



**Barrie and Area Victim Crisis Assistance and Referral Service**

# **Annual Report 2015**

**“Proudly celebrating 20 years  
of quality, comprehensive service delivery to  
our communities”**



Our **Mission** is to provide comprehensive support services to victims of crime and tragedy in our geographic area.

We believe that everyone is entitled to human rights and justice regardless of individual differences. We strive to safeguard these rights, and to deliver services in a manner that preserves human dignity, respect and equity.

### Listening, Compassion, and Support

Barrie and Area VCARS is a non-profit, incorporated, registered charitable victim service organization. We are dedicated to ensuring victims of crime and tragedy receive meaningful and appropriate assistance in a time of need.

Services are available on site 24/7, in English and French, in the immediate aftermath of a victimizing incident. Our volunteers and staff are highly trained to provide crisis intervention and address individual needs; to support people to transform their lives from a crisis state to coping with the impact of the trauma, and to quicker recovery.

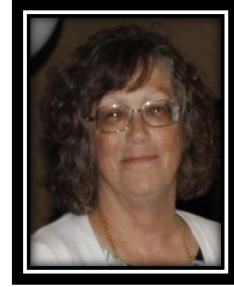
We support our clients to help prevent re-victimization. We work closely with police and community agencies to provide support from victimization to beyond the justice process.

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## A Message from Our Chair and Executive Director



On behalf of the Barrie and Area VCARS Board, staff and volunteers, we are pleased to present our 2015-2016 Annual Report.

This year we have recognized a couple of significant milestones. Both are interconnected. Firstly, congratulations to our Executive Director Marie McCallum on her 20-year anniversary with the program, and secondly, WOW! 20 years that Barrie and Area VCARS has been providing comfort and support to victims of crime and tragic circumstance. Marie's leadership, dedication and passion has made our program one of the most successful and recognized in the Province.

As your Chair and Executive Director, we would like to congratulate all of our amazing volunteers and especially those who were recognized this year at our 20-year anniversary and awards banquet. The evening was held at the Barrie Army, Navy & Air Force Club and was attended by a large number of volunteers, community partners from our partner police services and board members.

Marie and the office staff have been diligently working on updating our policies, reviewing our by-laws, filling the voids created as a result of Ministry funding changes, and of course recruiting and providing the highest standard of training to skilled volunteers.

The team is working hard to encourage referrals from our partner agencies and ensure we are supporting our community in every capacity. To this end we communicate regularly with each of our police services and appreciate their support as members and advisors to our Board.

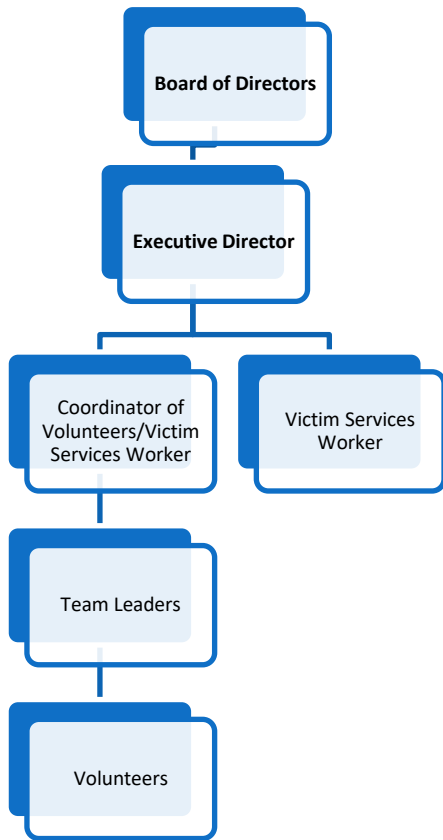
Over the past year we have had some changes to our Board as members have changed positions or their tenure has expired. Our Board members bring a variety of professional and personal experience to the table and work tirelessly to support our Executive Director and office team.

We would like to thank our staff for their commitment to maintaining a strong team approach and forward-thinking style. As we move ahead, we will use these talents and skills to look upon new challenges as opportunities for improvement and progress.

Again, Marie and I would like to thank the Board, staff and volunteers for their continued dedicated service. Adversity is challenging but it makes us all stronger and better.

Doug and Marie.

## Organizational Chart 2015



Volunteers & Family (photo K. Brethauer)

## Board of Directors: Governance and Leadership

Our Board of Directors is comprised of a minimum of nine (9) volunteer members from our catchment area. These individuals are knowledgeable, skilled and committed to victim assistance. Our Board members use their expertise and talents to govern with diligence, care and integrity. They set the benchmark of professionalism for the organization by leading with honesty and loyalty. They adhere to the highest standard of ethical practices.

### Our Board Leaders for 2015

**Officers:** Doug Conley, **Chair**  
 Nancy Brett, **Vice Chair**  
 Simon Bradford, **Treasurer**

**Directors:** Mark Sheffer, John Van Dyke, Ron Wheeldon, Leland Clipperton, Mac McKinnon, Christine Madden

**Board Advisors:** Andrew Ferguson, Peter Ford

#### Board Committees

Members of the Board participate on standing and Ad Hoc committees including personnel, finance, human resources and policy, board development, fundraising, and planning for the future of the organization.

## Our Staff



**Jeanette Jennings**  
Coordinator of  
Volunteers/Victim  
Services Worker



**Kim Clark**  
Victim Services  
Worker

Jeanette and Kim can be found in the Midland, Collingwood and Barrie offices. Both have been with the program for many years and have a great deal of experience supporting victims of crime and tragic circumstances. Jeanette oversees the volunteer program including the recruiting and training of volunteers. Kim also attends volunteer training sessions as a co-facilitator. Volunteers know they can always approach any staff member when help and support is needed.



L-R: Doug, Jeanette, Julie, Kim

## Volunteers

We are privileged to have 110 dedicated trained crisis response volunteers ready to be dispatched to crisis incidents. We have 12 volunteers who have taken advanced training to become team leaders. Team leaders are the shift supervisors who ensure that a crisis response team is sent to a safe location. It's their job to get a team to an incident location within 30-45 minutes from the time a referral is received.

Volunteers sign-up for a minimum of four 12-hour on-call shifts per month. Our dedicated team leaders fill many more than 4 shifts per month and are always available to consult with volunteers on complex situations. The scheduling of volunteers is skilfully handled by Julie, a volunteer who has been with the program since April 2003.

Our wonderful volunteers come from all "walks of life". Some stay a few years, and others stay for many years. They will tell you that their time with VCARS is life enhancing. While their motivation to become a VCARS volunteer was to help others, they will easily acknowledge the satisfaction they personally derive from being available to support victims when the victim most needs the support.

***Our volunteers are the heart and backbone of the organization. We thank each for their commitment and selfless donation of time, energy and skills to help others.***

**Total Volunteer Hours in 2015 = 40,833**

***Congratulations Volunteers!***

## Highlights of the Volunteer Program 2015

**April 13, 2015** - National Volunteer Week Dessert Gala, Community Connections, 7 volunteers attended

**May 7, 2015** - Legal information workshop, Barrie, Staff attended with display board

**June 9, 2015** - Ministry of Citizenship & Immigration Volunteer Service Awards - 8 volunteers recognized

**June 22, 2015** - Tour of Orillia Sexual Assault unit—22 volunteers attended

**August 29, 2015** - Wyevale Fire Department Family Fun Day - 2 volunteers attended with our display

**October 9, 2015** - Garfield Dunlop Senior’s Day - 2 volunteers attended with our display

**January 19, 2016** - First volunteer training program for 2015 commenced

**February 20 & 21, 2016** - ASIST training—5 volunteers completed the training

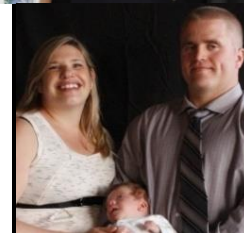
**March 7, 2016** - Staff attended “Rape Culture” workshop presented by SCVAWCC

**March 15, 2016** - 28 Volunteers graduated from the volunteer training program

**March 17, 2016** - Staff attended “Complexity of Trauma Response” presented by York Region Victim Services

**March 21, 2016** - Staff attended Human Trafficking workshop presented by 51 Division, Toronto Police Service

Monthly volunteer meetings were held in Barrie and Elmvale, weather permitting



"I came to the area in 2007 after escaping an extremely abusive relationship that included an attempt on my life.

I was a total mess. Within two days of arriving, I met with a staff member from victim services for the first time.

Very quickly, the staff member recognized that I was extremely vulnerable and overwhelmed by emotion. I never imagined someone would attempt to kill me. The staff member supplied me with an emergency cell phone to make an immediate connection with police if my abuser appeared. This helped ease my anxiety.

The staff person supported me and helped me re-establish calm so I could speak on my own behalf. She respected my confidentiality and demonstrated professionalism to the highest standard.

I have maintained regular contact with victim services. As a transgendered woman I am available now to offer my help by sharing my journey and the associated struggles with others dealing with the same challenges. It's my time to give back for the help I received through victim services.

Alice

***"Not only am I a volunteer, I am a former client"***

***In 2000 my family was a victim of a crime. I had a very hard time moving forward. One 20-minute conversation with victim services and I was able to start my journey of healing. For me it was the gentle hand to lift me through a time of crisis, and allowing me to take my first step forward.***

***I have always said that volunteering is self-motivated because I too get something out of it. I know how important the first step is, and I feel blessed to be able to give clients a helping hand during their time of personal stress.***

***Thank you, Kim***

**Victim Quick Response Program**

**We assisted victims in crisis to complete Victim Quick Response Program (VQRP) application forms.**

Attempted Murder -	0
Domestic Violence -	39
Hate Crime -	1
Homicide -	5
Serious Assault -	6
Sexual Assault -	8
<b>Clients -</b>	<b>59</b>

Counselling Approved -	\$ 53,000.00
Emergency Expenses	6,729.77
Funeral Expenses -	15,000.00

**Clients received VQRP Services totalling \$74,729.77**

*"I first became aware that Victim Services existed at a very low time in my life. Being sexually assaulted by someone I knew and trusted left me feeling very vulnerable, betrayed and worthless. When the police officer handed me the card with the VCARS contact number, I was hesitant to call. After all, if I had caused someone close to me to hurt me, what could a stranger do to help?"*

*I blamed myself for the attack. I didn't want to see myself as a victim. That would make me weak. I didn't do weak. That was for others, not me. However, the card had made a photographic imprint in my mind and in a moment of strength I picked up the phone and called the office. Within a short period of time I had an appointment to meet with volunteers. While I felt like cancelling that appointment, I didn't, and I am forever grateful for my decision.*

*The team I met with listened to me and validated my feelings and emotions. They helped me get to the place where I knew that someone else's choice was exactly that. It had nothing to do with what I had done or hadn't done. I left that appointment with a confidence I hadn't felt in a long time, and resources to contact to help me on a long term basis.*

*I recognise the importance of having someone extend a hand of support, an attentive ear, and a heart that cares in a time of need; someone with compassion and without judgement. Barrie and Area VCARS offers that support to anyone who needs it. It is a very worthwhile program that unfortunately, many are still unaware of.*

*Volunteer, Barrie and Area VCARS*

## Victim Crisis Assistance

**Barrie and Area VCARS is responsible for the delivery of services under the Victim Crisis Assistance Ontario (VCAO) Program.**

**Trained staff and volunteers provide crisis support to victims, their families, and witnesses impacted by a wide range of crime and tragic circumstances.**

**Some of these incidents are homicide, suicide, domestic violence, sexual assault, criminal harassment, robbery and property crimes, elder abuse, fire, sudden death, and sadly, more.**

**The program assists men, women and children over the age of 16 years. Children under 16 years of age can receive assistance as long as a parent or guardian has consented.**

**Barrie and Area VCARS staff and volunteers also help victims of specific types of violent crimes apply for financial assistance in the immediate aftermath of a crime.**

**When they have no other resources, victims can apply for emergency funding for counselling and transportation to counselling, emergency expenses, and funeral expenses for victims of homicide.**

**All assistance is provided free, in a non-judgemental and confidential manner that respects the dignity and rights of every person.**



## Impact of Our Services

Our goal is to deliver high quality services that enable victims of crime and tragic circumstances to cope with the changes that happen as a result of tragedy.

<b>New Clients Served in 2015</b>	Total - 573	Crime-related - 378
<b>New Clients served within 72 hours of incident</b>	Total – 381	Crime-related – 266
<b>Additional clients served via follow-up contact by telephone or in person</b>	Total - 513	Crime-related - 400
<b>Referrals Provided</b>	1,434	
<b>New Aboriginal Clients (self-identified)</b>	11	
<b>New clients served in French</b>	4	
<b>New clients served in other languages</b>	2	

## Funding for Barrie and Area VCARS

Barrie and Area VCARS is a Transfer Payment Grant Agency funded by the Ontario government. Transfer payments are funds given to organizations to deliver services to the public. Funds for our Program are derived from the Victim Justice Fund. The Transfer Payment Accountability Directive under the Management Board of Cabinet Act, is a framework or set of rules to oversee the management of this funding. The framework requires our organization to have:

1. Financial management policies with direction for accounting, business finance control/assurance
2. Operational policy guidelines for specific types of activities, and consistent business practices
3. Support and best practices for administrative oversight

**You may find it interesting that** as a result of a new funding formula effective April 1, 2015, our VCARS site funding **decreased by \$95,397.00** over 2015-2017. Funding for 2016-17 is \$186,761.00. Despite the decrease, we endeavour to provide services at the same level and to the same geographical area. To achieve this end some difficult and necessary management decisions have been made, including decreasing staff levels and enacting significant cost efficiencies in operations. One of our priorities over the next 5 years will be to heighten awareness of our organization's services, to reach out to all victims requiring assistance. We will be campaigning to develop supportive partnerships from our communities to ensure the viability, integrity and longevity of the organization.



Tel: 705 726 6331  
Fax: 705 722 6588  
www.bdo.ca

BDO Canada LLP  
300 Lakeshore Drive, Suite 300  
Barrie ON L4N 0B4 Canada

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## Independent Auditor's Report

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### To the Board of Directors of Barrie and Area Victim Crisis Assistance and Referral Service

We have audited the accompanying financial statements of Barrie and Area Victim Crisis Assistance and Referral Service which comprise the statement of financial position as at March 31, 2016 and the statements of operations and changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

#### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.



### Basis for Qualified Opinion

In common with many not-for-profit organizations, Barrie and Area Victim Crisis Assistance and Referral Service derives revenue from donations and cash receipts, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization. We were unable to determine whether any adjustments might be necessary to revenue, excess of revenues over expenses, and cash flows from operations for the year ended March 31, 2016, current assets and net assets as at March 31, 2016.

### Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the statement of financial position of Barrie and Area Victim Crisis Assistance and Referral Service as at March 31, 2016, and the statements of operations and changes in net assets and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

### Other Matters

We have not audited, reviewed or otherwise attempted to verify the accuracy or completeness of the schedules on pages 11 to 14 of Barrie and Area Victim Crisis Assistance and Referral Service's financial statements.

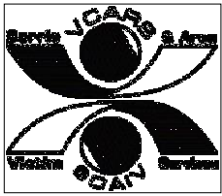
BDO CANADA LLP

Chartered Professional Accountants, Licensed Public Accountants

Barrie, Canada  
July 14, 2016

**Barrie and Area Victim Crisis Assistance and Referral Service  
Statement of Operations - V.C.A.R.S. Program  
Unaudited**

For the year ended March 31	Budget	2016	2015
<b>Revenue</b>			
Grant - Attorney General	\$ 234,460	\$ 224,960	\$ 190,000
Interest and miscellaneous income	-	-	15
Less: revenue deferred to 2016/2017 - Ministry approved	(9,500)	-	-
	<u>224,960</u>	<u>224,960</u>	<u>190,015</u>
<b>Expenses</b>			
Advertising and promotion	1,450	2,203	1,521
Audit	7,850	7,037	2,322
Bookkeeping	3,500	3,255	1,661
Client expenses	2,100	2,100	50
Community workshops/meetings/events	-	-	250
Front-line volunteer expenses	500	505	4,795
Governing body volunteer expenses	100	101	136
Insurance	4,650	4,631	1,605
Office equipment	6,099	6,157	2,508
Office supplies	2,400	2,753	1,705
Promotional goods/materials	1,250	1,435	3,043
Salaries and benefits	187,136	187,136	159,287
Staff expenses	1,025	2,072	4,951
Telecommunications	6,900	6,445	8,945
	<u>224,960</u>	<u>225,830</u>	<u>192,779</u>
<b>Deficiency of revenues over expenses for the year</b>	<b>\$ -</b>	<b>\$ (870)</b>	<b>\$ (2,764)</b>



## Barrie and Area Victim Crisis Assistance and Referral Service

Registered Charity  
BN: 896290236

## Let's Work Together to Make a Difference in Your Community

### Making a Donation

As a registered charitable organization, we sincerely appreciate the partnership of our generous donors. Whether a donation is to support the Program, help train a volunteer, or in memory of a loved one, we offer our sincerest Thanks to You!

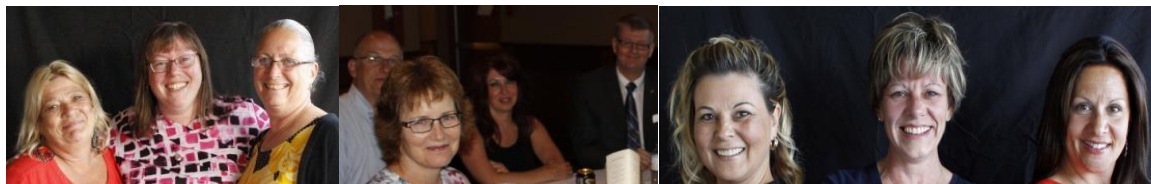
There are many good reasons to donate to Barrie and Area VCARS. Most importantly, the generosity of our community through funding and donations helps ensure we will be here when help is needed.

**At some point in our lives we may find ourselves in need of help. Please remember us when you need assistance, or want to contribute to the organization. That's what working together is all about!**

### Volunteering

If you are interested in volunteering with Barrie and Area VCARS to help your community, we would be very happy to hear from you.

You can get more information by calling us at 705-725-7025, ext. 2120, or by downloading a Volunteer Application Form from our website at [www.bavcars.ca](http://www.bavcars.ca).



## *Thank You*

On behalf of our Board of Directors, Staff and Volunteers, we gratefully acknowledge the support and help of our community partners and sponsors.

- Barrie Police Service
- Midland Police Service
- South Simcoe Police Service
- OPP Detachments: Barrie, Nottawasaga, Collingwood & The Town of Blue Mountains, Huronia West, and Southern Georgian Bay
- Doug Adams, Adams Funeral Home and Cremation Services Ltd.
- The Storage Mart – for making us their charity of choice
- Wycliffe Anglican Church, Elmvale
- Georgian Copy & Print
- Volunteer training/meeting speakers and helpers
- 2015-16 Volunteer Recognition Committee members and donors
- GAGE Print, Barrie
- Matt Ackerman, The UPS Store
- BDO Canada LLP
- Ontario Ministry of the Attorney General and the Central Region Staff
- Central North Correctional Centre and Peter Lalonde, Programs Department
- Monique Desjardins for translation services