

Services offered

Rehabilitation services

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

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

The professionals consulted must be members of a recognized professional order. Their fees are reimbursed according to the rates authorized by the Direction de l'IVAC, in Canadian currency.

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

You would like to make an application

To receive compensation or benefit from the services provided for under the *Crime Victims Compensation Act* or the *Act to Promote Good Citizenship* you must fill out and sign the **Application for Benefits** form, which can be obtained from the Direction de l'IVAC.

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

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

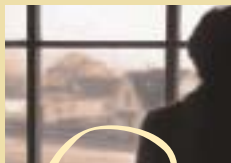
Montréal area: **(514) 906-3019**

Toll free in Canada only:

1 800 561-4822

Fax: **(514) 906-3029**

The Direction de l'IVAC Web site
[www.ivac.qc.ca] will be operational
in fall 2002.



A ray of hope
for crime victims
and rescuers

Information for people
not residing in Québec



Crime Victims Compensation Act (CVCA)
Act to Promote Good Citizenship

Québec 

Who are these compensation plans intended for?

In Québec, anyone who is injured, killed or incurs property damage⁽¹⁾ as a result of:

- a crime committed against him or her⁽²⁾; or
- an act of good citizenship performed voluntarily to assist someone whose life is in danger;

regardless of his or her place of residence when the incident occurred, may benefit from the provisions of the *Crime Victims Compensation Act (CVCA)* or the *Act to Promote Good Citizenship*. In the event that a crime victim or rescuer dies, the victim or rescuer's dependents may receive compensation.

An application for benefits may be made if a victim or rescuer 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.

The application of the CVCA and the *Act to Promote Good Citizenship* 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).

(1) A maximum of \$1,000 is granted for property damage, under certain conditions.

(2) A victim is eligible for the plan only if the crime involved is listed in the schedule appended to the *Crime Victims Compensation Act*.

Analysis of applications for benefits

Applications for benefits are analyzed on the basis of all the information provided. Applicants are required to send in the following so the Direction de l'IVAC can quickly determine whether their application can be received:

- expert or medical reports and psychological evaluations regarding the injury sustained;
- legal proceedings (e.g. police report, criminal or civil case number, victim's statement, assailant's acquittal, stay of proceedings, decision, etc.);
- names, addresses and phone numbers of the people who witnessed the incident;
- names of the organizations or people who provided assistance (e.g. crime victims assistance center, attorney, police officer, etc.).

We would also like to know what applicants expect from our organization.

Time limit

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

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

Compensation granted

Medical assistance

Certain expenses may be reimbursed, namely:

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

Permanent disability benefits

If a victim or rescuer 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.

Death benefits

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

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

Anyone who has paid the funeral expenses of a victim or rescuer may obtain reimbursement of \$600. The expenses for transporting the body may also be reimbursed up to \$500.

The following indemnities are not granted:

- income replacement indemnities;
- indemnities for loss of enjoyment of life.

The plan