



SAFETY, RESPECT  
AND DIGNITY  
FOR ALL

LA SÉCURITÉ,  
LA DIGNITÉ  
ET LE RESPECT  
POUR TOUS

**Victim Services**  
**1-866-806-2275**

## Correctional Service Canada (CSC) Victim Services

CSC is committed to ensuring that victims of crime have an effective voice in the federal corrections and criminal justice systems. Dedicated Victim Services Officers provide information to victims of offenders serving sentences of two years or more.

### Who Are Victims of Crime?

Under federal legislation, someone is considered a victim of crime if:

- They have been harmed or suffered physical or emotional damage as a result of someone committing a criminal offence.
- They are a spouse, conjugal partner, relative of, dependent of or are responsible for a victim who has died or is not able to act for himself or herself (e.g., the victim is ill or is a child).

### What Information Can Victims Receive?

UPON REQUEST, victims will be provided with the following:

- The offender's name;
- The offence and the court that convicted the offender;
- The offender's sentence start date and length of sentence;
- The offender's eligibility dates and review dates for temporary absences and parole.

Upon request a victim may also receive the following additional information:

- Whether the offender is in custody and, if not, why;
- The location of the penitentiary where the offender is being held;
- Information about an offender transferring from one institution to another;
- The date on which the offender is to be released on unescorted or escorted temporary absence, work release, parole, or statutory release;
- Any conditions attached to the offender's unescorted temporary absence, work release, parole, or statutory release;
- The offender's destination when released on any temporary absence, work release, parole, or statutory release and whether the offender will be in the vicinity of the victim while travelling to that destination; and
- The date of any National Parole Board (NPB) hearing.

### Victims Have a Voice in the Federal Correctional Process

Victims can provide CSC with important and relevant information about an offender, as well as any safety concerns they may have. This information assists CSC when deciding on temporary absences or work releases, an offender's programming needs, risk level and security level. Victims may also request that special conditions be imposed on the offender's release.

CSC consults with victims and seeks their feedback when developing correctional policies and programs.

CSC also values receiving information about the impact of the offence on the victim and encourages victims to provide a Victim Statement. Victim Statements represent an opportunity for a victim to express how the offender's crime has impacted his or her life. CSC provides assistance to victims wishing to make a Victim Impact Statement.

### Will the Information Victims Provide Be Shared with the Offender?

Personal information about victims, such as address and telephone number, will NOT be available to the offender. However, CSC and the NPB must disclose to offenders any information that will be considered when deciding on such things as an offender's parole application, conditions of release, etc.

### How Can Victims Receive Information?

Victims can contact CSC to request information. To learn more about Victim Services, call the CSC Victim Services Division toll-free at 1 866 806-2275 or e-mail [victims-victimes@csc-scc.gc.ca](mailto:victims-victimes@csc-scc.gc.ca).

### CSC Contact Information

**CSC National Headquarters**  
340 Laurier Avenue West  
Ottawa, ON K1A 0P9  
Toll-free: 1 866 806-2275  
E-mail: [victims-victimes@csc-scc.gc.ca](mailto:victims-victimes@csc-scc.gc.ca)  
Web site: [www.csc-scc.gc.ca/victims-victimes](http://www.csc-scc.gc.ca/victims-victimes)

### Other Federal Government Services for Victims of Crime

#### National Parole Board

- Toll-free 1 866 789-INFO (4636)
- Web site: [www.npb-cnlc.gc.ca](http://www.npb-cnlc.gc.ca)

#### National Office for Victims (NOV) – Public Safety Canada

- Information services
- Toll-free 1 866 525-0554
- Web site: [www.publicsafety.gc.ca](http://www.publicsafety.gc.ca)

#### Policy Centre for Victim Issues – Department of Justice

- Victim Fund for travel to NPB hearings
- Toll-free 1 866 544-1007
- Web site: [www.canada.justice.gc.ca](http://www.canada.justice.gc.ca)

#### Office of the Federal Ombudsman for Victims of Crime

- Addressing victim complaints regarding service
- Toll-free 1 866 481-8429
- Web site: [www.victimfirst.gc.ca](http://www.victimfirst.gc.ca)