

Assistance with Emergency, Counselling and Funeral Expenses

A Victim Crisis Assistance Ontario (VCAO) representative will help eligible victims to apply to the Victim Quick Response Program within the required timelines.

The Victim Quick Response Program can help eligible victims of domestic violence, sexual assault, hate crimes, serious assault, human trafficking, attempted murder, and homicide, who have no other means to cover the cost of:

1. Emergency expenses

(must apply within 45 days of the incident)

- Home safety repairs to secure windows, doors, replace locks, etc.
- Cellular phone
- Emergency transportation
- Accommodation, meals and personal care items
- Emergency vision care
- Crime scene clean-up

2. Counselling and transportation to counselling

(must apply within 90 days of the incident)

- Including traditional Aboriginal healing services

3. Funeral expenses for homicide victims

(must apply within 45 days of the incident)

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Support when you need it most

To find the Victim Crisis Assistance Ontario (VCAO) service provider in your community, call the Victim Support Line, available 24/7, at 1-888-579-2888 (TTY: 1-888-340-1001) and choose the option to speak with someone about services for victims of crime in your community.

An accessible version of this brochure is available at ontario.ca/victimservices

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Victim Crisis Assistance Ontario

The Victim Crisis Assistance Ontario (VCAO) Program is delivered by community non-profit agencies. Staff and volunteers provide free, non-judgmental, confidential support to people affected by crime and tragic circumstances.

What You Can Expect From Victim Crisis Assistance Ontario (VCAO)

1

Early practical support and crisis intervention.

2

Help to establish your physical and emotional safety.

3

Referrals to community and government services that match your needs.

Trained staff and volunteers will treat you with courtesy, compassion, dignity and respect.

24
365

Services are available 24 hours a day, 7 days a week to provide on-scene support at the request of local police and other community services.

Eligibility

Staff and volunteers support victims, witnesses, and family members affected by:

- Criminal harassment
- Domestic violence
- Elder abuse
- Hate crimes
- Homicide
- Fire
- Human trafficking
- Industrial accidents
- Motor vehicle accidents
- Robbery and property crimes
- Sexual assault
- Sudden death
- Suicide
- And more

Children under 16 need consent from a parent or guardian to receive services.

Assessing your needs and providing referrals

Staff and volunteers will refer you to other programs and services to help address your needs for:

- Safety
- Housing
- Income supports and other financial assistance
- Counselling
- Medical care
- Peer support
- Mental health and addiction services
- Legal services (family law, immigration, criminal, etc.),
- Child care
- Employment supports

Meetings can take place in person or by phone.

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