

Exclusion criteria

Certain cases are excluded from the plan, i.e., cases in which the victim

- has contributed through his or her gross fault (provocation, gross negligence, participation in illegal activities, etc.) to his or her injuries or death;
- is injured or killed as a result of a crime committed under circumstances giving recourse to the *Act respecting Industrial Accidents and Occupational Diseases* or any other compensation plan;
- is injured or killed as a result of a crime committed involving the use of a motor vehicle under circumstances giving recourse to the *Automobile Insurance Act*, unless the offender acted intentionally (assault).

Moreover, anyone who has taken part in a crime that caused a victim's death or injury may not apply for benefits under the plan.

You would like to make an application

To receive compensation or benefit from the services provided for under the *Crime Victims Compensation Act*, you must fill out and sign the *Application for Benefits* form, which can be obtained from the Direction de l'IVAC or one of the CSST regional offices (see list provided).

For further information, please contact the Direction de l'indemnisation des victimes d'actes criminels at one of the following addresses or numbers:

1199, rue De Bleury
C. P. 6056, succursale Centre-ville
Montréal (Québec) H3C 4E1

Montréal area: 514 906-3019

Toll free in Canada only:
1 800 561-4822

Fax: 514 906-3029

Email: ivac@csst.qc.ca

Web site: www.ivac.qc.ca



CSST offices

ABITIBI-TÉMISCAMINGUE

33, rue Gamble Ouest
Rouyn-Noranda
(Québec) J9X 2R3
Fax 819 762-9325

2^e étage
1185, rue Germain
Val-d'Or
(Québec) J9P 6B1
Fax 819 874-2522

BAS-SAINT-LAURENT

180, rue des Gouverneurs
Case postale 2180
Rimouski
(Québec) G5L 7P3
Fax 418 725-6237

CHAUDIÈRE-APPALACHES

835, rue de la Concorde
Saint-Romuald
(Québec) G6W 7P7
Fax 418 839-2498

CÔTE-NORD

Bureau 236
700, boulevard Laure
Sept-Îles
(Québec) G4R 1Y1
Fax 418 964-3959

235, boulevard La Salle
Baie-Comeau
(Québec) G4Z 2Z4
Fax 418 294-7325

ESTRIE

Place-Jacques-Cartier
Bureau 204
1650, rue King Ouest
Sherbrooke
(Québec) J1J 2C3
Fax 819 821-6116

GASPÉSIE- ÎLES-DE-LA-MADELEINE

163, boul. de Gaspé
Gaspé
(Québec) G4X 2V1
Fax 418 368-7855

200, boul. Perron Ouest
New Richmond
(Québec) G0C 2B0
Fax 418 392-5406

ÎLE-DE-MONTRÉAL

1, complexe Desjardins
Tour Sud, 31^e étage
Case postale 3
Succursale Place-Desjardins
Montréal
(Québec) H5B 1H1
Fax 514 906-3200

LANAUDIÈRE

432, rue De Lanaudière
Case postale 550
Joliette
(Québec) J6E 7N2
Fax 450 756-6832

LAURENTIDES

6^e étage
85, rue De Martigny Ouest
Saint-Jérôme
(Québec) J7Y 3R8
Fax 450 432-1765

LAVAL

1700, boulevard Laval
Laval
(Québec) H7S 2G6
Fax 450 668-1174

LONGUEUIL

25, boulevard La Fayette
Longueuil
(Québec) J4K 5B7
Fax 450 442-6373

MAURICIE ET CENTRE-DU-QUÉBEC

Bureau 200
1055, boulevard des Forges
Trois-Rivières
(Québec) G8Z 4J9
Fax 819 372-3286

OUTAOUAIS

15, rue Gamelin
Case postale 1454
Gatineau
(Québec) J8X 3Y3
Fax 819 778-8699

QUÉBEC

425, rue du Pont
Case postale 4900
Succursale Terminus
Québec
(Québec) G1K 7S6
Fax 418 266-4015

SAGUENAY- LAC-SAINT-JEAN

Place-du-Fjord
901, boulevard Talbot
Case postale 5400
Chicoutimi
(Québec) G7H 6P8
Fax 418 545-3543

Complexe du Parc
6^e étage
1209, boul. du Sacré-Cœur
Case postale 47
Saint-Félicien
(Québec) G8K 2P8
Fax 418 679-5931

SAINT-JEAN-SUR- RICHELIEU

145, boul. Saint-Joseph
Case postale 100
Saint-Jean-sur-Richelieu
(Québec) J3B 6Z1
Fax 450 359-1307

VALLEYFIELD

9, rue Nicholson
Salaberry-de-Valleyfield
(Québec) J6T 4M4
Fax 450 377-8228

YAMASKA

2710, rue Bachand
Saint-Hyacinthe
(Québec) J2S 8B6
Fax 450 773-8126

Bureau RC-4
77, rue Principale
Granby
(Québec) J2G 9B3
Fax 450 776-7256

Bureau 102
26, place Charles-De
Montmagny
Sorel-Tracy
(Québec) J3P 7E3
Fax 450 746-1036

A ray of hope
for crime victims



Just one number for the CSST:
1 866 302-CSST (2778)

Québec

DC 100-620-3A (08-11)

Crime victims compensation

Who is the compensation plan intended for?

In Québec, anyone who is injured as a result of a crime committed against him or her may benefit from the compensation and services provided for by the *Crime Victims Compensation Act (CVCA)*.

The application of the *Crime Victims Compensation Act* comes under the Commission de la santé et de la sécurité du travail (CSST). The processing of applications for benefits is the responsibility of the Direction de l'indemnisation des victimes d'actes criminels (IVAC).



In the event that a crime victim dies, the victim's dependents or parents, if the victim is a minor, may receive compensation. His or her close relations may benefit from psychotherapeutic rehabilitation services.

An application for benefits may be made under the plan if a victim

- is injured or killed as a result of a crime listed in the schedule appended to the *Act*;

or if the victim is injured, killed or incurs property damage while:*

- helping a peace officer who is making an arrest or attempting to prevent an offence;
- arresting or attempting to arrest the offender;
- preventing or attempting to prevent an offence.

Time limit

The application for benefits must, as a rule, be submitted during the year in which the victim's physical injury, mental impairment or death occurs.

It is important to note that the *Act* applies strictly to crimes committed since 1972. If an application for benefits is submitted for an incident that occurred many years ago, the applicant will probably need to provide us with additional information so that we can process the file.

*A maximum of \$1,000 is granted for property damage.



Compensation granted and SERVICES offered

Compensation for temporary total disability

A victim may receive indemnities for the period in which he or she is unable to work or to resume his or her usual activities.

Medical assistance

Certain expenses may be reimbursed, namely:

- ambulance;
- medications;
- transportation;
- orthotics and prostheses;
- dental care;
- physiotherapy treatments.

Permanent disability benefits

If a victim remains permanently affected by an incident once treatment has been completed, he or she will receive benefits determined according to the degree of physical disability or mental impairment.



Services

Rehabilitation services

Under social and vocational rehabilitation programs, certain services may be offered and specific expenses reimbursed, such as:

- professional assistance services (psychotherapy);
- moving expenses;
- protection-related expenses (self-defence course, alarm system, etc.);
- home assistance services;
- training programs, refresher courses, job-search programs, etc.

The professionals consulted must be members of a recognized professional order.

To obtain reimbursement of the expenses incurred, claimants must submit their original bills or receipts.

Death benefits

Dependents of a victim who dies may receive benefits; the amount is determined on the basis of the victim's income.

An indemnity of \$2,000 is granted to the parents of a minor child who dies as a result of a crime.

Funeral expenses are reimbursed, up to \$3,000—an amount which is adjusted annually. The costs of transporting the body may also be reimbursed, up to \$500.

Assistance for close relations

Close relations of a victim who dies, as well as anyone who contributes to a victim's rehabilitation, may receive psychotherapeutic rehabilitation services.

The plan