

Who is a Victim?

Anyone whose life has been affected by trauma, tragedy or disaster, regardless of severity.

Someone whose personal rights have been violated by criminal, violent or aggressive acts.

Family and friends of persons who have been injured or killed as a result of a serious accident or as a result of crime.

Someone who has viewed a violent or traumatic incident.

Crisis

Crisis can be described as a predicament or occurrence that causes distress. Crisis can occur at any time causing such feelings as fear, rage, isolation and confusion. Crisis can invoke mental anguish and physical distress. Trained staff and volunteer crisis support workers are available 24/7 to provide much needed emotional support and practical assistance to help victims deal with their unique situation.

Funded by the Ontario Victim Services Secretariat



Ministry of the

Attorney General

Provincial VCARS Sites

East Region:

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|---|----------------|
| CCARES Hastings/Prince Edward/L&A Counties | 1.800.328.5246 |
| Frontenac VCARS | 613.548.4834 |
| VCARS Lanark County | 613.284.8380 |
| Leeds and Grenville VCARS | 613.382.0111 |
| Victim Assistance Service of Ottawa-Carlton | 613.238.2762 |
| Renfrew County VCARS | 613.649.2852 |

*Prescott/Russell, Cornwall VCARS
to be operational in the near future*

Central Region:

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|---|--------------------|
| Barrie & Area VCARS | 705.725.7025 |
| Caledon/Dufferin Victim Services | 905.951.3838 |
| VCARS of Durham Region | 905.579.1520 x1846 |
| Kawartha/Haliburton Victim Services | 705.454.1884 |
| Muskoka Victim Services | 705.645.5444 |
| North Simcoe Victim Crisis Services | 705.325.5578 |
| Peterborough/Northumberland Victim Services | 1.888.822.7729 |
| Victim Services Program of Toronto, Inc. | 416.808.7066 |
| Victim Services of York Region | 905.474.2955 |

Central West Region:

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| Victim Services of Brant | 519.752.3140 |
| Caledon/Dufferin Victim Services | 905.951.3838 |
| Victim Services of Haldimand-Norfolk | 905.768.2221 |
| Niagara Victim Crisis Support Services | 905.682.2626 |
| Victim Services of Waterloo Region | 519.585.2363 |
| Victim Services Wellington | 519.824.1212 |

West Region:

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|---|----------------|
| Victim Services of Bruce, Grey & Owen Sound | 519.376.7474 |
| Chatham Kent Victim Services | 519.436.6630 |
| Victim Services Elgin | 519.631.3182 |
| Victim Services of Huron County | 519.524.4108 |
| Victim Services of Middlesex County | 1.866.289.3340 |
| Victim Assistance Services of Oxford County | 519.537.2824 |
| Victim Services of Perth County | 519.271.9998 |
| Victim Services of Sarnia-Lambton | 519.344.8861 |
| Victim Services of Windsor and Essex | 519.723.2711 |

North and Northwest Regions:

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|--|--------------|
| Algoma District VCARS | 705.945.6905 |
| Cochrane-Smooth Rock Falls VCARS | 705.272.2598 |
| Manitoulin-North Shore VCARS | 705.368.9945 |
| Near North VCARS (North Bay) | 705.472.2649 |
| West Parry Sound VCARS | 705.746.0508 |
| Sioux Lookout/Lac Seul Victim Services | 807.737.1700 |
| Sudbury & Area VCARS | 705.522.6970 |
| Temiskaming & District VCARS | 705.647.0096 |
| Thunder Bay & Area Victim Services | 807.684.1051 |
| Timmins & District VCARS | 705.264.4242 |

Confidential • Timely • Free of Charge



VCARS

Victim Crisis Assistance & Referral Services



What is VCARS?

VCARS or Victim Crisis Assistance and Referral Services are community response programs that provide immediate, short term crisis intervention services to persons affected by crime, tragedy and disaster.

VCARS programs offer a variety of crisis intervention services to persons affected by crime, tragedy and disaster 24 hours a day, 7 days a week, 365 days a year.

VCARS teams of trained staff and volunteer crisis support workers provide emotional support, practical assistance and an information and referral program on-site or by telephone.

VCARS is an integral part of a continuum of programs and services that addresses clients' needs from the time of victimization to post-sentencing.

VCARS programs are volunteer driven, working in partnership with police and other emergency service personnel.

VCARS programs are delivered through not-for-profit, charitable organizations each governed by a community Board of Directors.

Assistance For:

Abuse
Accidents
Accommodation Crisis
Arson
Assaults
Break & Enter
Court Support*
Critical Incident Stress
Death Notification
Debriefing
Disaster
Domestic Violence
Domestic Violence Emergency
Response System Alarms (DVERS)*
Drowning
Family Crisis
Fatalities
Fire
Fraud
Grief & Bereavement
Harassment
Home Invasion
Homelessness
Homicide
Mischiefs
Missing Persons
Motor Vehicle Collisions
Personal Injury
Property Crime
Robbery
Safety Planning
Sexual Assault
Stalking
Substance Abuse
Sudden Death
Suicide
SupportLink Wireless Phones*

** Programs available at select sites only*

How VCARS Can Assist

- Help victims cope with the impact of a traumatic event
- Help victims regain a sense of personal control
- Help victims return their lives to a desired degree of stability
- Provide an opportunity for victims to vent
- Validate emotions and reactions
- Assist victims until their community or natural support network arrives
- Disseminate information about available resources/services, appropriate to the situation
- Reduce possibility of re-victimization
- Identify options/choices at a time when victims may need guidance/direction
- Ensure victims receive and will continue to receive support and assistance
- Advocate on victim's behalf
- Assist police and other emergency service responders
- Prevent victimization through education, planning, strategies
- Provide opportunities for community members to help others in their own community