



# **A Canadian Guide To Resources Available For Victims**



2013

## A Canadian Guide to Resources Available for Victims

*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*  
www.madd.ca

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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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La societe d'assurance d'automobile du Quebec  
Ministère de la Justice  
National Parole Board (NPB) – Quebec Regional Office

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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, Ontario  
L4B 4J4  
Tel: (416) 244-1992 or 1-800-561-1497  
Fax: (416) 244-4099  
E-mail [info@and.ca](mailto:info@and.ca)  
[www.AND.ca](http://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](mailto:csc@safety-council.org)  
[www.safety-council.org](http://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](mailto:info@cba.org)  
[www.CBA.org](http://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.

## **Brain Injury Association of Canada (BIAC)**

440 Laurier Ave. West, Suite 200  
Ottawa, Ontario

K1R 7X6  
Tel: (613) 762-1222 or 1-866-977-2492  
Fax: (613) 782-2228  
Email – [info@biac-aclc.ca](mailto:info@biac-aclc.ca)  
[www.biac-aclc.ca](http://www.biac-aclc.ca)

The BIAC facilitates the development of provincial brain injury associations/societies in Canada. The BIAC 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, Ontario  
L8N 1M5  
Tel: 905-570-8094 or 1-800-668-4284 (Toll free in Canada & US)  
Fax : 905-572-4500  
[www.ccohs.ca](http://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](mailto:info@ccsa.ca)  
[www.ccsa.ca](http://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 Crime Victim Foundation (CCVF)**

1046 Lockwood Circle  
Newmarket, Ontario  
L3X 1M2  
Tel: 905-898-7472  
Fax: 905-898-4353  
Email: [wamback@sympatico.ca](mailto:wamback@sympatico.ca)  
<http://www.ccvf.net/>

The Canadian Crime Victim Foundation (CCVF) supports, empowers and provides resources to victims of crime. Their goal is to effect positive change to victim services in Canada.

### **Canadian Medical Association (CMA)**

1867 Alta Vista Drive  
Ottawa, Ontario  
K1G 5W8  
Tel: 1-888-855-2555  
Fax: (613) 236-8864  
Email: [cmamsc@cma.ca](mailto:cmamsc@cma.ca)  
[www.cma.ca](http://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  
1110-151 Slater Street  
Ottawa, Ontario  
K1K 4L2  
Tel: (613) 745-7750  
Fax: (613) 745-5522  
Email: [national@cmha.ca](mailto:national@cmha.ca)  
[www.cmha.ca](http://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**

100-141 Catherine Street  
Ottawa, Ontario  
K2P 1C3  
Tel: (613) 233-7614 or 1-877-323-2610  
Fax: (613) 822-4904  
[www.crcvc.ca](http://www.crcvc.ca)  
E mail: [crcvc@crcvc.ca](mailto:crcvc@crcvc.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

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](http://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  
Tel: (204) 947-0303  
TDD: (204) 943-4757  
E-mail: [ccd@ccdonline.ca](mailto:ccd@ccdonline.ca)  
Website: [www.ccdonline.ca](http://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](http://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](http://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](http://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) 829-8805 or 1-800-665-6233

Fax: (905) 829-8860

Email: [info@madd.ca](mailto:info@madd.ca)

[www.madd.ca](http://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  
Email: [mcu@justice.gc.ca](mailto:mcu@justice.gc.ca)  
<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 Public Safety Canada**

269 Laurier Avenue West  
Ottawa, Ontario  
K1A 0P8  
Tel: (613) 944-4875/ National Office for Victims: 1-800-830-3118  
Fax: (613) 954-5186  
<http://www.publicsafety.gc.ca/index-eng.aspx>

The Ministry of Public Safety Canada is responsible for protecting Canadians and helping to maintain Canada as a peaceful and safe society. The Ministry works with five agencies and three review bodies. The agencies are: The Canadian Border Services Agency (CBSA), The Royal Canadian Mounted Police (RCMP), the Canadian Security Intelligence Service (CSIS), the Correctional Service of Canada (CSC), and the Parole Board of Canada (PBC). The three review bodies are: The Commission for Public Complaints Against the RCMP (CPC), The Office of the Correctional Investigator (OCI) and the RCMP External Review Committee.

### **Parole Board of Canada (PBC)**

#### **National Headquarters**

Sir Wilfred Laurier Building  
410 Laurier Avenue West  
Ottawa, Ontario  
K1A 0R1  
Tel: (613) 954-7474  
Fax: (613) 941-4981  
Victim's information line: 1-866-789-4636  
<http://www.pbc-clcc.gc.ca/index-eng.shtml> email: [info@pbc-clcc.gc.ca](mailto:info@pbc-clcc.gc.ca)

The Parole Board of Canada, 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: 1-800-432-5837

Fax: (604)-501-4095

[www.cpc-cpp.gc.ca](http://www.cpc-cpp.gc.ca)

[org@cpc-cpp.gc.ca](mailto:org@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: 1-888-537-7777

Fax: (416) 596 2721

Email: [info@parachutecanada.org](mailto:info@parachutecanada.org)

<http://www.parachutecanada.org/smartrisk>

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](mailto:ccmta-secretariat@ccmta.ca)

[www.ccmta.ca](http://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: 1-877-238-5235

Fax: (613) 238-5292

Email: [tirf@tirf.ca](mailto:tirf@tirf.ca)

[www.tirf.ca](http://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](http://www.tc.gc.ca)

Email: [questions@tc.gc.ca](mailto:questions@tc.gc.ca)

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

**Victims Assistance Online**

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, 10055-106<sup>th</sup> Street  
Edmonton, Alberta  
T5J 2Y2  
Tel: (780) 429-1133 or 1-800-665-7248  
Fax: (780) 429-1199  
Email: [admin@actla.com](mailto:admin@actla.com)  
[www.actla.com](http://www.actla.com)

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

## **Family and Community Support Services Association of Alberta**

Communications  
#106, 8944 - 182 Street  
Edmonton, Alberta  
T5T 2E3  
Tel: (780) 415-0733  
Email: [director@fcssaa.org](mailto:director@fcssaa.org)  
<http://fcssaa.org/>

The mandate of Family and Community 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  
3<sup>rd</sup> 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](http://www.gov.ab.ca/just/dept/dept.html)  
E mail: [web.team@just.gov.ab.ca](mailto: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**

10<sup>th</sup> floor 10365 – 97<sup>th</sup> Street

Edmonton, Alberta

T5J 3W7

Tel: 1-877-643-1819

[https://www.solgps.alberta.ca/programs and services/public security/law enforcement oversight/Pages/ProfessionalStandards.aspx](https://www.solgps.alberta.ca/programs_and_services/public_security/law_enforcement_oversight/Pages/ProfessionalStandards.aspx)

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

## **Alberta Justice**

### **Victims Programs and Services**

9<sup>th</sup> Floor J.E.Brownlee Building

10365-97<sup>th</sup> St.

Edmonton, Alberta

T5J 3W7

Tel: (780) 427-3460

Fax: (780) 422-4213

[www.gov.ab.ca/just/victims/](http://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](http://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)  
Suite 500 – 919 11<sup>th</sup> Avenue South West  
Calgary, Alberta  
T2R 1P3  
Tel: (403) 229-4700 or 1-800-661-9003  
Fax: (403) 228-1728  
[www.lawsocietyalberta.com](http://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**

## **Office of the Police Complaint Commissioner**

#501- 947 Fort Street  
Victoria, British Columbia  
V8W 9T8  
Tel: (250)-356-7458 or Toll free: 1-877-999-8707  
Fax: 250-356-6503  
Email: [info@opcc.bc.ca](mailto:info@opcc.bc.ca)

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  
2<sup>nd</sup> Floor, Room 205  
Abbotsford, British Columbia  
V2T 5L7  
Tel: (604) 870-2500  
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](http://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  
Email: [infoservices@lsbc.org](mailto:infoservices@lsbc.org)  
[www.lawsociety.bc.ca](http://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 Social Development**

Communications Branch  
P. O. Box 9058 STN PROV GOV'T  
Victoria, British Columbia  
V8W 9E1  
Tel: (250) 387-7750  
Fax: (250) 356-7292  
<http://www.gov.bc.ca/hsd/>

The Ministry of Social Development 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/](http://www.pssg.gov.bc.ca/victim_services/)  
email: [VSDVictimsServices@gems2.gov.bc.ca](mailto: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**

2<sup>nd</sup> 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](http://www.tlabc.org)  
Email: [sla-info@tlabc.org](mailto:sla-info@tlabc.org)

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

## **VictimLink BC**

Tel: 1-800-563-0808 (24/7)  
Fax: (604)-660-9415  
Email: [VictimLinkBC@bc211.ca](mailto:VictimLinkBC@bc211.ca)

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 (PVSBC)**

120-12414 – 82 Ave  
Surrey, British Columbia  
V3W 3E8  
Tel: (604)-501-2502 or Toll free: 1-877-869-0720  
Fax: (604)-501-2509  
Email: [info@policevictimservices.bc.ca](mailto:info@policevictimservices.bc.ca)  
<http://www.policevictimservices.bc.ca/>

Police Victim Services of British Columbia (PVSBC) is a non-profit association dedicated to serving the needs of police victim services programs. As the largest police victim services association in Canada, PVSBC provides leadership, support, advocacy and training to professionals working in the field of victim services. We are placing British Columbia at the forefront of victim services.

## **Crown Counsel**

### **Victim/Witness Services**

Criminal Justice Branch  
Ministry of Attorney General  
9<sup>th</sup> 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  
8<sup>th</sup> 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**

3<sup>rd</sup> 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) 477-5180 or toll free 1-888-922-4545  
Fax: (204) 284-5200  
Email: [info@volunteermanitoba.ca](mailto:info@volunteermanitoba.ca)  
[www.contactmb.org](http://www.contactmb.org)

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

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](http://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](http://www.lawsociety.mb.ca)

E mail: [admin@lawsociety.mb.ca](mailto: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,  
2<sup>nd</sup> 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/](http://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/](http://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](http://www.gov.nb.ca)

**Insurance Bureau Of Canada  
Atlantic Provinces**  
1-800-565-7189 ext. 227

**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: 1-866-441-4340  
Fax: (506) 658-3034

Call for local FCSS Office in your area.

# NEWFOUNDLAND & LABRADOR

## **Department of Justice Prosecutorial Services**

4<sup>th</sup> 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.nl.ca](mailto:justice@gov.nl.ca)  
<http://www.justice.gov.nl.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**

4<sup>th</sup> Floor, East Block  
Confederation Building  
P. O. Box 8700  
St. John's, Newfoundland  
A1B 4J6  
Tel: (709) 729-7970  
Fax: (709) 729-5100  
Email: [victimservices@gov.nl.ca](mailto:victimservices@gov.nl.ca)  
<http://www.victimserviceshelp.ca/index.html>

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](http://www.gov.nf.ca)  
Email: [info@gov.nl.ca](mailto:info@gov.nl.ca)

## **Insurance Bureau Of Canada Atlantic Provinces**

1-800-565-7189 ext. 227

**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](http://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**

1 Fort Townshend

St. John's, Newfoundland

A1A 5B2

Tel: (709) 729-8000

Fax: (709) 729-8214

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

Email: [hsa@gov.nt.ca](mailto:hsa@gov.nt.ca)

<http://www.hss.gov.nt.ca>

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.justice.gov.nt.ca](http://www.justice.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](http://www.gov.nt.ca)

## **Insurance Bureau of Canada**

Prairies & Northwest Territories

1-800-377-6378

## **Law Society of the Northwest Territories**

4<sup>th</sup> Floor, Diamond Plaza; 5204 - 50th Avenue

P.O. Box 1298, Yellowknife, NT X1A 2N9

Telephone: (867) 873-3828

Fax: (867) 873-6344

Email: [info@lawsociety.nt.ca](mailto:info@lawsociety.nt.ca)

[www.lawsociety.nt.ca](http://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) 872-5911  
Fax: (867) 872-3521  
Contact: Kathie O'Hare-Program Coordinator  
Email: [ftsmithvaprogram@hotmail.com](mailto:ftsmithvaprogram@hotmail.com)

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

## **Brain Injury Association Of Nova Scotia**

PO Box 8804  
Halifax, Nova Scotia  
B3K 5M4  
Tel: (902) 473-7302

The Brain Injury Association of Nova Scotia (BIANS) is a non-profit organization dedicated to providing a framework for self-help within Nova Scotia's brain injury community.

## **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](mailto:justweb@gov.ns.ca)  
[http://novascotia.ca/just/victim\\_Services](http://novascotia.ca/just/victim_Services)

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](http://www.gov.ns.ca)

## **Insurance Bureau Of Canada Atlantic Provinces**

1-800-565-7189 ext. 227



## **Nova Scotia Department of Community Services**

Head Office

Nelson Place

5675 Spring Garden Road

Halifax, Nova Scotia

B3J 1H5

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](mailto: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**

Cogswell Tower

800–2000 Barrington Street

Halifax, Nova Scotia

B3J 1X3

Tel: (902) 422-1491

Fax: (902) 429-4869

Email: [info@mail.nsbs.ns.ca](mailto:info@mail.nsbs.ns.ca)

<http://nsbs.org/>

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.

# NUNAVUT

## **Department of Justice**

Bag 1000 STN 500

Iqaluit, Nunavut

X0A 0H0

Tel: (867) 975-6388 or toll free 1-866-294-2127

Fax: (867)975-6195

Email: [justice@gov.nu.ca](mailto:justice@gov.nu.ca)

[www.justice.gov.nu.ca](http://www.justice.gov.nu.ca)

## **Government of Nunavut**

[www.gov.nu.ca](http://www.gov.nu.ca)

## **Law Society of Nunavut**

P.O. Box 149

Iqaluit, Nunavut

X0A 0H0

Tel: (867) 979-2330

Fax: (867) 979-2333

<http://lawsociety.nu.ca>

## **Nunavut Court of Justice Library**

P.O. Box 297

Iqaluit, Nunavut

X0A 0H0

Tel: (867) 975-6134

Fax: (867) 975-6380

Email: [courtlibrary@gov.nu.ca](mailto:courtlibrary@gov.nu.ca)

<http://www.nucj.ca/library/library.htm>

The Nunavut Court of Justice Law Library's services and collections anticipate and respond to the reference and research needs of the Judiciary, Justice Department staff, the local and national legal community and the general public.

# 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](mailto:info@camh.net)

[www.camh.net](http://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

443 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**

<http://www.ontario.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 11<sup>th</sup> Floor

Toronto, Ontario

M5G 2K1

Tel: (416) 326-2220 or toll free 1-800-518-7901

TTY/TDD (416) 326-4012

Fax: (416) 326-4007

[www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

E mail: [attorneygeneral@ontario.ca](mailto:attorneygeneral@ontario.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) 326-1682 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 Parachute

36 Eglinton Ave. West, Suite 704

Toronto, Ontario

M4R 1A1

Phone: (416) 596-2700, or toll-free 1-888-537-7777 (in Ontario only)

Email: [info@oninjuryresources.ca](mailto:info@oninjuryresources.ca)

<http://www.oninjuryresources.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**

1190 Blair Rd.

Burlington, Ontario

L7M 1K9

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

Fax: (905) 639-3100

Email: [llangston@otla.com](mailto:llangston@otla.com)

[www.otla.com](http://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.

## **Ministry of Community Safety and Correctional Services**

George Drew Building  
18<sup>th</sup> Floor  
25 Grosvenor Street  
Toronto, Ontario  
M7A 1Y6  
Tel: (416) 326-5000  
Fax: (416) 326-0498  
<http://www.mcscs.jus.gov.on.ca/english/default.html>

The Ministry of Community Safety and Correctional Services are 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) 947-3924  
[www.lsuc.on.ca](http://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) 314-2447 or toll-free 1-888-579-2888  
Fax: (416) 326-2857  
<http://www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.asp#vwap>

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](http://www.bereavedfamilies.net)

Email: [info@bereavedfamilies.net](mailto: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.

# PRINCE EDWARD ISLAND

## Department of Health and Wellness

105 Rochford St.  
P. O. Box 2000  
Charlottetown, Prince Edward Island  
C1A 7N8  
Tel: (902) 368-6414  
Fax: (902) 368-4121

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 Community and Correctional Services

### Victim Services

#### Queens and Kings Counties:

Honourable C.R. McQuaid Family Law Centre  
1 Harbourside Access Road  
P. O. Box 2000  
Charlottetown, PE C1A 7N8  
Tel: (902) 368-4582  
Fax: (902) 368-4514

#### Prince County:

263 Harbour Drive  
Suite 19, 2nd Floor  
Summerside, PE C1N 5P1  
Tel: (902) 888-8217 or (902) 888-8218  
Fax: 902) 888-8410

Victim Services assists victims of crime throughout their involvement in the criminal justice system.

If you are a victim of crime, you may need one or more of the following services:

- information about the status of your case and the criminal justice system
- short term counselling and emotional support
- referrals
- court preparation
- help in preparing a victim impact statement
- assistance under the *Victims of Family Violence Act*
- financial information
- coordination of services



## **Government of Prince Edward Island**

[www.gov.pe.ca](http://www.gov.pe.ca)

## **Insurance Bureau Of Canada**

### **Atlantic Provinces**

1-800-565-7189 ext. 227

## **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](http://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**

### **Community mental health offers the following services:**

- Referral, screening, and service navigation
- Mental health assessment
- Consultation to other providers
- Treatment of mental illness and mental health conditions
- Crisis intervention

### **Locations where this service is provided:**

Health PEI - Souris Hospital

17 Knights Avenue

Souris, PE C0A 2B0

T: (902) 687-7110

F: (902) 687-7119

Health PEI – Montague

126 Douses Road, PO Box 3000

Montague, PE C0A 1R0

T: (902) 838-0960

F: (902) 838-0961

Health PEI – McGill Community Mental Health  
55 McGill Avenue  
Charlottetown, PE C1A 7N8  
T: (902) 368-4911  
F: (902) 368-6189

Health PEI - Charlottetown  
Richmond Centre  
1 Rochford Street  
Charlottetown, PE C1A 7N8  
T: (902) 368-4430  
F: (902) 368-4427

Health PEI - Prince County Hospital, Summerside  
65 Roy Boates Avenue  
Summerside, PE C1N 2A9  
T: (902) 888-8180  
F: (902) 888-8173

ALBERTON - Allan Shaw Building  
334 Church Street  
Alberton, PE C0B 1B0  
T: (902) 853-8670  
F: (902) 853-0420

Health PEI - O'Leary Health Centre  
15 MacKinnon Drive  
O'Leary, PE C0B 1V0  
T: (902) 859-8781  
F: (902) 859-8784

Health PEI - Children's Centralized Intake  
1 Rochford Street  
Charlottetown, PE C1A 7N8  
T: 1-866-833-5443  
F: (902) 368-4427

**Crown Attorneys Office**  
197 Richmond Street  
Charlottetown, Prince Edward Island  
C1A 1J3  
Tel: (902) 368-4595  
Fax: (902) 368-5812  
<http://www.gov.pe.ca/jps/cao-info/dg.inc.php3>

# QUEBEC

## **Barreau du Quebec**

445 St. Laurent  
Montreal, Quebec  
H2Y 3T8  
Tel: (514) 954-3400 or 1-800-361-8495  
Fax: (514) 954-3464  
[www.barreau.qc.ca](http://www.barreau.qc.ca)  
E mail: [information@barreau.qc.ca](mailto:information@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: 1-866-532-2822  
[www.cavac.qc.ca](http://www.cavac.qc.ca)

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**

<http://www.csc-scc.gc.ca/text/pblct/community/quee-eng.shtml>

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](http://www.gouv.qc.ca)

**La société d'assurance d'automobile du Québec**

Tel: (418) 643-7620 – in Quebec City or 514-873-7620 in Montreal or 1-800-361-7620, from elsewhere (Quebec, Canada, USA)

[www.saaq.gouv.qc.ca](http://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<sup>ème</sup> étage

Sainte-Foy, Québec

G1V 4M1

Tel: (418) 643-5140 or 1-866-536-5140

Email: [informations@justice.gouv.qc.ca](mailto:informations@justice.gouv.qc.ca)

[www.justice.gouv.qc.ca](http://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, 10<sup>th</sup> 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  
S7L 6A9  
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](http://www.gov.sk.ca)

## **Law Society of Saskatchewan**

2<sup>nd</sup> Floor, Court House  
2425 Victoria Ave.  
P.O. Box 5032  
Regina, Saskatchewan  
S4P 3M3  
Tel: (306) 569-8020 or 1-877-989-4999 (Regina)  
(306) 933-5141 or 1-888-989-7499 (Saskatoon)  
Email: [reference@lawsociety.sk.ca](mailto:reference@lawsociety.sk.ca)  
[www.lawsociety.sk.ca](http://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 – 22<sup>nd</sup> Street East  
6<sup>th</sup> 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 Victim Services Branch**

610-1874 Scarth Street  
Regina, Saskatchewan  
S4P 4B3  
Tel: (306) 787-3500 or 1-888-286-6664  
Fax: (306) 787-0081  
E mail: [victimsservices@gov.sk.ca](mailto:victimsservices@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 1-866-221-5200  
[www.socialservices.gov.sk.ca](http://www.socialservices.gov.sk.ca)  
E mail: [socialservicesinquiry@gov.sk.ca](mailto:socialservicesinquiry@gov.sk.ca)

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 or 1-888-955-7850  
Fax: (306) 955-7433  
[www.stla.ca](http://www.stla.ca)  
Email: [admin@stla.sk.ca](mailto: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: 1-800-661-0408  
[www.hss.gov.yk.ca](http://www.hss.gov.yk.ca)  
Email : [hss@gov.yk.ca](mailto: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](http://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](http://www.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  
For 24 hour help call Victim Link at 1-800-563-0808  
[www.justice.gov.yk.ca](http://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.

**Witness Administration Program**

PO Box 2703 J-3  
Whitehorse, Yukon  
Y1A 2C6  
Tel: (867) 667-8095  
Toll-free (In Yukon): 1-800-661-0408, local 8095  
Fax: (867) 393-6212  
Email: [courtservices@gov.yk.ca](mailto:courtservices@gov.yk.ca)

The Witness Administration Program is responsible for arranging for the appearance of Crown witnesses in criminal trials in the Supreme and Territorial Courts.



A Canadian Victims' Resource Guide  
Compiled by MADD Canada  
2010 Winston Park Drive, Suite 500  
Oakville, Ontario, Canada  
L6H 5R7  
Tel: (905) 829-8805 or 1-800-665-6233  
Fax: (905) 829-8860  
Email: [info@madd.ca](mailto:info@madd.ca)  
[www.madd.ca](http://www.madd.ca)