

# Greater Victoria Police Victim Services

STRATEGIC PLAN  
2017 TO 2019



# Contents

Our Organization.....	03
Program Objectives.....	03
What we do.....	03
Values .....	04
Key Strategic Priorities.....	05

## Our Organization

Greater Victoria Police Victim Services (GVPVS) provides services to victims of crime or trauma who may or may not have reported the crime to police or be involved with the criminal justice system.

Since 1984, GVPVS has provided emotional and practical support for victims of crime and trauma. We are a registered non-profit society with charitable tax status. We are governed by a 14-member board of directors. Seven members of our board are representatives of the police agencies with whom we work, and the remaining seven members are civilians.

GVPVS serves the Capital Regional District and works in partnership with the seven police agencies in the region:

- Central Saanich Police Service
- Military Police Unit Esquimalt
- Oak Bay Police Department
- Saanich Police
- Sidney/North Saanich RCMP
- Victoria Police Department
- West Shore RCMP

## Program Objectives

- To lessen the impact of crime and trauma on victims and their families and to assist in their recovery.
- To increase victim safety and to help reduce the risk of further victimization.
- To increase the level of participation and sense of empowerment for victims throughout their involvement with the criminal justice system.
- To increase the effectiveness of a victim while acting as a witness in a court proceeding.

## What We Do

We Can Help:

- Provide emotional and practical support.
- Make referrals to services.
- Make plans for your safety.
- With Crime Victim Assistance applications.
- With Victim Impact Statements.
- Provide information about the court and criminal justice systems.
- Accompany you to court.
- Educate you on victim rights and services.

# Values

## 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

## Key Strategic Priorities

The Board identifies the following 6 Key Strategic Priorities:

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**#1 Priority:** Risk Management

**Initiative:** Management of risk protects the organization

**Objective and Deliverables:** To ensure legislative, legal and contractual requirements are met and that the internal board management documents reflect any required changes.

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**#2 Priority:** Governance

**Initiative:** Board structure enables effective leadership and oversight.

**Objective and Deliverables:** To review the board structure and to put in place effective governance mechanisms that enable the board to execute its governance duties in accordance with legislative, legal and contractual requirements and best-practices for good governance.

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**#3 Priority:** Governance

**Initiative:** Comply with transitional requirements and update bylaws.

**Objective and Deliverables:** To ensure the Constitution and Bylaws of the Society are transitioned to electronic format and are compliant with the *BC Societies Act*.

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**#4 Priority:** Governance

**Initiative:** Board structure enables effective leadership and oversight.

**Objective and Deliverables:**

- (1) To develop annual recruitment and succession plans for board executive and directors;
  - (2) To provide consistent board orientation, education and training.
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**#5 Priority:** Service - Communications/Public Relations

**Initiative:** Improve the community profile for GVPVS to ensure that victims and referral partners are aware of our services and supports.

**Objective and Deliverables:**

- (1) To enhance and further develop a social media strategy to clearly define the GVPVS role in the community;
- (2) To design and implement an education and support plan for frontline police/crown partners, and agencies serving people who experience crime.

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**#6 Priority:** Organizational Design

**Initiative:** Effectively serve our key beneficiaries and justice partners.

**Objective and Deliverables:** To define the most effective organizational model for GVPVS to deliver mandated services within its geographic responsibility area.

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