



Parole Board
of Canada

Commission des libérations
conditionnelles du Canada

Parole Board of Canada

Victim's Guide

to information services



Canada

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| ARE YOU A VICTIM OF CRIME?

By law, victims of crime have a right to certain information about the person who harmed them while that person is under the jurisdiction of the Parole Board of Canada (PBC).

How is a victim of crime defined in law?

A person is considered a victim of crime if:

- they have been harmed as a result of a criminal offence;
- they are a spouse, conjugal partner, relative of, or person responsible for a victim who has died or is not able to act for themselves (e.g. the victim is ill or a child);
- the person who harmed them has not been prosecuted or convicted, but they have made a complaint to the police or Crown Attorney.



I INFORMATION TO VICTIMS

How does a victim receive information?

Information is not provided automatically to victims.

This is to respect the privacy rights of victims who do not wish to be contacted or receive information about the offender who harmed them.

Victims wishing to receive information must register with the PBC or the Correctional Service of Canada (CSC) to receive information (known as victim notification). Because the PBC and CSC jointly coordinate their victim services, victims only need to submit an information request form to one or the other. Individual PBC office contact information is located at the back of this booklet.

What types of information can a victim receive?

Once a victim has registered with either the PBC or CSC, they will receive:

- the offender's name;
- the offence and the court of conviction;
- the sentence start date and length;
- the offender's eligibility and review dates for unescorted temporary absences, parole, or statutory release.

Can a victim receive more information?

Upon request, a victim may be provided with the following additional information if the PBC determines that the victim's interest in its disclosure clearly outweighs any invasion of the offender's privacy that could result from the disclosure:

- the offender's age;
- the location of the penitentiary;
- the date of any release on unescorted temporary absence, escorted temporary absence where the Board has approved the absence, parole or statutory release;
- the date of any Parole Board hearing;
- any conditions attached to unescorted temporary absence, parole or statutory release;
- the destination of the offender when released on unescorted temporary absence, parole or statutory release, and if the offender will be in the vicinity of the victim while traveling to that destination;
- whether the offender is in custody and, if not, the reason; and,
- whether the offender has appealed a Board decision and the outcome of the appeal.



I INFORMATION FROM VICTIMS

Do victims have a voice in the Parole Board hearing process?

Victims may provide information to the Parole Board of Canada to consider at any time related to safety concerns and/or the effect the crime has had on them, their family, or the community.

Victims can choose to provide a victim statement detailing the physical, emotional or financial impact the offence has had on them, as well as any other information they think may be relevant. A victim can also request that special conditions be imposed on the offender's release for the Parole Board to consider.

Can victims participate in a parole hearing?

Victims may request to attend the offender's parole hearing as observers, and may also read a written statement to Board members at the hearing which outlines the impact of the offence has had on them.

Victims who do not wish, or who are not able, to attend a parole hearing can also submit a written statement, or a video (DVD) or audio (CD) recording of their statement, to be presented to Board members during the parole hearing. A written copy of the statement must accompany any recording.

For guidelines on what a victim statement should include, contact the PBC office nearest to you.

How does the Parole Board use information provided by victims?

Information provided by victims assists PBC Board members to understand the seriousness of the offence and to assess whether the offender recognizes the harm they have done.

More specifically, this information helps the Board assess:

- if the offender is likely to re-offend if released on conditional release;
- if additional conditions are necessary to manage the offender's risk in the community, especially if the offender will be living near the victim or is a member of the victim's family. The Parole Board may, for example, impose a special condition for no contact with the victim(s).

Will a victim's personal information be shared with the offender?

By law, the PBC must disclose any information to the offender that will be considered during the decision-making process, including information provided by the victim, or a summary of that information.

Personal information about a victim, such as their address and telephone number, is not shared with the offender.

I REGISTRY OF DECISIONS

Can a victim receive a copy of a PBC decision?

Yes. Victims may request PBC decisions from its **Registry of Decisions**, including reasons for decisions related to conditional release, return to prison, detention, and decisions and reasons of the Board's Appeal Division.

The PBC may exempt certain information in these decisions that could reveal confidential sources of information, put a person's safety at risk, or hinder an offender's return to society as a law-abiding citizen.

I FINANCIAL ASSISTANCE

Can a victim get funding to attend a PBC hearing?

Yes. Victims can apply for financial assistance to attend the hearing of the offender who harmed them. The Department of Justice administers a fund that provides financial assistance to registered victims to cover travel, hotel, and meal expenses. Financial assistance is also available for a support person to accompany registered victims to PBC hearings or to provide child or dependent care to enable victims to attend hearings.

For more information, call 1-866-544-1007 (toll-free) or visit the Justice Canada website at www.justice.gc.ca.

| PBC OFFICES

National Office

Parole Board of Canada
410 Laurier Avenue West
Ottawa, Ontario
K1A 0R1
Tel.: 613-954-7474
Fax: 613-995-4380

Atlantic Region

Parole Board of Canada
1045 Main Street, Unit 101
Moncton, New Brunswick
E1C 1H1
Tel.: 506-851-6345
Fax: 506-851-6926

Quebec Region

Parole Board of Canada
Guy-Favreau Complex
200 René-Lévesque Blvd. West
West Tower, 10th Floor
Montréal, Québec
H2Z 1X4
Tel.: 514-283-4584
Fax: 514-283-5484

Ontario/Nunavut Region

Parole Board of Canada
516 O'Connor Drive
Kingston, Ontario
K7P 1N3
Tel.: 613-634-3857
Fax: 613-634-3862

Prairies Region

(Alberta)

Parole Board of Canada
Scotia Place, Scotia 2
Suite 401, 4th Floor
10060 Jasper Avenue Northwest
Edmonton, Alberta
T5J 3R8
Tel.: 780-495-3404
Fax: 780-495-3475

(Saskatchewan)

Parole Board of Canada
101-22nd Street East, 6th Floor
Saskatoon, Saskatchewan
S7K 0E1
Tel.: 306-975-4228
Fax: 306-975-5892

Pacific Region

Parole Board of Canada
1925 McCallum Road, 2nd Floor
Abbotsford, British Columbia
V2S 3N2
Tel.: 604-870-2468
Fax: 604-870-2498

**To register as a victim of crime
or request information contact:**

Parole Board of Canada

1-866-789-4636 (toll-free)

www.pbc-clcc.gc.ca

Correctional Service of Canada

1-866-806-2275 (toll-free)

www.csc.gc.ca/victims-victimes

Other resources:

Victims Fund – Department of Justice

www.justice.gc.ca

Office of the Federal Ombudsman


for Victims of Crime

www.victimfirst.gc.ca

**For a virtual tour of
a parole hearing, visit:**

www.pbc-clcc.gc.ca





PBC Victim Services
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