

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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Victim Services and Family Violence Prevention Unit

- Dawson City Office
- Watson Lake Office

Department of Justice

Witness Administration Program

NATIONAL RESOURCES

Association for the Neurologically Disabled of Canada

The A.N.D. Centre
9 Bantry Ave.
Richmond Hill, ON
L4B 4J4
Tel: (416) 244-1992 or 1-800-561-1497
Fax: (416) 244-4099
E -mail info@and.ca
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.

The Canadian Bar Association

500 - 865 Carling Avenue

Ottawa, Ontario
K1S 5S8
Tel: (613) 237-2925 or (613) 237-1988
Toll Free: 1-800-267-8860
Fax: (613) 237-0185
E-mail: 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 (site not available)

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 (CCOHS)

135 Hunter Street East
Hamilton ON L8N 1M5
Canada
Tel: 1-800-263-8466 (Toll free in Canada only)
Tel: 905-572-4400 (8:30AM and 5:00PM Eastern Time)
Fax : 905-572-4500 (FAX)
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 500
Ottawa, Ontario
K1P 5E7
Tel: (613) 235-4048
Fax: (613) 235-8101

Email: info@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: 1-800-457-4205

Fax: (613) 236-8864

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

595 Montreal Rd., Suite 303

Ottawa, Ontario

K1K 4L2

Tel: (613) 745-7750

Fax: (613) 745-5522

Email: national@cmha.ca

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.cppa.ca
E mail: info@cppa.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 **(cannot find web page not sure if address is correct.)**

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

Council of Canadians with Disabilities

926-294 Portage Avenue

Winnipeg, Manitoba

R3C 0B9

Voice/TTY: 204-947-0303

E-mail: ccd@ccdonline.ca

Website: www.ccdonline.ca

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

Head Office

777 Bay St., Suite 2400

P.O. Box 121

Toronto, Ontario

M5G 2C8

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

2010 Winston Park Dr., Suite 500

Oakville, Ontario

L6H 5R7

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

269 Laurier Avenue West
Ottawa, Ontario
K1A 0P8
Tel: (613) 991-3283/ National Office for Victims: 1-866-525-0554
Fax: (613) 954-5186
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) 954-7474
Fax: (613) 995-4380
Victim's information line: 1-866-789-4636
www.npb-cnlc.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 886989

Surrey, BC

V3W 0X1

Tel: 1-866-432-5837

www.cpc-cpp.gc.ca

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

36 Eglinton West, Suite 704

Toronto, Ontario

M4R 1A1

Tel: (416) 596 2700

Fax: (416) 596 2721

Email: info@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
Email : ccmta-secretariat@ccmta.ca
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: barbarak@trafficinjuryresearch.com
www.tirf.ca

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 1-888-675-6863
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 **(no web site available for AFSS go to 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

9th Floor J.E.Brownlee Building
10365-97th St.
Edmonton, Alberta
T5J 3W7
Tel: (780) 427-3460
Fax: (780) 422-4213
www.gov.ab.ca/just/victims/

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)
500 – 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
Abbotsford, 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

www.gov.bc.ca/mhr/

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 Public Safety and Solicitor General

Victim Services Division

302 – 815 Hornby Street

Vancouver, British Columbia

V6Z 2E6

Tel: (604) 660-5199

Fax: (604) 660-5340

VictimLINK 1-800-563-0808(24/7)

www.pssg.gov.bc.ca/victim_services/

email: VSDVictimsServices@gems2.gov.bc.ca

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**

2nd floor, 1925 McCallum Rd.

Abbotsford, British Columbia

V2S 3N2

Tel: (604) 870-2468

Fax: (604) 870-2498

Victim Information Line: 1-866-789-4636

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: tla-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 (24/7)

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

www.pssg.gov.bc.ca/victim_services/

**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
410-5 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.

Compensation for Victims of Crimes Program

1410-405 Broadway
Winnipeg, Manitoba
R3C 3L6
Tel: (204) 945-0899/ toll free in Manitoba 1-800-262-9344
Fax: (204) 784-1452 (**unable to get any info from government website**)

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, honorable 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

2313 Hanselman Place

PO Box 9223

Saskatoon, Saskatchewan

S7K 3X5

Tel : (306) 975 4850

Fax : (306) 975-4435

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,
2nd Floor, Unit 101
Moncton, New Brunswick
E1C 1H1
Tel: (506) 851-6313
Fax: (506) 851-2418

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/

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 Public Safety

Victim Services

P.O. Box 6000
Fredericton, N.B. E3B 5H1
Telephone: (506) 453-3992
Fax: (506) 453-7481
www.gov.nb.ca/

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) 729-5942

Fax: (709) 729-2129

Email : justice@gov.nf.ca

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

4th Floor, East Block

Confederation Building

P. O. Box 8700

St. John's, Newfoundland

A1B 4J6

Tel: (709) 729-5942

Fax: (709) 729-2129

www.gov.nf.ca/just

victimservices@gov.nf.ca

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) 873-7817
Fax: (867) 873-0104

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

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

4th Floor, Diamond Plaza; 5204 - 50th Avenue
P.O. Box 1298, Yellowknife, NT X1A 2N9
Telephone: (867) 873-3828
Fax: (867) 873-6344
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 869
Fort Smith, Northwest Territories
X0E 0P0
Tel: (867) 872-3004
Fax: (867) 872-5313
Contact: Lynn Mapier-Buckley-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
Email: justweb@gov.ns.ca
www.gov.ns.ca/just/

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
Nelson Place
5675 Spring Garden Road
Halifax, Nova Scotia
B3J 1H1
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

Centennial Building
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

Bag 1000 STN 500
Iqaluit, Nunavut
X0A 0H0
Tel: (867) 975-6170
Fax: (867)975-6195

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

250 College 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

Lawrence Square

700 Lawrence Ave. West, Suite 310

Toronto, Ontario

M6A 3B4

Phone: (416) 367-3313, or toll-free 1-800-267-6817 (in Ontario only) Fax: (416) 367-2844

Email: info@opha.on.ca

www.opha.on.ca

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

4190 South Service Rd.

Suite 200

Burlington, Ontario

L7L 4X5

Tel: (905) 639-6852 or 1-800-567-3047

Fax: (905) 639-3100

Email: llangston@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

18th 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

Watline Postal Outlet
P.O. Box 10015
Mississauga, ON
L4Z 4G5
Tel: 905-848-4437
www.bereavedfamilies.net
Email: info@bereavedfamilies.net

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
www.sgc.gc.ca

PRINCE EDWARD ISLAND

Department of Health and Wellness

4th Floor North
105 Rochford St.
P. O. Box 2000
Charlottetown, Prince Edward Island
C1A 7N8
Tel: (902) 368-6414 or (902)

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

Shaw Building, South
P. O. Box 2000 95 Rochford St.
4th Floor
Charlottetown, Prince Edward Island
C1A 7N8
Tel: (902) 368-5152
Fax: (902) 368-4910

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

www.lspei.pe.ca

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
Suite 200
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, 10th Floor

Suite 1001

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

2nd Floor, Court House
2425 Victoria Ave.
P.O. Box 5032
Regina, Saskatchewan
S4P 3M3
Tel: (306) 569-8020 or 1-877-989-4999
Fax: (306) 569-0155
Email: reference@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) 787-3700 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.ca

Email: admin@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) 667-3673
Toll Free : 1-800-661-10408
Email : hss@gov.yk.ca

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
www.lawsocietyyukon.com
Email: info@lawsocietyyukon.com

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 - Unit J-7

Department of Justice
301 Jarvis Street
Whitehorse, Yukon
Y1A 2C6
Tel: (867) 667-8500 or 1-800-661-0408 ext. 8500 - Victim Services
Fax: (867) 393-6240
www.justice.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