

PAR COURRIEL

Le 19 juin 2025

**Objet : Demande d'accès aux documents - Décision**

V/Réf. : Indemnisation de victimes d'actes criminels

N/Réf. : BSM-2025-005172

Bonjour,

Conformément à la Loi sur l'accès aux documents des organismes publics et sur la protection des renseignements personnels (RLRQ, chapitre A-2.1, ci-après nommée « Loi sur l'accès »), nous avons traité votre demande d'accès reçue le 23 mai 2025, laquelle se lit comme suit :

[...] obtenir copie de tout document, directive, étude, politique, guide, rapport, mémorandum, note, courriel, lettre ou autre écrit se rapportant à l'indemnisation des victimes d'actes criminels sur le territoire du Nunavik (Nord-du-Québec) entre le 12 juillet 2021 et la date de traitement de la présente demande [...].

(Transcription intégrale)

### **Décision**

Nous donnons suite à votre demande. Vous trouverez ci-joint les documents retracés.

À noter que les brouillons inachevés ne sont pas visés par la Loi sur l'accès (article 9) et n'ont pas été considérés lors du traitement de votre demande.

Vous trouverez ci-joint copie de l'article de loi sur lequel se fonde notre décision.

Par ailleurs, pour votre information, vous trouverez des renseignements additionnels sur l'indemnisation des victimes d'actes criminels sur le site suivant : [www.ivac.qc.ca](http://www.ivac.qc.ca).

## **Recours**

Conformément à l'article 51 de la Loi sur l'accès, nous vous informons que vous pouvez, en vertu de la section III du chapitre IV de cette loi (articles 135 et suivants), faire une demande de révision à l'égard de cette décision en vous adressant à la Commission d'accès à l'information dans les 30 jours suivant la date de la présente décision. À cet effet, vous trouverez joint à la présente le document intitulé Avis de recours.

Nous vous prions d'agréer l'expression de nos sentiments les meilleurs.

A handwritten signature in blue ink that reads "Caroline Doucet".

Caroline Doucet, avocate  
Responsable substitut de l'accès aux documents  
et de la protection des renseignements personnels

p. j. 3

**LOI SUR L'ACCÈS AUX DOCUMENTS DES ORGANISMES PUBLICS ET SUR  
LA PROTECTION DES RENSEIGNEMENTS PERSONNELS**

[...]

**CHAPITRE II**  
**ACCÈS AUX DOCUMENTS DES ORGANISMES PUBLICS**

**SECTION I**  
**DROIT D'ACCÈS**

**9.** Toute personne qui en fait la demande a droit d'accès aux documents d'un organisme public. Ce droit ne s'étend pas aux notes personnelles inscrites sur un document, ni aux esquisses, ébauches, brouillons, notes préparatoires ou autres documents de même nature.

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1982, c. 30, a. 9.

[...].

## AVIS DE RECOURS

### RÉVISION DEVANT LA COMMISSION D'ACCÈS À L'INFORMATION

#### a) POUVOIR

L'article 135 de la Loi prévoit qu'une personne peut, lorsque sa demande écrite a été refusée en tout ou en partie par le responsable de l'accès aux documents ou de la protection des renseignements personnels ou dans le cas où le délai prévu pour répondre est expiré, demander à la Commission d'accès à l'information de réviser cette décision.

La demande de révision doit être faite par écrit; elle peut exposer brièvement les raisons pour lesquelles la décision devrait être révisée (article 137).

L'adresse de la Commission d'accès à l'information est la suivante :

#### QUÉBEC

525, boulevard René-Lévesque Est  
Bureau 2.36  
Québec (Québec) G1R 5S9  
Tél. : 418 528-7741  
Numéro sans frais : 1 888 528-7741  
Télécopieur : 418 529-3102

#### MONTRÉAL

2045, rue Stanley  
Bureau 900  
Montréal (Québec) H3A 2V4  
Tél. : 514 873-4196  
Numéro sans frais : 1 888 528-7741  
Télécopieur : 514 844-6170

#### b) MOTIFS

Les motifs relatifs à la révision peuvent porter sur la décision, sur le délai de traitement de la demande, sur le mode d'accès à un document ou à un enregistrement, sur les frais exigibles ou sur l'application de l'article 9 (notes personnelles inscrites sur un document, esquisses, ébauches, brouillons, notes préparatoires ou autres documents de même nature qui ne sont pas considérés comme des documents d'un organisme public).

#### c) DÉLAIS

Les demandes de révision doivent être adressées à la Commission d'accès à l'information dans les 30 jours suivant la date de la décision ou de l'expiration du délai accordé au responsable pour répondre à une demande (article 135).

La Loi prévoit spécifiquement que la Commission d'accès à l'information peut, pour motif raisonnable, relever le requérant du défaut de respecter le délai de 30 jours (article 135).

## **APPEL DEVANT LA COUR DU QUÉBEC**

### **a) POUVOIR**

L'article 147 de la Loi sur l'accès stipule qu'une personne directement intéressée peut interjeter appel sur toute question de droit ou de compétence, devant le juge de la Cour du Québec, de la décision finale de la Commission, y compris une ordonnance de la Commission rendue au terme d'une enquête, ou, sur permission d'un juge de cette Cour, d'une décision interlocutoire à laquelle la décision finale ne pourra remédier.

### **b) DÉLAIS ET FRAIS**

L'article 149 de la Loi sur l'accès stipule que l'appel est formé par le dépôt auprès de la Cour du Québec d'un avis à cet effet précisant les questions de droit ou de compétence qui devraient être examinées en appel.

L'avis d'appel doit être déposé au greffe de la Cour du Québec dans les 30 jours qui suivent la date de la réception de la décision finale par les parties.

### **c) PROCÉDURE**

Selon l'article 151 de la Loi sur l'accès, l'avis d'appel doit être signifié aux parties et à la Commission dans les 10 jours de son dépôt au greffe de la Cour du Québec.

Le secrétaire de la Commission transmet au greffe, pour tenir lieu de dossier conjoint, un exemplaire de la décision contestée et les pièces de la contestation.

**The New Law to Help Crime Victims:**  
*Act to assist persons who are victims of criminal  
offences and to facilitate their recovery*

**Collaboration MJQ – IVAC**

Presentation to CAVAC Sapummijiit community workers in Nunavik  
November, 10th 2022



# Agenda

- Outline the new law's overarching principles;
- Describe the application process to qualify as a crime victim and receive compensation;
- Present the IVAC's policy guidelines and proposed measures for Indigenous victims.



1

# Overview of the new law

**IVAC**  
Indemnisation  
des victimes  
d'actes criminels

Québec 



# Goals

**To help crime victims rebuild their future:** to empower victims to get on with their lives.

**To provide assistance in an equitable manner:** to make sure all victims have access to the services they need in a fair and impartial manner.

**To provide accessible and efficient services:** to make sure that services are timely, high-quality, and equitable.



***Act to assist persons who are victims of criminal offences  
and to facilitate their recovery***

*Act respecting assistance  
for victims of crime*

and

*Crime victims compensation  
act*

**DATE THE NEW LAW TOOK EFFECT: October 13th, 2021**



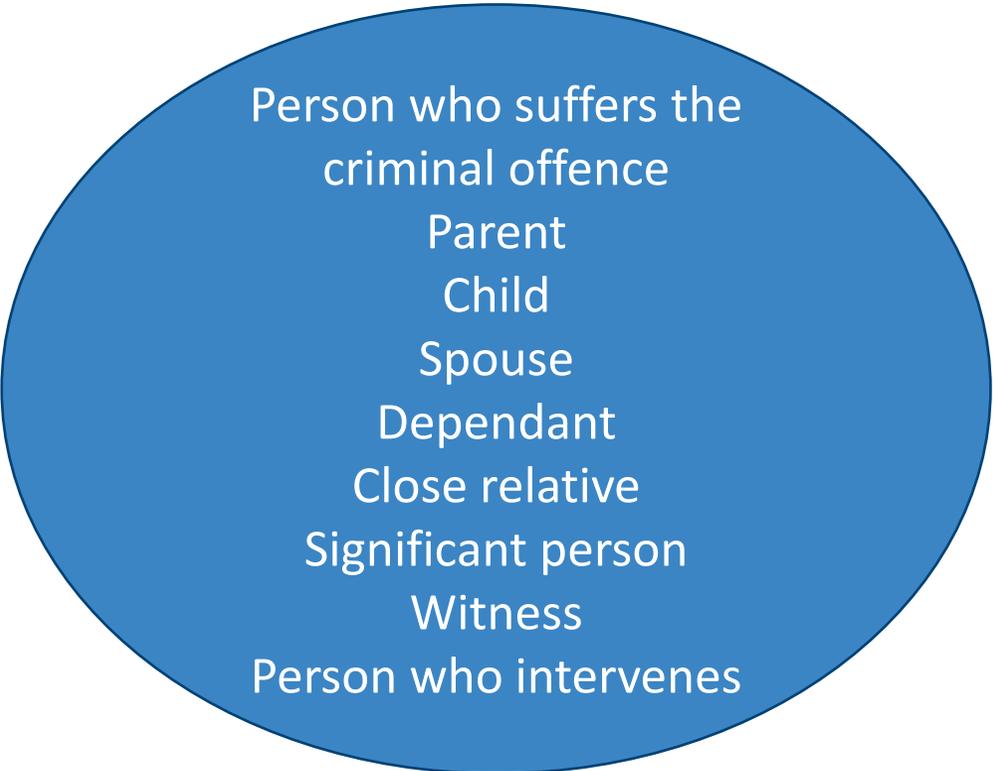
# QUALIFICATION



# NEW DEFINITION OF VICTIM

Person who has suffered physical or psychological harm as a result of a criminal offence (may be a witness, the family of the deceased, etc.)

Financial assistance is adjusted according to the victim category.





# QUALIFYING CRIMINAL OFFENCES

- All criminal offences against the person under the *Criminal Code*.
- Excludes property offences.
- Offences committed outside Quebec, under certain conditions.

# EXAMPLES OF NEWLY RECOGNIZED CRIMINAL OFFENCES

- Sexual touching (any child under 16 years old or inviting them to touch someone sexually)
- Sexual exploitation (someone in a position of authority having a sexual relationship with a 16 or 17 year old minor)
- Voyeurism (secretly observing someone during an intimate activity, such as bathing or undressing)
- Sharing intimate images (texting a sexual photo of someone else without his or her consent, i.e., “revenge porn”)
- Child pornography (producing, distributing, possessing or accessing any representation of minors under 18 years old engaging in sexual activity, such as watching teen sex videos on the Internet)
- Child luring (using the Internet or another device to communicate with a minor under 18 years old in order to commit a sex crime, such as texting him or her to meet up somewhere and then sexually assaulting him or her)
- Criminal harassment and threats (harassing behaviour including repeatedly following, communicating with, or watching someone's home or work)
- Pimping and sex trafficking (providing someone as a prostitute to a John and taking some of the prostitute’s money)

# DEADLINE FOR SUBMITTING A QUALIFICATION APPLICATION

No time limit when the criminal offence involves:

- Intimate partner violence;
- Sexual violence; or
- Violence during childhood.

Three-year time limit for other criminal offences.



# QUALIFICATION APPLICATION

Two forms are available on the IVAC's website:

<https://www.ivac.qc.ca/en/Pages/forms-and-guides.aspx>

- For a person age 14 or older filling out their own application
- For a minor or an incapacitated adult whose application is filled out by another person



# QUALIFICATION APPLICATION

It is not necessary to attach a health assessment or income information at this stage.

These documents may be requested for financial assistance.



# FINANCIAL ASSISTANCE



# IMMEDIATE ASSISTANCE

Upon filing an application for qualification, when the application is likely to be accepted and to meet immediate needs, including:

- Psychotherapeutic or psychosocial treatment;
- Income replacement.

# FINANCIAL ASSISTANCE COMPENSATING A LOSS OF INCOME OR CERTAIN DISABILITIES

- To replace the **income of a person** who is no longer able to hold a job, perform work, or carry out the duties of a role that provides income;
- OR
- To **compensate for certain disabilities**, when the person who is unemployed is no longer able to perform the majority of his or her usual activities.
  - The mandatory **health assessment** must be detailed enough to identify the impairment that justifies the disability and what it is (inability to work or to perform usual activities).
    - This health assessment must be done by a doctor, a dentist, an optometrist, or a pharmacist qualified to evaluate the impairment. A nurse practitioner does not qualify. If it is impossible to see a doctor right away, the victim can claim immediate assistance in the meantime.

# LUMP SUM PAYMENT

## 2 types :

1. Lump sum payment in the case of a temporary injury or a permanent disability:
  - Person who is injured.
  - The form can be filled out by a doctor, a dentist, an optometrist, a pharmacist, a social worker, a psychologist, a nurse, a physiotherapist, a midwife, a criminologist, or any member of 28 professional orders in Quebec if the injury is in the professional's field of specialty.
  - The amount is based on similar rules for car accidents as calculated by the Société de l'assurance automobile du Québec (SAAQ).
2. Lump sum payment in case of death.

# OTHER FINANCIAL ASSISTANCE

## **Psychotherapeutic and psychosocial rehabilitation:**

(consultation(s) with a psychologist, a psychotherapist, a social worker, a sexologist, a criminologist, a psychoeducator, etc.);

## **Physical rehabilitation:**

(physiotherapy, occupational therapy, chiropractic treatment, etc.);

## **Vocational reintegration:**

(tuition and books for retraining, work station adaptation, moving near a new workplace or school, etc.);

## **Social reintegration:**

(moving for health or safety reasons, protective measures for security and self-defence, home care, housekeeping);

## **Medical assistance:**

(medication, pharmaceutical products, technical aids, such as a visual aid, a communication device, or equipment for a physical deficiency);

## **Reimbursement of certain miscellaneous expenses:**

(damaged clothing, an interpreter, tuition fees for a missed year, funeral expenses, a medical expert's report, transportation of the victim's body, crime scene clean-up).

# FINANCIAL ASSISTANCE BY CATEGORY OF VICTIMS

<b>Person who suffers the criminal offence</b>	<ul style="list-style-type: none"><li>• Lump sum payment</li><li>• Financial assistance for loss of income or certain disabilities (3 years)</li><li>• Psychotherapeutic and psychosocial rehabilitation</li><li>• Physical rehabilitation</li><li>• Vocational and social reintegration</li><li>• Medical assistance</li><li>• Reimbursement of certain miscellaneous expenses</li></ul>
<b>Parent of an underage child who has died</b>	<ul style="list-style-type: none"><li>• Lump sum payment</li><li>• Financial assistance for loss of income or certain disabilities (3 years)</li><li>• Psychotherapeutic and psychosocial rehabilitation</li><li>• Physical rehabilitation</li><li>• Vocational and social reintegration</li><li>• Medical assistance</li><li>• Reimbursement of certain miscellaneous expenses</li></ul>
<b>Parent of an underage child who suffers the criminal offence</b>	<ul style="list-style-type: none"><li>• Financial assistance for loss of income or certain disabilities (2 years)</li><li>• Psychotherapeutic and psychosocial rehabilitation</li><li>• Vocational reintegration</li></ul>

# FINANCIAL ASSISTANCE BY CATEGORY OF VICTIMS

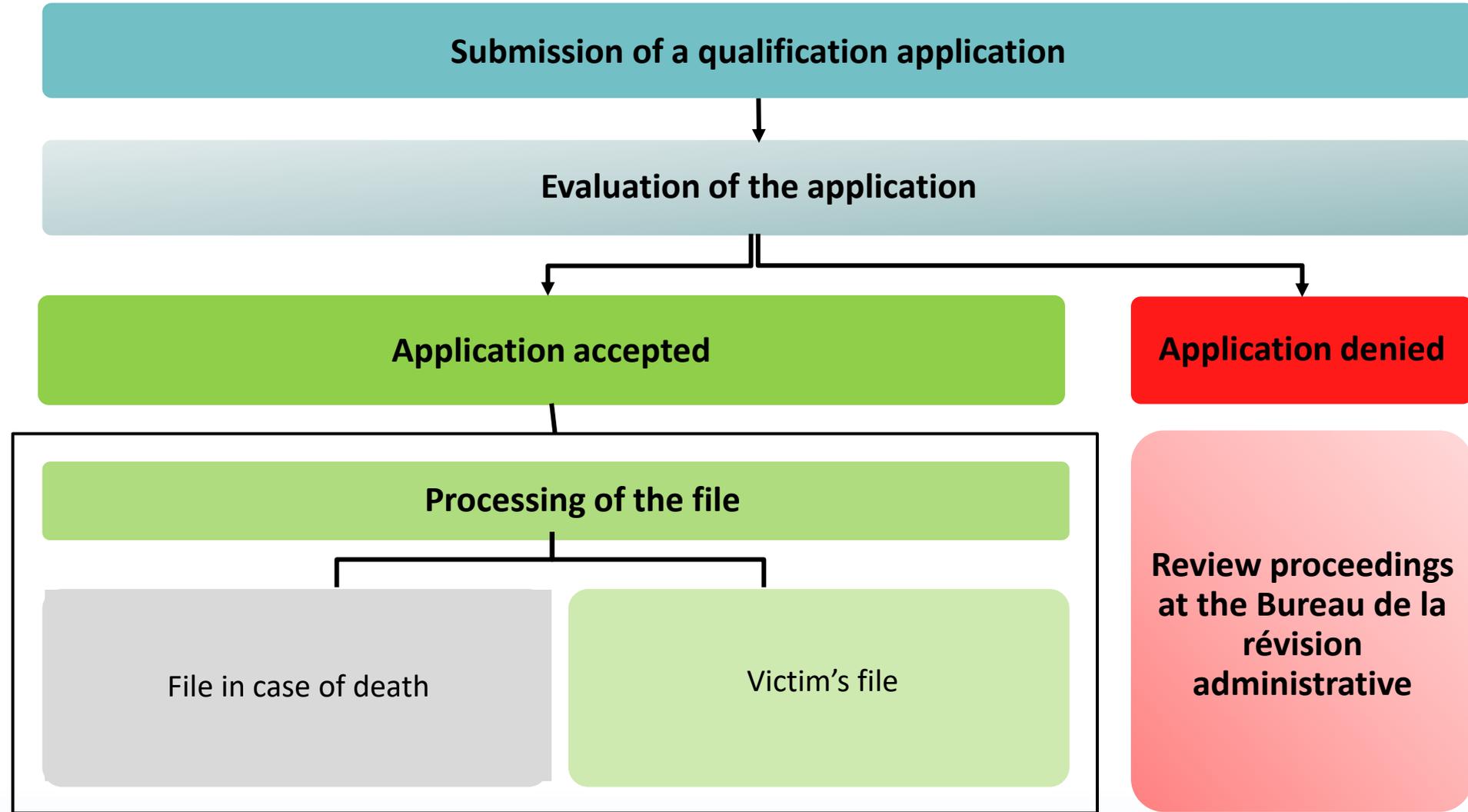
<b>Parent of an adult child who has died</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li><li>• Lump sum payment</li></ul>
<b>Parent of an adult child who suffers the criminal offence</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li></ul>
<b>Child / Spouse / Dependant</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li><li>• Lump sum payment</li></ul>
<b>Relative</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li></ul>
<b>Witness</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li><li>• Financial assistance for loss of income or certain disabilities (2 years)</li><li>• Vocational and social reintegration</li><li>• Reimbursement of certain miscellaneous expenses</li></ul>



2

# The application process to qualify for assistance

# MAP OF THE PROCESS



# MAP OF THE PROCESS

Support

Each victim is called by an indemnity agent who provides information about financial assistance for which he or she qualifies as well as the respective roles and responsibilities of the victim and IVAC.

## Steps to support the victim:

- **Mandate** of the Direction générale de l'IVAC;
- **Roles and responsibilities** of each party (victim, service providers and health care professionals, DGIVAC employees);
- Presentation of **financial assistance** available to the victim;
- Identification of **needs** caused by the criminal offence;
- **Authorization** of financial assistance needed to support the victim's recovery;
- **Payments for loss of income or certain disabilities**, if required;
- **Lump sum payment** for temporary injury or permanent disability as determined by the health assessment.

# CONSIDERATION OF INDIGENOUS REALITIES

- Policy guidelines were proposed to ensure that Indigenous realities are adequately considered under the new law.
- The following issues informed the proposed policy guidelines:
  - geographical remoteness;
  - limited availability of professional resources in Indigenous communities;
  - lack of awareness among Indigenous people of services available for victims; and
  - limited recognition of traditional healing and conflict management within government-funded programs.

## IMPLEMENTATION OF THE POLICY GUIDELINES

Proposed changes to take into account Indigenous realities are axed around the following three policy guidelines:

- increased accessibility to services;
- recognition of traditional healing methods;
- adaptation of practices.

# PROPOSED ACTIONS IN PARTNERSHIP WITH COLLABORATING INDIGENOUS ORGANIZATIONS



- 1) Assess ease of access to health and social services by people living in Indigenous communities in order to identify needed improvements;
- 2) Create a new category of eligible services that includes traditional healing methods to meet the needs of Indigenous people;
- 3) Include more locations for videoconference consultations other than CAVACs, such as in CLSCs;

- 
- 4) Accept expenses for Indigenous interpreters who are not members of the Ordre des traducteurs, terminologues et interprètes agréés du Québec;
  - 5) Promote the IVAC within Indigenous communities so that possibilities for compensation are more well known ;
  - 6) Provide more support to Indigenous victims who apply to the IVAC for compensation in order to facilitate the application process;
  - 7) Develop the role of the IVAC's Indigenous Relations Advisor who is responsible for accompanying victims and advising the IVAC on how to improve services for Indigenous communities.



## STEPS TO IMPLEMENTATION

- 1) Identify psychosocial rehabilitation services available in Indigenous communities in order to target additional needs;
- 2) Develop a framework for the recognition of traditional healing services and health care treatments in partnership with collaborating Indigenous organizations and develop informational tools about them;
- 3) Provide information to Indigenous victims in both Indigenous communities and urban centers as well as to community workers who interact with them;
- 4) Network to raise awareness about IVAC services.



## ROUNDTABLE QUESTIONS

- 1) What services are offered by the CLSC in your region?
- 2) What do Indigenous victims in your region do when they need to see a doctor?
- 3) What traditional healing services and health care treatments would be beneficial to Indigenous victims in your region?

# DO YOU HAVE ANY QUESTIONS OR SUGGESTIONS?



Contact person at the IVAC:

France Simon

Victim Services and Indigenous Relations Advisor

[france.simon@cnesst.gouv.qc.ca](mailto:france.simon@cnesst.gouv.qc.ca)

1-800-561-4822 or 514-906-3019 ext. 2054

Thank You

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**IVAC**

Indemnisation  
des victimes  
d'actes criminels

Québec 

# **The New Law to Help Crime Victims:** *Act to assist persons who are victims of criminal offences and to facilitate their recovery*

**Collaboration Justice Québec – IVAC**

Presentation to professionals working with victims in Nunavik  
February 2023



# TODAY'S AGENDA

- 1) Overview of the new law
- 2) The application process to qualify for financial assistance



1

# Overview of the new law



# GOALS OF THE NEW LAW

**To help crime victims rebuild their future:** to empower victims to get on with their lives.

**To provide assistance in an equitable manner:** to make sure all victims have access to the services they need in a fair and impartial manner.

**To provide accessible and efficient services:** to make sure that services are timely, high-quality, and equitable.

.....  
.....  
.....

# *Act to assist persons who are victims of criminal offences and to facilitate their recovery*

*Act respecting assistance  
for victims of crime*

and

*Crime victims compensation  
act*

**DATE THE NEW LAW TOOK EFFECT: October 13th, 2021**



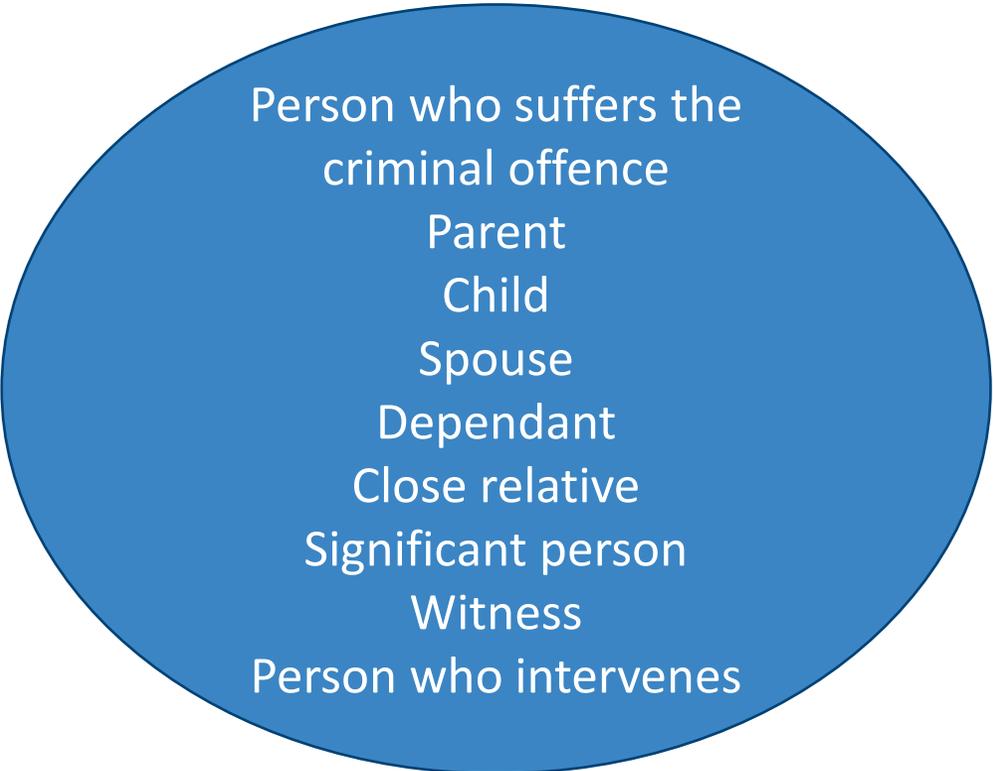
# QUALIFICATION



# NEW DEFINITION OF “VICTIM”

Person who has suffered physical or psychological harm as a result of a criminal offence (may be a witness, the family of the deceased, etc.)

Financial assistance is adjusted according to the category of victim.





# QUALIFYING CRIMINAL OFFENCES

- All criminal offences against the person under the *Criminal Code*.
- Excludes property offences.
- Offences committed outside Quebec, under certain conditions.

# EXAMPLES OF NEWLY RECOGNIZED CRIMINAL OFFENCES

- Sexual touching (any child under 16 years old)
- Sexual exploitation (16- or 17-year old teenagers)
- Voyeurism
- Sharing intimate images (“revenge porn”)
- Child pornography
- Child luring (using the Internet or another device)
- Criminal harassment and threats
- Pimping and sex trafficking
- \* Domestic violence is not a crime in the *Criminal Code*, but several acts associated with it are: breaking and entering; mischief (property damage); assault; attempted murder; possession of a weapon; cruelty to animals; sexual assault; fraud; breaking court conditions.



# DEADLINE FOR SUBMITTING A QUALIFICATION APPLICATION

No time limit when the criminal offence involves:

- Intimate partner violence;
- Sexual violence; or
- Violence during childhood.

Three-year time limit for other criminal offences.



# QUALIFICATION APPLICATION

Two forms are available on IVAC's website:

<https://www.ivac.qc.ca/en/Pages/forms-and-guides.aspx>

- For a person age 14 or older filling out their own application
- For a minor or an incapacitated adult whose application is filled out by another person



# QUALIFICATION APPLICATION

It is not necessary to attach a health assessment or income information at this stage.

These documents may be requested for financial assistance.



# FINANCIAL ASSISTANCE



# IMMEDIATE ASSISTANCE

Upon filing an application for qualification, when the application is likely to be accepted and to meet immediate needs, including:

- Psychotherapeutic or psychosocial treatment;
- Income replacement.



# PSYCHOLOGICAL ASSISTANCE

Psychotherapeutic and psychosocial rehabilitation (counselling) is available for all categories of victims.

It reimburses the cost of consultations with:

- a psychologist,
- a psychotherapist,
- a social worker,
- a sexologist,
- a criminologist, or
- a psychoeducator, etc.

Some victims can get an unlimited number of consultations while others get a maximum of 30.

# FINANCIAL ASSISTANCE COMPENSATING A LOSS OF INCOME OR CERTAIN DISABILITIES

- To replace the **income of a person** who is no longer able to hold a job, perform work, or carry out the duties of a role that provides income;
- OR
- To **compensate for certain disabilities**, when the person who is unemployed is no longer able to perform the majority of his or her usual activities.
- 
- The mandatory **health assessment** must be detailed enough to identify the impairment that justifies the disability and what it is (inability to work or to perform usual activities).
    - This health assessment must be done by a doctor, a dentist, an optometrist, or a pharmacist qualified to evaluate the impairment. A nurse practitioner does not qualify. If it is impossible to see a doctor right away, the victim can claim immediate assistance in the meantime.



# LUMP SUM PAYMENT

## 2 types :

1. Lump sum payment in the case of a temporary injury or a permanent disability:
  - Person who is injured.
  - The form can be filled out by a doctor, a dentist, an optometrist, a pharmacist, a social worker, a psychologist, a nurse, a physiotherapist, a midwife, a criminologist, or any member of 28 professional orders in Quebec if the injury is in the professional's field of specialty.
  - The amount is based on similar rules for car accidents as calculated by the Société de l'assurance automobile du Québec (SAAQ).
2. Lump sum payment in case of death.

## OTHER FINANCIAL ASSISTANCE

**Physical rehabilitation:** physiotherapy, occupational therapy, chiropractic treatment, etc.;

**Vocational reintegration:** tuition and books for retraining, work station adaptation, moving near a new workplace or school, etc.;

**Social reintegration:** moving for health or safety reasons, protective measures for security and self-defence, home care, housekeeping;

**Medical assistance:** medication, pharmaceutical products, technical aids, such as a visual aid, a communication device, or equipment for a physical deficiency;

**Reimbursement of certain miscellaneous expenses:** damaged clothing, an interpreter, tuition fees for a missed year, funeral expenses, a medical expert's report, transportation of the victim's body, crime scene clean-up.

# FINANCIAL ASSISTANCE BY CATEGORY OF VICTIM

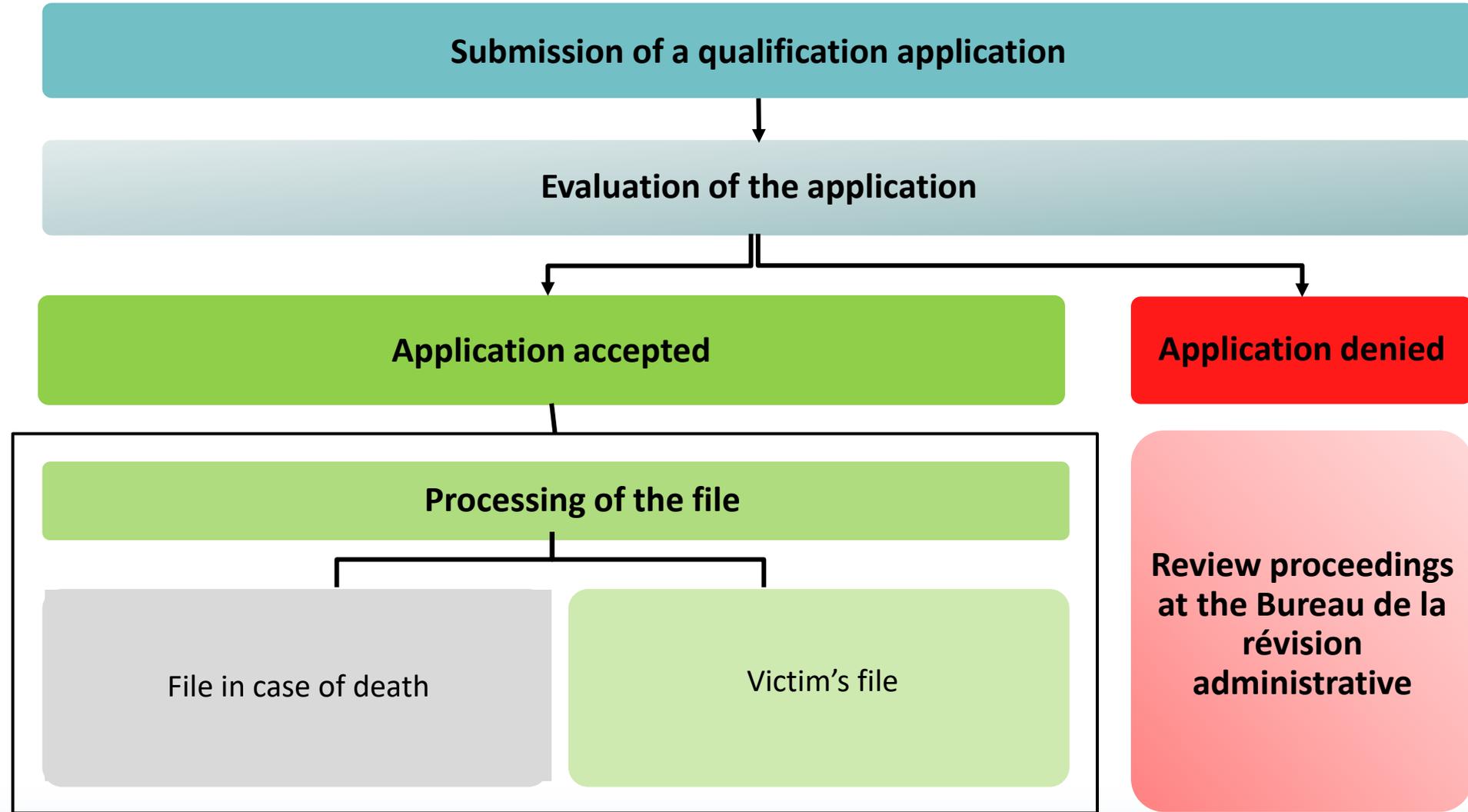
<b>Person who suffers the criminal offence</b> <b>Parent of a minor child who has died</b>	<ul style="list-style-type: none"><li>• All types of assistance:<ul style="list-style-type: none"><li>• Lump sum payment</li><li>• Financial assistance for loss of income or certain disabilities (3 years)</li><li>• Psychotherapeutic and psychosocial rehabilitation (unlimited consultations)</li><li>• Physical rehabilitation</li><li>• Vocational and social reintegration</li><li>• Medical assistance</li><li>• Reimbursement of certain miscellaneous expenses</li></ul></li></ul>
<b>Child / Spouse / Dependant</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li><li>• Lump sum payment</li></ul>
<b>Relative</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li></ul>
<b>Witness</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation (unlimited consultations)</li><li>• Financial assistance for loss of income or certain disabilities (2 years)</li><li>• Vocational and social reintegration</li><li>• Reimbursement of certain miscellaneous expenses</li></ul>



2

# The application process to qualify for financial assistance

# MAP OF THE PROCESS



# MAP OF THE PROCESS

Support

Each victim is called by an indemnity agent who provides information about financial assistance for which they qualify as well as the respective roles and responsibilities of the victim and IVAC.

## What the agent does to support the victim:

- Explains IVAC's **mandate**;
- Explains the **roles and responsibilities** of each party (victim, service providers and health care professionals, IVAC employees);
- Explains the types of **financial assistance** available to the victim;
- Identifies the victim's **needs** caused by the criminal offence;
- **Authorizes** the payment of financial assistance needed to support the victim's recovery;
- Starts **payments for loss of income or certain disabilities**, if required;
- Authorizes the **lump sum payment** for temporary injury or permanent disability as determined by the health assessment.

# CONSIDERATION OF INDIGENOUS REALITIES

- Policy guidelines were proposed to ensure that Indigenous realities are adequately considered under the new law.
- The following issues informed the proposed policy guidelines:
  - geographical remoteness;
  - limited availability of professional resources in Indigenous communities;
  - lack of awareness among Indigenous people of services available for victims; and
  - limited recognition of traditional healing and conflict management within government-funded programs.

# PROPOSED ACTIONS IN PARTNERSHIP WITH COLLABORATING INDIGENOUS ORGANIZATIONS

- 1) Evaluate ease of access to health and social services by people living in Indigenous communities in order to identify needed improvements;
- 2) Create a new category of eligible services that includes traditional healing methods to meet the needs of Indigenous people;
- 3) Include more locations for videoconference consultations other than CAVACs, such as in CLSCs;

- 
- 4) Accept expenses for Indigenous interpreters who are not members of the Ordre des traducteurs, terminologues et interprètes agréés du Québec;
  - 5) Promote IVAC within Indigenous communities so that possibilities for compensation are more well known ;
  - 6) Provide more support to Indigenous victims who apply to IVAC for compensation in order to facilitate the application process;
  - 7) Develop the role of IVAC's Indigenous Relations Advisor who is responsible for accompanying victims and advising IVAC on how to improve services for Indigenous communities.



## STEPS TO IMPLEMENTATION

- 1) Identify psychological rehabilitation services available in Indigenous communities in order to target additional needs;
- 2) Develop a framework for the recognition of traditional healing services and health care treatments in partnership with collaborating Indigenous organizations and develop informational tools about them;
- 3) Provide information to Indigenous victims in both Indigenous communities and urban centers as well as to community workers who interact with them;
- 4) Network to raise awareness about IVAC services.

# DO YOU HAVE ANY QUESTIONS OR SUGGESTIONS?

Contact person at IVAC:

France Simon

Victim Services and Indigenous Relations Advisor

[france.simon@cnesst.gouv.qc.ca](mailto:france.simon@cnesst.gouv.qc.ca)

1-800-561-4822 or 514-906-3019 ext. 2054

Thank You

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**IVAC**

Indemnisation  
des victimes  
d'actes criminels

Québec 

**The New Law to Help Crime Victims:**  
***Act to assist persons who are victims of criminal offences and to facilitate their recovery***

Justice Québec – IVAC Collaborative Presentation

Sapummijiit CAVAC Agents in Nunavik

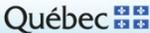
November 16th, 2023

1

**TODAY'S AGENDA**

- 1) Overview of the new law & financial aid available
- 2) The application process to qualify for financial aid

2



1

**Overview of  
the new law &  
financial aid  
available**

**IVAC**  
Indemnisation  
des victimes  
d'actes criminels

**Québec** 

3

***Act to assist persons who are victims of criminal offences  
and to facilitate their recovery***

*Act respecting assistance for victims of crime (1988)*      and      *Crime victims compensation act (1972)*

**DATE THE NEW LAW TOOK EFFECT:**  
October 13th, 2021

**Votre**   
gouvernement

**IVAC**  
Indemnisation  
des victimes  
d'actes criminels

**Québec** 

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## GOALS OF THE NEW LAW

**To help crime victims rebuild their future:** to empower victims to get on with their lives.

**To provide assistance in an equitable manner:** to make sure all victims have access to the services they need in a fair and impartial manner.

**To provide accessible and efficient services:** to make sure that services are timely, high-quality, and equitable.

## QUALIFICATION

## NEW DEFINITION OF “VICTIM”

Person who has suffered **physical or psychological harm as a result of a criminal offence** (may be a witness, the family of the deceased, etc.)

Financial aid is adjusted according to the category of victim.

Person injured by the crime

- Parent
- Child
- Spouse
- Dependant
- Close relative
- Significant person
- Witness
- Person who intervenes





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## CLOSE RELATIVES

Brother, sister

Grandparent, grandchild

Spouse's child

Parent's spouse, Child of parent's spouse (i.e., mother-in-law, father-in-law, their children)

**Significant person**

- Person designated by the injured person or who demonstrates a significant connection to the deceased person (e.g. aunt, roommate, friend, etc.)





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## QUALIFYING CRIMINAL OFFENCES

- All criminal offences in the *Criminal Code* committed against the person since March 1st, 1972.
- Excludes property offences.

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## IDENTITY OF THE ACCUSED

Financial aid may be granted whether or not the perpetrator of the criminal offense has been:

- identified;
- arrested;
- prosecuted; or
- found guilty.

It is not necessary to report the crime to police in order to receive financial aid.

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## EXAMPLES OF NEWLY RECOGNIZED CRIMINAL OFFENCES

- Sexual touching (any child under 16 years old)
- Sexual exploitation (16- or 17-year old teenagers)
- Voyeurism
- Sharing intimate images (“revenge porn”)
- Child pornography
- Child luring (using the Internet or another device)
- Criminal harassment and threats
- Pimping and sex trafficking
- \* Domestic violence is not a crime in the *Criminal Code*, but several acts associated with it are: assault; attempted murder; sexual assault; etc.

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## DEADLINE FOR SUBMITTING A QUALIFICATION APPLICATION

No time limit when the criminal offence involves:

- Intimate partner violence;
- Sexual violence; or
- Violence during childhood.

Three-year time limit for other criminal offences.

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## SPECIAL DEADLINE

Application involving sexual violence, intimate partner violence or violence during childhood that has been refused only because it was submitted past the deadline:

- until October 13th, 2024 to submit a new application
- form “Reactivation of an application previously refused because submitted past the deadline” under “Qualification application” > “Persons who are victims”

\* This application will be analyzed according to the criteria of the old law. If the application is approved, the victim will receive financial aid under the new law.

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A child was sexually assaulted on June 1st, 1980.

She applied to IVAC in 1999, but her application was rejected for being past the deadline.

The new law took effect on October 13th, 2021.

The victim has until October 13th, 2024 to submit a new application.\*

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## QUALIFICATION APPLICATION

Two forms are available on IVAC’s website:

<https://www.ivac.qc.ca/en/Pages/forms-and-guides.aspx>

- For a person age 14 or older filling out their own application
- For a minor or an incapacitated adult whose application is filled out by another person

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d'actes criminels

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## QUALIFICATION APPLICATION

It is not necessary to attach a health assessment or income information at this stage.

These documents may be requested for financial assistance.

The empty box at the end of the form can be used to apply for Immediate Aid.

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## FINANCIAL AID

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## IMMEDIATE AID

As soon as an application has been submitted.

When the application will probably be approved.

Based on the victim's statement in the application form.

To meet immediate needs, such as:

- Psychological aid (counselling sessions)
- Income replacement
- Protective measures (e.g., alarm system, moving for safety purposes, etc.)

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## PSYCHOLOGICAL AID

**Psychotherapeutic and psychosocial rehabilitation reimburses the cost of consultations (counselling) to help heal psychological symptoms and to reduce personal, family, and social problems caused by the crime. Services of more professionals are now reimbursed:**

- psychologists, psychotherapists, psychoeducators,
- social workers, marriage and family therapists,
- sexologists,
- criminologists,
- occupational therapists (ergothérapeutes), special needs teachers (orthopédagogues), special care counsellors (éducateurs spécialisés),
- vocational guidance (career) counsellors, etc.

18

## PSYCHOLOGICAL AID

All categories of victim are eligible.

Unlimited number of sessions	Maximum of 30 sessions	7 sessions with possibility of 7 extra
<ul style="list-style-type: none"> <li>Person who is injured</li> <li>Parent of a child who has died</li> <li>Witness</li> <li>Person who intervenes</li> </ul>	<ul style="list-style-type: none"> <li>Other categories of victim</li> </ul>	<ul style="list-style-type: none"> <li>Significant person</li> </ul>





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## FINANCIAL AID FOR LOSS OF INCOME OR COMPENSATING CERTAIN DISABILITIES

To replace the **income of a person** who is no longer able to hold a job, perform work, or carry out the duties of a role that provides income.

or

To compensate for certain **disabilities** when the person who is unemployed is no longer able to perform the majority of his or her usual activities.





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## FINANCIAL AID FOR LOSS OF INCOME OR COMPENSATING CERTAIN DISABILITIES

- A mandatory **health assessment** must be done by a doctor, a dentist, an optometrist, or a pharmacist qualified to evaluate the impairment. A nurse practitioner does not qualify.
- This health assessment must be detailed enough to identify the impairment that justifies the disability (inability to work or to perform usual activities), the symptoms, the foreseeable duration, and any treatment proscribed.
- If it is impossible to see a doctor right away, the victim can claim immediate aid in the meantime by indicating his or her immediate needs in the blank space at the end of the application form.

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## LUMP SUM PAYMENT

### 2 types:

1. Lump sum payment for a permanent disability or a temporary injury:
  - Person who is injured.
  - The form can be filled out by a doctor, a dentist, an optometrist, a pharmacist, a social worker, a psychologist, a nurse, a physiotherapist, a midwife, a criminologist, or any member of 28 professional orders in Quebec if the injury is in the professional's field of specialty.
  - The amount is based on similar rules for car accidents as calculated by the Société de l'assurance automobile du Québec (SAAQ).
2. Lump sum payment in case of death:
  - Spouse, parents, children, and dependants of a person who has died.

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## PHYSICAL REHABILITATION

### Physical rehabilitation includes:

- physiotherapy;
- occupational therapy;
- chiropractic treatment;
- home care;
- housekeeping;
- adaptation of the victim's home;
- adaptation of a vehicle.

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## VOCATIONAL REINTEGRATION

### Vocational reintegration includes:

- evaluation of professional possibilities (help with job searching);
- tuition fees and textbooks for retraining;
- additional financial aid for loss of income (beyond the initial loss of income aid);
- adaptation of a work station;
- moving near a new workplace or school.

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## SOCIAL REINTEGRATION

### Social reintegration includes:

- moving for health or safety reasons;
- protective measures for security (alarm system, new locks, security bars on windows, self-defence classes, name change);
- home care;
- housekeeping.

## MEDICAL ASSISTANCE

### Medical assistance includes:

- medication;
- pharmaceutical products;
- technical aids (a visual aid, a communication device, or equipment for a physical deficiency, such as canes, crutches, walkers, a wheelchair, hearing aids).

## REIMBURSEMENT OF CERTAIN EXPENSES

### Reimbursement of certain miscellaneous expenses includes:

- damaged clothing;
- an interpreter to communicate with IVAC;
- tuition fees for a missed year;
- funeral expenses;
- a medical expert's report;
- transportation of the victim's body;
- crime scene clean-up.

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## FINANCIAL AID BY CATEGORY OF VICTIM

Person who suffers the criminal offence	<ul style="list-style-type: none"> <li>• All types of aid:               <ul style="list-style-type: none"> <li>• Lump sum payment</li> <li>• Financial assistance for loss of income or certain disabilities (3 years)</li> <li>• Psychotherapeutic and psychosocial rehabilitation (unlimited consultations)</li> <li>• Physical rehabilitation</li> <li>• Vocational and social reintegration</li> <li>• Medical assistance</li> <li>• Reimbursement of certain miscellaneous expenses</li> </ul> </li> </ul>
Parent of a minor child who has died	
Child / Spouse / Dependant	<ul style="list-style-type: none"> <li>• Psychotherapeutic and psychosocial rehabilitation</li> <li>• Lump sum payment</li> </ul>
Relative	<ul style="list-style-type: none"> <li>• Psychotherapeutic and psychosocial rehabilitation</li> </ul>
Witness	<ul style="list-style-type: none"> <li>• Psychotherapeutic and psychosocial rehabilitation (unlimited consultations)</li> <li>• Financial assistance for loss of income or certain disabilities (2 years)</li> <li>• Vocational and social reintegration</li> <li>• Reimbursement of certain miscellaneous expenses</li> </ul>

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## RIGHT TO REVIEW

Time limit to request administrative review

90 days

All IVAC decisions are eligible for administrative review.

Except for decisions that award the maximum amount of financial aid. This exception also applies to contestations before the Administrative Tribunal of Québec (TAQ).

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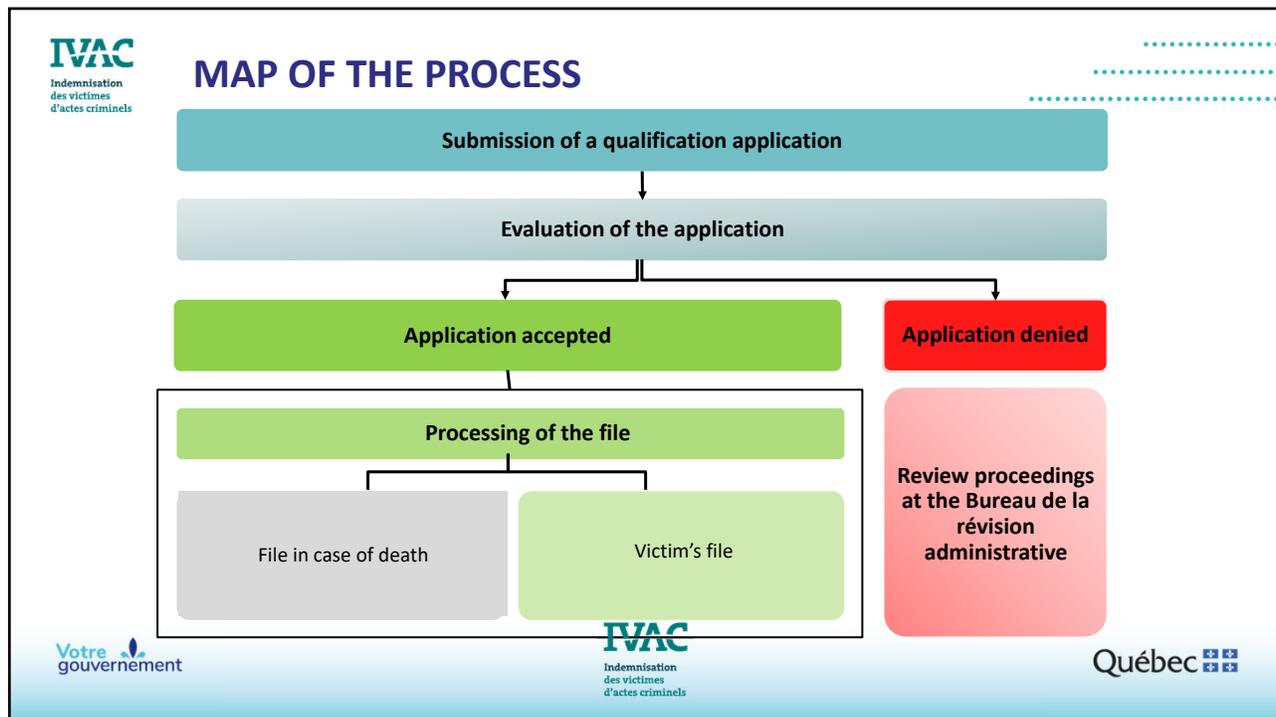
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## The application process to qualify for financial aid

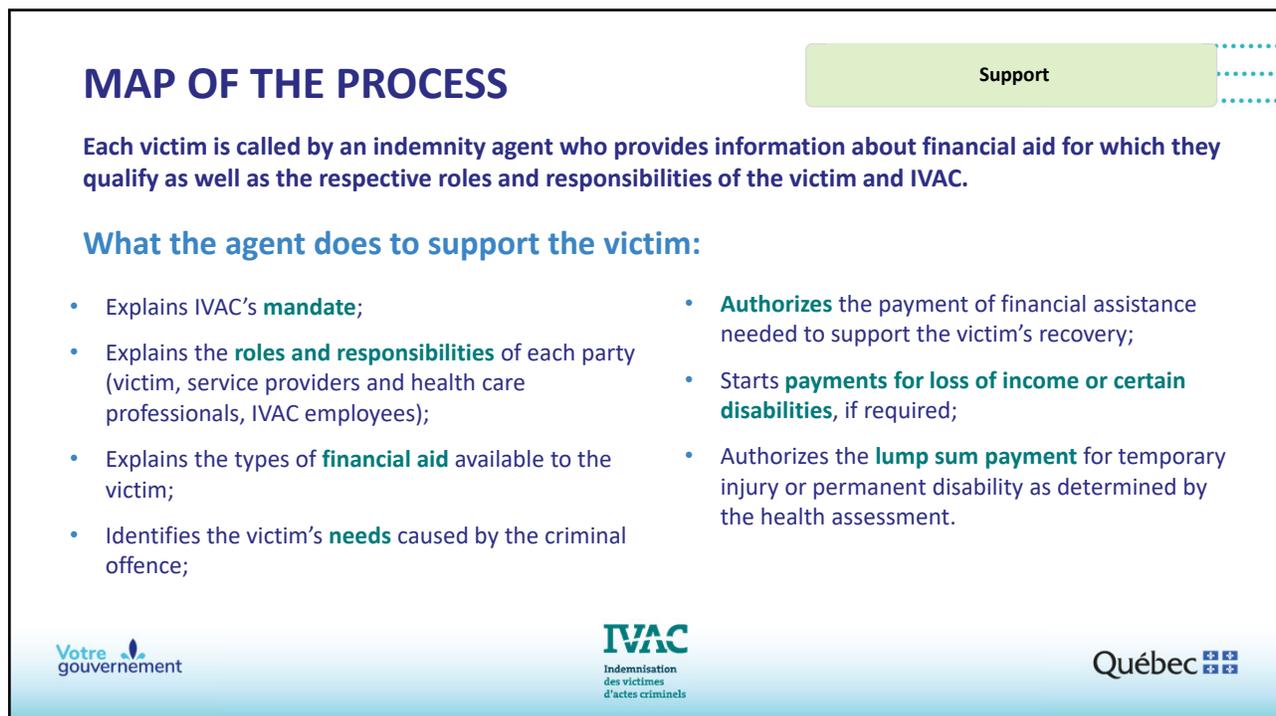
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d'actes criminels

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## CONSIDERATION OF INDIGENOUS REALITIES

- Policy guidelines were proposed to ensure that Indigenous realities are adequately considered under the new law.
- The following issues informed the proposed policy guidelines:
  - geographical remoteness;
  - limited availability of professional resources in Indigenous communities;
  - lack of awareness among Indigenous people of services available for victims; and
  - limited recognition of traditional healing and conflict management within government-funded programs.

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## PROPOSED ACTIONS IN PARTNERSHIP WITH COLLABORATING INDIGENOUS ORGANIZATIONS

- 1) Evaluate ease of access to health and social services by people living in Indigenous communities in order to identify needed improvements;
- 2) Create a new category of eligible services that includes traditional healing methods to meet the needs of Indigenous people;
- 3) Include more locations for videoconference consultations other than CAVACs, such as in CLSCs;

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- 4) Accept expenses for Indigenous interpreters who are not members of the Ordre des traducteurs, terminologues et interprètes agréés du Québec;
- 5) Promote IVAC within Indigenous communities so that possibilities for compensation are more well known ;
- 6) Provide more support to Indigenous victims who apply to IVAC for compensation in order to facilitate the application process;
- 7) Develop the role of IVAC's Indigenous Relations Advisor who is responsible for accompanying victims and advising IVAC on how to improve services for Indigenous communities.

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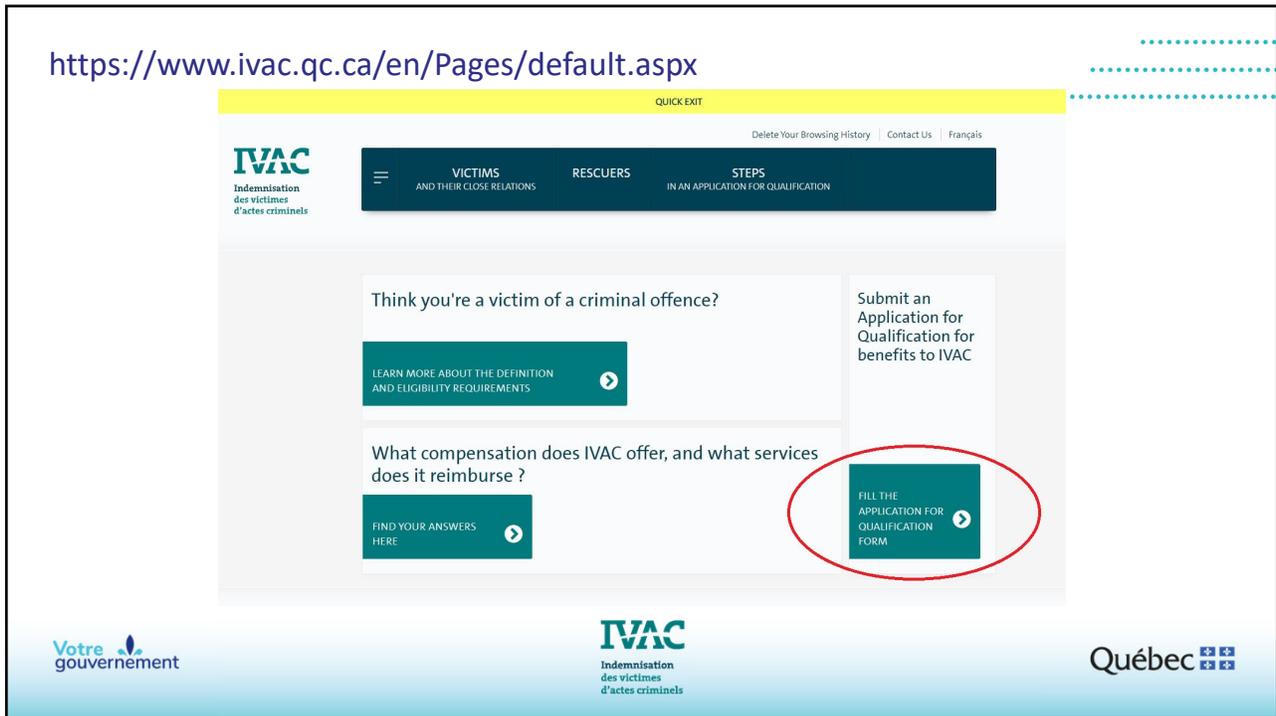
## STEPS TO IMPLEMENTATION

- 1) Identify psychological rehabilitation services available in Indigenous communities in order to target additional needs;
- 2) Develop a framework for the recognition of traditional healing services and health care treatments in partnership with collaborating Indigenous organizations and develop informational tools about them;
- 3) Provide information to Indigenous victims in both Indigenous communities and urban centers as well as to community workers who interact with them;
- 4) Network to raise awareness about IVAC services.

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https://www.ivac.qc.ca/en/Pages/forms-and-guides.aspx

QUICK EXIT

### Qualification application

Qualification application are used to apply for financial assistance or an established support measure.

#### Persons who are victims

##### Minor or incapable person of full age

**Citelete:** Persons who are victims of criminal offences (minors or incapable persons of full age)

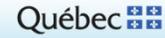
[Download the form Qualification Application for minors and incapable persons of full age \(PDF | 398 KB\)](#)

You can consult the [Qualification Application Guide for minors and incapable persons of full age \(in French only\) \(PDF | 346 KB\)](#) to help you complete the qualification application forms. We recommend that you keep a copy of the guide for your records.

##### Person aged 14 or over

**Citelete:** Persons who are victims of criminal offences aged 14 and over filling out their own application and crime victims of full age (18 and over)

[Download the form Qualification Application for persons aged 14 and over filling out their own application \(PDF | 296 KB\)](#)



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**IVAC**  
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**QUALIFICATION APPLICATION  
FOR PERSONS AGED 14 YEARS AND OVER  
FILLING OUT THEIR OWN APPLICATION**

1. Fill out the form by entering the necessary information in the appropriate spaces.      2. Send the completed document to the Direction générale de l'IVAC:

Online: 1800 363-6222      By mail: 1000, avenue d'Edmontonville, CP 1400 Succ. Terminus Québec (Québec) G1K 0K2      By fax: 1 866 927-0033

<b>1. Applicant Identification</b>	
Sumname (as shown on birth certificate)	First name
Date of birth	
Social Insurance Number (N.A.S.)	Health Insurance Number (N.A.M.)
Language of correspondence French <input type="checkbox"/> English <input type="checkbox"/>	
Address	
Number	Street
P.O. Box	City/Municipality
Province/State	Country
Postal Code	Telephone
	Main <input type="checkbox"/> Other <input type="checkbox"/>
Were you the direct victim of the criminal offence?	
If not, indicate the first and last names of the person who is the victim (if known). What is your relationship to this person?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
In order to help IVAC determine whether you are eligible for certain services, please answer the following question: Are you an indigenous person?	
yes <input type="checkbox"/> No <input type="checkbox"/> I prefer not to answer <input type="checkbox"/>	

**2. Event**

**PART 1**

Single event      Events occurring over a period of time

Date      Time (a.m./p.m.)      OR      Start date      End date

Location

Street      City/Municipality      Province/State      Country

Describe the circumstances of the event  
If necessary, use the additional space provided at the end of the form.

Witnesses to the event  
Names      Contact information



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7. Signature  
I hereby declare that the information provided in this qualification application is accurate and complete.  
Applicant's signature (required)

Name (in block letters)

This blank space at the end of the form can be used to apply for Immediate Financial Aid.

215 - A (2022-07)

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## DO YOU HAVE ANY QUESTIONS OR SUGGESTIONS?

Contact person at IVAC:

France Simon  
Victim Services and Indigenous Relations Advisor  
france.simon@cnesst.gouv.qc.ca  
1-800-561-4822 or 514-906-3019 ext. 2054

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# The New Law to Help Crime Victims: *Act to assist persons who are victims of criminal offences and to facilitate their recovery*

Justice Québec – IVAC Collaborative Presentation

CAVAC Cree (Eeyou Istchee)

January 22th, 2024



# TODAY'S AGENDA

- 1) Overview of the new law & financial aid available
- 2) The application process to qualify for financial aid



1

# Overview of the new law & financial aid available

.....  
.....  
.....

# *Act to assist persons who are victims of criminal offences and to facilitate their recovery*

*Act respecting assistance  
for victims of crime (1988)*

and

*Crime victims compensation  
act (1972)*

**DATE THE NEW LAW TOOK EFFECT:**

October 13th, 2021



# GOALS OF THE NEW LAW

**To help crime victims rebuild their future:** to empower victims to get on with their lives.

**To provide assistance in an equitable manner:** to make sure all victims have access to the services they need in a fair and impartial manner.

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# QUALIFICATION



# NEW DEFINITION OF “VICTIM”

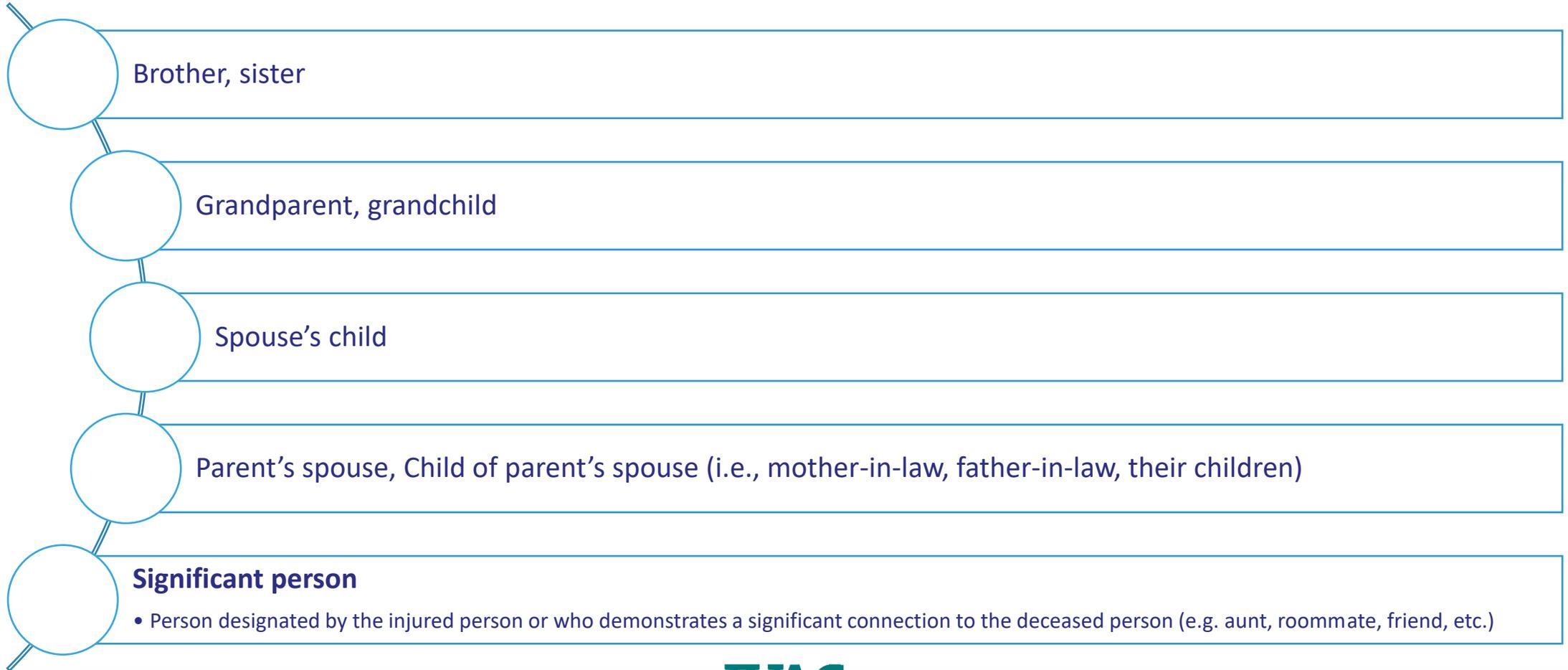
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Financial aid is adjusted according to the category of victim.

- Person injured by the crime
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- Child
- Spouse
- Dependant
- Close relative
- Significant person
- Witness
- Person who intervenes



# CLOSE RELATIVES





# QUALIFYING CRIMINAL OFFENCES

- All criminal offences in the *Criminal Code* committed against the person since March 1st, 1972.
- Excludes property offences.

# IDENTITY OF THE ACCUSED

Financial aid may be granted whether or not the perpetrator of the criminal offense has been:

- identified;
- arrested;
- prosecuted; or
- found guilty.

It is not necessary to report the crime to police in order to receive financial aid.

# EXAMPLES OF NEWLY RECOGNIZED CRIMINAL OFFENCES

- Sexual touching (any child under 16 years old)
- Sexual exploitation (16- or 17-year old teenagers)
- Voyeurism
- Sharing intimate images (“revenge porn”)
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- \* Domestic violence is not a crime in the *Criminal Code*, but several acts associated with it are: assault; attempted murder; sexual assault; etc.



# DEADLINE FOR SUBMITTING A QUALIFICATION APPLICATION

No time limit when the criminal offence involves:

- Intimate partner violence;
- Sexual violence; or
- Violence during childhood.

Three-year time limit for other criminal offences.

# SPECIAL DEADLINE

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- until October 13th, 2024 to submit a new application
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\* This application will be analyzed according to the criteria of the old law. If the application is approved, the victim will receive financial aid under the new law.

A child was sexually assaulted on June 1st, 1980.

She applied to IVAC in 1999, but her application was rejected for being past the deadline.

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# QUALIFICATION APPLICATION

It is not necessary to attach a health assessment or income information at this stage.

These documents may be requested for financial assistance.

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# FINANCIAL AID



# IMMEDIATE AID

As soon as an application has been submitted.

When the application will probably be approved.

Based on the victim's statement in the application form.

To meet immediate needs, such as:

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- Income replacement
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# PSYCHOLOGICAL AID

Psychotherapeutic and psychosocial rehabilitation reimburses the cost of consultations (counselling) to help heal psychological symptoms and to reduce personal, family, and social problems caused by the crime. Services of more professionals are now reimbursed:

- psychologists, psychotherapists, psychoeducators,
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# PSYCHOLOGICAL AID

All categories of victim are eligible.

Unlimited number of sessions	Maximum of 30 sessions	7 sessions with possibility of 7 extra
<ul style="list-style-type: none"><li>• Person who is injured</li><li>• Parent of a child who has died</li><li>• Witness</li><li>• Person who intervenes</li></ul>	<ul style="list-style-type: none"><li>• Other categories of victim</li></ul>	<ul style="list-style-type: none"><li>• Significant person</li></ul>



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To replace the **income of a person** who is no longer able to hold a job, perform work, or carry out the duties of a role that provides income.

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# LUMP SUM PAYMENT

## 2 types:

1. Lump sum payment for a permanent disability or a temporary injury:
  - Person who is injured.
  - The form can be filled out by a doctor, a dentist, an optometrist, a pharmacist, a social worker, a psychologist, a nurse, a physiotherapist, a midwife, a criminologist, or any member of 28 professional orders in Quebec if the injury is in the professional's field of specialty.
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2. Lump sum payment in case of death:
  - Spouse, parents, children, and dependants of a person who has died.



# PHYSICAL REHABILITATION

## Physical rehabilitation includes:

- physiotherapy;
- occupational therapy;
- chiropractic treatment;
- home care;
- housekeeping;
- adaptation of the victim's home;
- adaptation of a vehicle.

# VOCATIONAL REINTEGRATION



## Vocational reintegration includes:

- evaluation of professional possibilities (help with job searching);
- tuition fees and textbooks for retraining;
- additional financial aid for loss of income (beyond the initial loss of income aid);
- adaptation of a work station;
- moving near a new workplace or school.

# SOCIAL REINTEGRATION



## Social reintegration includes:

- moving for health or safety reasons;
- protective measures for security (alarm system, new locks, security bars on windows, self-defence classes, name change);
- home care;
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# MEDICAL ASSISTANCE



## Medical assistance includes:

- medication;
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- technical aids (a visual aid, a communication device, or equipment for a physical deficiency, such as canes, crutches, walkers, a wheelchair, hearing aids).

# REIMBURSEMENT OF CERTAIN EXPENSES



## Reimbursement of certain miscellaneous expenses includes:

- damaged clothing;
- an interpreter to communicate with IVAC;
- tuition fees for a missed year;
- funeral expenses;
- a medical expert's report;
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- crime scene clean-up.

# FINANCIAL AID BY CATEGORY OF VICTIM



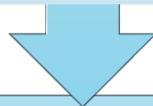
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<b>Relative</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li></ul>
<b>Witness</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation (unlimited consultations)</li><li>• Financial assistance for loss of income or certain disabilities (2 years)</li><li>• Vocational and social reintegration</li><li>• Reimbursement of certain miscellaneous expenses</li></ul>



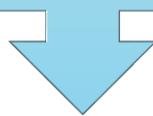
# RIGHT TO REVIEW

Time limit to request administrative review

90 days



All IVAC decisions are eligible for administrative review.



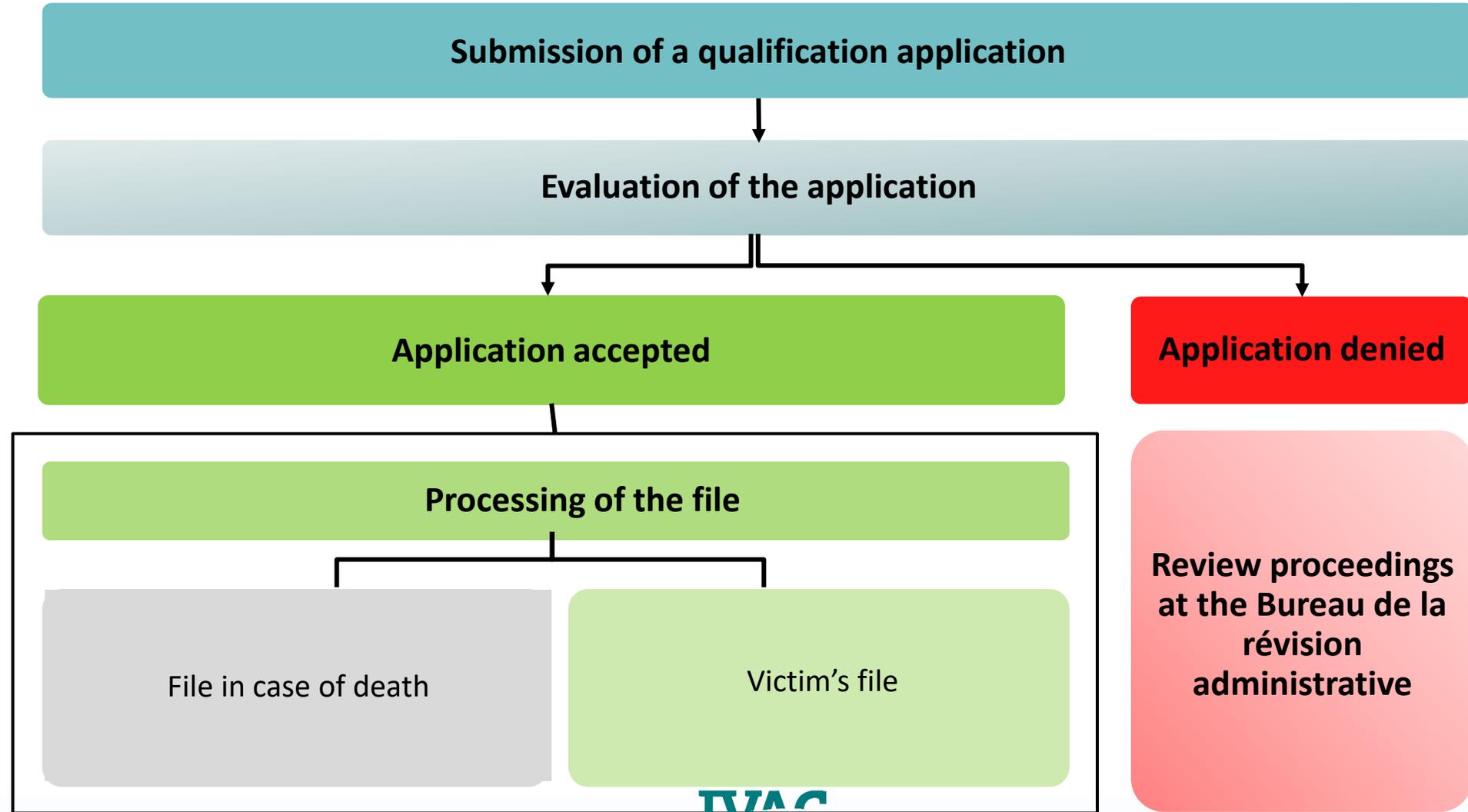
Except for decisions that award the maximum amount of financial aid. This exception also applies to contestations before the Administrative Tribunal of Québec (TAQ).



2

# The application process to qualify for financial aid

# MAP OF THE PROCESS



# MAP OF THE PROCESS

Support

Each victim is called by an indemnity agent who provides information about financial aid for which they qualify as well as the respective roles and responsibilities of the victim and IVAC.

## What the agent does to support the victim:

- Explains IVAC's **mandate**;
- Explains the **roles and responsibilities** of each party (victim, service providers and health care professionals, IVAC employees);
- Explains the types of **financial aid** available to the victim;
- Identifies the victim's **needs** caused by the criminal offence;
- **Authorizes** the payment of financial assistance needed to support the victim's recovery;
- Starts **payments for loss of income or certain disabilities**, if required;
- Authorizes the **lump sum payment** for temporary injury or permanent disability as determined by the health assessment.

# CONSIDERATION OF INDIGENOUS REALITIES

- Policy guidelines were proposed to ensure that Indigenous realities are adequately considered under the new law.
- The following issues informed the proposed policy guidelines:
  - geographical remoteness;
  - limited availability of professional resources in Indigenous communities;
  - lack of awareness among Indigenous people of services available for victims; and
  - limited recognition of traditional healing and conflict management within government-funded programs.

# PROPOSED ACTIONS IN PARTNERSHIP WITH COLLABORATING INDIGENOUS ORGANIZATIONS

- 1) Evaluate ease of access to health and social services by people living in Indigenous communities in order to identify needed improvements;
- 2) Create a new category of eligible services that includes traditional healing methods to meet the needs of Indigenous people;
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  - 6) Provide more support to Indigenous victims who apply to IVAC for compensation in order to facilitate the application process;
  - 7) Develop the role of IVAC's Indigenous Relations Advisor who is responsible for accompanying victims and advising IVAC on how to improve services for Indigenous communities.



## STEPS TO IMPLEMENTATION

- 1) Identify psychological rehabilitation services available in Indigenous communities in order to target additional needs;
- 2) Develop a framework for the recognition of traditional healing services and health care treatments in partnership with collaborating Indigenous organizations and develop informational tools about them;
- 3) Provide information to Indigenous victims in both Indigenous communities and urban centers as well as to community workers who interact with them;
- 4) Network to raise awareness about IVAC services.



# APPLICATION FORM

QUICK EXIT

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**IVAC**  
Indemnisation  
des victimes  
d'actes criminels

VICTIMS  
AND THEIR CLOSE RELATIONS

RESCUERS

STEPS  
IN AN APPLICATION FOR QUALIFICATION

Think you're a victim of a criminal offence?

LEARN MORE ABOUT THE DEFINITION  
AND ELIGIBILITY REQUIREMENTS

Submit an  
Application for  
Qualification for  
benefits to IVAC

What compensation does IVAC offer, and what services  
does it reimburse ?

FIND YOUR ANSWERS  
HERE

FILL THE  
APPLICATION FOR  
QUALIFICATION  
FORM

## Qualification application

Qualification application are used to apply for financial assistance or an established support measure.

### Persons who are victims



### Minor or incapable person of full age

**Clientele:** Persons who are victims of criminal offences (minors or incapable persons of full age)

[Download the form Qualification Application for minors and incapbale persons of full age \(PDF | 398 KB\)](#)

You can consult the [Qualification Application Guide for minors and incapable persons of full age \(in French only\) \(PDF | 346 KB\)](#) to help you complete the qualification application forms. We recommend that you keep a copy of the guide for your records.

### Person aged 14 or over

**Clientele:** Persons who are victims of criminal offences aged 14 and over filling out their own application and crime victims of full age (18 and over)

[Download the form Qualification Application for persons aged 14 and over filling out their own application \(PDF | 265 KB\)](#)



Indemnisation  
des victimes  
d'actes criminels

QUALIFICATION APPLICATION  
FOR PERSONS AGED 14 YEARS AND OVER  
FILLING OUT THEIR OWN APPLICATION

- 1. Fill out the form by entering the necessary information in the appropriate spaces.
- 2. Send the completed document to the *Direction générale de l'IVAC*:
  - Online: [www.ivac.qc.ca](http://www.ivac.qc.ca)
  - By mail: 1600, avenue d'Estimauville, CP 1400 Succ. Terminus Québec (Québec) G1K 0K2
  - By fax: 1 888 927-0003

1. Applicant Identification

Surname (as shown on birth certificate)		First name	Date of birth
Social Insurance Number (N.A.S.)		Health Insurance Number (N.A.M.)	Language of correspondence French <input type="checkbox"/> English <input type="checkbox"/>
Address Number Street Apt.		Telephone Main	
P.O. Box City/Municipality		Other	
Province/State	Country	Postal Code	
Were you the direct victim of the criminal offence?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If not, indicate the first and last names of the person who is the victim (if known):			
What is your relationship to this person?			
In order to help IVAC determine whether you are eligible for certain services, please answer the following question:			
Are you an Indigenous person?		yes <input type="checkbox"/>	No <input type="checkbox"/> I prefer not to answer <input type="checkbox"/>

2. Event

PART 1

Single event		Events occurring over a period of time	
Date	Time (a.m./p.m.)	OR	Start date End date
Location Street City/Municipality Province/State Country			
Describe the circumstances of the event If necessary, use the additional space provided at the end of the form.			
Witnesses to the event Names Contact information			

7. Signature

I hereby declare that the information provided in this qualification application is accurate and complete.

Applicant's signature (required)

Name (in block letters)

This blank space at the end of the form can be used to apply for Immediate Financial Aid.

255 - A (2022-07)

# DO YOU HAVE ANY QUESTIONS OR SUGGESTIONS?

Contact person at IVAC:

France Simon

Victim Services and Indigenous Relations Advisor

[france.simon@cnesst.gouv.qc.ca](mailto:france.simon@cnesst.gouv.qc.ca)

1-800-561-4822 or 514-906-3019 ext. 2054

Thank You

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**IVAC**

Indemnisation  
des victimes  
d'actes criminels

Québec 



**The New Law to Help Crime Victims:**  
*Act to assist persons who are victims of criminal  
offences and to facilitate their recovery*

Justice Québec – IVAC Collaborative Presentation

Sapummijiit CAVAC Agents in Nunavik

June 6th, 2024



# TODAY'S AGENDA

- 1) Overview of the new law & financial aid available
- 2) The application process to qualify for financial aid



1

# Overview of the new law & financial aid available

.....  
.....  
.....

# *Act to assist persons who are victims of criminal offences and to facilitate their recovery*

*Act respecting assistance  
for victims of crime (1988)*

and

*Crime victims compensation  
act (1972)*

**DATE THE NEW LAW TOOK EFFECT:**

October 13th, 2021



# GOALS OF THE NEW LAW

**To help crime victims rebuild their future:** to empower victims to get on with their lives.

**To provide assistance in an equitable manner:** to make sure all victims have access to the services they need in a fair and impartial manner.

**To provide accessible and efficient services:** to make sure that services are timely, high-quality, and equitable.



# QUALIFICATION



# NEW DEFINITION OF “VICTIM”

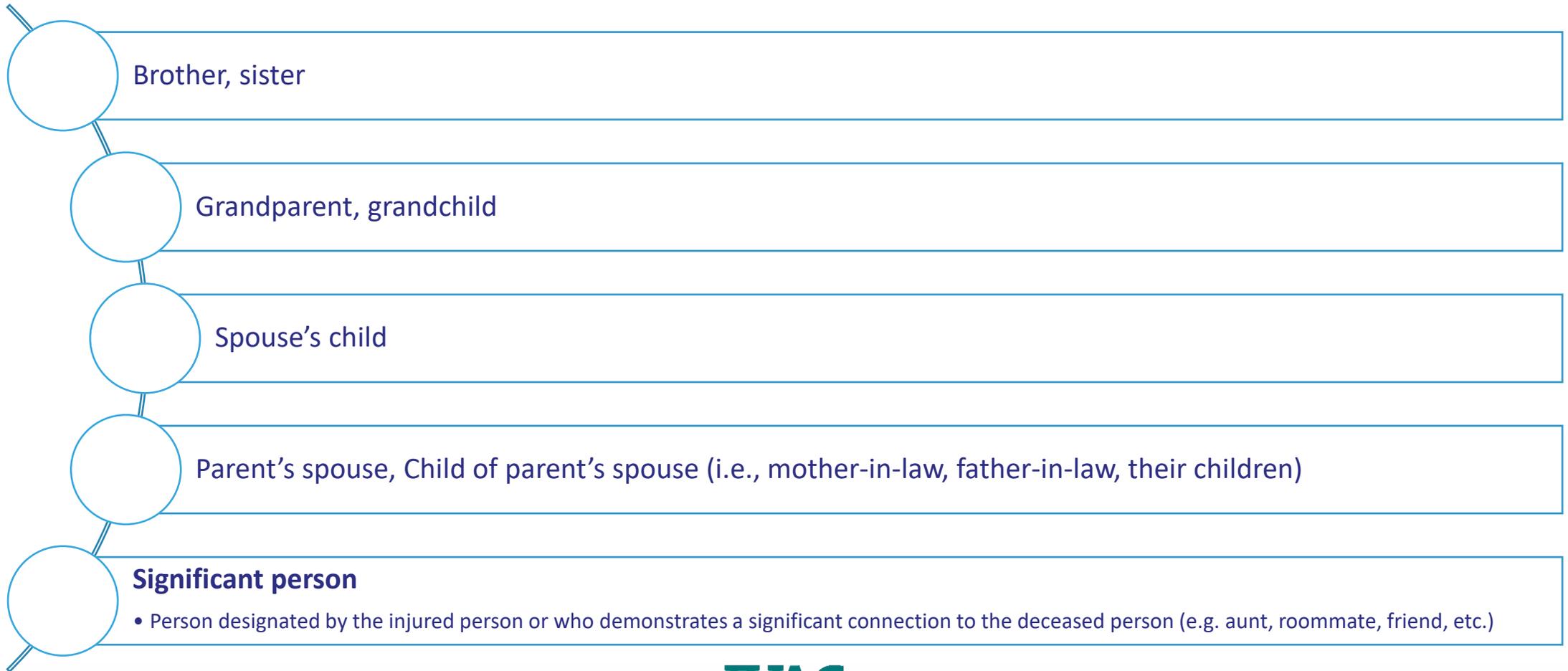
Person who has suffered physical or psychological harm as a result of a criminal offence (may be a witness, the family of the deceased, etc.)

Financial aid is adjusted according to the category of victim.

- Person injured by the crime
- Parent
- Child
- Spouse
- Dependant
- Close relative
- Significant person
- Witness
- Person who intervenes



# CLOSE RELATIVES





# QUALIFYING CRIMINAL OFFENCES

- All criminal offences in the *Criminal Code* committed against the person since March 1st, 1972.
- Excludes property offences.

# IDENTITY OF THE ACCUSED

Financial aid may be granted whether or not the perpetrator of the criminal offense has been:

- identified;
- arrested;
- prosecuted; or
- found guilty.

It is not necessary to report the crime to police in order to receive financial aid.

# EXAMPLES OF NEWLY RECOGNIZED CRIMINAL OFFENCES

- Sexual touching (any child under 16 years old)
- Sexual exploitation (16- or 17-year old teenagers)
- Voyeurism
- Sharing intimate images (“revenge porn”)
- Child pornography
- Child luring (using the Internet or another device)
- Criminal harassment and threats
- Pimping and sex trafficking
- \* Domestic violence is not a crime in the *Criminal Code*, but several acts associated with it are: assault; attempted murder; sexual assault; etc.



# DEADLINE FOR SUBMITTING A QUALIFICATION APPLICATION

No time limit when the criminal offence involves:

- Intimate partner violence;
- Sexual violence; or
- Violence during childhood.

Three-year time limit for other criminal offences.

# SPECIAL DEADLINE

Application involving sexual violence, intimate partner violence or violence during childhood that has been refused only because it was submitted past the deadline:

- until October 13th, 2024 to submit a new application
- form “Reactivation of an application previously refused because submitted past the deadline” under “All Forms and Guides” > “Persons who are victims”

\* This application will be analyzed according to the criteria of the old law. If the application is approved, the victim will receive financial aid under the new law.

A child was sexually assaulted on June 1st, 1980.

She applied to IVAC in 1999, but her application was rejected for being past the deadline.

The new law took effect on October 13th, 2021.

The victim has until October 13th, 2024 to submit a new application.\*



# QUALIFICATION APPLICATION

The online form is available on IVAC's website:

<https://www.ivac.qc.ca/en/Pages/submit-application-qualification.aspx>

- A person aged 14 or older can fill out their own application.
- Another person should fill out the form for a minor or an incapacitated adult.



# QUALIFICATION APPLICATION

It is not necessary to attach a health assessment or income information at this stage.

These documents may be requested for financial assistance.

There is space on the form to apply for Immediate Aid.



# FINANCIAL AID



# IMMEDIATE AID

As soon as an application has been submitted.

When the application will probably be approved.

Based on the victim's statement in the application form.

To meet immediate needs, such as:

- Psychological aid (counselling sessions)
- Income replacement
- Protective measures (e.g., alarm system, moving for safety purposes, etc.)



# PSYCHOLOGICAL AID

Psychotherapeutic and psychosocial rehabilitation reimburses the cost of consultations (counselling) to help heal psychological symptoms and to reduce personal, family, and social problems caused by the crime. Services of more professionals are now reimbursed:

- psychologists, psychotherapists, psychoeducators,
- social workers, marriage and family therapists,
- sexologists,
- criminologists,
- occupational therapists (ergothérapeutes), special needs teachers (orthopédagogues), special care counsellors (éducateurs spécialisés),
- vocational guidance (career) counsellors, etc.



# PSYCHOLOGICAL AID

All categories of victim are eligible.

Unlimited number of sessions	Maximum of 30 sessions	7 sessions with possibility of 7 extra
<ul style="list-style-type: none"><li>• Person who is injured</li><li>• Parent of a child who has died</li><li>• Witness</li><li>• Person who intervenes</li></ul>	<ul style="list-style-type: none"><li>• Other categories of victim</li></ul>	<ul style="list-style-type: none"><li>• Significant person</li></ul>



# FINANCIAL AID FOR LOSS OF INCOME OR COMPENSATING CERTAIN DISABILITIES

To replace the **income of a person** who is no longer able to hold a job, perform work, or carry out the duties of a role that provides income.

or

To **compensate for certain disabilities** when the person who is unemployed is no longer able to perform the majority of his or her usual activities.



# FINANCIAL AID FOR LOSS OF INCOME OR COMPENSATING CERTAIN DISABILITIES

- A mandatory **health assessment** must be done by a doctor, a dentist, an optometrist, or a pharmacist qualified to evaluate the impairment. A nurse practitioner does not qualify.
- This health assessment must be detailed enough to identify the impairment that justifies the disability (inability to work or to perform usual activities), the symptoms, the foreseeable duration, and any treatment proscribed.
- If it is impossible to see a doctor right away, the victim can claim immediate aid in the meantime by indicating his or her immediate needs in the blank space at the end of the application form.



# LUMP SUM PAYMENT

## 2 types:

1. Lump sum payment for a permanent disability or a temporary injury:
  - Person who is injured.
  - The form can be filled out by a doctor, a dentist, an optometrist, a pharmacist, a social worker, a psychologist, a nurse, a physiotherapist, a midwife, a criminologist, or any member of 28 professional orders in Quebec if the injury is in the professional's field of specialty.
  - The amount is based on similar rules for car accidents as calculated by the Société de l'assurance automobile du Québec (SAAQ).
2. Lump sum payment in case of death:
  - Spouse, parents, children, and dependants of a person who has died.

# PHYSICAL REHABILITATION



## Physical rehabilitation includes:

- physiotherapy;
- occupational therapy;
- chiropractic treatment;
- home care;
- housekeeping;
- adaptation of the victim's home;
- adaptation of a vehicle.

# VOCATIONAL REINTEGRATION



## Vocational reintegration includes:

- evaluation of professional possibilities (help with job searching);
- tuition fees and textbooks for retraining;
- additional financial aid for loss of income (beyond the initial loss of income aid);
- adaptation of a work station;
- moving near a new workplace or school.

# SOCIAL REINTEGRATION



## Social reintegration includes:

- moving for health or safety reasons;
- protective measures for security (alarm system, new locks, security bars on windows, self-defence classes, name change);
- home care;
- housekeeping.

# MEDICAL ASSISTANCE



## Medical assistance includes:

- medication;
- pharmaceutical products;
- technical aids (a visual aid, a communication device, or equipment for a physical deficiency, such as canes, crutches, walkers, a wheelchair, hearing aids).

# REIMBURSEMENT OF CERTAIN EXPENSES



## Reimbursement of certain miscellaneous expenses includes:

- damaged clothing;
- an interpreter to communicate with IVAC;
- tuition fees for a missed year;
- funeral expenses;
- a medical expert's report;
- transportation of the victim's body;
- crime scene clean-up.

# FINANCIAL AID BY CATEGORY OF VICTIM



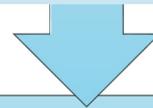
<b>Person who suffers the criminal offence</b> <b>Parent of a minor child who has died</b>	<ul style="list-style-type: none"><li>• All types of aid:<ul style="list-style-type: none"><li>• Lump sum payment</li><li>• Financial assistance for loss of income or certain disabilities (3 years)</li><li>• Psychotherapeutic and psychosocial rehabilitation (unlimited consultations)</li><li>• Physical rehabilitation</li><li>• Vocational and social reintegration</li><li>• Medical assistance</li><li>• Reimbursement of certain miscellaneous expenses</li></ul></li></ul>
<b>Spouse / Child / Dependant / Parent of an adult child</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li><li>• Lump sum payment</li></ul>
<b>Relative</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation</li></ul>
<b>Witness</b>	<ul style="list-style-type: none"><li>• Psychotherapeutic and psychosocial rehabilitation (unlimited consultations)</li><li>• Financial assistance for loss of income or certain disabilities (2 years)</li><li>• Vocational and social reintegration</li><li>• Reimbursement of certain miscellaneous expenses</li></ul>



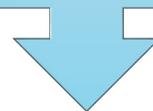
# RIGHT TO REVIEW

Time limit to request administrative review

90 days



All IVAC decisions are eligible for administrative review.



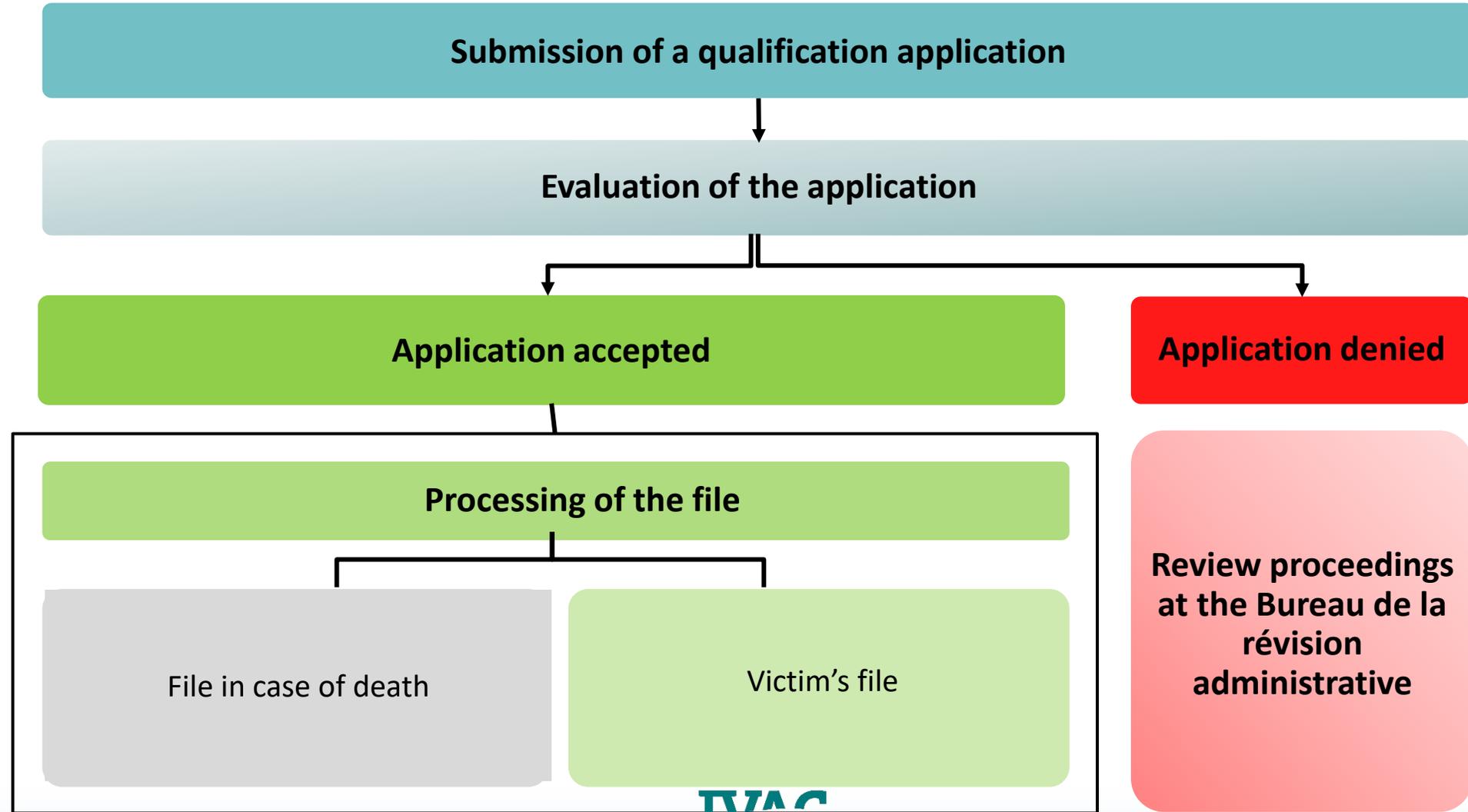
Except for decisions that award the maximum amount of financial aid. This exception also applies to contestations before the Administrative Tribunal of Québec (TAQ).



2

# The application process to qualify for financial aid

# MAP OF THE PROCESS



# MAP OF THE PROCESS

Support

Each victim is called by an indemnity agent who provides information about financial aid for which they qualify as well as the respective roles and responsibilities of the victim and IVAC.

## What the agent does to support the victim:

- Explains IVAC's **mandate**;
- Explains the **roles and responsibilities** of each party (victim, service providers and health care professionals, IVAC employees);
- Explains the types of **financial aid** available to the victim;
- Identifies the victim's **needs** caused by the criminal offence;
- **Authorizes** the payment of financial assistance needed to support the victim's recovery;
- Starts **payments for loss of income or certain disabilities**, if required;
- Authorizes the **lump sum payment** for temporary injury or permanent disability as determined by the health assessment.

# CONSIDERATION OF INDIGENOUS REALITIES

- Policy guidelines were proposed to ensure that Indigenous realities are adequately considered under the new law.
- The following issues informed the proposed policy guidelines:
  - geographical remoteness;
  - limited availability of professional resources in Indigenous communities;
  - lack of awareness among Indigenous people of services available for victims; and
  - limited recognition of traditional healing and conflict management within government-funded programs.

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- 1) Identify psychological rehabilitation services available in Indigenous communities in order to target additional needs;
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# APPLICATION FORM

The screenshot shows the IVAC website interface. At the top right, there are links for "Delete Your Browsing History", "Contact Us", and "Français". The main navigation bar contains three tabs: "VICTIMS AND THEIR CLOSE RELATIONS", "RESCUERS", and "STEPS IN AN APPLICATION FOR QUALIFICATION". The "STEPS" tab is currently selected. Below the navigation bar, there are three content cards. The first card asks "Think you're a victim of a criminal offence?" and has a button "LEARN MORE ABOUT THE DEFINITION AND ELIGIBILITY REQUIREMENTS". The second card asks "What compensation does IVAC offer, and what services does it reimburse?" and has a button "FIND YOUR ANSWERS HERE". The third card, which is circled in red, says "Use the online service to apply for qualification with the IVAC" and has a button "FILL THE APPLICATION FOR QUALIFICATION FORM".

QUICK EXIT

Delete Your Browsing History | Contact Us | Français

**IVAC**  
Indemnisation  
des victimes  
d'actes criminels

VICTIMS  
AND THEIR CLOSE RELATIONS

RESCUERS

STEPS  
IN AN APPLICATION FOR QUALIFICATION

IVAC / How to submit an application for qualification to IVAC

## How to submit an application for qualification to IVAC

IVAC (Indemnisation des victimes d'actes criminels) can support you and help you overcome the physical, psychological and social consequences of the event.

Who is the service for? [Start to fill out an application for qualification](#)

How long will it take to complete the application?

https://servicesenligne.cnesst.gouv.qc.ca/ivac\_demande\_qualification



Assistance

Quick exit

Qualification of a victim

## Submit an application for qualification to IVAC

The qualification of a victim allows them to benefit from the financial assistance they are entitled to as soon as they meet the conditions provided for in the Act.

Une [version française](#) est aussi disponible.

### What do you want to do?

Start a new application for qualification

Start >

Recover an application that you already started

Recover >

# DO YOU HAVE ANY QUESTIONS?

France Simon, Indigenous Relations Advisor:

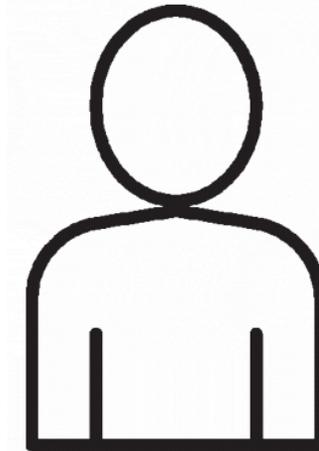
[france.simon@cnesst.gouv.qc.ca](mailto:france.simon@cnesst.gouv.qc.ca)  
1-800-561-4822 or 514-906-3019 ext. 2054

Questions about IVAC's program:

[info.regimeivac@cnesst.gouv.qc.ca](mailto:info.regimeivac@cnesst.gouv.qc.ca)

Legal questions about the LAPVIC:

[infolapvic@justice.gouv.qc.ca](mailto:infolapvic@justice.gouv.qc.ca)



Thank You

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**IVAC**

Indemnisation  
des victimes  
d'actes criminels

Québec 