



ANNUAL REPORT 2025

YEAR ENDING MARCH 31, 2025



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 ƵSÁNEĆ peoples represented by the ƵJOŁEŁP (Tsartlip), BOKÉĆEN (Pauquachin), STÁUTƵ (Tsawout), ƵSIKEM (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 AND VALUES

Vision



The individuals we serve achieve a state of well-being.

Mission



We work with police in the Greater Victoria area to provide emotional support, practical assistance and referrals to individuals impacted by crime and trauma.

Our Value

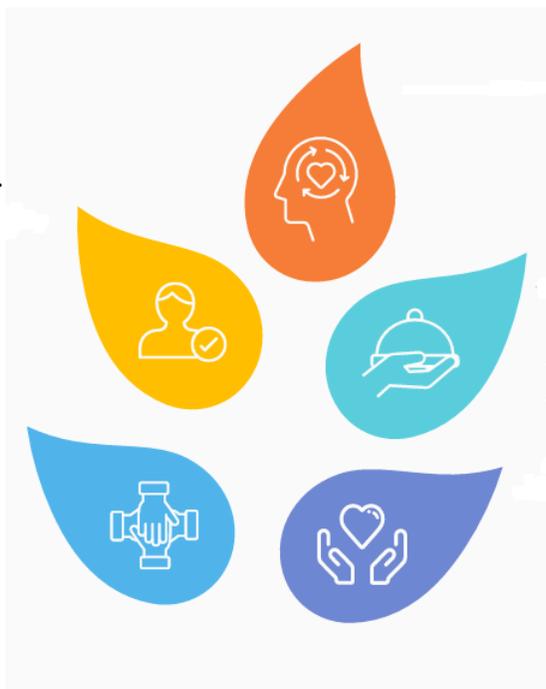
Our values guide our behaviours and decisions and are expressed through five core principles.

COMMITMENT

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

DIVERSITY

- We respect the strengths and needs of the diverse communities we serve.
- We strive to be inclusive and representative, respecting all individuals and their uniqueness.
- We respect each other and the different roles we perform.



INTEGRITY

- We are in accordance with a Code of Ethics.
- We are transparent.
- We treat information from the communities we serve and our police partners with confidentiality.
- We earn trust by doing what we say.

SERVICE

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

EMPATHY

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

MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD PRESIDENT

Welcome to the Greater Victoria Police Victim Services 2025 Annual Report!

Since 1984, Greater Victoria Police Victim Services (GVPVS) provides legislated police-based services and support to victims of crime and trauma by way of short-term emotional support and practical assistance as mandated by the British Columbia Victims of Crime Act and the rights under the Canadian Victims Bill of Rights.

GVPVS is unique in British Columbia because we work in partnership with seven police agencies throughout Greater Victoria to provide police-based victim services covering Metchosin and the Highlands to North Saanich and all areas in between.

We are committed to the communities we serve. This is accomplished by the dedication of a team of committed board and staff who embrace the Society's vision, mission, guiding values and principles to ensure the individuals we serve achieve a state of well-being no matter how long that journey may be.

Over the past five years, the demand for GVPVS services has more than doubled with only nominal increases in funding. In addition to this increased demand, changes in community demographics (including mental health and substance use, homelessness, increased immigration, diversity in cultural norms and language barriers) have added to the complexity of the services which GVPVS provides.

This increased demand for, and complexity of provided services, has challenged the ability of GVPVS to maintain service levels over the same period. While GVPVS has remained creative in stretching available funding and built and leaned upon strong relationships with stakeholders and partners, this model is no longer sustainable.



In 2024, we dedicated time to refresh our Greater Victoria Police Victim Services Strategic Plan building a roadmap to guide us through our next five years (2025-2030). We will focus on three strategic goals:

- **Services and Support** – The communities we serve (police and victims) receive services and support when most needed.
- **Organizational Sustainability** – GVPVS has a strong operational foundation (including a fiscally sustainable path) which together with technology, partnerships and other resources enables GVPVS to meet and support the demand for its services.
- **Capacity** – GVPVS has a committed team with the capacity and competencies to deliver service and support excellence.

We look forward to the future and know that we must rely on our partners—our funders, donors, board members and most importantly our police and justice partners to succeed. We extend our sincere appreciation and heartfelt thanks to all of those involved in assisting Victim Services as we support those who need our services.



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

Diane Hollinshead

James Ridge

Michael Thackray, QC

Staff/Sgt. Pat Mangan

Staff/Sgt. Nigel Smallwood

Sgt. Dan O'Connor

Cst. Jeremy Goffon

Cpl. Ian Patchett

A. Cpl. Cole Brewer

Wilhemena Harry

Randeep Tut

Civilian, President

Civilian, Vice President

Civilian, Treasurer

Civilian, Secretary

Saanich Police

Central Saanich Police Service

Victoria Police

Oak Bay Police

Sidney/ North Saanich RCMP

West Shore RCMP

Civilian

Civilian

Our sincere appreciation to the following board members who also served during 2023/24:

Cpl. Chris Dovell

Cpt. Liam Kenney

Staff/Sgt. Brad Brajcich

Major Pamela Harris

West Shore RCMP

Military Police Unit (CFB Esquimalt)

Saanich Police

Military Police Unit (CFB Esquimalt)

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 Manager
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
Ashley Lazaro	Crisis Response Worker
Kylie Pitt	Crisis Response Worker
Madelyn Harris	Crisis Response Worker
Sheena Erickson	Crisis Response Worker
Chitra Balakrishnan	Crisis Response Worker
Lindsay Ference	Crisis Response Worker

It is with gratitude for their commitment and service that during the year we said goodbye to: Danielle Adnams (Crisis Response Worker).

Victim Services is proud to be a:



**WE'RE A PROUD
LIVING WAGE
EMPLOYER**



OUR POLICE AND COMMUNITY PARTNERS

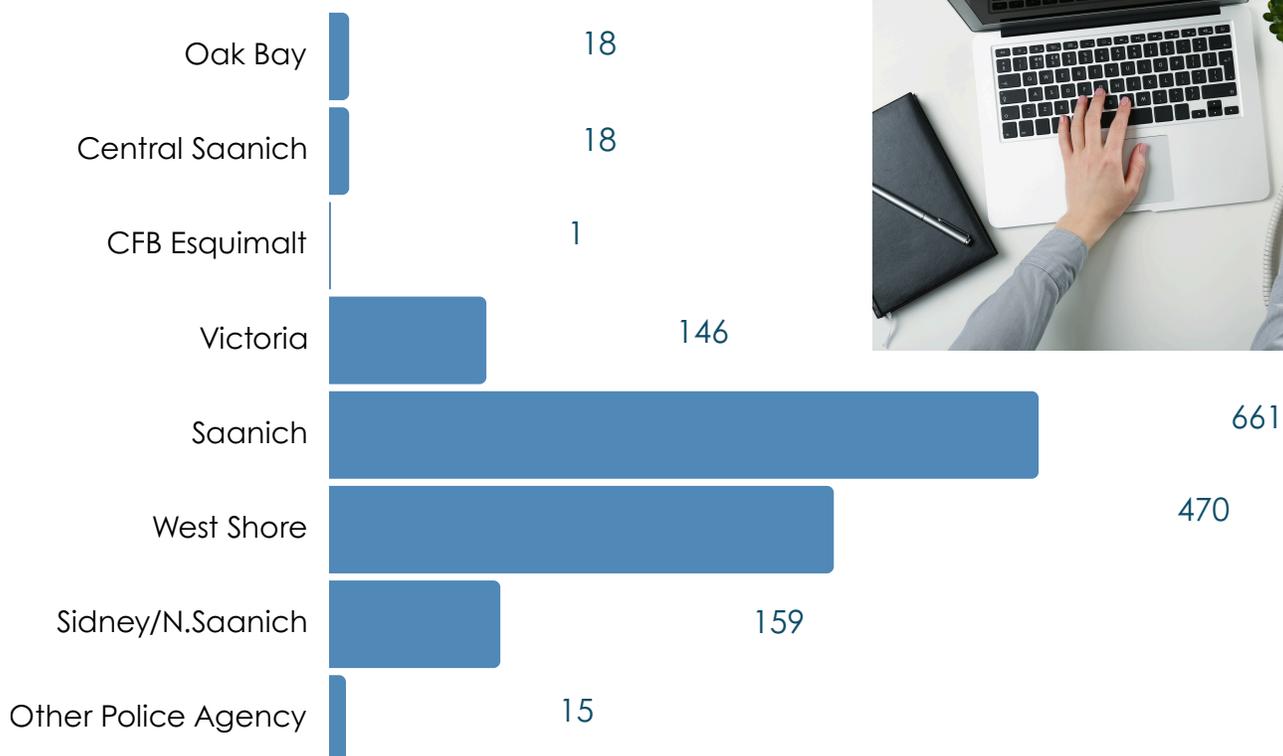
Greater Victoria Police Victim Services works in close partnership with and provides victim services on behalf of the seven police agencies in the Greater Victoria area:

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.

**Our police partners referred
 1,488 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. In this fiscal year, GVPVS had 133 self referrals and 64 referrals from community partners and other services.



Two of our staff members attended the PVSBC Island Region Program Managers meeting in April 2024



At the PVSBC Symposium in May. This year's theme was "Our Roles in a Culturally Responsive Environment"



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.



We attended the Camosun Criminal Justice Information Session in March 2025

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.

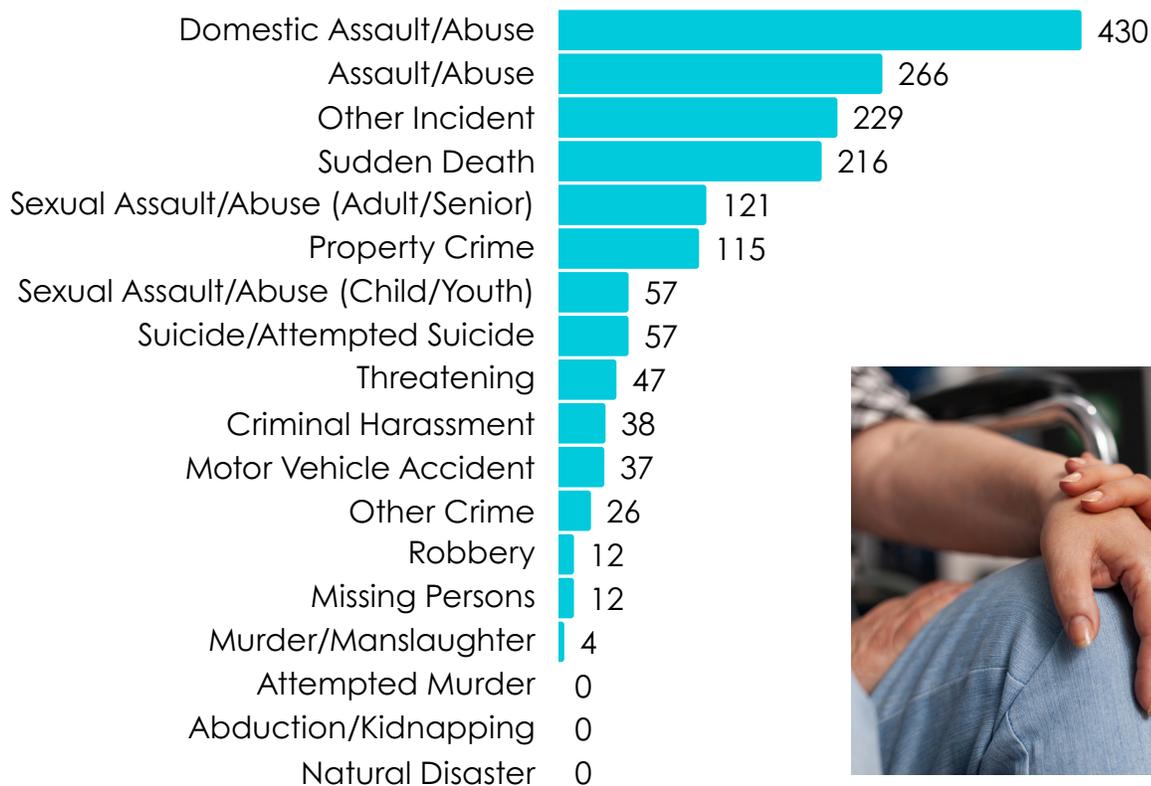
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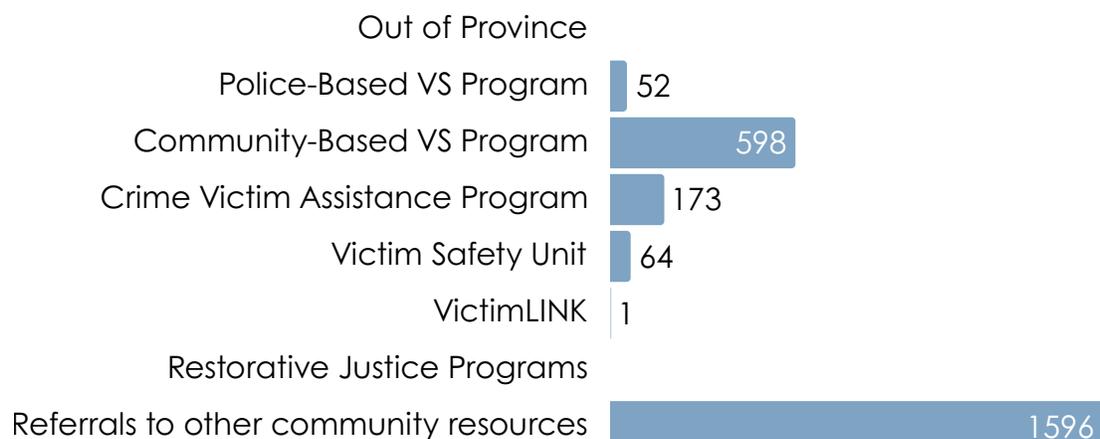
SUPPORT AND REFERRAL

As in the previous years, incident types vary greatly.

Incident Types



Referrals To



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.



Crisis Calls by Police Partner



1



8



16



4



Sidney/North Saanich

3



1



1



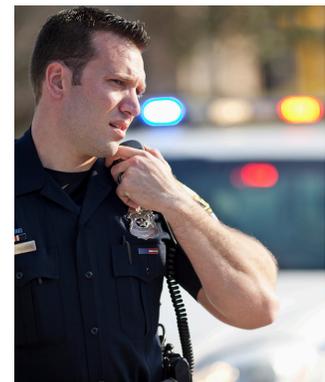
West Shore

12

11



At the request of police, we attended 25 crisis calls in person during business hours and responded to 21 calls via telephone after office hours.



OUR IMPACT OVER THE LAST FISCAL YEAR

We served 1,667 new clients.



We responded to 46 crisis calls requested by our police partners.



Our police partners referred 1,488 files while 197 referrals came from other sources (i.e. self-referrals, community agencies).



We responded to 161 general inquiries over the past fiscal year.

Services were concluded on 1,788 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
- Department of Justice Canada, grant for Victims and Survivors of Crime Week
- Victoria Foundation, Community Grants Program for Fraud Prevention, Digital Literacy & Online Safety workshops



Canada



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

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!



For Victims and Survivors of Crime Week, we hosted an event. The theme was: “Building on Relationships, Reconciliation and Renewal: The Power of Collaboration”



VICTIM SERVICES

WORKING WITH POLICE TO HELP VICTIMS OF TRAUMA AND CRIME

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