



Greater Victoria Police Victim Services

**2016 Annual Report
Year Ending 31 March 2016**



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REPORT FROM THE BOARD CO-CHAIRS

Greater Victoria Police Victim Services (GVPVS) provides outstanding service to those in our community impacted by crime or trauma by working with our police partners and Crown Counsel. The staff and volunteers of GVPVS have provided support to approximately 900 people over the past year. As always, their goal is to assist those impacted by crime to achieve a new state of well-being. Should the need arise, it is a comfort to know that such a high caliber service exists.

We acknowledge and extend our appreciation to the staff and volunteers of GVPVS for their many outstanding accomplishments over the past year. We commend each interaction you made as you provided critical support to people recovering from trauma.

GVPVS looks forward to beginning the coming year by moving into the new location, co-located with Saanich Police Department. Over the past two years, executive worked diligently with police and ministry partners to find a sustainable solution to the ongoing accommodation challenge. During the past two years, staff and volunteers continued to step up and meet the challenge by delivering the program with both excellence and professionalism. As a result, GVPVS was able to continue to work with our police partners and Crown Counsel, and to further promote the availability of support services.

Many partners have provided exceptional support for GVPVS over the past two years. We extend sincere thanks to Saanich Police Department and the Ministry of Justice for the generous and timely in-kind support and funding which will result in GVPVS's relocation to Saanich a reality in September 2016. We wish to acknowledge our deepest appreciation to Central Saanich Police Service for providing in-kind support and office space over the past two years; this enabled GVPVS to successfully continue operations. We would also like to express our gratitude for the continuing in-kind support GVPVS has received from Victoria PD, West Shore RCMP, and Victoria Court Services of the Ministry of Justice. The space that the Justice Access Centre has provided us in the Victoria courthouse continues to enhance the delivery of our court support program.

There are many others who make significant contributions to Victim Services. We receive generous support from our primary funders, the Ministry of Justice (BC) and the Capital Regional District. This funding makes it possible for GVPVS to deliver services to the citizens of Greater Victoria regional district.

Our fellow Directors on the board of GVPVS have also made significant contributions. This past year they have volunteered their numerous and varied talents, along with countless hours in support of a service that aims to improve the lives of the people in our community. Thank you, it truly is an honour to serve alongside such a dedicated group of individuals.

Our deepest appreciation to all of those involved in assisting Victim Services to support those who most need our aid. It is our pleasure to serve as co-chairs of this important community organization.

Willa Forbes, JD
Board Co-Chair

Heather Macatee, BCom
Board Co-Chair

REPORT FROM THE PROGRAM DIRECTOR

As many of you know, our program has been without a central location since March 2014. This has created challenges, but it has also given way to new growth and expansion. The staff, board and volunteers were challenged to create a model that would be flexible and mobile while still maintaining the structure and stability necessary to deliver excellent service to victims and witnesses of crime and traumatic incidents.

The program has undergone many operational and structural changes which have largely gone unnoticed by our clients, our partners and the communities in which we service. What appeared to be a seamless transition was made possible due to a strong and resilient staff team, a dedicated board and committed volunteers. We used our vision, mission, values and principals as a pillar and began to make the necessary changes to a model which we had come to rely for more than three decades. This gave team engagement and community partnership new meaning for us. Our commitment was to stay true to the 24/7 service on which our police partners, victims and witnesses of crime and traumatic incidents had come to depend.

Although this situation has created much opportunity for expansion and creativity, we are eager to move the program into a new central office location within the Saanich Police Department. We look forward to planting new roots and anticipate even more growth as we settle in. We plan to maintain a continued presence within our satellite offices at the West Shore RCMP Detachment, Central Saanich Police Department and the Justice Access Centre.

Since March 2014, many helping hands have been graciously offered. I will close with a simple THANK YOU to all who held out a kind and caring hand at a time when it was so needed.

Gwen Hay

REPORT FROM THE BUSINESS MANAGER

GVPVS was able to achieve a number of efficiencies by reducing its reliance on contractors for payroll, bookkeeping, accounting and financial analysis. Budgeting and forecasting processes were refined and asset and amortization schedules were updated. Monthly, quarterly, semi-annual and annual routines have been documented and policy and procedural documents created or updated.

In addition to receiving accurate and timely financial reporting and forecasting on a monthly basis, GVPVS is in a solid position to manage the business elements of the operation and support the work of its Board and employees.

Deidre Moran, CPA, CGA

BOARD OF DIRECTORS

Greater Victoria Police Victim Services is governed by a volunteer board of directors, half of whom are representatives of the seven participating police agencies and half of whom are civilians. The board of directors is responsible for setting the strategic direction of the organization. As well, board members very generously share their expertise and guidance.

We are pleased to have the following police and civilian members serving on our Board of Directors for 2015/16:

Willa Forbes, JD	Civilian, Co-Chair
Heather Macatee, BCom	Civilian, Co-Chair
Sgt. Andy Duke	Vice-Chair/Central Saanich Police Service
Paul Cumberland, CPA, CMA	Civilian, Secretary/Treasurer
Sgt. Jason Bland	Saanich Police Department
Cpl. Erin Fraser	Sidney/North Saanich RCMP
Raman Kapil, CMA, C.Dir	Civilian
S/Sgt. Dennis O’Gorman	Civilian
Capt. Martin Poirier	Military Police Unit (Esquimalt)
Eva Silden, MA	Civilian
Sgt. Chris Spargo	Victoria Police Department
Sgt. David Spencer	West Shore RCMP
Sgt. Rob Smith	Oak Bay Police Department

Our sincere thanks to the following board members who served during 2015/16:

Capt. Renee Milne	Military Police Unit (Esquimalt)
S/Sgt. Anna Marie Mallard	Sidney/North Saanich RCMP
Cst. Rick Anthony	Oak Bay Police Department

We thank Renee, Anna Marie, and Rick for their dedication and commitment to supporting the victims of crime and trauma, and we wish them well in their future endeavours.



STAFF MEMBERS

Greater Victoria Police Victim Services is staffed by a team of professionals who carry out the society's daily operations, including program administration, client services and volunteer support and coordination.

Our active staff members are:

Gwen Hay	Acting Program Director/Program Coordinator
Jacquelyn Carson	Program Coordinator
Mary-Anne Tinney	Program Coordinator
Maureen Johnson	Court Support Program Coordinator
Virginia MacDonald	Support Pager
Diana Patterson	Support Pager
Cheryl Koulouris	Support Pager
Shanna Grant-Warmald	Support Pager
Pearl Rose	Relief Office Support Pager
Deidre Moran	Business Manager

We would like to say a sincere thank-you to the following staff members who worked with us during 2015/16:

Charli Winking	Court Support Program Coordinator
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A retired criminal lawyer, Charlie Winking began working with GVPVS as a volunteer and later became a staff member. She was instrumental in setting up, coordinating, and managing the Court Support Program. Charli has retired from her service to GVPVS and victims of crime in our community after more than 10 years of outstanding work. Thank you Charli, your contribution will continue to positively impact victims of crime for many years to come.

Kylie Pitt	Support Pager
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We thank Charlie and Kylie for their dedication and commitment to supporting the victims of crime and trauma, and we wish them well in their future endeavours.



THANK YOU TO OUR VALUED VOLUNTEERS

Our valued volunteers provide services and support to the victims of crime and trauma. Volunteers receive extensive, ongoing training and professional development, and they are supported and supervised by our program staff.

In 2015/16 volunteers donated their time primarily in court support and public education. Volunteer hours declined over the past two years in large part because of our office location. Changes to Enhanced Security Records Checks and the anticipated new secure and compact office space will necessitate development of a new volunteer strategy once employees have settled into their new location.

A heartfelt 'thank you' to each and every one of our valued volunteers for your exceptional service to the victims of crime and trauma in 2015/16:

Brenda O.
Charli W.
Ted N.

Cam M.
Rob O.

Several dedicated volunteers await our move to continue their engagement, and we greatly appreciate their patience and continued interest.

Angela S.
Katrina J.
Kuldeep D.
Melanie R.
Vicki L.

Chris R.
Kristy K.
Kyla F.
Melissa S.

"I want to commend GVPVS staff and volunteers for their fine work and the kindness and understanding they extended to me and my family during the difficult aftermath of a crisis."

— A Former Client

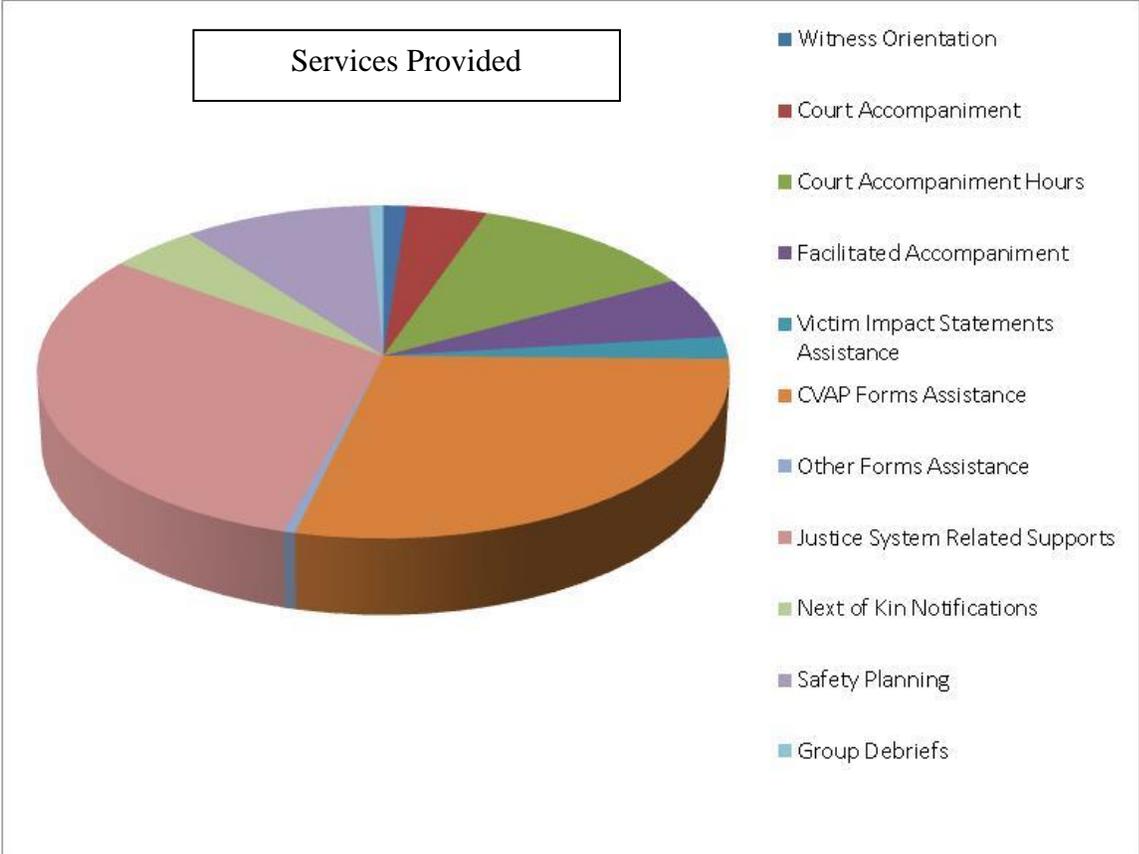


PROGRAM AND SERVICES

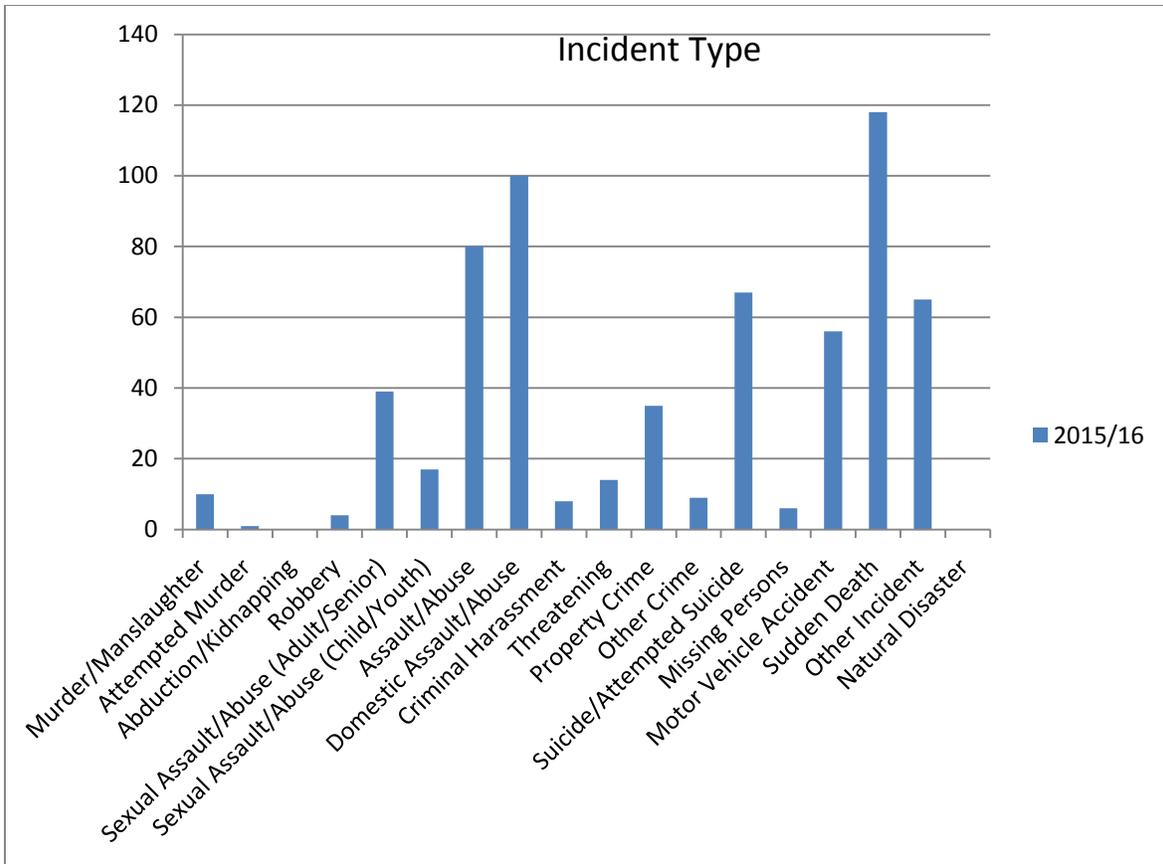
Highly trained team of staff and volunteer victim service workers provide the following services to victims of crime and trauma:

- Critical Incident Response;
- Criminal Justice System Information and Support;
- Safety Planning;
- Practical and Emotional Support;
- Information and Referral; and
- Networking, Public Awareness and Education.

GVPVS opened a total of 629 new files in 2015/16.

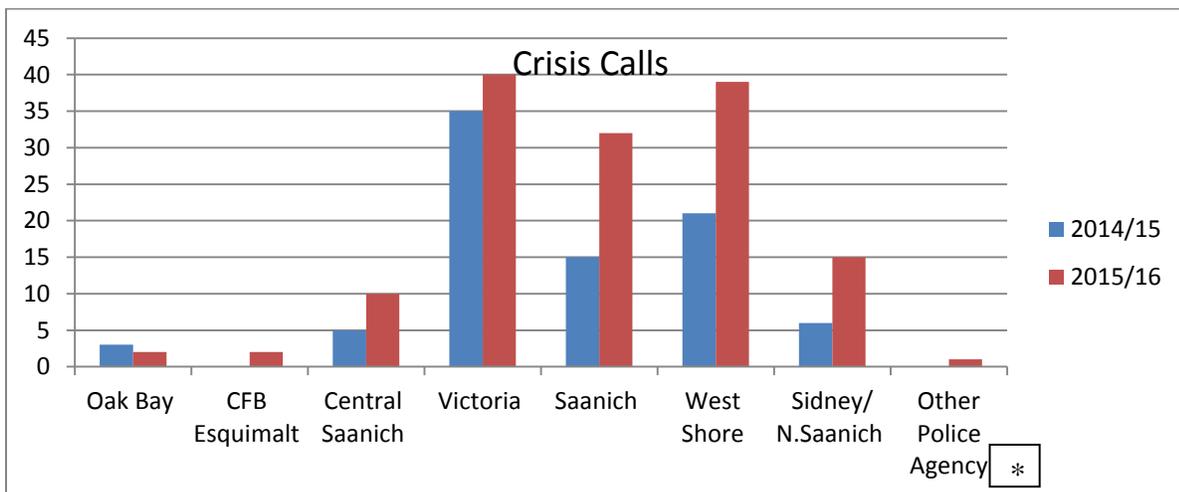


Murder/manslaughter, attempted murder, robbery, abduction/kidnapping, sexual assault/abuse, assault/abuse, criminal harassment, threatening, property crime, suicide/attempted suicide, motor vehicle accident, missing persons and sudden deaths are among the varied types of files GVPVS handles.



Assault or abuse remains the highest percentage of incident type referred to GVPVS at 236 or 37.5% while the second largest incident type, sudden deaths account for 118 files or 18.8% of total files opened.

GVPVS also provides crisis intervention when requested by one of our police partners; this support is available 24 hours a day, seven days a week.



* Sooke RCMP

GVPVS works very closely with five community–based victim services partners: Victoria Child Abuse Prevention & Counselling Centre, Victoria Sexual Assault Centre, the Victoria Spousal Assault Victim Support Program, the Westshore Spousal Assault Victim Support Program and the Men’s Trauma Centre.

A significant component of GVPVS service includes referrals to other support service agencies such as Crime Victim Assistance Program, the Victim Safety Unit, VictimLINK and a variety of other organizations. These relationships are critical to the work done on behalf of the victims of crime and trauma.

COURT SUPPORT PROGRAM

GVPVS has specially trained and highly dedicated volunteers who, under the supervision of the Court Support Program Coordinator, work with victims and family members who are involved in the criminal justice system. Court volunteers provide information about the court process and victims’ rights, give court orientations, follow the case and keep the victim updated, work with Crown Counsel, attend meetings with Crown Counsel and the victim/witness, and accompany the victim to court. These services also include emotional and practical support and information about the available resources.

GVPVS works primarily with the Provincial and Supreme Courts in Victoria and in West Shore, though the operation has worked collaboratively with other victim services programs on Vancouver Island.

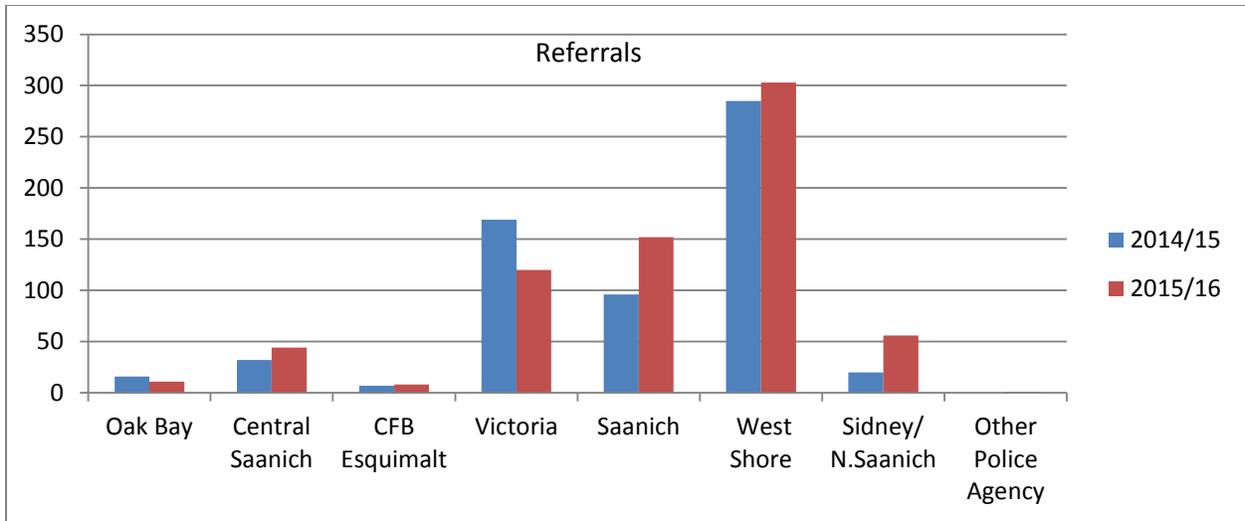
POLICE AND COMMUNITY PARTNERS

Greater Victoria Police Victim Services works in close partnership with and provides victim services on behalf of the seven police agencies in the Greater Victoria area:

Central Saanich Police Service
Military Police Unit (Esquimalt)
Oak Bay Police Department
Saanich Police Department

Sidney/North Saanich RCMP
Victoria Police Department
West Shore RCMP

During the fiscal year, 699 (73%) of referrals were made by GVPVS police partners and 148 were from other sources, such as self-referrals.



This partnership is critical to the GVPVS mission of helping people impacted by crime and trauma.

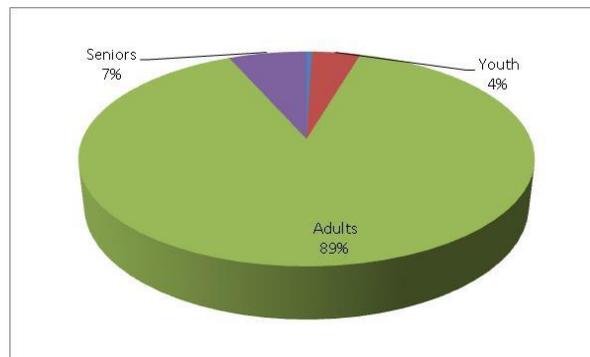
Other community agencies and services can refer clients, including other police-based victim services programs, community-based victim services programs, members of Crown Counsel and other programs and services in Greater Victoria. Individuals can also self-refer.

Police and community partnerships are integral to service delivery and to ensuring that the victims of crime and trauma are offered the supports and resources available to them. GVPVS will continue to nurture and build on these partnerships over the coming year.

CLIENT PROFILE

In 2015/16 our Victim Services team provided support to nearly 900 members of the Greater Victoria community.

Services are provided to clients of all ages, though the majority of our clients are adults.



Women represent the vast majority of who we serve.

One of the GVPVS strategic goals is to expand outreach to the many diverse communities in Greater Victoria, including seniors, new immigrants and members of the First Nations.



VISION, MISSION, VALUES AND PRINCIPLES

Vision

Victims achieve a state of well-being.

Mission

Working with police to help people impacted by crime and trauma.

Values and Principles

Commitment

- We are committed to our clients and to our vision and mission.
- We support the rights of victims.
- We work collaboratively within GVPVS and with our police and community partners.

Service

- We are client-focused.
- We provide exceptional service.
- We are highly trained and professional.

Trust

- We treat information from our clients and our police partners with confidentiality.
- We earn trust by doing what we say.

Integrity

- We work in accordance with a Code of Ethics.
- We are transparent.

Empathy

- We are compassionate.
- We are non-judgmental and understanding.

Respect

- We respect our clients and their uniqueness.
- We respect each other and the different roles we perform.

Diversity

- We respect the strengths and needs of the diverse communities we serve.
- We strive to be inclusive and representative.

“One never knows when tragedy can strike. When it does, one can only hope to find the resilience to get through it in one piece and to be stronger as a result. It’s people like you, with your kindness and consideration, who are helping to ease the pain.”

— Former Client

FUNDERS AND SUPPORTERS

We appreciate the continued financial support we receive from:

- Capital Regional District
- Ministry of Justice, Victim Services and Crime Prevention Division
- District of North Saanich

We also appreciate the generous in-kind support we receive from:

- Central Saanich Police Service
- Victoria Police Department
- West Shore RCMP

Donations have been gratefully received from:

- Provincial Employees Community Services Fund
- United Way Donor Directed Gifts Program
- Canada Helps
- Wendy and Rick McBride
- Gordon Head Lions Club

FINANCIAL STATEMENTS 2015/16

Copies of the full financial statements for 2015/16, including the Review Engagement Report and the Notes to the Financial Statements, are available on our website at www.gvpvs.org.



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