



ANNUAL REPORT 2024

YEAR ENDING MARCH 31, 2024



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 lək'wəŋən peoples represented by the Songhees and Esquimalt Nations and the W̱SÁNEĆ peoples represented by the W̱JOŁEŁP (Tsartlip), BOKÉĆEN (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.



Staff, members of the Songhees and Esquimalt Nations, community health providers and members of the Westshore RCMP detachment aboard the "TL'CHES SPIRIT"- August 2023



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

Welcome to the Greater Victoria Police Victim Services (dba Victim Services) 2024 Annual Report!

Since 1984, Victim Services has worked with police throughout Greater Victoria to help people impacted by crime and trauma. We are there when people are in crisis, and it may be their darkest hour. We help people face their new normal no matter how long that journey is for them. This is achieved by the dedication of a team of committed board and staff who embrace the Society's vision, mission, guiding values and principles.

During the fiscal year ending March 31, 2024, Victim Services continued to advance 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 remained stable during the fiscal year resulting in a modest 3% increase on new referrals from the previous year.

Victim Services continues supporting staff by focusing on the goals and objectives of a Vicarious Trauma Informed Organization developed by the Office for Victims of Crime. Victim Services benefits from a strong and resilient team.

Whenever possible, management provided staff access to a variety of training opportunities to enhance their skills and resiliency. Of note, two staff members attended the 49th Annual Training Event by the National Organization for Victim Assistance in New Orleans, Louisiana. The theme of the event was the "Power of Connection" with over 2,000 attendees from North America as well as some international locations. It was a rewarding experience highlighting new resources and techniques for supporting victims. Two other staff members attended the Police-Based Victim Services of BC (PVSBC) Annual Symposium in Surrey, BC. The theme was "People, Purpose & Passion: The Pathway to Success" recognizing the strength and resiliency of police-based victim service professionals.

Quarterly, Victim Services meets with other Vancouver Island and the Gulf Islands police-based victim services units to share best practises. These meetings often include a guest speaker from our justice partners such as Crown Counsel and The Vancouver Island Integrated Major Crime Unit (VIIMCU).

Enhanced Community Relations centered on developing relationships with diverse communities and peoples. This year, Victim Services is proud to have joined the Greater Victoria Police Diversity Advisory Council (GVPDAC).



GVPDAC was formed in 2001 and is comprised of police and diverse community representatives from the Greater Victoria region. GVPDAC seeks to create positive relationships and improve understanding between police and the community for the purposes of:

- fostering trust
- improving communication
- building understanding around issues of mutual concern

Being part of the GVPDAC provides Victim Services the opportunity to build stronger relationships and share information with our police partners and a diverse group of community agencies.

Victim Services implemented the recommendations from the Diversity, Equity and Inclusivity (DEI) audit of the Society’s personnel policies and procedures. The policy review provided recommendations to encourage inclusive and culturally competent language that empowers and leads Victim Service members to conduct meaningful work that positively serves our clients. The DEI learning and accountability is a journey, not a destination and we are committed to continuing this work.

K. French, Executive Director continued as a director at large on the PVSBC board of directors. She is also a member of the PVSBC Finance & Audit Committee as well as being active on the Committee for the Comprehensive Provincial Review (CPR) of police-based victim services sector.

Finally, a highlight of the year was the opportunity for the Victim Services team to connect with members of the Songhees and Esquimalt Nations, community health providers and members of the Westshore RCMP detachment for a picnic and paddle at Kosapsom Park (Gorge Waterway). Acting Corporal Cole Brewer led the group on a paddle in the detachment’s indigenous canoe “TL’CHES SPIRIT”. A/Cpl Brewer shared local indigenous knowledge as we paddled the Gorge. It was an extraordinary day enhancing community connections and cultural learning!

Effective Communications with our police and community-based victim service partners remained a priority. Victim Services plays an active role with Victoria Area community-based and police-based programs maintaining strong relationships and a comprehensive Protocol Agreement for referrals as mandated by the Ministry of Public Safety and Solicitor General.

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 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. A partnership with Sidney/North Saanich and VicPD provides space where a Victim Services Case Manager works one day a week from each of their sites resulting in improved engagement and increased referrals.

Annually, Victim Services participates with a display at the Camosun College Criminal Justice Career Information Fair. This is a great way to spread the word about our service to students seeking a career in the justice field. We also tabled a display at the Saanich Police Open House in September 2023. It was a spectacular family day where we were able to share information on our service along side a police partner.

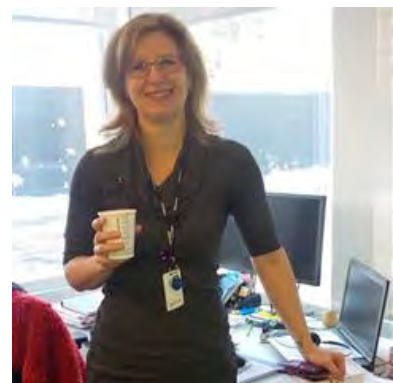
Governance Excellence remains a priority for the board. In 2023/2024, the board welcomed new members ensuring an engaged and diverse governance team. The board and management are looking forward to starting the process of developing a new Strategic Plan focusing on providing effective and meaningful victim services in the future.

Victim Services is grateful for the support of our partners—our funders, donors, board members, 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 black 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 2023/2024:

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. Liam Kenney	Military Police Unit (CFB Esquimalt)
Sgt. Dan O'Connor	Victoria Police
Cst. Jeremy Gofton	Oak Bay Police
Cpl. Ian Patchett	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 2023/24:

Sgt. Kari Cochrane	Victoria Police
Cpl. Andres Sanchez	Sidney/North Saanich RCMP
Cpt. Derek Andraitz	CFB Esquimalt



Cpl. Sanchez and Michael Thackray at the GVPVS AGM-September 2023



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
Lauren Clark	Intake Worker
Avalon Forrester	Crisis Response Worker
Brittany Clark	Crisis Response 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

It is with gratitude for their commitment and service that during the year we said goodbye to: Melissa Sands (Crisis Response Worker), Shanna Grant-Warmald (Crisis Response Worker) and Rob Florence (Crisis Response Worker)

Victim Services is proud to be a:



OUR POLICE AND COMMUNITY PARTNERS

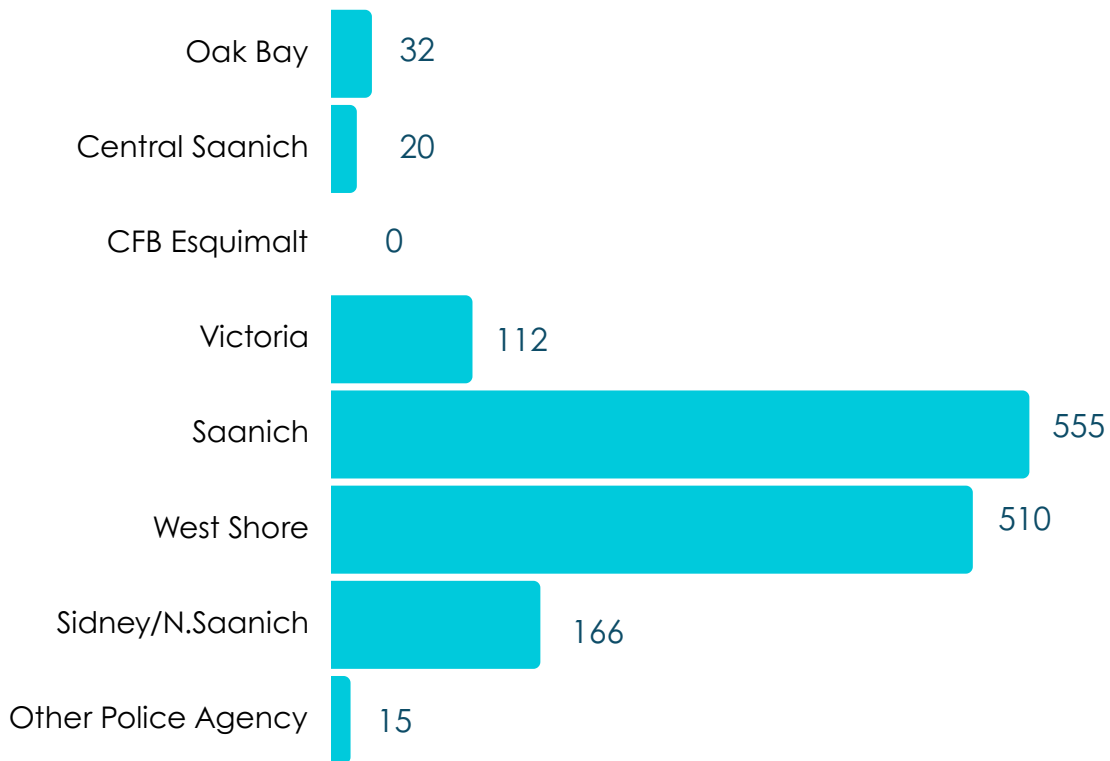
Greater Victoria Police Victim Services works in close partnership with and provides victim services on behalf of the seven police agencies in the Greater Victoria area:

- 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 1,410 files while 209 referrals came from other sources (i.e. self-referrals, community agencies).

Our police partners referred 1,410 files over the last fiscal year.

Referrals by Police Partner



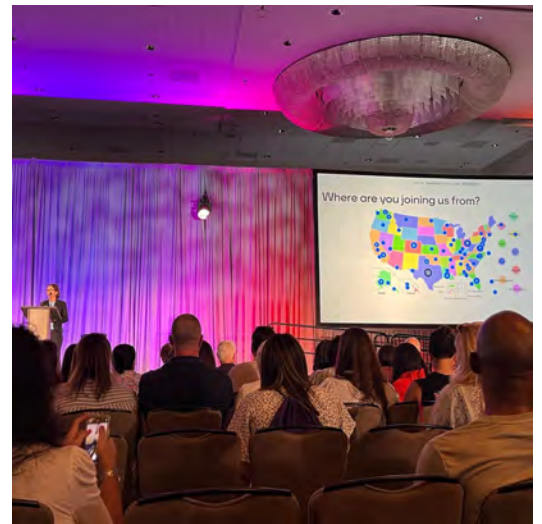
Victim Services works in close collaboration with five community-based victim services partners: Victoria Child Abuse Prevention & Counselling Centre, Victoria Sexual Assault Centre, Spousal Assault Victim Support Program, Regional Domestic Violence Unit, and Men's Therapy Centre.

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.



Two staff members attended the National Organization of Victim Assistance's conference in New Orleans in July 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?

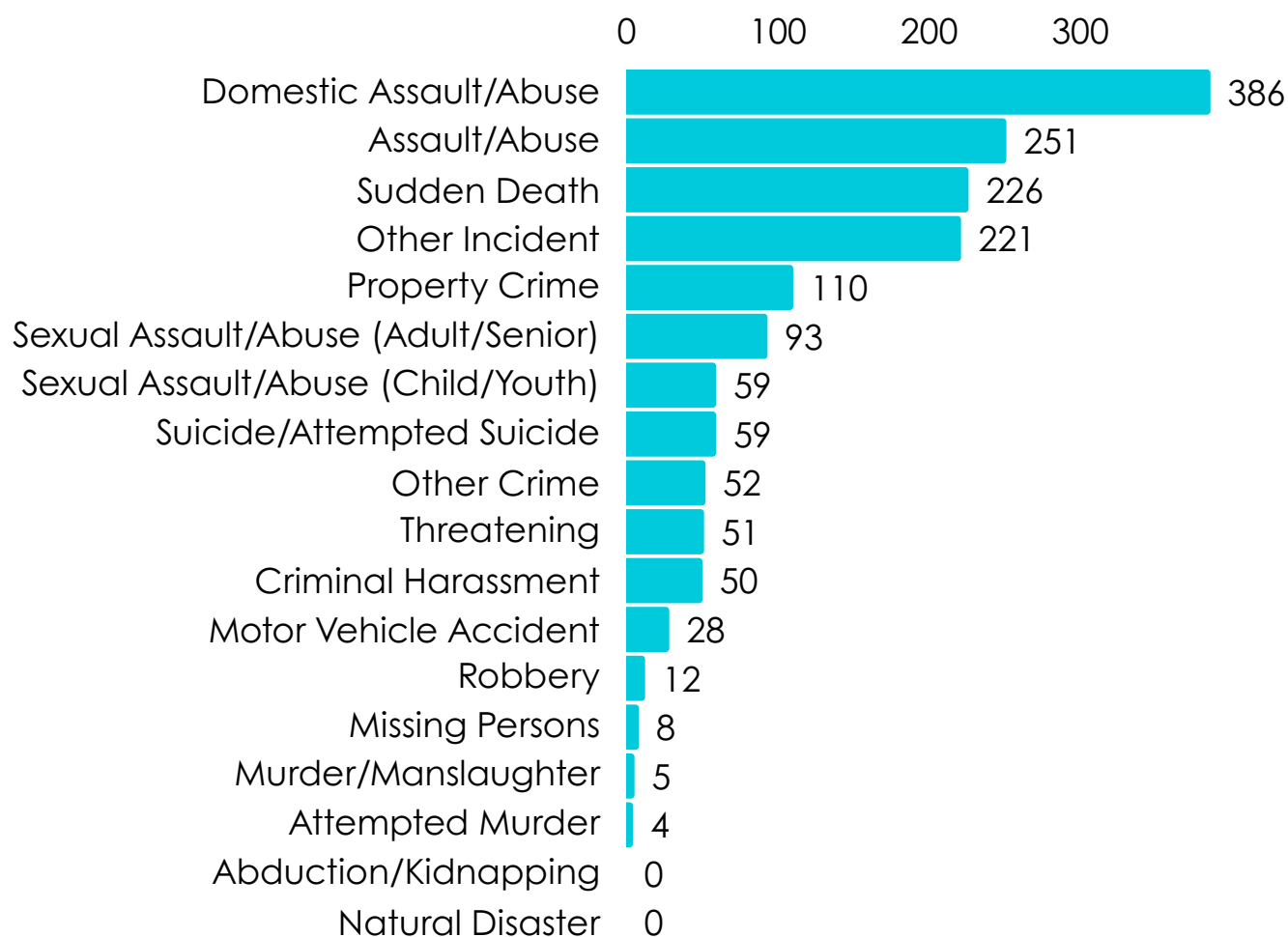
At VICTIM SERVICES, we support victims in completing their Victim Impact Statements and Crime Victim Assistance applications.

GVPVS is unique in BC because we work in partnership with seven police agencies to provide police-based victim services covering Metchosin & 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. Assault/Abuse files remain the most common type of incident type. Incident types that were higher this fiscal year included Threatening, Criminal Harassment while most other areas remained consistent from previous years.

Incident Types

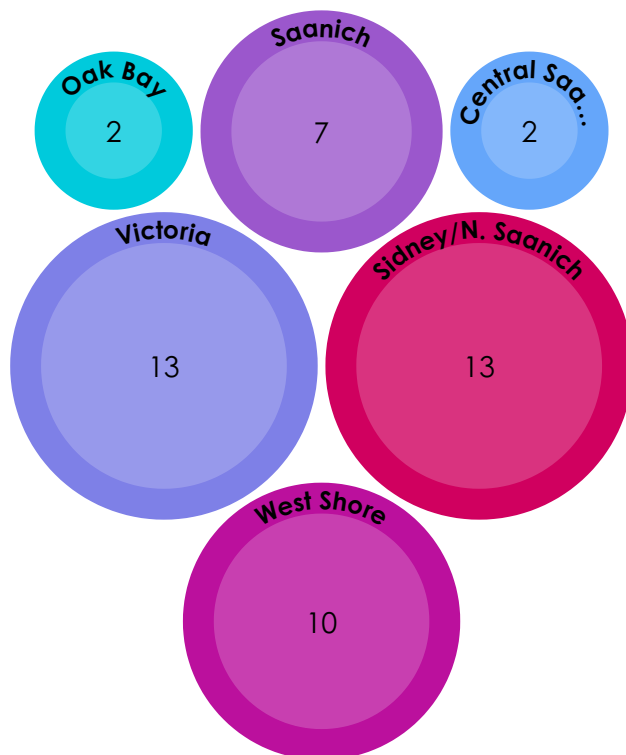


CRISIS RESPONSE

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 34 crisis calls in 2023/2024 that we attended in person during business hours.

Overall total crisis calls in 2023/2024 was 81.



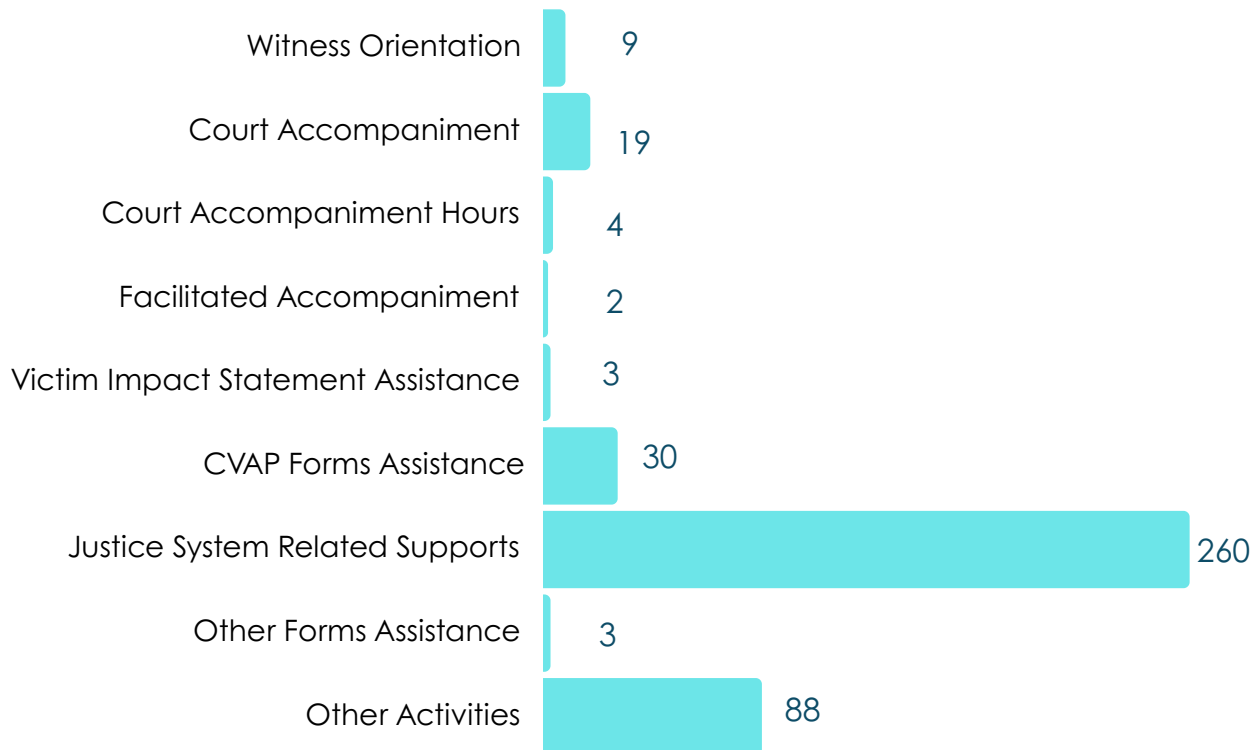
COURT SUPPORT PROGRAM

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.



Court Support Services



OUR IMPACT OVER THE LAST FISCAL YEAR

We served 1,619 new clients.



We responded to 81 after hours crisis calls requested by our police partners.



Our police partners referred 1,410 files while 209 referrals came from other sources (i.e. self-referrals, community agencies).



We responded to 209 general inquiries over the past fiscal year.

Services were concluded on 1,667 files.



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



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
- J. Williams
- Coast Capital Savings
- G. Stech



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



Follow us!



[Facebook.com/GVPVS](https://www.facebook.com/GVPVS)



[victim_services](https://www.instagram.com/victim_services)



[@GVPVS](https://twitter.com/GVPVS)



250.995.7351



info@gvpvs.org



www.gvpvs.org