

STATEMENT OF SERVICES



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IDENTIFICATION OF THE ORGANIZATION

KATIVIK REGIONAL GOVERNMENT
SAPUMMIJIIT
C/O Caroline Drolet
P.O. BOX 159
151.1 Siuralikuut Street
Kuujuuaq (Quebec) J0M 1C0
Phone (819) 964-2961 ext. 2375
Fax (819) 964-0063

CAVAC MISSION

The CAVAC provides front-line services to any victim of a criminal offence and the victim's immediate family and the witnesses to a criminal offence. The CAVAC's assistance is available whether or not the perpetrator of the crime is identified, apprehended, prosecuted or convicted.

The CAVAC works in collaboration with stakeholders from the judicial system, the health and social services network and community organizations. The CAVAC intervenes with victims in respect for their needs and their rhythm. It relies on their ability to manage their own lives and to make the decisions that concern them.

DEFINITION

A victim is any natural person who suffers physical or psychological injury or material loss by reason of a criminal offence committed against him or her or another person, whether or not the perpetrator is identified, apprehended, prosecuted or convicted.

The definition of a victim for the application of this statement of services includes the victim's immediate family and the witnesses to the criminal offence in question.

SERVICES OFFERED TO VICTIMS

We offer to the victims those following services:

- Support the person victim of crime or the witness throughout the judicial process especially for testimony in Court;

- Inform the person victim of crime or the witness of their legal rights according to the *Act to assist persons who are victims of criminal offences and to facilitate their recovery (LIPVAC)*;
- Provide technical assistance to person victim of crime or the witness and help them fill applications or produce documents for the exercise of their rights (*LIPVAC* qualification form, impact victim statement);
- Refer to specialized resources the person victim of crime or the witness for more specific help (medical, social...).

Services are offer in English, Inuktitut and in French.

The services offered are free and confidential.

The person victim of crime may have access to the CAVAC's services by different means. First, by directly contacting the CAVAC in their region to make a request.

Moreover, the CAVAC victim support agent proactively contact a victim of crime in the context of police referral services and information programs.

During this contact, the victim support agent informs the victim about the services available and the victim then may request access to them.

In the context of information services, mailings are also sent to the victims to inform them about the services available.

These services are available, regardless of:

- The nature and seriousness of the criminal offence;
- The time when the criminal offence occurred;
- The victim's sex or gender identity;
- The victim's age.

INTERVENTION

Short or medium-term post-traumatic intervention contributes to reduce the consequences and reactions related to victimization.

Ideally, this is offered quickly after the criminal event, during a period of acute stress, to stabilize the symptoms experienced and reduce the risks the person will develop a post-traumatic stress disorder.

Psychosocial intervention is offered in the short and medium term. Its purpose is to equip victims to regain power over their lives after a criminal offence.

It also allows support for immediate family members who sometimes experience secondary victimization in contact with the victim or who need to be sensitized to the impacts of what the victim is experiencing and be able to provide support.

ACCOMPANIMENT

Accompaniment may be offered throughout the judicial process, from before the report until after sentencing.

This may include meetings with the various judicial actors as needed, so that the victims clearly understand each step.

INFORMATION

Information services are offered through the police referral service and via information programs (Infovac and CAVAC-Info).

Information is also offered on rights and remedies, particularly on compensation and complementary and specialized resources.

TECHNICAL SUPPORT

The purpose of the technical support offered is to support victims so they can exercise their rights, particularly to:

- file a claim for compensation with the IVAC, the CNESST or the SAAQ;
- complete the Victim Impact Statement;
- complete the claim for compensation under section 739.4 (1) of the Criminal Code.

REFERRAL TO RESOURCES

After assessment of the needs, the victim may be referred to judicial, medical, social or other resources.

SERVICES NOT OFFERED

The CAVAC does not defend rights or do representation as a lawyer does, particularly before the courts.

It does not offer legal advice.

It also does not offer therapy services, as do psychologists or psychotherapists.

COMMITMENT TO THE VICTIMS

The CAVAC undertakes to offer:

- reliable and courteous services;
- personalized and quality information;
- simplified approaches and clear information, as soon as possible;
- fair and professional treatment of the requests it receives;

- confidential services.

REFUSAL, SUSPENSION OR TERMINATION OF SERVICES

The CAVAC reserves the right to refuse, suspend or terminate the services offered in certain exceptional situations where the victim engages in querulous or unacceptable behaviour relating to the CAVAC's obligation to offer its employees a healthy work environment, free of violence, harassment or any other behaviour of a similar nature or whose needs exceed the CAVAC's mandate or expertise.

COMPLAINT PROCEDURE

SCOPE

The complaint management procedure applies to all the staff members of the CAVAC concerned.

Exclusions: excluded from this procedure, in particular, are complaints concerning the judicial process, challenges of court judgments or of any other fact for which possible remedies already exist with other authorities.

GUIDING PRINCIPLES

Accessibility

Because the quality of services is at the core of the CAVAC's concerns, it is necessary that any victim be able to formulate a complaint easily regarding the services received.

In so doing, the procedure and the form are available on the CAVAC Network website in the [Contact](#) section, followed by [Reach a CAVAC](#) and then [Select your region](#).

They are also available by contacting the CAVAC.

Simplicity and Diligence

Any victim must be able to communicate dissatisfaction easily in writing with the assurance that a response stating reasons will be sent to him or her diligently, in clear and precise language.

Confidentiality and Impartiality

Every complaint will be addressed attentively, diligently, confidentially and impartially.

Every complaint concerning the Director General of the CAVAC will be forwarded by the Director General to the Board of Directors, which will acknowledge receipt within 30 business days after receipt.

Communication of Dissatisfaction

The dissatisfied victim first is invited to communicate directly with the person who is the source of the dissatisfaction by informing that person of the details of the situation, ideally in writing.

Most cases of dissatisfaction thus can be resolved quickly to everyone's satisfaction.

An employee who receives communication of dissatisfaction on the part of a victim must discuss this with his or her Director General.

Submitting a Complaint

If the dissatisfaction still is not resolved or if the victim prefers not to contact the employee directly, a complaint then may be submitted to the Director General on the form provided for this purpose.

Handling of the Complaint

An acknowledgment of receipt will be sent to the victim, generally within 10 business days, following receipt of the complaint by the Director General.

A complaint will be examined and the solutions proposed or implemented will be communicated to the victim in writing following the date the acknowledgment of receipt is sent.

If the complaint is not resolved to the victim's satisfaction, the victim may ask the Director General to forward his or her dissatisfaction to the Board of Directors of the CAVAC, which will acknowledge receipt within 30 business days.

CONTACT INFORMATION AND BUSINESS HOURS

UNGAVA BAY - NUNAVIK

Head office
P.O. BOX 159
151.1 Siuralikuut Street
Kuujuuaq (Quebec) J0M 1C0

Point of service Kuujuuaq *
Kuujuuaq Court House
P.O. BOX 159
151.1 Siuralikuut Street
Kuujuuaq (Quebec) J0M 1C0

*Services are offered in the following northern villages: Kuujuuaq, Tasiujaq, Aupaluk, Kangirsuk, Quaqtac and Kangiqsujaq

HUDSON BAY - NUNAVIK

Point of Service Salluit *

P.O. Box 345

Salluit (Quebec) J0M 1S0

*Services are offered in the following northern villages: Salluit and Ivujivik

Point of Service Inukjuak *

P. O. Box 407

Inukjuak, (Quebec) J0M 1M0

*Services are offered in the Northern Village of Inukjuak and if needed Ivujivik

Point of Service Puvirnituk *

P.O. Box 536

Puvirnituk (Quebec) J0M 1P0

*Services are offered in the following northern villages: Puvirnituk and Akulivik

Point of Service Kuujjuaraapik *

P.O. Box 119

Kuujjuaraapik (Quebec) J0M 1G0

*Services are offered in the following northern villages: Kuujjuaraapik and Umiujaq

Business hours:

Sunday: Closed

Monday: 9 am to 12 pm - 13 pm to 17 pm

Tuesday: 9 am to 12 pm - 13 pm to 17 pm

Wednesday: 9 am to 12 pm - 13 pm to 17 pm

Thursday: 9 am to 12 pm - 13 pm to 17 pm

Friday: 9 am to 12 pm - 13 pm to 17 pm

Saturday: Closed

DATE OF ADOPTION

June 23, 2022.

