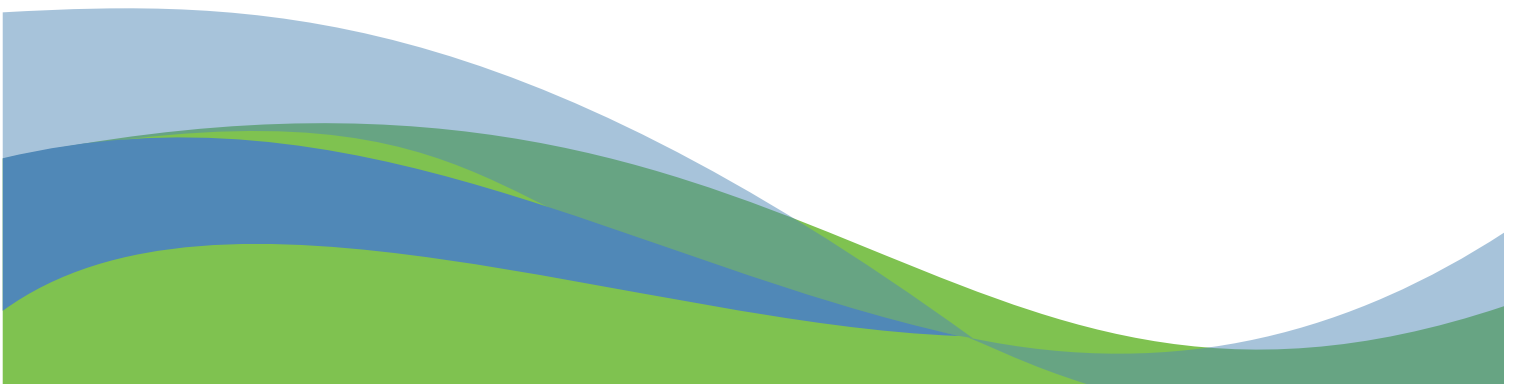




ANNUAL REPORT 2023

YEAR ENDING MARCH 31, 2023



We gratefully acknowledge that Greater Victoria Police Victim Services' office is located on the unceded, traditional, ancestral territories of the Coast Salish People, including the ləkʷəŋən peoples represented by the Songhees and Esquimalt Nations and the W̱SÁNEĆ peoples represented by the W̱JOŁEŁP (Tsartlip), BÓKEĆEN (Pauquachin), STÁUTW (Tsawout), W̱SIKEM (Tseycum) and MÁLEXEŁ (Malahat) Nations. We recognize that these First Nations have been custodians of this land for thousands of years and pay our respect to Elders and knowledge keepers, both past and present. We are grateful for the opportunity to live and work on these lands.



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.

STRATEGIC DIRECTIONS 2019-2023

Our Strategic Priorities and Goals: 2019-2023

SERVICE EXCELLENCE

GOAL: Resources are available to meet service delivery needs.

GOAL: Maintain and enhance progressive program design and delivery.

ENHANCED COMMUNITY RELATIONS

GOAL: Strengthen relationships with justice stakeholders to increase referrals and service impact.

GOAL: Understand and develop relationships with diverse communities and peoples.

EFFECTIVE COMMUNICATION

GOAL: All partners have a common understanding of the scope and nature of the work done by GVPVS.

GOAL: Community members impacted by crime identify GVPVS as a key resource.

GOVERNANCE EXCELLENCE

GOAL: Directors will build and sustain an accountable, diverse and effective board.



MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD PRESIDENT

Greater Victoria Police Victim Services (dba Victim Services) works with police to help people impacted by crime and trauma. Since 1984, we have provided 24/7 crisis response with follow-up emotional and practical support to people throughout Greater Victoria. This is achieved by the dedication of a team of committed board, staff and volunteers who embrace the Society's vision, mission, guiding values and principles.

With easing pandemic restrictions, Victim Services continued to pivot in response to the needs of victims in our community and remained focused on the priorities and goals outlined in the 2019-2023 Strategic Plan.

Service Excellence balanced the demands of providing effective trauma informed support to victims as well as a focus on supporting staff as they faced increasingly complex case files. Overall, the demand for victim services stabilized during the fiscal year resulting in a modest 5% increase on new referrals from the previous year.

Victim Services continues supporting staff focusing on the goals and objectives of a Vicarious Trauma Informed Organization. Whenever possible, management provides staff access to a variety of training opportunities to enhance their skills and resiliency.

Enhanced Community Relations with our police and community based victim service partners. Victim Services continues to build on sharing information and enhancing mutual understanding of the services available for victims. Victim Services provided in-person orientations for new police members increasing the understanding of our services and roles working with police to support victims of crime and/or trauma. Saanich Police continues to provide office space resulting in a strong relationship between our two services. This past year, Victim Services has worked in partnership with Sidney/North Saanich, West Shore RCMP Detachments and VicPD to facilitate Victim Services Case Managers working one day a week from each of their sites. Referrals from police increased by 8% this fiscal year.

This fiscal year, Victim Services prioritized Diversity, Equity and Inclusivity (DEI) within our service. Funding from grants by the Victoria Foundation and Vancity Community Partnership, Victim Service allowed us to engage a consultant to assist in addressing Social Oppression & Race-based discrimination.

Activities included Anti-Opressive Anti-Racist (AOAR) training with grounding The policy review provided grounding practices as well as a review of the Personnel Policies and Procedures. recommendations to encourage inclusive and culturally competent language that empowers and leads Victim Services members to conduct meaningful work that positively serves our clients. The DEI learning and accountability is a journey, not a destination and our organization is committed to continuing this work.

Effective Communications. Enhanced awareness of Victim Services as a key resource in our community was advanced by the generous donation received from 100+ Women Who Care Victoria and a grant from the Youth Philanthropy Initiative nominated by students at Reynolds Secondary School. Both groups provided opportunities to share awareness of the work and supports offered by Victim Services.

As well, staff and board utilized a variety of virtual platforms to continue meeting with each other and our community partners. Building on a common understanding of the nature of the work done by Victim Services, we extended invitations to strategic local programs to join our virtual team meetings to share information on each of our services.

Victim Services was selected to receive a generous donation by 100+Women Who Care Victoria



Victim Services maintained an active role with Police Based Victim Services of BC (PVSBC). K. French, Executive Director sits is a Director at Large on the PVSBC board of directors as well as being a member on the Committee for the Comprehensive Provincial Review (CPR) of police based victim services sector and Finance Committee.

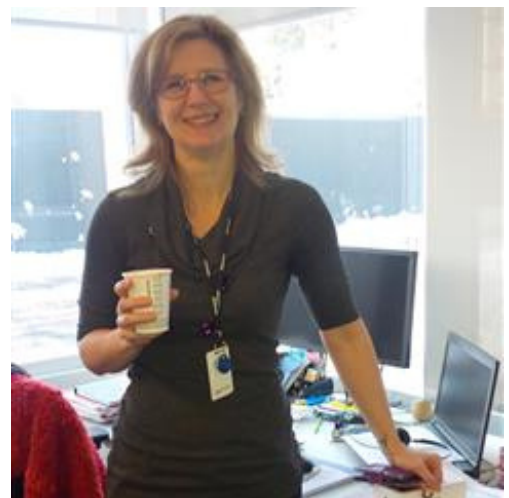
Governance Excellence remains a focus for the board. In 2022/2023, the board welcomed new members ensuring an engaged and diverse governance team. Theboard continues to make space at each meeting to explore topics including diversity and inclusion demonstrating the willingness and courage to be uncomfortable.

Victim Services is grateful for the support of our partners—our funders, donors, board members, volunteers, and most importantly our police and justice partners. We extend our sincere appreciation and heartfelt gratitude to everyone involved in assisting Victim Services as we support people in our community impacted by crime and trauma.



A handwritten signature in blue ink that reads "Karyn French".

KARYN FRENCH
EXECUTIVE DIRECTOR



A handwritten signature in blue ink that reads "Shauna Filgate-Smith".

SHAUNA FILGATE-SMITH
BOARD PRESIDENT

OUR BOARD OF DIRECTORS

A volunteer board of directors, half of whom are representatives of the seven participating police agencies and half of whom are civilians governs Greater Victoria Police Victim Services. 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 were pleased to have the following police and civilian members serving on our Board of Directors for 2022/2023:

Shauna Filgate-Smith	Civilian, President
Roni Pagliuso	Civilian, Vice President
James Ridge	Civilian, Treasurer
Michael Thackray, QC	Civilian, Secretary
S/Sgt. Brad Brajcich	Saanich Police
Sgt. Nigel Smallwood	Central Saanich Police
Cpt. Derek Andriatz	Military Police Unit (CFB Esquimalt)
Sgt. Kari Cochrane	Victoria Police
Cst. Jeremy Gofton	Oak Bay Police
Cpl. Andres Sanchez	Sidney/ North Saanich RCMP
Cpl. Chris Dovell	West Shore RCMP
Diane Hollinshead	Civilian
Wilhemena Harry	Civilian
Randeep Tut	Civilian

Our sincere appreciation to the following board members who also served during 2022/23:

Julie Adams	Civilian
Cst. Meighan Massey	West Shore RCMP
Cst. Kirstin Stuart	Oak Bay Police



Staff, board and guest on National Day for Truth and Reconciliation at our 2022 AGM

OUR STAFF

A team of highly trained staff carries out the society's daily operations, including program administration, client services and volunteer support and coordination.

Our staff members are:

Karyn French	Executive Director
Paul Cumberland	Finance Manager
Gwen Hay	Program Coordinator
Jacquelyn Carson	Victim Services Case Manager/Administrative Coordinator
Amanda Chidwick	Victim Services Case Manager/Court Support Coordinator
Pearl Rose	Victim Services Case Manager
Cheryl Koulouris	Victim Services Case Manager
Avalon Forrester	Intake Worker
Danielle Adnams	Crisis Response Worker
Shanna Grant-Warmald	Crisis Response Worker
Ashley Lazaro	Crisis Response Worker
Kylie Pitt	Crisis Response Worker
Madelyn Harris	Crisis Response Worker
Melissa Sands	Crisis Response Worker
Brittany Clark	Crisis Response Worker

It is with gratitude for their commitment and service that during the year we said goodbye to: Jennifer Meikle (Court Support Program Coordinator), Claire Nelms (Crisis Response Worker) and Alike Kaloupis (Intake Worker).

Victim Services is proud to be a:



OUR POLICE AND COMMUNITY PARTNERS

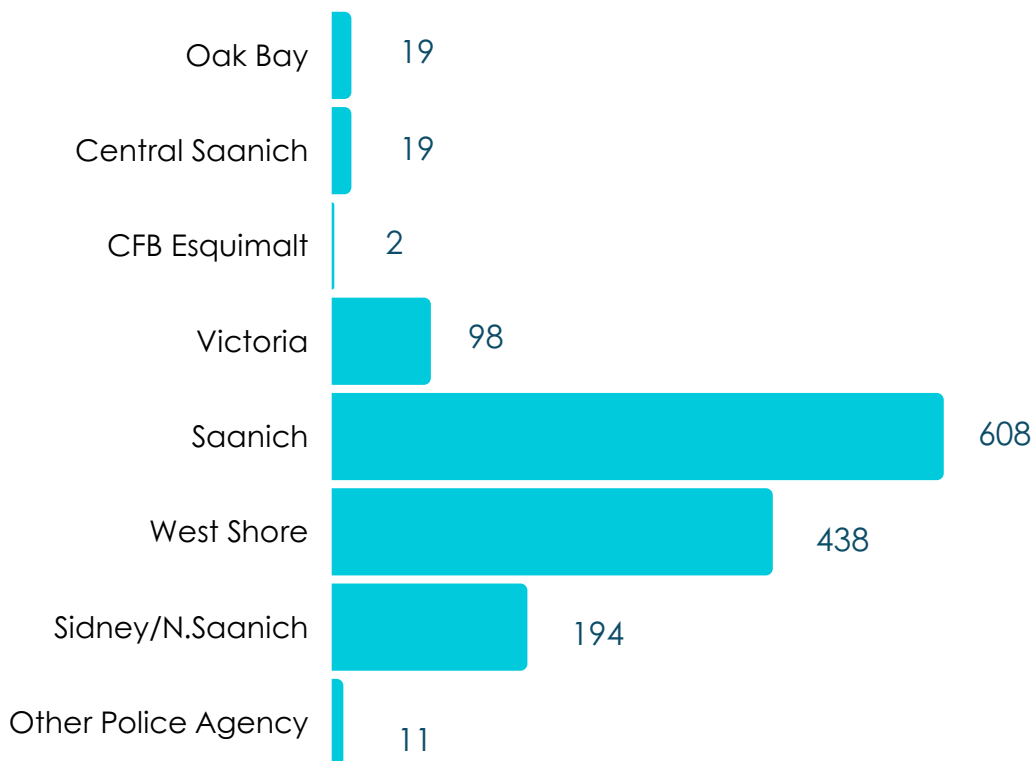
Greater Victoria Police Victim Services works in close partnership with and provides victim services on behalf of the seven police agencies in the Greater Victoria area:

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

This partnership is critical to the Society's mission of helping people impacted by crime and trauma. During the fiscal year, our police partners referred 1,389 files while 182 referrals came from other sources (i.e. self-referrals, community agencies). This is a modest increase of 68 referrals from the previous fiscal year.

**Our police partners referred
 1,389 files over the last fiscal
 year.**

Referrals by Police Partner



Victim Services works in close collaboration with five community-based victim services partners: Victoria Child Abuse Prevention & Counselling Centre, Victoria Sexual Assault Centre, Spousal Assault Victim Support Program, Regional Domestic Violence Unit, and Men's Therapy Centre.

A significant component of our service delivery includes referrals to other support services such as the Crime Victim Assistance Program, the Victim Safety Unit, VictimLINK, community-based victim services partners (listed above) and a variety of other local resources.



Other community agencies and services can refer clients to Victim Services as well, 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.



Staff and board at the Diversity, Equity and Inclusion (DEI) training in March 2023.

SERVICES PROVIDED

Key services provided by Victim Services include:

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

VICTIM SERVICES....it is not just about 'tissues and teddy bears'. Our highly trained staff provide emotional and practical support as mandated by the British Columbia Victims of Crime Act (VOCA) and the rights under the Canadian Victims Bill of Rights.

That the Victim Services website has an extensive list of resources on our website for police and the public. Visit www.gvpvs.org and click on "RESOURCES" for fact sheets, brochures and support agencies.

At VICTIM SERVICES All staff have police clearances.

DID YOU KNOW?

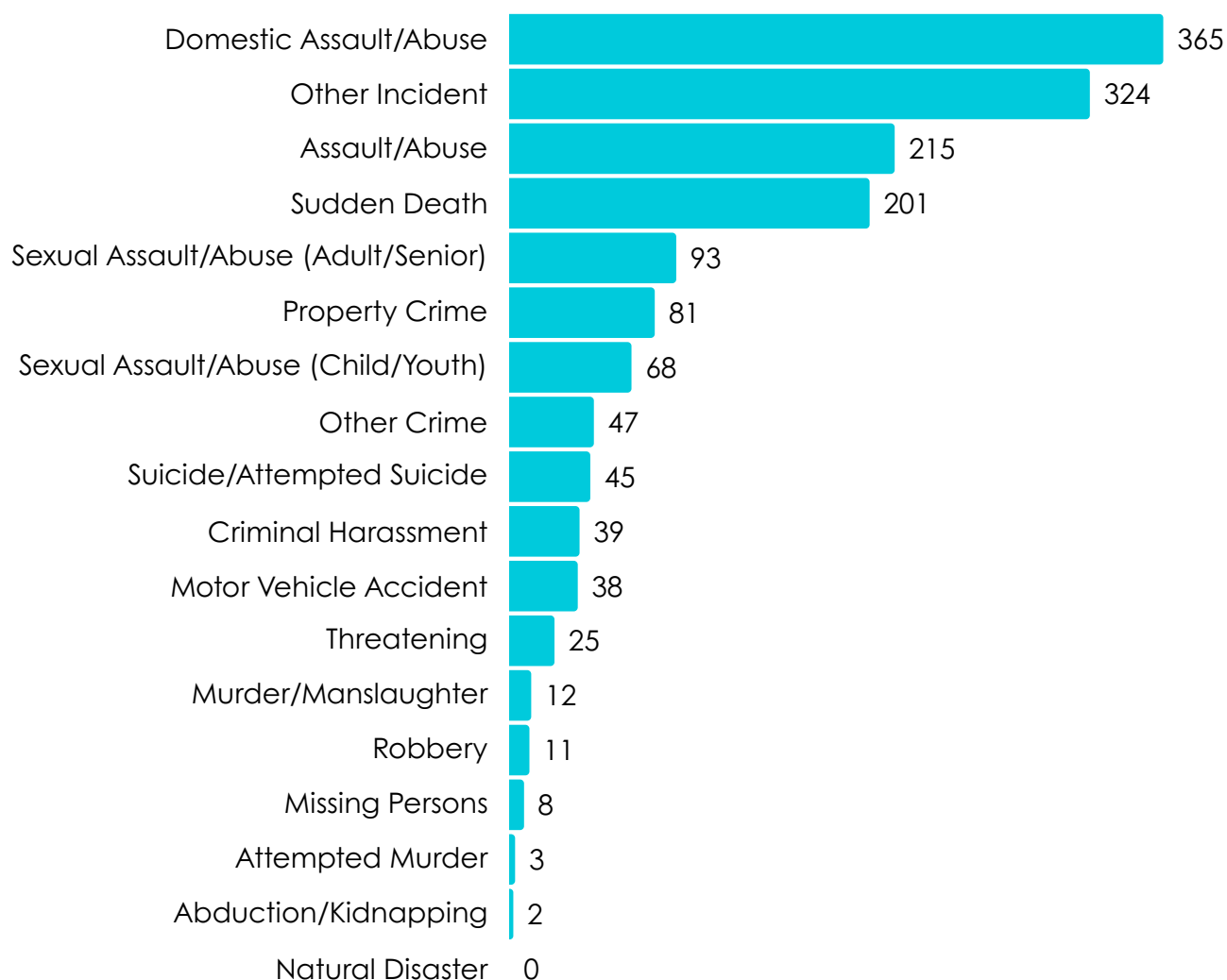
At VICTIM SERVICES, we support victims in completing their Victim Impact Statements and Crime Victim Assistance applications.

GVPVS is unique in BC because we work in partnership with seven police agencies to provide police-based victim services covering Metchosis & the Highlands through to North Saanich and all areas in between.

SUPPORT AND REFERRAL

As in the previous years, incident types vary greatly. Domestic Assault/Abuse continues to be the most frequent incident type. Next, Other Incident plus Assault/Abuse files remain the most common type of incident type. In addition, staff responded to 262 general inquiries over the past fiscal year.

Incident Types

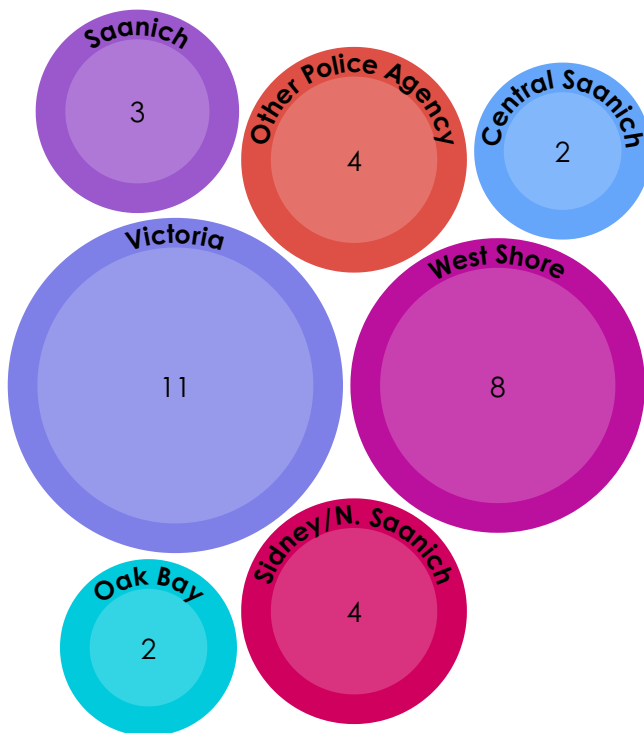


CRISIS RESPONSE

Victim Services is available 24 hours a day, seven days a week. Victim Services provides crisis intervention when requested by one of our seven police partner agencies during business hours. Victim services provide crisis response after hours over the telephone as requested by police.



After Hours Crisis Calls by Police Partner



There were an additional 21 crisis calls in 2022/2023 that we attended in person during business hours.

COURT SUPPORT PROGRAM

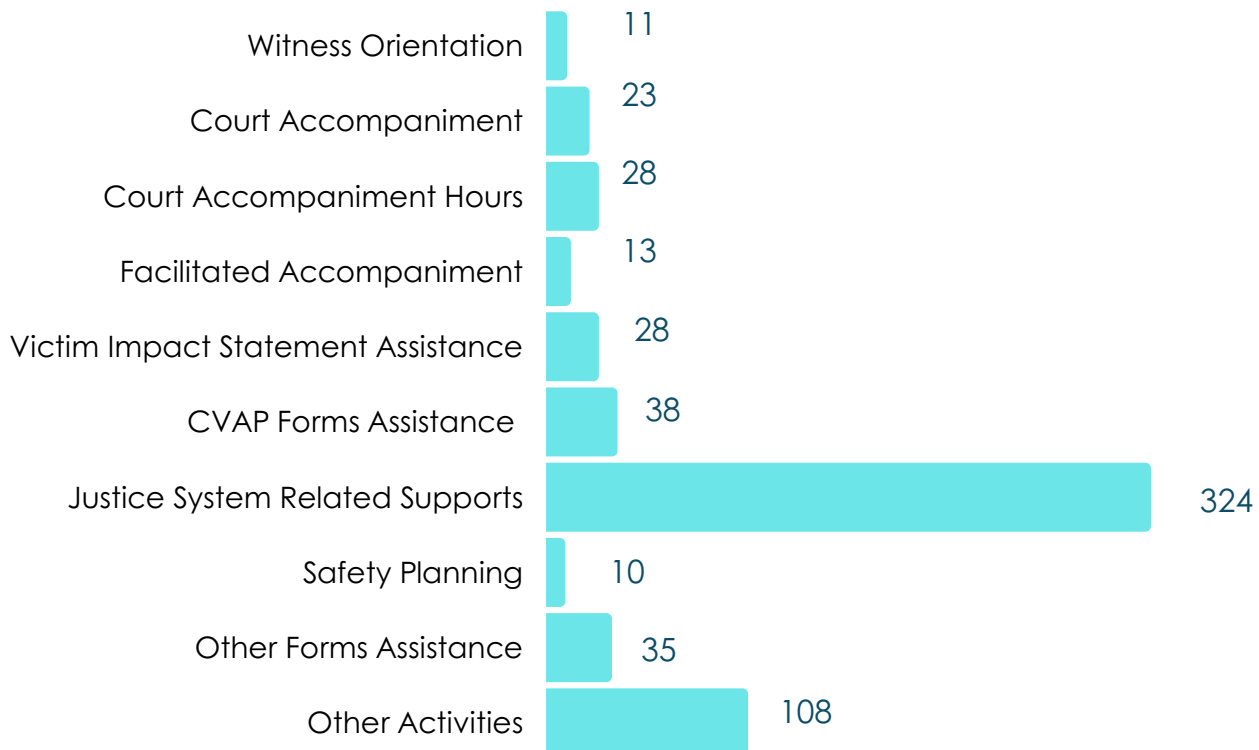
Our specially trained and highly dedicated volunteer, under the supervision of the Court Support Coordinator, work with victims and family members who are involved in the criminal justice system. Our staff and court volunteer provide information about the court process and victims' rights; give court 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 providing emotional and practical support and information about available resources.

GVPVS works primarily with the Provincial and Supreme Courts in Victoria, the West Shore and on occasion collaborates with other victim services programs on Vancouver Island.

Our Court Program office is located in the Victoria Courthouse.

A heartfelt thank you to our valued volunteer-Launa P. for her exceptional service to victims of crime and trauma throughout the year. Launa retired in early 2023 and we are truly grateful for the gift of her time and skills over the past few years.

Court Support Services



OUR IMPACT OVER THE LAST FISCAL YEAR

We served 1,589 clients.



**We responded to 34 after hours
crisis calls
requested by our police
partners.**



**Our police partners referred 1389 files
while 182 referrals came from other
sources (i.e. self-referrals, community
agencies).**



**We provided 28 hours of court
accompaniment to clients.**



OUR FUNDERS AND SUPPORTERS

Our generous funders are:

- Capital Regional District (CRD)
- District of North Saanich
- Province of British Columbia, Community Safety and Crime Prevention Branch, Victim Services and Crime Prevention Division
- Victoria Foundation, Community Grants Program
- VanCity Community Partnership Grant



Our generous supporters of in-kind contributions are:

- Saanich Police Department
- CREST (Capital Region Emergency Service Telecommunications Inc.)



Our generous donors are:

- Anonymous donors through Canada Helps and PayPal
- Provincial Employees Community Services Fund
- United Way Donor Directed Gifts Program
- Wendy and Rick McBride
- 100+ Women Who Care Victoria
- Youth and Philanthropy Initiative (YPI) championed by Reynolds Secondary Students,
- J. Williams
- Coast Capital Savings

Thank you!

Greater Victoria Police Victim Services Society is sincerely grateful to all of our supporters – we could not do what we do without you!

VICTIM SERVICES

WORKING WITH POLICE TO HELP
VICTIMS OF TRAUMA AND CRIME



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www.gvpvs.org

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