more details of the program and application process.

Government of Manitoba

www.gov.mb.ca

Insurance Bureau of Canada

Prairies & Northwest Territories
1-800-377-6378

Lawyer Referral Service For Manitoba

1-800-262-8800

Law Society of Manitoba

219 Kennedy Street

Winnipeg, Manitoba

R3C 1S8

Tel: (204) 942-5571

Fax: (204) 956-0624

www.lawsociety.mb.ca

E mail: admin@lawsociety.mb.ca

The aim of the Law Society of Manitoba is a public well-served by a competent, honourable and independent legal profession.

Manitoba Justice and Attorney General**Victim Assistance**

1215 - 405 Broadway Avenue

Winnipeg, Manitoba

R3C 3L6

Tel: (204) 945-0899 or 1-800-262-9344 (Toll-free in Manitoba)

Fax: (204) 948-3071

The Victim Assistance department offers assistance to victims of crime by providing information and referrals. The department also administers the Provincial *Criminal Injuries Compensation Act*.

Correctional Services Of Canada Prairie Region

PO Box 9223 2313 Hanselman Place

Saskatoon, Saskatchewan

S7K 3X5

The Correctional Services of Canada, Pacific Region, mission is to contribute to the protection of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

NEW BRUNSWICK

Correctional Services of Canada (CSC)

Atlantic Region

1045 Main Street, First Floor, Unit 101

Moncton, New Brunswick

E1C 1H1

Tel: (506) 851-6313

Victim's Information Line: 1-800-265-8744 or 1-800-265-8644

The Correctional Services of Canada, Atlantic Region, mission is to contribute to the protection of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

Department of Health and Community Services

P. O. Box 5100

Fredericton, New Brunswick

E3B 5G8

Tel: (506) 453-2536

Fax: (506) 444-4697

www.gov.nb.ca/hcs

The Department of Health and Community Services is responsible for such areas as family and community social services, public health and medical services as well as addiction services.

Department of the Solicitor General

Victim Services

4th floor Barker House

570 Queen Street

Fredericton, New Brunswick

E3B 5H1

Tel: (506) 453-3992 1-888-762-8600

Fax (506) 453-7481

Email: wwwsol@gov.nb.ca

www.gov.nb.ca/solgen

The Department of Solicitor General is the province's principal agency responsible for and providing leadership in the areas of public order and community safety. The Victim Services Program provides a range of support programs, ensures victims of crime are informed about their rights and responsibilities and are aware of available services.

Government of New Brunswick

www.gov.nb.ca

Insurance Bureau Of Canada

Atlantic Provinces

1-800-565-7189

Law Society of New Brunswick

206 – 1133 Regent Street

Fredericton, New Brunswick

E3B 3Z2

Tel: (506) 458-8540

Fax: (506) 451-1421

The Law Society of New Brunswick functions as a regulatory body for members of the Law Society. The Society will provide victims with referrals to lawyers and they will respond to concerns and questions regarding members of the Society.

National Parole Board (NPB)

Atlantic Regional Office

1045 Main Street, Unit 101

Moncton, New Brunswick

E1C 1H1

Tel: (506) 851-6056 or (506) 851-3361

Fax: (506) 851-6926

The National Parole Board, Atlantic Regional Office, as part of the criminal justice system, makes independent, quality conditional release and pardon decisions and clemency recommendations. The Board contributes to the protection of society by facilitating, as appropriate, the timely integration of offenders as law-abiding citizens.

Saint John Family & Community Social Services Office

55 Union St

Saint John, New Brunswick

E2L 5B7

Tel: (506) 658-2734

Fax: (506) 658-3071

Call for local FCSS Office in your area.

NEWFOUNDLAND & LABRADOR

Department of Justice Prosecutorial Services

4th Floor, East Block
Confederation Building
P. O. Box 8700
St. John's, Newfoundland
A1B 4J6
Tel: (709) 729-2868
Fax: (709) 729-2129
www.gov.nf.ca/just/

The Department of Justice, Prosecutorial Services conduct prosecutions under the *Criminal Code of Canada*, *The Young Offenders Act*, and provincial statutes, such as the *Highway Traffic Act*. The department has several regional offices – please contact the above number for further information.

Department of Justice Victim Services Program

Provincial Headquarters
P. O. Box 8700
315 Duckworth Street
St. John's, Newfoundland
A1B 4J6
Tel: (709) 729-0900
Fax: (709) 729-0053
www.gov.nf.ca/just

The Victim Services Program provides a range of direct services within the criminal justice system for victims of crime. The program focuses on support, advocacy and information.

Government of Newfoundland and Labrador

www.gov.nf.ca
Email: info@gov.nf.ca

Insurance Bureau Of Canada Atlantic Provinces

1-800-565-7189

Law Society of Newfoundland

P. O. Box 1028, Station C

St. John's, Newfoundland

A1C 5M3

Tel: (709) 722-4740

Fax: (709) 722-8902

www.lawsociety.nf.ca

The Law Society of Newfoundland functions as a regulatory body for members of the Law Society. The Society will provide victims with referrals to lawyers and they will respond to concerns and questions regarding members of the Society.

Royal Newfoundland Constabulary

Fort Townshend

St. John's, Newfoundland

A1A 5B2

Tel: (709) 729-8000

Fax: (709) 729-8248

The Royal Newfoundland Constabulary is responsible for providing police services in the areas of the province including assisting victims of crime. Call the above number for a complete list of offices across the province or visit the government of Newfoundland and Labrador web site.

NORTHWEST TERRITORIES

Department of Health and Social Services

Box 1320
Yellowknife, Northwest Territories
X1A 2L9
Tel: (867) 920-6173

The Department of Health and Social Services administers a broad range of health and social programs. Programs and services include, among others: family support services, child protection and independent living programs.

Department of Justice

www.gov.nt.ca/Justice/

The Department of Justice is responsible for the administration of justice in the Northwest Territories. It operates the corrections system, in addition to the courts.

Government of the Northwest Territories

www.gov.nt.ca

Insurance Bureau of Canada

Prairies & Northwest Territories
1-800-377-6378

Law Society of the Northwest Territories

4918 – 50th Street
P. O. Box 1298
Yellowknife, Northwest Territories
X1A 2N9
Tel: (867) 873-3828
Fax: (867) 873-6344
Email: lawsocnt@ssimicro.com
www.lawsociety.nt.ca

The Law Society of the Northwest Territories functions as a regulatory body for members of the Law Society. The Society will provide referrals to lawyers and they will respond to concerns and questions regarding members of the Society.

Victim Services

Community Justice Division
Northwest Territories Justice
Box 1320
Yellowknife, Northwest Territories
X1A 2L9
Tel: (867) 920-6911
Fax: (867) 873-0299

The Victim Assistance program provides support to victims of crime and witnesses who are involved with the Supreme and Territorial courts of the Northwest Territories.

Fort Smith Victim Assistance

Uncle Gabe's Friendship Center
P.O. Box 957
Fort Smith, Northwest Territories
X0E 0P0
Tel: (867) 872-3004
Fax: (867) 872-5313
Contact: Una Simon-Program Coordinator

This program provides information about the criminal justice system, support to the victims and secondary victims, court orientation, preparation and accompaniment, information on the investigation, and ensures communication between the Crown Attorney, RCMP and other related organizations.

NOVA SCOTIA

Department of Justice Victims' Services Division

5151 Terminal Road

P. O. Box 7

Halifax, Nova Scotia

B3J 2L6

Tel: (902) 424-4030

Fax (902) 424-0252

www.gov.ns.ca/just – Department of Justice

The Department of Justice is responsible for two key programs: *The Criminal Injuries Compensation Program*, which awards compensation to victims of crime, and the Victim Services Division. The Victims' Services Division of the Department of Justice provides assistance to victims of crime and witnesses. Several regional offices are located across the province – contact the above number for further details and contact information.

Government of Nova Scotia

www.gov.ns.ca

Insurance Bureau Of Canada Atlantic Provinces

1-800-565-7189

Nova Scotia Department of Community Services

Head Office

P. O. Box 696

Halifax, Nova Scotia

B3J 2T7

Communications Division: Tel: (902) 424-4326 Fax: (902) 424-0549

Income Assistance: Tel: (902) 424-4261 Fax: (902) 424-0721

Email: webcoms@gov.ns.ca

The Nova Scotia Department of Community Services provides assistance in the areas of child welfare, income assistance and employment support. There are a number of regional and district offices – please contact the number listed above for further details and contact information or visit the government of Nova Scotia web site.

Nova Scotia's Barristers' Society

1101 – 1645 Granville Street

Halifax, Nova Scotia

B3J 1X3

Tel: (902) 422-1491

Fax: (902) 429-4869

www.nsbs.ns.ca

E mai: info@mail.nsbs.ns.ca

The Nova Scotia's Barristers' Society can provide information about the legal profession in Nova Scotia. It can also provide information regarding Nova Scotia's legal community and legal resources.

Head-On

Kentville, Nova Scotia

Tel: (902) 684-3314

The objective of this group is to provide peer support for people who have been head injured.

Head Injuries Association Of Nova Scotia

Yarmouth Regional Health Center

60 Vancouver Street

Yarmouth, Nova Scotia

B5A 2P5

Tel: (902) 742-3541

The Head Injuries Association provides support for head injured persons and their families, lobbying, awareness, and education to improve services.

NUNAVUT

Department of Justice

Siobhan Arnatsiaq-Murphy

Bag 800

Iqaluit, Nunavut

Tel: (867) 979-5096

Fax: (867) 979-5478

Government of Nunavut

www.gov.nu.ca

Law Society of Nunavut

P.O. Box 149

Iqaluit, Nunavut

X0A 0H0

Tel: (867) 979-2330

Fax: (867) 979-2333

Nunavut Court of Justice Library

P.O. Box 297

Iqaluit, Nunavut

X0A 0H0

Tel: (867) 975-6134

www.pooka.nunanet.com/~ncjlib

ONTARIO

Centre for Addiction and Mental Health

33 Russell Street

Toronto, Ontario

M5S 2S1

Tel: (416) 595-6111 or 1-800-463-6273

Fax: (416) 595-6881

Email: info@camh.net

www.camh.net

The Centre for Addiction and Mental Health conducts research and provides resources about addictions and mental health. The Centre includes the following four partners: The Addiction Research Foundation (ARF), Clarke Institute of Psychiatry, Donwood Institute, and Queen Street Mental Health.

Correctional Service of Canada (CSC)

Ontario Region

P. O. Box 1174

440 King Street West

Kingston, Ontario

K7L 4Y8

Tel: (613) 545-8211

Fax: (613) 545-8684

The Correctional Service of Canada, Ontario Region, mission is to contribute to the protection of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

Government of Ontario

www.gov.on.ca

A Government site which provides information about services and the functions of various Ontario government offices.

Ministry of the Attorney General

Communications

720 Bay Street 11th Floor

Toronto, Ontario

M5G 2K1

Tel: (416) 326-2220

TTY/TDD (416) 326-4012

Fax: (416) 326-4007

www.attorneygeneral.jus.gov.on.ca

E mail: jus.g.mag.webmaster@jus.gov.on.ca

The Ministry of the Attorney General is responsible for the Victim Witness Assistance Program (VWAP) which is designed to enhance victims' understanding of, and participation in the criminal justice process.

Office for Victims of Crime: (416) 326-8661 or 1-877-HELP-661

The Ministry Of The Attorney General created this victim referral service. The office's mandate will extend to improving personal safety, by providing advice on how to continue making legislative improvements to the Criminal Justice System. Contact the Office for information and referrals as they have created an extensive database of victim resources throughout Ontario.

Ministry of Community and Social Services

Information Line

Tel: (416) 325-5666

Fax: (416) 325-5172

The Ministry of Community and Social Services offers programs and services for those in need as well as financial assistance to those who are eligible.

**National Parole Board (NPB)
Ontario Regional Office**

516 O'Connor Drive
Suite 100
Kingston, Ontario
K7P 1N3
Tel: (613) 634-3857
Fax: (613) 634-3861
Victim Information Line: 1-800-518-8817

The National Parole Board (NPB), Ontario Regional Office has created a victim information line which provides information to victims, their families and/or representatives on Federal matters (sentenced to 2 years or more) regarding: conviction(s) and length of sentence, eligibility dates for temporary absence, day parole and full parole, procedures to observe a hearing, and how to obtain copies of NPB decisions.

Ontario Board of Parole (OBP)

Victim Support Line – (416) 314-2447 or 1-888-579-2888

The Ontario Board of Parole is responsible for all decisions concerning the parole of adult offenders (18+) serving sentences of less than 2 years in provincial correctional facilities. The Board can provide basic support information. Please contact the above number for more information – calls will be returned within 24 hours.

Ontario Injury Prevention Resource Centre (OIPRC)

c/o Ontario Public Health Association
468 Queen Street East, Suite 202
Toronto, Ontario
M5A 1T7
Tel: (416) 367-3313 or 1-800-267-6817 ext. 25
Fax: (416) 367-2844
Email: opha@web.net
www.opha.on.ca/opha

The Ontario Injury Prevention Resource Centre was established in 1994 to actively promote coordination, networking and information sharing among persons, groups and organizations working toward injury prevention in Ontario.

Ontario Trial Lawyers Association

4 Houston Street
Suite 301
Hamilton, Ontario
L8N 3Z1
Tel: (905) 777-1777 or 1-800-567-3047
Fax: (905) 777-1667
Email: marsha@otla.com
www.otla.com

The Ontario Trial Lawyers Association is an organization of lawyers acting for plaintiffs. The Association is committed to the pursuit of excellence in advocating for justice on behalf of those who have been oppressed or victimized by injustice of any kind. The Association is comprised of lawyers who are available to represent victims in civil law matters.

Solicitor General and Correctional Services

George Drew Building
11th Floor
25 Grosvenor Street
Toronto, Ontario
M7A 1Y6
Tel: (416) 326-5000
Fax: (416) 326-5085

The Solicitor General and Correctional Services is responsible for overseeing law enforcement and public safety across Ontario. They are responsible for the supervision of adult offenders (18+) on probation and those 16 – 17 years old involved in the criminal justice system.

The Law Society of Upper Canada

Osgoode Hall
130 Queen Street West
Toronto, Ontario
M5H 2N6
Tel: (416) 947-3300 or 1-800-668-7380
Fax: (416) 947-5967
www.lsuc.on.ca

The Law Society of Upper Canada exists to govern the legal profession in the public interest by ensuring that the people of Ontario are served by lawyers who meet high standards of learning, competence and professional conduct. If you need a referral to a lawyer or if you have a complaint about a lawyer, please contact the above number.

Victim/Witness Assistance Program (VWAP)

Ministry of Attorney General

720 Bay Street

9th Floor

Toronto, Ontario

M5G 2K1

Tel: (416) 326-2429

Fax: (416) 326-2857

The Victim/Witness Assistance Program provides court support to victims of crime and witnesses of crime. There are VWAP sites at several criminal court locations throughout Ontario – contact the above number for more information.

Bereaved Families Of Ontario

562 Eglinton Ave. E.

Suite 401

Toronto, ON

M4P 1P1

Tel: (416) 440-0290

Fax: (416) 440-0304

Bereaved Families of Ontario is an organization that helps people who have lost a loved one learn to deal with the grief.

Ministry of Solicitor General**Victim Services Unit**

2 Carlton Street

Suite 1817

Toronto, Ontario

M5B 1J3

Tel: (416) 325-3265

PRINCE EDWARD ISLAND

Department of Health and Social Services

Second Floor, Jones Building
11 Kent Street
P. O. Box 2000
Charlottetown, Prince Edward Island
C1A 7N8
Tel: (902) 368-4900 or (902) 368-5330 (social worker)
Fax: (902) 368-4969

The Department of Health and Social Services offers a variety of services and will direct victims to appropriate offices for information and financial aid.

Department of Justice and Attorney General Victim Services Program

P. O. Box 2000, 3 Queen Street
2nd Floor
Charlottetown, Prince Edward Island
C1A 7N8
Tel: (902) 368-4582
Fax: (902) 368-4514

The Victim Services Program provides client-centred services to victims of crime ensuring respect for the privacy of victims. Victim Services assists clients throughout their involvement in the criminal justice system.

Government of Prince Edward Island

www.gov.pe.ca

Insurance Bureau Of Canada Atlantic Provinces

1-800-565-7189

Law Society of Prince Edward Island

49 Water Street

P.O. Box 128

Charlottetown, Prince Edward Island

C1A 7K2

Tel: (902) 566-1666

Fax: (902) 368-7557

The Law Society of Prince Edward Island's objectives include: upholding and protecting the public justice, regulating the practice of law and establishing standards within the profession. The Society can provide referrals to lawyers as well as receive complaints about member conduct.

Community Mental Health Services

Richmond Centre, Charlottetown

Queen's Health Authority

Tel: 368-4430

Survivors of Drinking and Driving

SODD

Tel: 569-3108

A self-help group to support victims together in a positive way to bring about change

Crown Attorneys Office

108 Central Street

Summerside, Prince Edward Island

C1N 3L4

QUEBEC

Barreau du Quebec

445 St. Laurent
Montreal, Quebec
H2Y 3T8
Tel: (514) 954-3400
Fax: (514) 954-3407
www.barreau.qc.ca
E mail: webmaster@barreau.qc.ca

Barreau du Quebec's main mandate is to ensure the discipline of the legal profession and respect for its code of ethics.

Centre d'aide aux victimes d'actes criminels (C.A.V.A.C.)

775, boul. de la Carrière, Suite 207
Hull, Quebec
J8Y 6V1
Tel: (819) 778-3555
Fax: (819) 778-2415

Centre d'Aide aux victimes d'actes criminels is a community agency offering services to help victims of criminal acts and their families. They offer telephone consultations, comfort and moral support, basic information on judicial proceedings and on the rights and recourse of victims of criminal acts. There are a number of local offices throughout the Province, please contact the above number for the one closest to you.

Correctional Services of Canada (CSC)

Quebec Region

3 Place Laval, 2nd Floor
Chomedey, Laval, Quebec
H7N 1A2
Tel: (514) 967-3333
Fax: (514) 967-3326

The Correctional Services of Canada, Quebec Region, mission is to contribute to the protection of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

Government of Quebec

www.gouv.qc.ca

La société d'assurance d'automobile du Québec

Tel: (418) 643-7620 – in Quebec City or 873-7620 in Montreal or
1-800-361-7620, from elsewhere in the province

www.saaq.gouv.qc.ca

This office helps victims with compensation for personal injuries or death due to motor vehicle incidents. This office does not cover compensation for vehicle damages. The Province of Quebec has its own public automobile insurance plan under which all residents are compensated for bodily injury in automobile incidents – regardless of fault. Contact the above numbers for more information.

Ministère de la Justice

Direction des communications

1200, route de L'Église

6^{ème} étage

Sainte-Foy, Québec

G1V 4M1

Tel: (418) 643-5140

Fax: (418) 646-4449

Email: communications.justice@justice.gouv.qc.ca

www.justice.gouv.qc.ca

The Ministère de la Justice's mission is to promote the recognition and respect of citizen's rights. The Minister assists the Attorney General in civil and criminal matters.

National Parole Board (NPB)**Québec Regional Office**

200 René Lévesque Boulevard West

West Tower, 2nd Floor

Montreal, Québec

H2Z 1X4

Tel: (514) 283-4584

Fax: (514) 283-5484

The National Parole Board, Québec Regional Office, as part of the criminal justice system, makes independent, quality conditional release and pardon decisions and clemency recommendations. The Board contributes to the protection of society by facilitating, as appropriate, the timely integration of offenders as law-abiding citizens.

SASKATCHEWAN

Correctional Services of Canada (CSC)

Prairie Region

P. O. Box 9223

2313 Hanselman Place

Saskatoon, Saskatchewan

S7K 3X5

Tel: (306) 975-4850

Fax: (306) 975-4435

The Correctional Services of Canada, Prairie Region, mission is to contribute to the protection of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.

Government of Saskatchewan

www.gov.sk.ca

Law Society of Saskatchewan

1100 – 2500 Victoria Avenue

Regina, Saskatchewan

S4P 3X2

Tel: (306) 569-8242

Fax: (306) 352-2989

Email: reception@lawsociety.sk.ca

www.lawsociety.sk.ca

The Law Society of Saskatchewan is the governing body responsible for lawyers in the Province. They can provide referrals to lawyers and also receive complaints about member lawyers.

**National Parole Board (NPB)
Prairies Regional Office**

101 – 22nd Street East
6th Floor
Saskatoon, Saskatchewan
S7K 0E1
Tel: (306) 975-4228
Fax: (306) 975-5892
Victims Information Line: 1-888-616-5277

The National Parole Board, Prairies Regional Office as part of the criminal justice system, makes independent, quality conditional release and pardon decisions and clemency recommendations. The Board contributes to the protection of society by facilitating, as appropriate, the timely integration of offenders as law-abiding citizens.

Saskatchewan Department of Justice

1874 Scarth Street
3rd Floor
Regina, Saskatchewan
S4P 3V7
Tel: (306) 787-8971
Fax: (306) 787-8878
Victim Services: (306) 787-3500 in Regina
E mail: webteam@justice.gov.sk.ca

The Saskatchewan Department of Justice administers the *Victims of Crime Act* and the Criminal Injuries Compensation program. There are several victim services units throughout Saskatchewan – please contact the above number for further information - victims will be directed to services and support units in their area.

Saskatchewan Social Services

1920 Broad Street
Regina, Saskatchewan
S4P 3V6
Tel: (306) 787-4723 in Regina
or 1-888-488-6385

Saskatchewan Social Services offers a number of financial assistance programs and income security programs: Saskatchewan Child Benefit, Family Health Benefits and the Saskatchewan Employment Supplement. There are several regional offices – contact the above number for further details and contact information.

Saskatchewan Trial Lawyers Association

P.O. Box 1482

Saskatoon, Saskatchewan

S7K 3P7

Tel: (306) 955-7850

Fax: (306) 955-7433

www.stla.sk.ca

Email: info@stla.sk.ca

The Saskatchewan Trial Lawyers Association (STLA) is a non-profit organization committed to the concept of a fair trial and a just result for those whose rights are jeopardized. The victims of drinking and driving have, through no-fault insurance, been further placed at risk and can no longer access the benefits and compensation to which they were formerly entitled. The STLA is vigorously seeking review of this legislation and monitoring, through its members, the injustices it is perpetrating.

YUKON

Department of Health and Social Services

Yukon Government Administration Building
Social Services Branch H-4
Box 2703
Whitehorse, Yukon
Y1A 2C6
Tel: (867) 667-5777

The Department of Health and Social Services is responsible for administering income assistance programs including social assistance.

Government of Yukon

www.gov.yk.ca

Law Society of the Yukon

201 – 302 Steele Street
Whitehorse, Yukon
Y1A 2C5
Tel: (867) 668-4231
Fax: (867) 667-7556

The Law Society of the Yukon functions as a regulatory body for members of the Law Society. They will respond to concerns and questions regarding specific members of the Society.

Victim Services and Family Violence Prevention Unit

Department of Justice
Community Correction Services Branch
Box 2703
Whitehorse, Yukon
Y1A 2C6
Tel: (867) 667-8500 or 1-800-661-0408 ext. 8500 - Victim Services
Fax: (867) 393-6240
Email: Michael.Hanson@gov.yk.ca

Dawson City Office

Box 1312
Dawson City, Yukon
Y0B 1G0
Tel: (867) 993-5831
Fax: (867) 993-6380

Watson Lake Office

Box 622
Watson Lake, Yukon
Y0A 1C0
Tel: (867) 536-2541
Fax: (867) 536-7425

The Victim Services and Family Violence Prevention Unit helps victims of crime cope with the effects of crime and works to prevent further victimization. The office provides crisis intervention, court support, referrals and ongoing support to victims of crime. A compensation for victims of crime program does not exist in the Yukon.

Department of Justice: Victim Services

PO Box 2703 J-1
Whitehorse, Yukon
Y1A 2C6
Tel: (867) 667-3508 or 1-800-661-0401 ext. 3508
Fax: (867) 393-6272
Email: resorative.justice@gov.yk.ca

Witness Administration Program

PO Box 2703 J-3
Whitehorse, Yukon
Y1A 2C6

A Canadian Victims' Resource Guide
Printed by MADD Canada
6507C Mississauga Road
Mississauga, Ontario, Canada
L5N 1A6
Tel: (905) 813-6233 or 1-800-665-6233
Fax: (905) 813-8920
Email: maddinfo@madd.ca
www.madd.ca