

# Canadian Victims Bill of Rights

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You have rights.





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You have rights.

Being a victim of crime can be overwhelming. No one is ever prepared for something like this.

To obtain justice, you may have to report the crime to the police and participate in the criminal justice system. This can be a complex and confusing process.

Know that you are not alone. There are resources that can help you every step of the way. Since 2015, the Canadian Victims Bill of Rights recognizes your right to safety, protection, information and participation in the criminal justice system. It also recognizes your right to restitution and your right to file a complaint if these rights are not respected.

This brochure explains these rights and provides you with a list of helpful resources. With this information, you'll be able to exercise your rights and get help when needed.

This Bill is not the only piece of legislation that recognizes victims' rights. To learn more about other laws that may apply to you, see the guides in the series *The Rights and Recourses of Victims of Crime* at [www.aqpv.ca](http://www.aqpv.ca).

This brochure provides information only and is not a source of legal advice. To get legal advice about your specific situation, consult a lawyer.

### Whom does the Bill apply to?

#### Victims of crime

This Bill applies to you if you were the victim of a crime committed in Canada that caused you physical, psychological or financial harm. You must also have reported the crime to the police.

The Criminal Code defines behaviours that are considered criminal in Canada. You are the victim of a criminal act if:

- you were threatened, harassed, beaten, assaulted or subjected to any other physical or psychological harm under the Criminal Code, or
- you were robbed of property, were the victim of fraud or suffered any other crime against your property.

#### Individuals who have the right to act on a victim's behalf if he or she is deceased or incapable to act

The following persons may act on the victim's behalf if the victim is deceased or unable to enforce his or her rights:

- the victim's spouse
- the person who is in a relationship with the victim and has been living with him or her for at least one year (or had been living with the victim for at least one year at the time of death)
- the victim's mother or father or a family member (uncle, grandmother, etc.)
- the victim's child
- any other person for whom the victim is responsible (for example, a person with disabilities or an elderly parent)
- anyone with legal custody of the victim
- anyone who has legal custody of the victim's child or of any other person for whom the victim is responsible (for example, the mother of a victim who has legal custody of her grandchildren).

These individuals may benefit from certain rights recognized by the Bill depending on the circumstances and as permitted under other laws.

### Does the Bill apply automatically?

No, the rights guaranteed in the Bill do not apply automatically and in an absolute manner. They must be exercised in a reasonable manner and may not interfere with the police investigation or the criminal justice system. For example, a police officer may refuse to give you information that might interfere with the investigation or a judge may deny you testimonial aids to protect the offender's right to a fair trial.

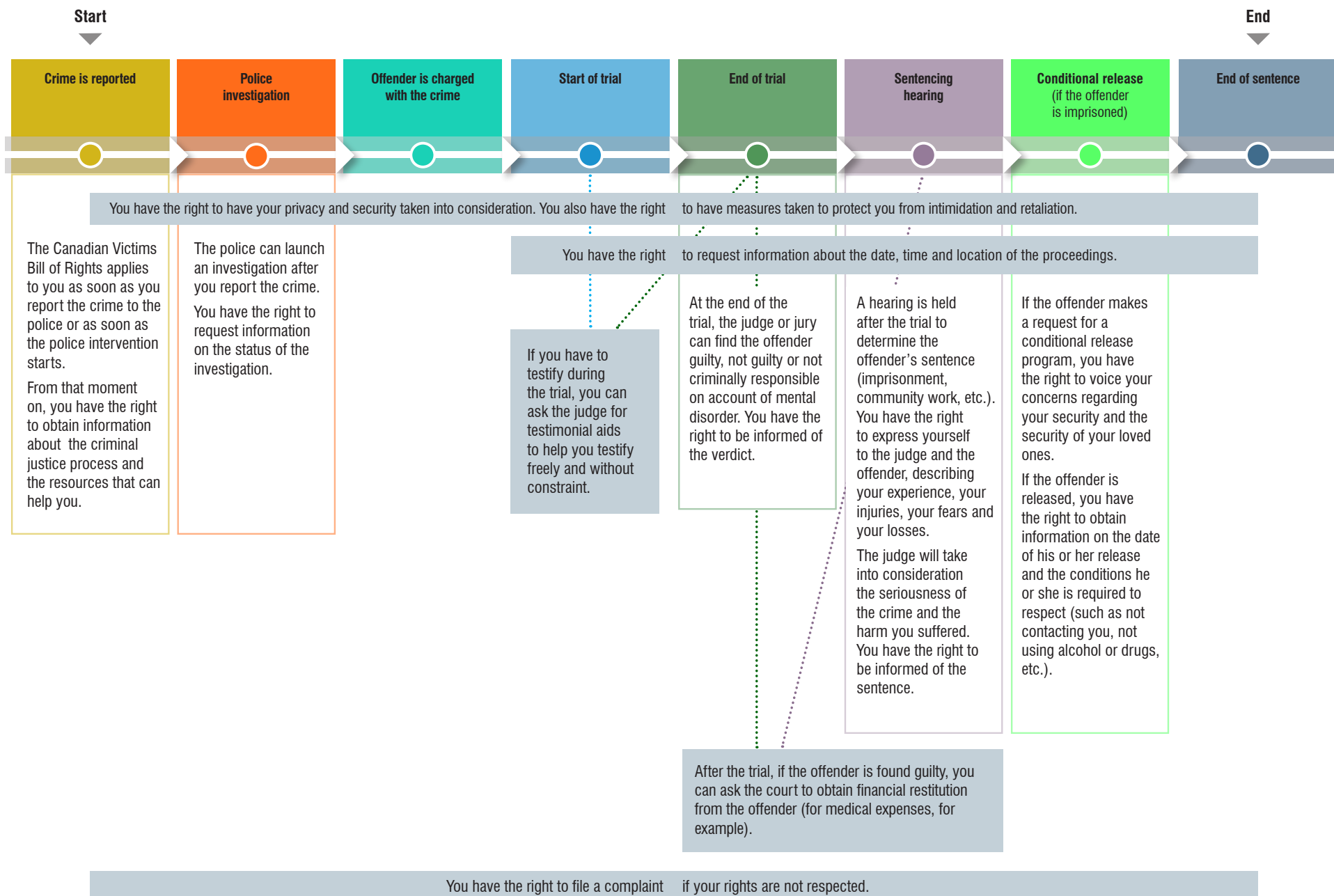
### What happens if your rights are not respected?

If your rights have not been respected, you may file a complaint (see *Your right to file a complaint*, p. 28), but you cannot sue the person or organization that did not respect them, seek financial compensation, or challenge a decision made in the criminal justice system.



## When does the Bill apply?

Here is an overview of your rights and when they can apply.





## Your right to request information

If you have questions during the criminal justice process, there are several resources available to help you.

### What information is available to you?

You can get answers to many questions. For example:

- What happens during the police investigation?
- What happens during the trial?
- Will you have to testify during the trial?
- When and where will the offender appear before the court?
- Will the offender be released before the trial? If so, under what conditions?
- What services and assistance programs are available to you?

There are also several resources that can help you, depending on your needs and services offered. These services include:

- psychological support
- accompaniment during any judicial, administrative, compensation or immigration procedures or during mediation
- information on your rights, court procedures, and available services
- shelter services for abused women and their children
- helplines
- referrals to specialized resources
- assistance in filling out certain forms.

Many resources available to you offer free and confidential services. Contact information for some of these services is at the end of this brochure. For a complete list, visit our website at [www.aqpv.ca](http://www.aqpv.ca).

### Where can you get information?

#### Police services

As soon as you report the crime or the police get involved, police services can provide you with information on the resources available to you.

You can also ask the police for information on the investigation (for example, what stage they are at in their investigation).

Even though you have the right to request information, the police may decide to withhold certain information from you so as not to interfere with the investigation.

#### CAVACS

The Crime Victims Assistance Centres (CAVACs) are responsible for keeping you informed about the main steps involved in the criminal justice process through the INFOVAC program.

The CAVAC will get in touch with you when the criminal proceedings begin. The organization verifies your contact information in order to be able to mail documents to you and register you in the INFOVAC program. The CAVAC may send you the following information:

- A letter from the *Ministère de la Justice du Québec* indicating the name of the offender and the charges against him or her
- Pamphlets with information on the criminal justice process, your rights, your recourses and the main resources that can help you
- Conditions that the offender must respect
- The court's decision (one of three verdicts is possible: guilty, not guilty or not criminally responsible on account of mental disorder)
- The sentence imposed if the offender is found guilty (imprisonment, community work, etc.).

In cases where the victim is under the age of 14, considered incapacitated or is deceased, the information is sent to the person named in the police report or to the victim's legal representative.

#### Côté Cour services in Montréal

If you were the victim of domestic violence and the case is filed in Montréal, you have access to the *Côté Cour* services, which provides information. Through the *Communic-action* program, you will automatically receive information on the release conditions of the offender if he or she was detained during his or her court appearance. You will also meet with a victim support worker who will answer your questions and explain the criminal justice process. This person will assess your situation and make recommendations to the criminal and penal prosecuting attorney about what measures should be taken as the case progresses. You will also be referred to specialized resources that will be able to help you.

#### Correctional services and parole boards

You will probably have several questions if the offender is convicted and imprisoned.

- Where will he or she be detained?
- Will he or she have permission to go out?
- Will he or she be eligible for parole before the end of his or her prison sentence?
- If so, when will the parole take place and under what conditions?
- When will the prison sentence end?
- Do you have access to a restorative justice program?

You are completely within your rights to ask for any of the above information. The way you obtain it, however, will depend on the length of the offender's prison sentence.



### If the prison sentence is less than 2 years

The offender will be held in a **provincial prison**. The organizations responsible for providing you with information are the *Services correctionnels du Québec* [Québec correctional services] and the *Commission québécoise des libérations conditionnelles* [Québec parole board].

To receive the information, you must complete the form [Written Representations and Information Request](#). This form is available online on the following websites:

- *Ministère de la Sécurité publique du Québec* (under the *Correctional Services* tab, in the *Victim of a Crime* section)
- *Commission québécoise des libérations conditionnelles* (click on *English section* at the top of the homepage).

You do not have to fill out this form if you were the victim of spousal abuse, sexual assault or if your child was the victim of a pedophilia-related offence. In these cases, the *Services correctionnels du Québec* and the *Commission québécoise des libérations conditionnelles* will automatically send you information regarding conditional releases, decisions made and the release date of the offender at the end of his or her sentence.

### If the prison sentence is 2 years or more

The offender will be held in a **federal prison**. The organizations responsible for providing you with information are the Correctional Service of Canada and the Parole Board of Canada.

This information will not be sent to you automatically. To receive it, you must complete the form [Request for Victim Registration](#), which is available online on the following websites:

- Correctional Service of Canada (under the *You and the CSC* tab, in the *Victims – Victim Registration* section)
- Parole Board of Canada (in the *Victims and the Parole Process* section, in the *Register as a Victim* section)
- The Victims Portal (secured website address is listed under *Resources*, p. 30).

Before they agree to provide you with the information requested, victim services officers are required to take various factors into consideration in order to assess whether or not the information should be communicated to you.

### What other organizations can inform you ?

Throughout the criminal justice process, there are a number of community and public organizations that can inform you about your rights and recourses. For example:

- *Association québécoise Plaidoyer-Victimes* (AQPV)
- Helpline for victims of sexual assault
- *SOS violence conjugale*
- Shelters for abused women
- Sexual assault help centers (CALACS)
- Community justice centres

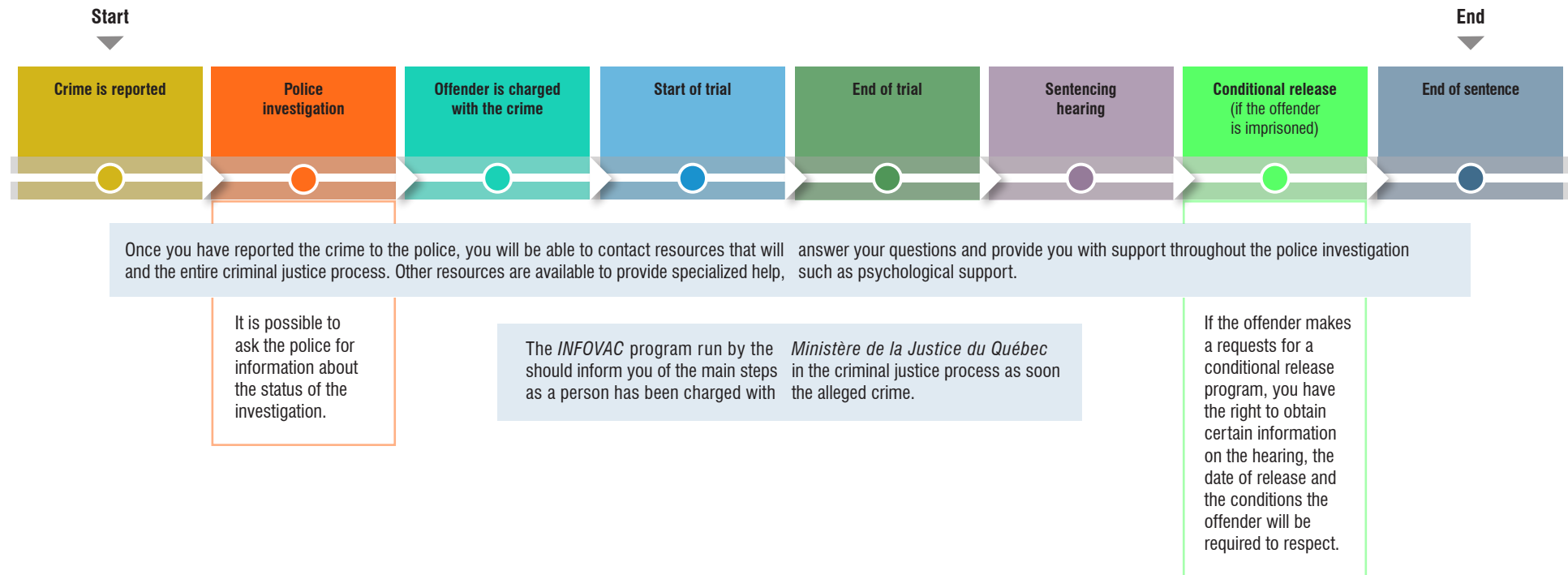
The contact information for some of these organizations is at the end of this brochure. For a complete list, visit our website at [www.aqpv.ca](http://www.aqpv.ca).



To ensure you receive information throughout the criminal justice process, make sure that all the services concerned have your correct contact information (address, phone number, etc.). If needed, the police, CAVAC, the criminal and penal prosecuting attorney, correctional services and parole boards will take note of any changes in your contact information.



## When do you have the right to request information?





## Your right to protection

You can request certain forms of protection if you are concerned that the offender will communicate with you or your loved ones, be present in the courtroom during your testimony, or if you are worried that details of your private life will be made public.

### What measures can be taken to ensure your safety?

If you are afraid that the offender will call you or show up at your workplace or home, you can share your concerns with the relevant authorities, who may decide to impose no-contact conditions on the offender.

The judge or other relevant authority can prevent the offender from:

- sending you letters, emails, messages on social networks or text messages
- calling you
- showing up at your home, work or school
- going to certain places
- asking another person to write to you, call you or communicate with you in any way on their behalf.

### Who can make a no-contact order? When can it be done?

The following authorities may impose no-contact conditions at various stages in the criminal justice process:

- The police, when the offender is charged and released under certain conditions
- The court, when the offender appears before the court, following the bail hearing or at the sentencing hearing
- Correctional services (federal or provincial), when the offender is imprisoned
- Parole boards, if the offender is on a conditional release program before the end of his prison sentence
- The Review Board for Mental Disorder, if the offender is found not criminally responsible.

### What should you do if the offender violates the no-contact order?

Call the police immediately. If the offender is in prison, contact Victims Services of the correctional services (see *Resources*, p. 30, for contact information).

### What measures can be taken to protect your identity and your privacy?

The vast majority of court hearings are open to the public. The victim's identity is also public except when the victim is a minor.

However, certain measures may be taken to protect your privacy and your identity during the proceedings. You can ask for these measures to the criminal and penal prosecuting attorney who will explain to the court why they are needed to ensure your protection.

### Exclusion of certain people or the public from the courtroom

The public generally has the right to attend criminal trials. However, to ensure your safety and protect your privacy, the judge may exclude the public or certain individuals from a part of the trial or the entire trial. In legal terms, this measure is called "in camera" or "closed proceedings."

### Ban on disclosing your name or any other information that might identify you

The judge may forbid that your identity be published outside of the courtroom. Your name will not appear in the judge's decision or in any other form of publication, dissemination or transmission of information. In addition, the media will not be able to publish any information that identifies you. In legal terms, this is called a "publication ban."

### Ban on disclosing your medical records and other personal records to the offender and his or her lawyer

Certain rules apply if you have been the victim of a sexual assault. These measures limit access to your personal records, including medical reports, notes from your therapist or other support worker, your schedule or personal diary.

If the offender or his/her lawyer want to use your personal records as evidence at the trial, they must submit a written request to the court and explain why they need the information for the offender's defense.

The court will accept the request only if it believes that these records are relevant to the trial. The judge will hold a hearing to allow the offender's lawyer and the criminal and penal prosecuting attorney to present their arguments.

You have the right to be represented by your own lawyer at this hearing.



## What measures can be taken to help you testify?

If you must testify, you can ask, either before or during the hearing, that certain measures be taken to allow you to testify freely, without constraint and without feeling threatened. These measures are provided for in the Criminal Code.

### Testimonial aids

Most of the time, victims of a criminal act are required to testify in the courtroom before the judge, the offender and the public.

However, if you fear for your safety, the court can facilitate your testimony by allowing you to:

- testify inside the courtroom but behind a screen so that you don't see the offender
- be accompanied by a person of your choice during your testimony
- testify outside the courtroom using a closed-circuit television system (remote testimony)
- use evidence videotaped before the trial, such as your statement to the police during the investigation.

### Prohibition of cross-examination by the offender

If the offender is not represented by a lawyer, the judge can appoint a lawyer to cross-examine you to avoid having the offender ask you questions directly.

If the charges involve sexual assault or harassment or if the victim is a minor, the judge is obliged to order this measure if requested.

## How does the court decide whether to order protective measures?

The court does not have to grant you all the protective measures requested. It will take several factors into account to make its decision, including:

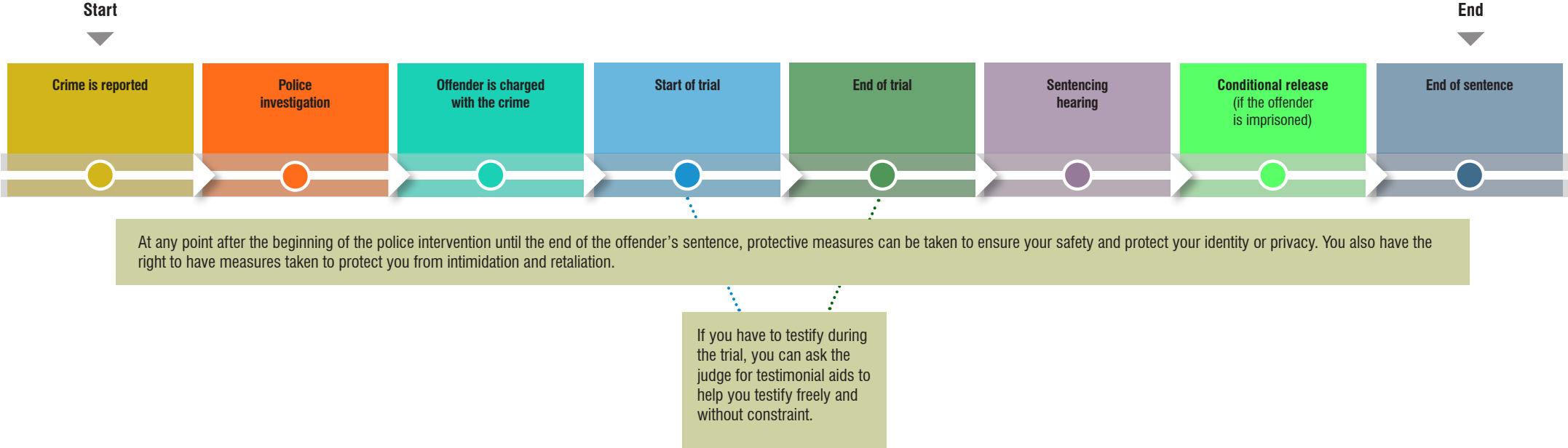
- your age
- the seriousness of the crime
- the offender's right to a fair and public trial
- the risks to your safety if your identity is publicly disclosed
- the need for a specific measure to allow you to testify fully and freely
- the need for a specific measure to ensure your safety, protect your privacy or protect you from intimidation and retaliation.

If you are under 18 or if you have a physical or intellectual limitation, the court is obliged to inform you of the availability of these measures. The court may not deny you these measures, except in certain special cases.





When do you have a right to protection?





## Your right to participation

Your right to participate in the criminal justice system allows you to follow proceedings closely, request information and be proactive by taking advantage of the services available to you. You also have the right to submit a victim impact statement at the following hearings:

- sentencing hearing
- Review Board for Mental Disorder
- parole boards at both the provincial and federal levels.

Judges and commissioners must take into consideration your statement when making their decision.

## What is a victim impact statement?

A victim impact statement is a written document that allows you to explain in your own words how the crime has affected you—physically, psychologically and financially. For example:

- your injuries, pain or any other physical impact (disability, hospitalization, medication, etc.)
- your fears, anxiety or any other psychological or emotional consequences (inability to work or attend school, loss of concentration, depression, insomnia, impact on your lifestyle and relationships)
- your loss of salary, any medical expenses or any other financial consequences.

If you fear for your safety or the safety of your loved ones, you can also express this concern in your statement. For example, you can say that you fear any contact with the offender, and explain why.

## How can you submit a victim impact statement to the court?

You must fill out the *Victim Impact Statement* form. The CAVAC will send you the form when criminal proceedings begin. It is also available on the website of the *Ministère de la Justice du Québec* (under the *Documentation Center* tab, under the *Forms and Models – Victims* section).

Although it can be painful to put what you experienced into words and relive such a difficult event, it is recommended that you complete the form as soon as you can. Don't hesitate to ask the CAVAC or any other support organization (shelters, CALACs, etc.) for help in doing so. The contact information for some of these organizations is provided at the end of this brochure. For a more complete list, visit our website at [www.aqpv.ca](http://www.aqpv.ca).

The victim impact statement form may also be completed by a member of your family who was affected by the crime. If the victim is deceased or unable to act, the person who is legally representing the victim may write a statement.

Feel free to express yourself in your own words, write a poem, a letter, or even draw a picture. The most important thing is for you to express yourself freely.

You must send your statement to the registry of the court where the trial is taking place. The registry will send your statement to the appropriate people or authorities.

Be sure to sign your statement before sending it.

## Who will have access to your statement in court?

### In the case of an acquittal

No one. Your statement will remain confidential until the end of the trial. If the offender is found not guilty, no one will see your statement.

### In the case of a guilty verdict

If the offender is found guilty, the judge, the criminal and penal prosecuting attorney, the offender and his or her lawyer will have access to your statement. Among other things, the judge will take into consideration the content of your statement and the severity of the crime when deciding on an appropriate sentence.

### In the case of imprisonment

If the offender receives a prison sentence, the victim impact statement will be forwarded to correctional services. They will take it into consideration in their risk assessment of the offender during his or her sentence. You may also submit a new statement (see p. 20).

### In the case of a verdict of not criminally responsible on account of mental disorder

The judges on the Review Board for Mental Disorder will receive the statement and should take it into consideration when deciding on the measures to be imposed to prevent the offender from being a danger to society. The Review Board judges should also take your statement into account when determining whether the offender may be released.

## Can you change your statement?

Yes, you can. Since a trial can take several months, your fears, anxieties and injuries may change. You can modify your statement to share new worries, as well as any new physical, psychological or financial problems. You do not have to go through this process alone: feel free to ask for help.

## Can you read your statement aloud before the court?

You can ask to read your statement aloud at the sentencing hearing.

In order to do so, you must complete the *Presentation of the victim impact statement to the court for the purpose of sentencing and notice of change of address* form. This form is available on the website of the *Ministère de la Justice du Québec* (under the *Documentation Center* tab, under the *Forms and Models – Victims* section). You may also ask the criminal and penal prosecuting attorney for a copy.

If you are not comfortable reading your statement out loud in front of the offender or the court, you have other options. For example, you may:

- read your statement behind a screen so you do not see the offender, or remain outside the courtroom using a closed-circuit television system
- submit a video or audio recording
- be accompanied by a loved one or any other person of your choice.



## What happens if the offender is found not criminally responsible on account of mental disorder?

You may submit your statement to the Review Board for Mental Disorder hearings when the accused is found not criminally responsible on account of mental disorder. To find out how to do this, you must contact the Review Board. Visit their website at [www.taq.gouv.qc.ca/en](http://www.taq.gouv.qc.ca/en) (click on *Review Board for Mental Disorder* at the bottom of the home page).

## How can you submit a new statement or written representations to correctional services and parole boards?

Several months or years may elapse between the end of the trial and the offender's request for a release program or parole. Correctional services encourage victims to provide a new statement (federal) or written representations (provincial) during the offender's sentence, expressing any concerns about their safety, for example. These concerns are taken into account by correctional services and parole boards in their assessment of the risks posed by the imprisoned person.

It is important to know that the offender will be able to access these documents.

### Steps to follow at the provincial level (sentence of less than 2 years)

Complete the [Written Representations and Information Request](#) form, available on the following websites:

- *Ministère de la Sécurité publique du Québec* (under the *Correctional Services* tab, in the *Victim of a Crime* section)
- *Commission québécoise des libérations conditionnelles* (click on *English section* at the top of the homepage).

Since the sentence is relatively short, it is recommended that you complete the form as quickly as possible.

### Steps to follow at the federal level (sentence of 2 years or more)

Although there is no specific form to complete, you will find a document to help you prepare your new statement on the website of the Parole Board of Canada (in the *Victims and the Parole Process* section). You do not necessarily have to use the model provided: feel free to use any format you feel comfortable with. You must send your document to the Parole Board of Canada 30 days before the hearing.

## Can you read your statement aloud during the parole board hearings?

### At the provincial level

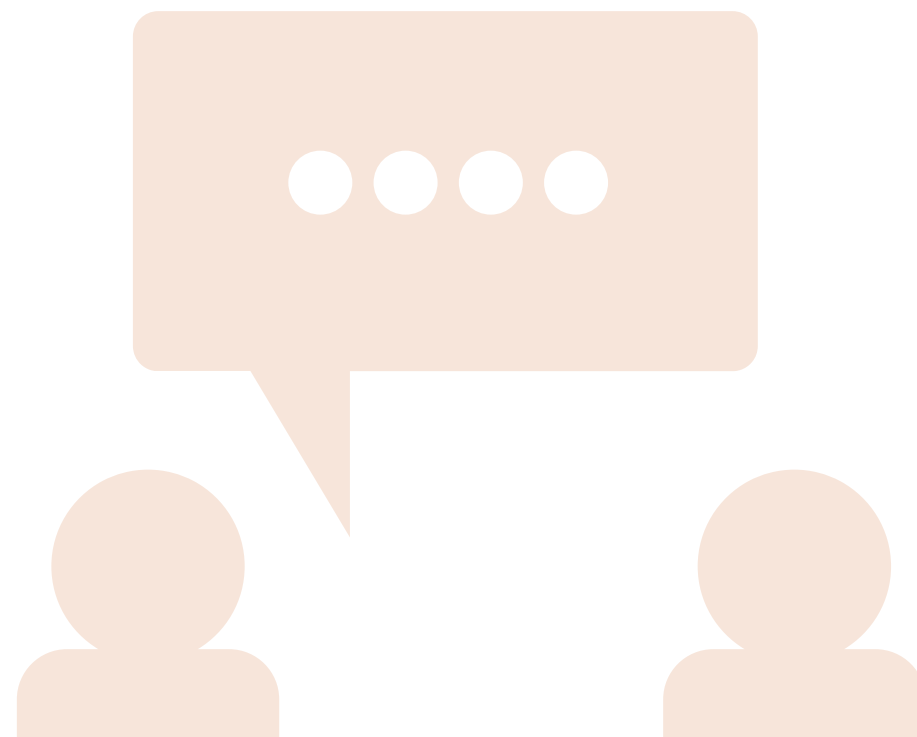
No. Victims are not permitted to attend hearings of the *Commission québécoise des libérations conditionnelles*, so it is not possible to read your statement aloud.

### At the federal level

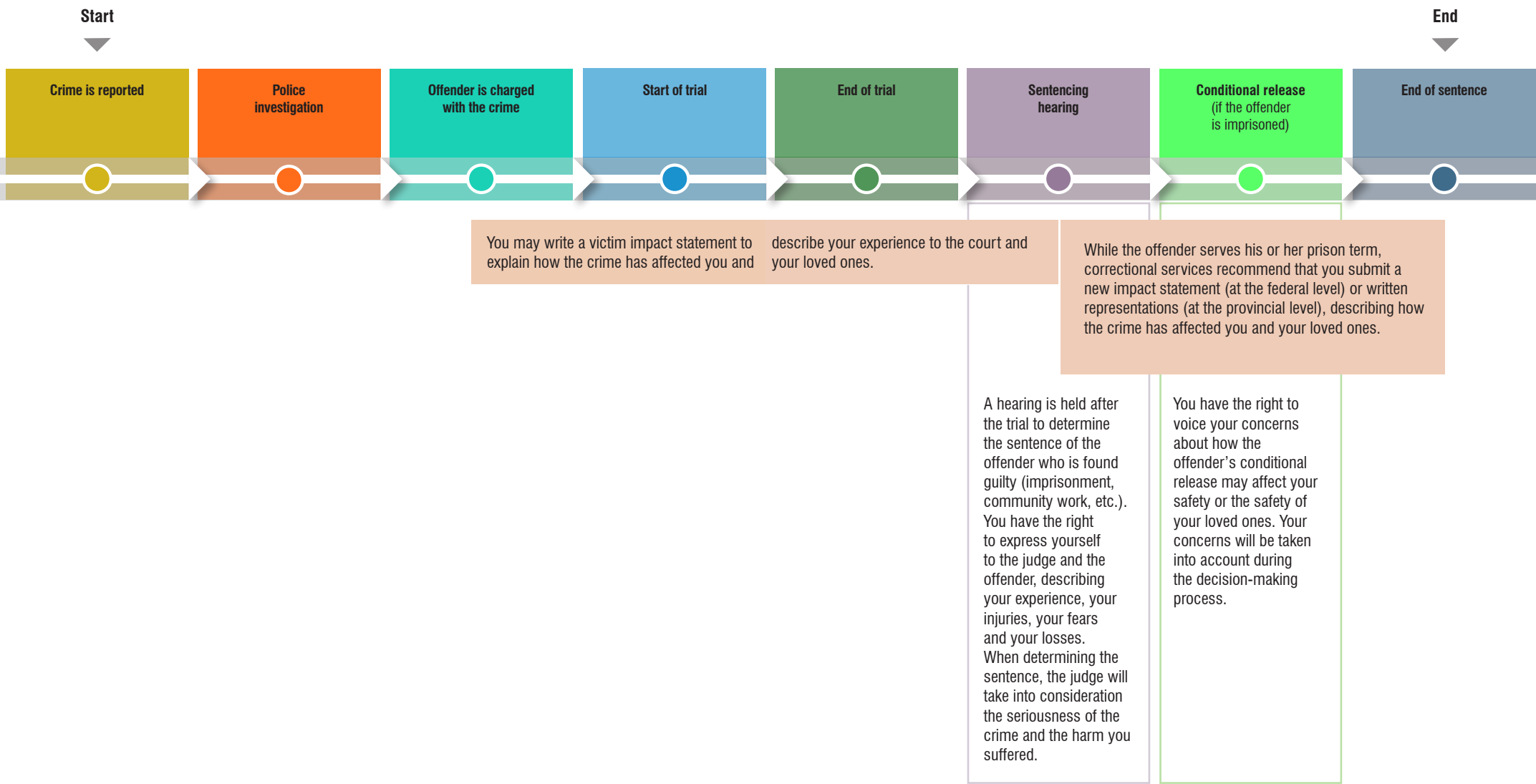
Yes. Fill out the [Request for Victim to Observe a Parole Hearing and/or Present a Victim Statement](#) form on the Parole Board of Canada website (under the *Victims and the Parole Process* section).

If you are not comfortable reading your statement in the presence of the offender, there are other options. For example, you may:

- submit a video or audio recording
- designate a person (a loved one or any other person you trust) to read the statement on your behalf.



When can you participate in the proceedings?





## Your right to seek restitution

When an offender is convicted, you may claim, under certain conditions, monetary restitution for financial losses, medical expenses and other costs or losses suffered because of the crime.

Different rules apply if the offender is a minor. To learn more, read the guide *When the Offender Is an Adolescent* on our website at [www.aqpv.ca](http://www.aqpv.ca).

### What can you claim for restitution?

Here are some examples of financial restitution you can ask for:

- replacement or repair costs for lost or damaged property
- medical expenses paid for treatment of a physical or psychological injury
- loss of income if you stopped working because of the criminal act
- moving expenses if you were living with the offender and feared for your safety
- expenses incurred to restore your identity or correct your credit record if you were the victim of identity theft or fraud
- amounts paid to remove intimate images published on the Internet or on any other digital network without your consent if you were the victim of cyberviolence.

### How to apply for restitution?

Complete the [Statement on Restitution](#) form. This form will be sent to you by mail through the INFOVAC program. It is also available on the website of the *Ministère de la Justice du Québec* (under the *Documentation Center* tab, under the *Forms and Models – Victims* section).

The CAVAC can help you fill out the form and answer your questions.

Be sure to include a photocopy of all your receipts and any other proof of financial losses with your application. For example:

- receipts or estimates detailing the costs of repairing or replacing stolen or damaged objects
- payslips that show your loss of income
- proof of absence from work
- bills or receipts for psychotherapy, health services and any other treatment of physical or psychological injury.

### How will the judge determine if restitution should be granted?

Three conditions are required for the judge to order restitution:

- The offender must be convicted.
- The value of the damages must be easily assessed.
- The judge believes that restitution is an appropriate measure.

If the judge chooses not to grant restitution, he or she must justify the decision in writing.

If the judge orders the offender to pay you restitution, you will receive a copy of the restitution order. To avoid having the offender pay you directly, payment will be made to the registry of the court where the decision was made. The court registry will then forward the amount paid by the offender directly to you.

Be sure to provide the court with your current contact information.

### What happens if the offender does not pay?

Failure to pay restitution ordered by the court in a probation order constitutes a new offence. The INFOVAC program should inform you if this happens.

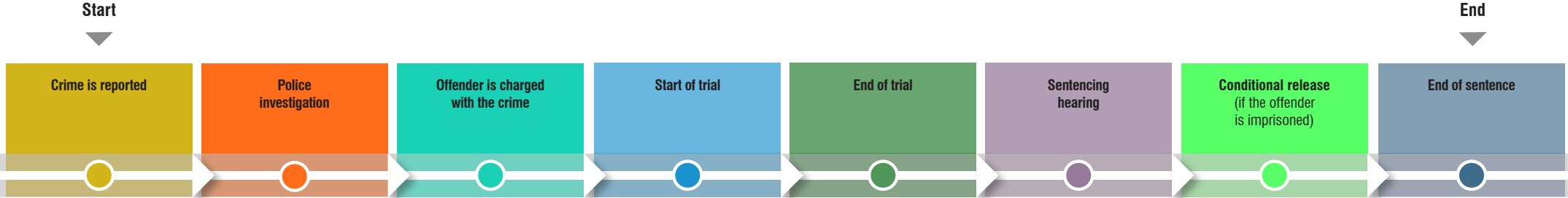
If the judge makes a restitution order and the offender fails to pay any or all of the amount, you can register the order in the civil court and use civil enforcement methods. Call the court registry or the CAVAC to fully understand how this procedure works, which could result in the offender's property being seized and sold in order that you receive restitution.



There are also other ways to obtain compensation under the Crime Victims Compensation Act (IVAC), your insurance policy or a civil lawsuit. Since limitation periods apply (a period of time after which your request can no longer be accepted), it is recommended that you consult a resource that can provide you with the information you need based on your specific situation. Also, it is important to understand that if you have already received money for damages suffered, you cannot obtain additional restitution for the same damages. The amount of restitution granted by the judge will be adjusted accordingly.



When can you claim restitution?



After the trial, if the offender is found guilty, you are entitled to ask the court to obtain financial restitution from the offender (for medical expenses, for example).

If you decide to do so, you are required to file this request as quickly as possible—before the court holds the sentencing hearing.

The judge must ensure that reasonable measures were taken to allow you to submit your request for restitution within the required time. He or she may also postpone the sentencing hearing to give you sufficient time to complete the request form.





## Your right to file a complaint

If a government department, agency or organization does not respect the rights recognized by the Canadian Victims Bill of Rights, you can file a complaint.

### Whom should you contact?

#### At the federal level

- Correctional Service of Canada
- Parole Board of Canada
- National Office for Victims of Public Safety Canada
- Public Prosecution Service of Canada
- Department of Justice Canada and Policy Centre for Victim Issues
- Royal Canadian Mounted Police
- Canada Border Services Agency

All of these departments and agencies have a mechanism for assessing complaints if your rights under the Bill are not respected. They are obligated to inform you of the result of their review and, if necessary, to recommend appropriate remedial measures. The Department of Justice Canada website explains how to file a complaint with these federal departments or agencies (under the *Criminal Justice* tab, under the *Victims – Victim’s role and rights in the criminal justice system* section).

If you are not satisfied with the response you receive, you can ask the agency to re-examine your complaint. The procedure is explained on their websites.

If you are still not satisfied, you can contact the Federal Ombudsman for Victims of Crime to voice your concerns.

The Office of the Ombudsman is an independent agency responsible for assisting victims of crime and their families and ensuring that the Government of Canada fulfills all its responsibilities toward them.

#### At the provincial level

- *Ministère de la Justice du Québec*
- *Ministère de la Sécurité publique du Québec*
- Director of Criminal and Penal Prosecutions
- Police services
- *Services correctionnels du Québec*
- *Commission québécoise des libérations conditionnelles*

All of these departments and agencies have a complaint service you can contact if you are unsatisfied with the services or treatment you receive. Each agency has its own procedure for submitting complaints: visit their website to find out more. There is no special form used for submitting complaints regarding a violation of the Canadian Victims Bill of Rights.

If you are not satisfied with their response, visit our website to learn more about the appropriate resources (under the *For Victims* tab, under *Your Recourses* section).



For more detailed information on how to file a complaint, visit our website at [www.aqpv.ca](http://www.aqpv.ca) or the website of the ministry or organization that is the object of your complaint. Do not hesitate to ask for help from the victim support services you have been dealing with.





# Need help?

## Assistance Centres for Victims of Crime (CAVAC)

1-866-532-2822  
[www.cavac.qc.ca/english](http://www.cavac.qc.ca/english)

## Helpline for Victims of Sexual Assault

1-888-933-9007

## SOS violence conjugale

1-800-363-9010  
[www.sosviolenceconjugale.ca](http://www.sosviolenceconjugale.ca) (in French only)

## Côté Cour, CIUSSS Centre-Sud-de-l'Île-de-Montréal

514-868-9577  
(Montréal Courthouse)  
514-861-0141  
(Municipal Court of Montréal)

## Elder Mistreatment Helpline

1-888-489-2287  
[www.aideabusaines.ca/en](http://www.aideabusaines.ca/en)

## Tel-jeunes

1-800-263-2266  
[www.teljeunes.com/home](http://www.teljeunes.com/home)

## Victim Services of the Direction générale des services correctionnels du Québec

1-866-909-8913  
<https://www.securitepublique.gouv.qc.ca/en/correctional-services/victim-of-a-crime-conditional-release-parole-probation.html>

## Commission québécoise des libérations conditionnelles

514-873-2230 (Montréal area)  
418-646-8300 (Québec City area)  
<https://www.cqlc.gouv.qc.ca/index.php?id=16>

## Victim Services of the Correctional Service of Canada

1-866-806-2275  
[www.csc-scc.gc.ca/victims](http://www.csc-scc.gc.ca/victims)

## Victims Portal

[victimsportal-portailvictimes.csc-scc.gc.ca](http://victimsportal-portailvictimes.csc-scc.gc.ca)

## Victim Services of the Parole Board of Canada

1-866-789-4636  
[www.canada.ca/en/parole-board/services/victims.html](http://www.canada.ca/en/parole-board/services/victims.html)

## Office of the Federal Ombudsman for Victims of Crime

1-866-481-8429  
TTY: 1-877-644-8385  
[www.victimfirst.gc.ca](http://www.victimfirst.gc.ca)



For a complete list of resources available to you, visit the AQPV website at [www.aqpv.ca](http://www.aqpv.ca).



**Editor:** *Association québécoise Plaidoyer-Victimes*

**Telephone :** 514-526-9037

**Email :** [aqpv@aqpv.ca](mailto:aqpv@aqpv.ca)

**Website :** [www.aqpv.ca](http://www.aqpv.ca)

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