



**INTERNET CHILD EXPLOITATION (ICE) COUNSELLING PROGRAM
PROGRAM TRANSITION/CHANGE IN AGENCY SERVICE DELIVERY AGENCY
EFFECTIVE APRIL 1, 2023**

Questions and Answers

ANTICIPATED QUESTIONS FROM CLIENTS AND IMPACTED FAMILY MEMBERS

- Q: WHAT IF I HAVE AN OPEN FILE OR PENDING INTAKE WITH BOOST CYAC BEFORE MARCH 31, 2023?**
- A: Boost Child & Youth Advocacy Centre (Boost CYAC) will maintain carriage of all client/impacted family member files opened prior to April 1, 2023.
- Q: WHAT IF I WOULD LIKE TO CHANGE MY COUNSELLOR ALREADY APPROVED BY BOOST CYAC?**
- A: If your file has been opened with Boost CYAC, you may contact Boost CYAC to discuss this request.
- Q: WHERE DO I CALL TO REFER MYSELF OR MY CHILD/YOUTH FOR COUNSELLING AFTER APRIL, 1, 2023**
- A: Please contact Victim Services of Stormont, Dundas, Glengarry & Akwesasne at 1-866-264-8900 or by email at iceprogram@vsv-sdga.ca
- Q: WHO SHOULD I CALL IF I WISH TO RESUME COUNSELLING AND ACCESS FUNDS THAT WERE NOT BEEN PRVIOUSLY USED?**
- A: If you were referred to the ICE Program before April 1, 2023 and have remaining funds, please contact Boost CYAC at ice@boostforkids.org.

ANTICIPATED QUESTIONS FROM SERVICE PROVIDERS/COUNSELLORS

NOTE: Registered ICE Service Providers can expect to correspond with both Boost CYAC and Victim Services of Stormont, Dundas, Glengarry and Akwesasne for a period of time after March 31, 2023. This might be to assign new clients that were referred before that date or to process invoices for existing clients.

Q: WHERE DO I SEND MY INVOICES FOR PAYMENT FOR EXISTING CLIENTS?

A: If Boost CYAC provided the approval letter for your client, please send invoices to Boost CYAC at ice@boostforkids.org. If Victim Services of Stormont, Dundas, Glengarry & Akwesasne provided the approval letter for your client, please send invoices to them at iceprogram@vsv-sdga.ca.

Q: WHERE DO I UPDATE MY PROFILE OR BANKING INFORMATION OR ADD A NEW AREA OF COUNSELLING EXPERTISE?

A: As of April 1, 2023, all approved services providers/counsellors can update their information by contacting Victim Services of Stormont, Dundas, Glengarry & Akwesasne at 1-866-264-8900 or by email at iceprogram@vsv-sdga.ca or at payables@vsv-sdga.ca.

Q: WHO DO I CONTACT IF I WOULD LIKE TO BECOME AN APPROVED SERVICES PROVIDER UNDER THE ICE COUNSELLING PROGRAM?

A: If you would like to register as an ICE Service Provider, prior to April 1, 2023 please contact Boost CYAC at ice@boostforkids.org. If you would like to register as an ICE Service Provider ***after March 31, 2023***, please contact Victim Services of Stormont, Dundas, Glengarry & Akwesasne at 1-866-264-8900 or by email at iceprogram@vsv-sdga.ca.

Q: AFTER MARCH 31, 2023, WILL THERE BE CHANGES TO THE PROGRAM ELIGIBILITY CRITERIA, REFERRAL PROCESS, INVOICING PROCESS AND/OR HOW SERVICE PROVIDERS RECEIVE NEW CLIENTS? WILL ADMINISTRATIVE SUPPORT REMAIN AVAILABLE TO REGISTERED SERVICE PROVIDERS?

A: All eligibility criteria established by the Ministry of Children, Community and Social Services remains the same. Victim Services of Stormont, Dundas, Glengarry & Akwesasne will process all incoming referrals and invoices in accordance with existing protocols for connecting and matching clients to approved service providers. For all administrative questions and inquires, please contact us toll free at 1-866-264-8900 or by email at iceprogram@vsv-sdga.ca

Q: AFTER MARCH 31, 2023, WILL VICTIM SERVICES OF STORMONT, DUNDAS, GLENGARRY AND AKWESASNE REQUIRE ADDITIONAL INFORMATION AND/OR DOCUMENTATION FROM EXISTING AND/OR POTENTIAL SERVICE PROVIDERS?

A: At this time, Victim Services of Stormont, Dundas, Glengarry & Akwesasne have no plans to make any changes to the information that is currently being collected during the registration process for Service Providers.

ANTICIPATED QUESTIONS FROM STAKEHOLDERS AND COMMUNITY PARTNERS

Q: WHERE DO I CALL TO MAKE A REFERRAL TO THE ICE COUNSELLING PROGRAM AFTER APRIL 1, 2023?

A: Please contact Victim Services of Stormont, Dundas, Glengarry & Akwesasne at 1-866-264-8900 or by email at iceprogram@vsv-sdga.ca

Q: WHAT HAPPENS TO ANY REFERRALS I MADE BEFORE MARCH 31, 2023?

A: Boost CYAC will maintain carriage of all client/impacted family member files opened prior to April 1, 2023. Please contact Boost CYAC at ice@boostforkids.org.