



CRIME VICTIMS
ASSISTANCE CENTRE



Support, Help and Resources

advocacy

assistance

comfort

aid

supportive listening

accompaniment

counselling

information

care

guidance

www.cavac.qc.ca

1 866 LECVAVAC

Are you a **victim** or **witness** of a crime such as an assault, break-in or some other criminal act?
Are you a **family member** of a victim of crime?

A criminal act can lead some people to experience an aftershock. In some cases, the victim, the witness or even a close family member may find themselves struggling with the following **consequences**:

- **physical** (injury, insomnia, energy drain, digestive dysfunction, etc.)
- **psychological** (nervousness, fear, mistrust, anger, anxiety, etc.)
- **social** (isolation, fear of going out, family tension, etc.)
- **financial** (loss of income, having to move, medication costs).

Rest assured, these are normal reactions that are symptomatic of post-trauma stress.

The CAVAC network



CAVACs, or crime victims assistance centres, have been created to help victims overcome the physical, psychological and social consequences of a crime, and to advocate on their behalf to help them obtain compensation for the harm suffered.

The CAVAC network serves all the administrative regions in Québec. Each CAVAC is a community organization that delivers specialized services to persons of all ages who are crime victims or witnesses and to their family, regardless of whether the perpetrator of the crime has been identified, arrested, prosecuted or convicted.

Qualified resources trained to help

Professionals working in the area of social intervention make up the team in each CAVAC and have training in social work, psychology and criminology. Their assistance focuses on providing the tools to enable victims to regain control over their lives as quickly as possible.



Their **front-line services** are **free of charge** and **strictly confidential**.

A wide range of services

CAVACs provide a wide range of assistance services, the most essential being

- ▪ ▪ **post-trauma and psychological intervention**, to assess the needs of victims of crime and their resources, following which an intervention is offered to alleviate the consequences of the victimization and allow the victims to regain control of their lives;
- ▪ ▪ **information on the rights crime victims have and the remedies available to them**, which encompasses the main stages of the judicial process, the crime victims compensation program, INFOVAC-Plus and any financial assistance measures to which victims may be entitled;
- ▪ ▪ **technical assistance** to assist crime victims in filling out required forms and to enable them to comply with all the formalities associated with their situation;
- ▪ ▪ **referring victims to specialized services** such as the appropriate legal, medical, social and community resources capable of assisting victims as they attempt to deal with the problems they face;
- ▪ ▪ **accompanying crime victims** through their dealings with medical and community resources, and providing sustained support throughout the judicial process as the case proceeds.





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Support, Help and Resources

A network of assistance

Crime victims assistance
Telephone Numbers

CAVAC by region

Abitibi-Témiscamingue	(819) 797-5599 (Toll free) 1 866 335-5599
Bas-St-Laurent	(418) 724-0976 (Toll free) 1 800 820-2282
Capitale-Nationale et Chaudière-Appalaches	(418) 648-2190 (Toll free) 1 888 881-7192
Centre-du-Québec	(819) 472-1110 (Toll free) 1 888 472-1110
Côte-Nord	(418) 962-2822 (Toll free) 1 866 962-2822
Estrie	(819) 820-2822 (Toll free) 1 877 822-2822
Gaspésie—Îles-de-la-Madeleine	(418) 689-4331 (Toll free) 1 866 892-4331
Lanaudière	(450) 755-6127 (Toll free) 1 888 755-6127
Laurentides	(450) 569-0332 (Toll free) 1 800 492-2822
Laval	(450) 688-4581 (Toll free) 1 877 629-4580
Mauricie	(819) 373-0337 (Toll free) 1 888 552-2822
Montréal	(450) 670-3400 (Toll free) 1 888 670-3401
Montréal	(514) 277-9860
Nord-du-Québec	(819) 964-2053 (Toll free) 1 866 778-0770
Outaouais	(819) 778-3555 (Toll free) 1 800 331-2311
Saguenay—Lac-Saint-Jean	(418) 543-9695 (Toll free) 1 877 543-9695

1 866 LECAVAC or 1 866 532-2822

www.cavac.qc.ca

Justice

Québec

