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**MEMORANDUM TO:** All Chiefs of Police and  
Commissioner Thomas Carrique  
Chairs, Police Services Boards

**FROM:** Stephen Waldie  
Assistant Deputy Minister  
Public Safety Division and Public Safety Training Division

**SUBJECT:** **Victim Quick Response Program+**

<b>DATE OF ISSUE:</b>	<b>September 6, 2019</b>
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At the request of the Ministry of the Attorney General (MAG), I am sharing a communication regarding financial supports for victims.

Please review the attached memo from A/Assistant Deputy Attorney General Tamara Gilbert, which provides details on the Victim Quick Response Program+, which is an update to the existing Victim Quick Response Program.

If you require further information, please contact Vivienne Lipman, Acting Director of Ontario Victim Services at [Vivienne.Lipman@ontario.ca](mailto:Vivienne.Lipman@ontario.ca) or 647-409-2456.

Sincerely,

A handwritten signature in black ink, appearing to read "Waldie".

Stephen Waldie  
Assistant Deputy Minister  
Public Safety Division and Public Safety Training Division

Attachment

**Ministry of the Attorney General**  
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September 6, 2019

**MEMORANDUM TO:** Stephen Waldie  
Assistant Deputy Minister, Public Safety Division and Public  
Safety Training Division

**FROM:** Tamara Gilbert  
A/Assistant Deputy Attorney General

**SUBJECT:** Victim Quick Response Program+

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As you are aware, as part of the 2019 Spring Budget, the Ontario government announced that victim compensation would be reformed by replacing the adjudicative model of the Criminal Injuries Compensation Board (CICB) with an administrative model, to ensure that victims receive financial support faster and more efficiently with less administrative burden.

To this end, Ontario Victim Services is making changes and enhancing the current Victim Quick Response Program (VQRP) to become more streamlined, leveraging the existing VQRP network to become the VQRP+, an administrative one-window access system to financial supports for victims. In addition, as part of the enhancement and to better streamline services, the VQRP+ will also deliver supports for eligible family members of homicide victims, replacing the existing Financial Assistance for Homicide Victims (FAFHV) program.

Starting October 1, 2019, the VQRP+ will commence with changes to some of the services and supports offered through the program to address the priority needs of the most vulnerable victims. Changes and enhancements include:

- Increased amounts for certain services and supports such as hotel accommodations when a victim cannot return immediately to their home as a result of the crime.
- Increased residential treatment resources for victims of human trafficking.

- A new homicide survivor support benefit for spouses of homicide victims and for parents of minor victims of homicide.
- A one-time contribution toward supports for victims with serious physical injuries to assist them with their immediate needs.

I am enclosing a Fact Sheet on VQRP+ for your information. I would ask that you share this information with your staff and bring this memorandum to the attention of the appropriate members of your service so they, and the clients they assist, are aware of the VQRP+ as of October 1, 2019.

For more information or if you have any questions, please feel free to contact Vivienne Lipman, Acting Director of Ontario Victim Services at [Vivienne.Lipman@ontario.ca](mailto:Vivienne.Lipman@ontario.ca) or 647-409-2456. Thank you for your support of this program.



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Tamara Gilbert  
A/Assistant Deputy Attorney General

Encl.

## **Fact Sheet: Victim Quick Response Program+ (VQRP+)**

### **What is the Victim Quick Response Program+ (VQRP+)?**

The Victim Quick Response Program+ (VQRP+) is an administrative program designed to support direct victims, their immediate family members, and witnesses in the immediate aftermath of violent crimes by providing short-term financial support with essential expenses in order to lessen the impact of the crime, enhance safety, and meet immediate practical needs arising from the commission of the crime.

VQRP+ is a program of last resort. Financial support is available to help cover the cost of:

- Safety expenses;
- Practical assistance expenses;
- Travel and associated expenses;
- Crime scene clean-up;
- Counselling services and associated transportation expenses; and
- Supports for victims with serious injuries and for families of homicide victims.

### **What eligibility criteria must a victim meet to receive benefits from VQRP+?**

To be eligible to receive VQRP+ benefits, a victim/recipient must meet the following program requirements:

- a. The victim/recipient is either a direct victim, immediate family member of the direct victim, or witness of one of the following eligible crime types:
  - Attempt to commit murder
  - Child abuse
  - Criminal harassment
  - Elder abuse
  - Hate crimes
  - Historical child sexual abuse (eligible for counselling-related services only)
  - Homicide
  - Human trafficking
  - Intimate partner violence
  - Sexual abuse; or
  - Serious assault
- b. If applying for the homicide survivor support, the victim/recipient must be the spouse of the homicide victim or a parent of a child homicide victim;

- c. The crime occurred in Ontario (or in part in Ontario for direct victims of HT). In the case of a crime that took place over the Internet, the crime will be deemed to take place in Ontario if the victim was living in Ontario at the time of the crime;
- d. The victim/recipient's need for the support is a direct result of the crime;
- e. The application meets the last resort criteria (e.g., victim/recipient lacks access to personal resources to cover the cost of the expenses or the insurance deductible and there are no publicly funded programs available to meet their needs), unless they are applying for the serious injury supports or homicide survivor support;
- f. The victim/recipient did not previously receive funding from the former VQRP, and has not received or has not applied to receive, funds from other programs, for the same service or similar benefit arising out of the same criminal occurrence;
- g. The victim/recipient has not been charged in the reported occurrence (excluding direct victims of HT);
- h. In the case of a homicide, the deceased victim must not have been committing a violent criminal offence at the time of death that could reasonably have been expected to lead to the homicide.
- i. The crime has been reported to the required agency/service:
  - i. In the case of homicide, attempt murder, serious assault, or child abuse, the crime must have been reported to a police service or a child protection authority in Ontario and a police Incident Report or Referral/Child Welfare Referral must have been completed;
  - ii. In the case of intimate partner violence, sexual assault, historical child sexual abuse, human trafficking, criminal harassment, elder abuse and hate crime, the crime must have been reported to police or an intimate partner violence shelter, sexual assault centre, hospital, Indigenous social service provider or other community victim support agency.
- j. The victim/recipient or their authorized representative has signed an agreement confirming that they meet the eligibility criteria and will provide any required documentation to support their VQRP+ request.
- k. The application has been submitted within the eligible timelines.

**How much time, from the date of the incident, do victims have to submit their application to VQRP+?**

The below chart outlines the submission deadline for the various types of available benefits. Victims with specific questions about VQRP+ timelines and extensions should be referred to their local service delivery organization.

Support	Timeline
Supports for Immediate Needs	<p>Applications for supports for immediate needs must be submitted within <b>45 calendars days</b> from the <b>date of the crime</b>.</p> <p>In the case of an accused who has been released on bail, applications will be accepted within <b>45 calendar days</b> from the <b>date of release</b> for safety-related expenses, provided the victim has not already accessed the same supports</p>
Counselling and Traditional Indigenous Health Services	<p>Applications for counselling, traditional Indigenous health services and associated transportation must be submitted within <b>6 months</b> from the <b>date of the crime</b> except in the following circumstances:</p> <ul style="list-style-type: none"> <li>• Where the adult victim/recipient is under 18 years, the application must be submitted within <b>6 months</b> from the <b>date of disclosure</b> of the crime to police, an SDO or other social service provider (for counselling services, traditional Indigenous health services and associated transportation only).</li> <li>• Where the adult victim/recipient was victimized as a child (under 18 years), the application must be submitted within <b>90 calendar days</b> from the <b>date of disclosure</b> of the crime to police, an SDO or other social services provider (for counselling services, traditional Indigenous health services and associated transportation only).</li> </ul>
Serious Injury Supports	Applications for serious injury supports must be submitted within <b>one year</b> from the <b>date of the crime</b> .
Homicide Survivor Supports	Applications for the homicide survivor support must be submitted within <b>one year</b> from the date a death has been deemed to be a homicide.
Supports for HT Victims/Recipients	<p>Applications for HT victims/recipients must be submitted within <b>one year from the date of the crime (i.e., the last HT incident)</b>.</p> <p>Where the victim/recipient is a direct victim of HT who is under 18 years, applications may be submitted either <b>one year</b> from the date of the crime or <b>within 6 months</b> from the <b>date of disclosure</b>, whichever time period is greater.</p>

## **How do victims submit their application for VQRP+?**

The Victim Crisis Assistance Ontario (VCAO) service delivery organizations and other agencies that currently deliver the Victim Quick Response Program will administer VQRP+ to provide a single point of entry for victims. You can contact the Victim Support Line at 1-888-579-2888 or use the ministry's online Victim Service Directory at [www.AttorneyGeneral.jus.gov.on.ca](http://www.AttorneyGeneral.jus.gov.on.ca) to locate the VQRP+ service provider for a particular jurisdiction.