

## WHO WE SERVE

Any individual who has been victimized by crime or tragic circumstance may access our services through one of our three programs: Victims Crisis and Referral Services (VCARS), SupportLink and the Victim Quick Response Program (VQRP). Current or past involvement of police services is not mandatory, although it may be required to access some services through our VQRP program. We accept referrals from community partners such as (but not limited to): shelters, hospitals, community health and resource agencies, and Police.

## ~ Our Mandate ~

*Ottawa Victim Services (OVS) provides emotional support, practical assistance, referrals and advocacy to individuals who have been victimized as a result of crime or tragic circumstance, without judgment in order to lessen the impact of victimization.*

**Ottawa Victim Services  
250 City Centre Avenue  
Suite 600**

**Phone: 613-238-2762**

**Fax: 613-238-0735**

**[www.ovs-svo.com](http://www.ovs-svo.com)**

Funding for this program is provided by the Government of Ontario. The views expressed are those of Ottawa Victim Services and do not necessarily reflect those of the Province.



*Have you or has  
someone you know been  
a victim of crime?*

*Ottawa Victim Services  
may be able to help...*

## Support

- Emotional support after a crime
- Support while navigating the Criminal Justice System/ court accompaniment
- Accompaniment and transportation to hospitals, shelters and Police services
- Police accompaniments for retrieval of belongings in cases of domestic violence
- Assistance filling out Criminal Injuries Compensation applications and victim impact statements
- Assistance with obtaining financial /food supports through Ontario Works and local food banks
- Assistance with tragic circumstances (i.e. funeral arrangements)
- Provide information and referrals to community social service agencies, legal resources and justice professionals
- Help understanding options under the Victims Bill of Rights

## Safety Planning

Through SupportLink, specialized and individual safety planning is offered to high risk cases for victims of domestic violence, sexual violence, and/or stalking/harassment. The aim of the program is to help individuals regain a sense of personal control as well as enable individuals to cope with their immediate safety situation.

In addition to safety planning, some individuals who do not have access to a cell phone may be eligible for a 911 cell phone.



## Emergency Financial Assistance

Through the Victim Quick Response Program (VQRP), OVS provides timely financial assistance through payment of services to **eligible** individuals and/or their family who have been victimized by homicide, attempted murder, serious physical assault, domestic violence, sexual assault and hate crimes.

Potential expenses for individuals who are eligible may include:

- Counselling—short term early intervention
- Funeral expenses for homicide victims
- Emergency expenses such as home repairs to secure premises for victim's safety
- Crime scene clean up and emergency accommodation and meals when no other alternatives are available