

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.

Who we serve

Any individual who has been victimized by crime or tragic circumstance may access our services.

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.

To be a client, you must be over 16. However, OVS will assist children with the consent of a parent or guardian.



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Services are free and accessible to diverse communities disproportionately affected by violence.

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 someone you know been a victim of a crime?

Victim Crisis and Referral Service (VCARS)

VCARS staff, supported by trained volunteers, provide 24/7 emotional support, practical assistance and referrals to victims of crime and tragic circumstances. This may involve dispatching of volunteer crisis responders afterhours to provide:

- Emergency financial assistance;
- Accommodations;
- Delivery of personal safety devices,
- Provision of groceries and basic needs; and
- 911 cell phones.

Volunteers may also provide accompaniment to criminal justice proceedings.

Working closely with police services, hospital, city and community-based partners, we provide early intervention, to help to reestablish a person's physical and emotional safety and provide referrals to community and government services to match their needs.

VICTIM SAFETY COORDINATION PROGRAM (VSCP)

The Victim Safety Coordination Program provides individualized safety planning for anyone impacted by a crime who is fearing for their safety. The program also provides advocacy, referrals, system navigation, and support writing Victim Impact Statements. Clients may be eligible for a 911 cellphone and/or personal safety alarms cellphones through this program.



VICTIM QUICK RESPONSE PROGRAM (VQRP+)

Through the Victim Quick Response Program (VQRP), OVS provides timely financial assistance 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