

Minister of Public Safety Canada

Responsible for Federal Correctional Policy, the *Corrections and Conditional Release Act*, the *Royal Canadian Mounted Police Act*, and the *Immigration and Refugee Protection Act*.

Royal Canadian Mounted Police (RCMP)
www.rcmp-grc.gc.ca/ccaps-spcca/vic-eng.htm

National Office for Victims (NOV)
www.publicsafety.gc.ca/nov

Correctional Service of Canada (CSC)
www.csc-scc.gc.ca/index-en.shtml

Parole Board of Canada (PBC)
www.canada.ca/victims-and-parole

Canada Border Services Agency (CBSA)
www.cbsa-asfc.gc.ca

The RCMP provides police services under contract to all provinces and territories (except Ontario and Quebec) and to some 150 municipalities in Canada. As a part of performing these policing duties, RCMP officers work in close partnership with victim services organizations to ensure victims of crime receive the support they need without delay.

www.rcmp-grc.gc.ca

The RCMP provides referrals to victim services programs across Canada, who in turn:

- lessen the impact of crime and trauma on victims and their families and to assist in their recovery;
- enhance victim safety and help reduce the risk of further victimization;
- increase victims' level of participation in the criminal justice system; and
- prepare victims acting as witnesses for court proceedings.

The NOV contributes to Public Safety Canada's mission of building a safe and resilient Canada by acting as a central resource working to improve victims' experience with the federal corrections and conditional release system. To do this it:

- provides a "victims' lens" on correctional policy development to assist victims in exercising their rights to information, participation and protection;
- develops information products, as resources permit, for dissemination to victims and the general public aimed at increasing awareness so victims can better understand and navigate federal corrections and conditional release;
- complements the work of the Policy Centre for Victim Issues through PS Portfolio coordination and engagement with victims, their advocates and other key stakeholders in order to ensure NOV's services and supports are informed by multi-sectoral consultations; and
- considers the unique needs of victims in vulnerable communities or sub-populations, including Indigenous peoples when undertaking the work outlined above.

The CSC provides reasonable, safe, secure and humane control of offenders serving sentences of two years or more, while assisting offenders to become law-abiding citizens.

National Victim Services Program (NVSP)
www.csc-scc.gc.ca/victims-victimes

- registers victims to receive information about the offender(s);
- provides registered victims with information outlined in section 26 of the *Corrections and Conditional Release Act*;
- engages with victims by receiving Victim Statements and ensuring that the statements are considered in the offenders' correctional and release plans; and
- provides links to other services and resources for victims.

You may contact CSC's NVSP by phone at **1-866-806-2275** or by email at victims-victimes@csc-scc.gc.ca.

Restorative Opportunities Program
www.csc-scc.gc.ca/restorative-justice/index-eng.shtml

Provides victim-offender mediation services to victims of crime.

restorativejustice@csc-scc.gc.ca
1-877-730-9673

The PBC is an independent administrative tribunal that contributes to the protection of society by facilitating, as appropriate, the timely reintegration of offenders as law-abiding citizens through quality conditional release decision-making.

Regional Communications Officers

- register victims to receive information about the offender;
- provide information to victims that they are legally entitled to, such as the offender's parole eligibility and review dates;
- respond to questions about the conditional release decision-making process;
- process victim requests to attend a hearing and/or submit a victim statement;
- process victim requests for copies of decisions and/or to listen to audio recordings of parole hearings;
- attend conditional release hearings with victims; and
- direct victims to other services and resources.

Victims may call **1-866-789-4636** toll-free to be automatically connected to a Regional Communications Officer in their region for assistance and information.

There are two areas of the CBSA's work where victims' rights under the CVBR may be engaged:

- in criminal enforcement of the *Immigration and Refugee Protection Act* (IRPA); and
- in the removal of offenders under the IRPA.

In criminal enforcement of the IRPA, the CBSA is required to ensure that the rights conferred to victims by the CVBR are fulfilled during a CBSA-led investigation into an offence.

In the removal of offenders under the IRPA, the CBSA does not have the mandate to directly engage victims of crime, but will refer persons requesting information to the CSC NVSP. The CBSA ensures that information regarding the status of an offender removal process is uploaded into the CSC Offender Management System. The CSC is legislated to share this information with registered victims of crime. Members of the public can make enquiries regarding specific cases to the CBSA; however, the information is subject to the *Access to Information Act* and the *Privacy Act* provisions. General speaking, personal information cannot be disclosed unless it meets one of the exemptions or is otherwise publicly available.

Victims can receive and submit information to PBC and CSC, when registered, through the **Victims Portal**: www.victimportal-portailvictimes.csc-scc.gc.ca.

For more information on how to register as a victim, visit www.canada.ca/en/services/policing/victims/federalcorrectionsparole/victim-registration.html

Minister of Justice and Attorney General of Canada

Responsible for criminal justice policy and the *Criminal Code of Canada*

Policy Center for Victim Issues (PCVI)

www.justice.gc.ca/eng/cj-jp/victims-victimes/index.html

The PCVI is responsible for implementing the Federal Victim Strategy (FVS), a horizontal initiative that seeks to improve access to justice for victims and survivors of crime and to give them a more effective voice in the criminal justice system. The PCVI provides federal leadership and ensures a consistent federal approach to victim issues. You may contact the PCVI at PCVI-CPCV@justice.gc.ca.

The Victims Fund, through the FVS, provides funding to provincial and territorial governments and non-governmental organizations for projects that support victims of crime. The fund also provides financial assistance to registered victims who wish to travel to attend PBC hearings, and to Canadians victimized abroad. For more information, you may contact: **1-866-544-1007** or visit: www.justice.gc.ca/eng/fund-fina/cj-jp/fund-fond/index.html.

The Victim Services Directory is an online database created by PCVI to help individuals locate victim services in their particular region. The directory can be found at www.victimservices.justice.gc.ca.

Public Prosecution Service of Canada (PPSC)

www.ppsc-sppc.gc.ca/eng/bas/index.html

The PPSC is a national, independent and accountable prosecuting authority whose main objective is to prosecute federal offences and provides legal advice and assistance to law enforcement.

Crown Witness Coordinators

The main role of Crown Witness Coordinators, in the territories, is to help victims and witnesses understand the court process, the roles of the court participants and, for the victims, their rights and responsibilities under the CVBR. Responsibilities of Crown Witness Coordinators include:

- providing court updates and support during and after witness testimony;
- acting as liaisons between Crown counsel, victims, and witnesses, to ensure that their concerns are considered during the justice process; and
- identifying needs of victims and ensuring they are referred to appropriate territorial support agencies to address those needs.

Office of the Federal Ombudsman for Victims of Crime (OFOVC)

www.victimfirst.gc.ca

The OFOVC is an independent resource for victims in Canada created in 2007 to ensure the federal government meets its responsibilities to victims of crime. The Office works to help victims of crime and their families by:

- informing victims about the federal programs and services that exist to help them;
- addressing victims' complaints about compliance with the provisions of the *Corrections and Conditional Release Act* that apply to victims of crimes committed by offenders under federal jurisdiction;
- referring victims to programs and services in their city or province that may be able to assist them;
- identifying and reviewing emerging and systemic issues that negatively affect victims of crime; and,
- making recommendations to the federal government to ensure victims' rights are respected and to improve how victims are treated.

You may contact the OFOVC by phone at **1-866-481-8429** or by email at victimfirst@ombudsman.gc.ca

Minister of Employment and Social Development Canada

Responsible for the *Department of Employment and Social Development Act*

Employment and Social Development Canada (ESDC)

www.canada.ca/en/employment-social-development.html

ESDC is responsible for the Canadian Benefit for Parents of Young Victims of Crime, which provides income support to eligible applicants who have suffered a loss of income because they took time away from work to cope with the death or disappearance of a child or children under the age of 25, as a result of a probable *Criminal Code* offence.

For more information, visit

www.canada.ca/en/employment-social-development/services/parents-young-victims-crime.html

To apply for the Canadian Benefit for Parents of Young Victims of Crime, visit

www.canada.ca/en/employment-social-development/services/parents-young-victims-crime/apply.html

You may also contact the ESDC's Canadian Benefit for Parents of Young Victims of Crime at **1-800-622-6232**