



RIGHTS AND RECOURSE FOR
ROBBERY VICTIMS

Rights and recourse

CAVAC network offers a wide range of services

- ... post-trauma and psychological intervention;
- ... information on the rights crime victims have and the remedies available to them;
- ... technical assistance;
- ... referring victims to specialized services;
- ... accompanying crime victims.

You are a witness, a relative or a family member; CAVAC services are also available for you.

Montreal City center location

1030, Beaubien St. East,
4th floor
Montreal QC H2S 1T4
Tel.: (514) 277-9860
Para servicios en español
ext.235

East end location

6070, Sherbrooke St. East,
office 207
Montreal QC H1N 1C1
Tel.: (514) 645-9333

West end location

404, Décarie Boul.,
office 306
Montreal QC H4L 5E6
Tel. : (514) 744-5048

Montreal Courthouse location

1, Notre-Dame St. East,
office 5.10
Montreal QC H2Y 1B6
Tel.: (514) 393-2083

Youth Division location

410, Bellechasse St. East,
office 1.045
Montreal QC H2S 1X3
Tel. : (514) 495-5800,
ext. 53570

WWW.CAVACMONTREAL.QC.CA



Other useful resources

Identity theft

Identity theft is becoming more and more widespread. It is important, therefore, that you report the theft of your credit and identification cards to your financial institutions and the appropriate government departments.

For more information, consult these Web sites or call:

Services Québec (514) 644-4545
www.cartes-permis.info.gouv.qc.ca/en/

Services Canada 1-800-622-6232
www.safecanada.ca/identitytheft_e.asp

Phone Busters National Call Centre: 1-888-495-8501
www.phonebusters.com/english/index.html

To report your stolen cards:

Medicare card: (514) 864-3411
www.ramq.gouv.qc.ca

Driver's licence and Registration Certificate: (514) 873-7620
www.saaq.gouv.qc.ca

Birth, marriage or death certificate: (514) 864-3900
www.etatcivil.gouv.qc.ca

Social insurance card
Identification card – old-age pension,
passport and citizenship certificate: 1-800-622-6232
www.canada.qc.ca

To contact credit agencies:

Equifax Canada: 1-800-465-7166
www.equifax.com

Trans Union Canada: 1-877-525-3823
www.tuc.ca

Some tips

After a robbery that did not take place within a work context, you may be afraid for your safety. You can contact the TANDEM organization in your neighbourhood and they can help you with steps and strategies to increase security.

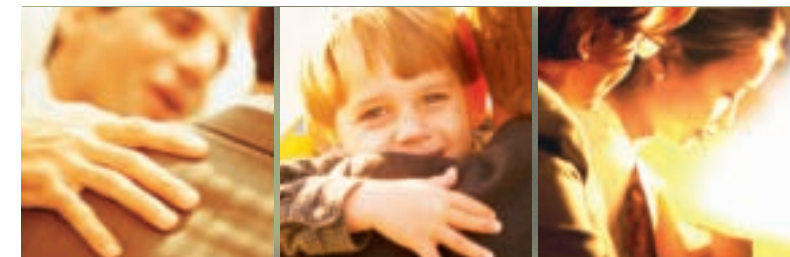
The perpetrator contacts you and you feel in danger. You can call 911 and report the violation of release conditions. You need to know that the consequences and reactions following a robbery do not necessarily end with the crime. They often surface weeks, even months, after the event. You therefore need to pay attention to any physical or psychological changes you may have.

You should also be aware of your physical and psychological limits after this distressing, even traumatic, experience and seek help by:

- Seeing a doctor, especially if you have been physically injured.
- Calling Montréal CAVAC (514-277-9860).



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Rights and recourse

Rights and recourse for robbery victims

www.cavac.qc.ca



Rights and recourse

You were the victim of a robbery at work or outside of work! You have rights! Here are the rights and recourse available to crime victims.

Compensation

Following a robbery, you can apply for benefits from the Indemnisation des victimes d'actes criminels (IVAC) or the Commission de la santé et de la sécurité au travail (CSST).

Compensation for crime victims

A robbery victim is a victim of a criminal act. If the crime occurred in Quebec and you have suffered physical or psychological injuries, you may be eligible for benefits and services under the Crime Victims Compensation Act. You must file an application for benefits with IVAC within 12 months following the commission of the crime or the appearance of the injury. The Indemnisation des victimes d'actes criminels bureau is responsible for handling benefit applications. There are certain eligibility criteria:

- The crime must have been committed in Quebec.
- There must be evidence of a criminal act. This proof is usually established by the police report. The lodging of a complaint is, however, not necessary for an application to be accepted.
- There must be proof of a physical or psychological injury. This proof is generally established by medical documents and reports by professionals (doctors, social workers, psychologists, etc.).
- The application must be filed within one (1) year following the event or the appearance of the injury.

You can obtain information on the compensation programs and assistance in completing the required forms by contacting the Crime Victims Assistance Centre (CAVAC).

For more information, please contact IVAC at (514) 906-3019 or consult the following Web site: www.ivac.qc.ca

Commission de la santé et de la sécurité du travail (CSST)

If the robbery occurred in the work place...

Were you the victim of a robbery on the job? Then you must send your application for compensation to the CSST within six (6) months following the event.

It is strongly recommended that you see a doctor at the earliest possible moment.

Important: Make sure that your employer has completed the CSST "Avis de l'employeur et demande de remboursement" form.

Your employer pays the first 14 days of the doctor-prescribed leave. If, at the end of these 14 days, you are still off work, the CSST will assume your salary replacement indemnity (90% of net income). Your employer may not dismiss you for any reason while you are on this leave.

PLEASE NOTE: If you are the owner of the company or an autonomous worker and you do not pay into this system, you should contact IVAC (see above) instead.

For more information, please contact the CSST at (514) 906-3000 or consult the Web site www.csst.qc.ca

For psychological support

Employee Assistance Program

Some employers have an employee-assistance program. These are free confidential programs that offer short-term support by enabling you to have a set number of sessions with a professional.

Private insurance plan

If you are covered by a private insurance plan, it may be worthwhile to check your insurance policy. Some reimburse the cost of psychological counselling up to a set amount.

Montréal CAVAC support group for victims of criminal acts involving physical violence

The Crime Victims Assistance Centre has a support group for people who have been victims of a criminal act that involved physical violence. The service is free and confidential. For more information about the group, you can call CAVAC at (514) 277-9860.

Civil recourse

If you have suffered material losses as a result of a crime, you can take your case to Small Claims Court to claim a sum of money from your aggressor. In Small Claims Court, you represent yourself and you can claim up to \$7,000. For more information on what to do, you can consult this Web site www.justice.gouv.qc.ca or call Small Claims at (514) 393-2304.

The judicial process

Complaint to the police department

Following a robbery or any other crime, you can report the event to the police. It is also possible for someone else, such as a neighbour, witness, etc., to report the crime.

The judicial process

Appearance

This is the step where the accused is informed of the charges against him or her. This is when he or she decides to plead guilty or not guilty. If the accused pleads guilty, there will not be a trial. The next step will be sentencing.

Conditional release hearing

Normally, the accused is released until the end of the trial, under conditions imposed by the judge. The accused must respect these conditions. If, despite everything, the accused still tries to contact you, you must call the police department to ensure that you are protected.

The pro forma

In this step, the lawyers for the two parties meet to exchange information about the case.

Preliminary hearing

In this step, the judge determines if there is enough evidence to send the accused to trial. If the evidence is considered to be insufficient, the charges against the accused are dropped and the judicial process ends. If, however, the judge rules that there is sufficient evidence, the trial date is set. As the main witness, you will probably be subpoenaed to testify.

Trial

After having heard both parties, the judge will hand down a verdict. You and all the witnesses in the case are required to be present.

Please note: Several months usually pass after each step of the judicial process. It is normal, therefore, for months, even a year, to go by before you are called to testify. By contacting CAVAC, you can get information on where the process stands and also be supported and accompanied.