



Annual Report

Barrie and Area VCARS

2016

Accomplishments

Board members, staff and volunteers of Barrie and Area Victim Crisis Assistance and Referral Service (VCARS) worked diligently in 2016 to achieve our Mission: to provide comprehensive support services to victims of crime and tragedy in our geographic area.

- Early intervention services, practical assistance, and referrals were provided to hundreds of individuals and families in the immediate aftermath of a crime or tragic incident
- Enhanced support services, especially for vulnerable victims, were provided as per the new Victim Crisis Assistance Ontario (VCAO) Program Standards
- Services were delivered in English, French or other languages as needed
- New communication system ensured immediate response to referrals 24/7
- Collaboration with police partners helped develop new strategies to increase victim/client referrals

“ Making a positive impact on individuals and families in the community through support and services ”



More Accomplishments

- New policies were developed and existing policies updated
- Amended By-Laws were approved at the September 2016 Annual General Meeting
- Board recruitment focused on finding members with specific skill sets, e.g. Fundraising
- Collaboration with Barrie Police Service helped develop personal kits and tools to assist victims of human trafficking
- Information sessions were delivered to community agencies and at various events to increase awareness of services available through VCARS and VQRP
- Staff and volunteers were provided with enhanced training on Human Trafficking and Indigenous Cultural Competency
- Staunch ongoing commitment to provide quality support and services: to help relieve distress, support individuals to be self-determining, feel safe, and help clients connect with community agencies for longer term help

Thank you to our community partners, police partners, sponsors and local merchants who helped us make a difference in 2016. We could not have done it without you !

Adams Funeral Home and Cremation Services Ltd.

Best Buy

Youth Haven

Knight of Columbus, Barrie

Barrie Police Service

Midland Police Service

South Simcoe Police Service

Collingwood Detachment, OPP

Georgian College (Students)

Laurentian University (Students)

The Storage Mart (for supporting us as their charity of choice)

Elizabeth Fry (court diversion program)

Matt Ackerman, UPS

Bonnie Dennis (trauma quilts and blankets)

The Mirror (Bears That Care)

Hydro One Inc.

Charmaine Nolan

Shawn Pollock

Crown Hill Women's Institute

The Lion's Club, Wasaga Beach

By The Bay Probus Club, Collingwood

Police Retirees Association

Central North Correctional Centre

Elmvale Legion

York Region Police (HT Speaker Steve Yan)

A Message from our Board Chair and Executive Director



It is with great pleasure that we report on the activities of Barrie and Area Victim Crisis Assistance and Referral Service (VCARS) for the period April 1, 2016 to March 31, 2017.

Barrie and Area VCARS remains committed to our clients, staff, volunteers and all stakeholders. We strive for excellence in our delivery of services and we continue to work closely with our partner police services to ensure the needs of victims of crime and tragic circumstance are met.

We recognize the reliance on the organization from all members of our community and we continue to work on modernization processes which create efficiencies in our daily work. Efforts continue to be made to educate police services on the importance of referrals. We work hard to ensure that every victim is assisted in any way we can.

This past year, similar to others, we have found the need to be creative with funding. We have explored fundraising opportunities outside of Ministry funding formulas. Our search continues.

The Board has seen some new faces as tenures end, and this has been both positive and sad. We regret saying good bye, but are pleased to welcome new members who carry on the duty to govern effectively and lead by example. The energy and ideas of new members is valued. Thanks to our Board members past and present for their tireless efforts, commitment and dedication.

Doug: "I would like to thank our staff members and our Executive Director. Without them, there would be no Barrie and Area VCARS. Additionally, our unsung heroes are our volunteers. Without them and their diligent efforts, we would not be in a position to help the members of our community."

As I write this message, it is with sadness. My tenure on the Board has come to an end. The six years I have spent on the Board have enriched me in ways I can't even begin to describe. We have had some ups and downs, but I truly believe we have made a difference in our community."

Marie: "Sincerest and heartfelt thanks and appreciation to Doug who has laboured passionately to keep our organization viable. From meetings with the Ministry to facilitating Board sessions, his work is an example of the excellence we all strive for in our roles within the organization. Goodbye Doug. You will be missed."

To all of our members, thank you. I am looking forward to working with you as we start another year providing support to the vulnerable and at-risk members of our community."

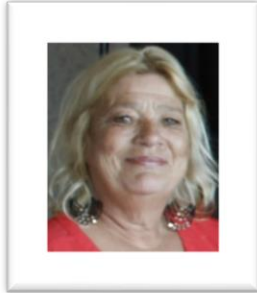
Sincerely,

Doug and Marie

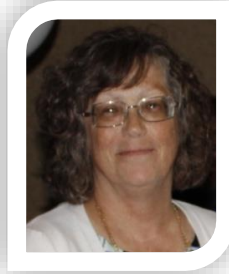
Staff



Jeanette Jennings
Coordinator of Volunteers/
Victim Services Worker



Kim Clark
Victim Services
Worker



Marie McCallum
Executive Director

Board Members 2016-17

Chair – Doug Conley

Vice Chair – Nancy Brett

Treasurer – Peter Ford

Directors

Leland Clipperton

Mac McKinnon

Christine Madden

Ron Wheeldon

John van Dyke

Rob Burke

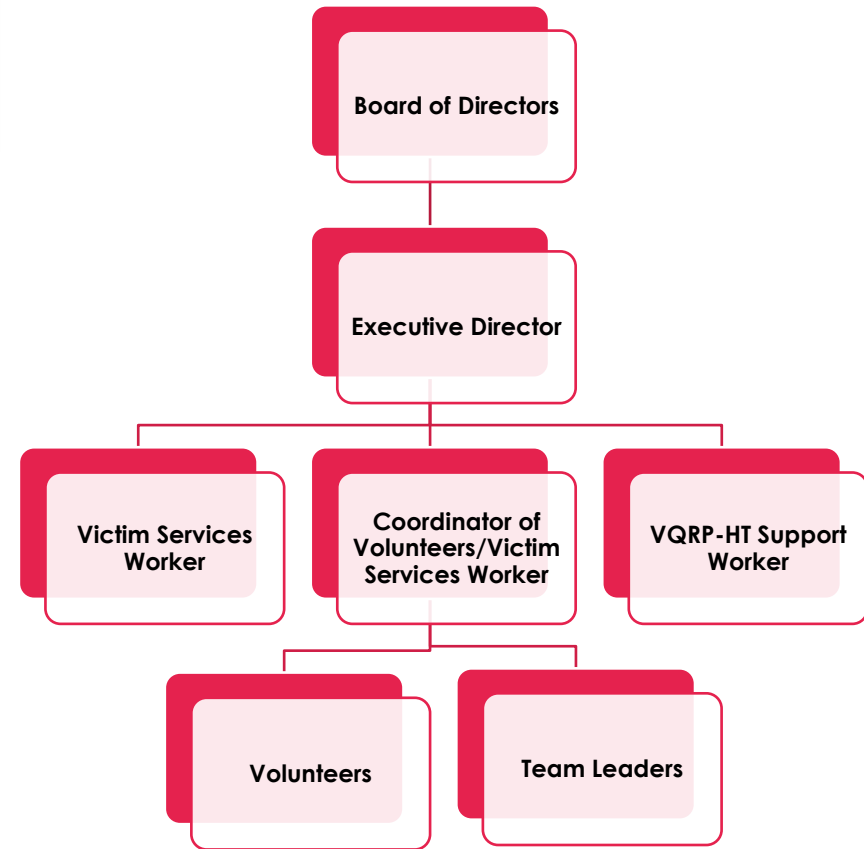
Tracey McGruthers

Bob Papineau

Simon Bradford

Andrew Ferguson – Board Advisor

Organizational Chart



Our Volunteer Program Highlights

Active Volunteers in 2016 – **110**
new Volunteers trained in 2016 – **41**
Volunteer Hours in 2016 – **43,174**

new Clients – 687
Referrals to other agencies – 1,578
Crime-related incidents - 456

June 9/16 – Ministry of Citizenship & Immigration
Volunteer Service Awards – 7 volunteers recognized

June 6-27/16 – Spring volunteer training – 19 grads

June 14/16 – Tour of Orillia Sexual Assault Centre – 15
volunteers attended

August 27/16 – Wyevale Fire Dept. Family Day – 2
volunteers attended with our display

October 4-Nov. 15/16 – Fall Volunteer training – 22
grads

Nov. 12/16 – CPR & Choking training – 2 staff attended

Dec. 14/16 – Christmas meeting – 25 volunteers
attended

January 23/17 – Human Trafficking presentation by
Det. Yan, York Region Police – 32 volunteers attended

Feb. 17 & Mar. 10/17 – Cross Cultural training – 2 staff
attended

March 24/17 – Tiny Township Seniors Symposium – 2
volunteers attended with our display

Mar. 2 & 22/17 – indigenous Cultural Competency
training – 60 volunteers attended

Mar. 17/17 – LGBTQ workshop – 6 volunteers attended

Impact of Our Services

A young mom with a small child was left homeless following an argument with her spouse. After years of physical and emotional abuse she finally decided to call police for help. She realized she needed to leave to protect her son. With few financial resources, she struggled to find accommodation. Police referred her to VCARS. We were able to obtain the help of a local furniture store to provide her with a bed. She and her child were renting one room that was not furnished. They were using a sleeping bag as their bed. VCARS provided her with emergency food vouchers and completed an application to VQRP for counselling and other supports. Our response team and staff helped her with a safety plan.



A young woman is abducted from a local bus depot by two men who drugged her, took her clothing and possessions and kept her confined to a cold, basement. There was no one else in the house except for one of the men who was left to guard her. After three days her captor let his guard down. She escaped bruised and bleeding from being assaulted repeatedly. A passing car stopped and she was taken to a local police station where VCARS provided her with help to provide clothing in place of the blanket given to her by her kind rescuer, food vouchers, safety planning, and a call to family to take her home.





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Independent Auditor's Report

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, 2017 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, 2017, 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 13 of Barrie and Area Victim Crisis Assistance and Referral Service's financial statements.

BDO CANADA LLP

Chartered Professional Accountants, Licensed Public Accountants

Barrie, Canada
June 27, 2017

**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 | 2017 | 2016 |
|---|----------------|----------------|----------------|
| Revenue | | | |
| Grant - Attorney General | \$ 186,761 | \$ 186,761 | \$ 224,960 |
| Add: revenue deferred from 2015/2016 - Ministry approved | 9,500 | 9,500 | - |
| | <u>196,261</u> | <u>196,261</u> | <u>224,960</u> |
| Expenses | | | |
| Advertising and promotion | 700 | 728 | 2,203 |
| Audit | 5,000 | 4,675 | 7,037 |
| Bookkeeping | 3,000 | 3,432 | 3,255 |
| Client expenses | 750 | 761 | 2,100 |
| Community workshops/meetings/events | 200 | 205 | - |
| Front-line volunteer expenses | 13,035 | 12,938 | 505 |
| Governing body volunteer expenses | 100 | 106 | 101 |
| Insurance | 4,690 | 4,688 | 4,631 |
| Office equipment | 3,300 | 3,061 | 6,157 |
| Office supplies | 2,654 | 2,554 | 2,753 |
| Other expense | 146 | 130 | - |
| Promotional goods/materials | 1,534 | 2,054 | 1,435 |
| Salaries and benefits | 153,790 | 153,790 | 187,136 |
| Staff expenses | 1,500 | 1,518 | 2,072 |
| Telecommunications | 5,862 | 5,982 | 6,445 |
| | <u>196,261</u> | <u>196,622</u> | <u>225,830</u> |
| Deficiency of revenues over expenses for the year | \$ - | \$ (361) | \$ (870) |

Our Programs

Victim Crisis Assistance Ontario

Client-centered and culturally-competent support for individuals impacted by a crime or tragic circumstance:

- 24/7 assistance on site at safe locations, at a VACO office, by telephone
- Needs assessment, safety planning
- Practical assistance and referral to community agencies for longer term support
- Referral to VQRP for emergency financial assistance
- Information
- Enhanced support for vulnerable clients
- Community support sessions
- Follow-up to support individuals and provide further referrals as needed
- To provide early intervention services to help reduce the potential for further harm through safety planning, to work with clients to help identify their priorities, and develop strategies to deal with concerns and needs

Victim Quick Response Program

Assisting eligible clients, e.g. direct victims, witnesses, immediate family members of violent crimes, to apply for financial assistance where no other publicly funded service or personal resources can meet the emergency needs, such as:

- Safety expenses for home and personal safety to minimize the risk of being re-victimized
- Practical assistance expenses to meet an individual's basic needs
- Travel and related expenses as result of the crime, to enable an eligible victim to attend specialized medical treatment, access safe accommodation, attend at hospital to be with a victim who has been hospitalized, to identify a homicide victim
- Expenses for crime-scene restoration to remove hate crime graffiti, and restoration up as a result of the crime
- Counselling to help cope with the impact of the crime
- Funeral expenses for homicide victims

Community Impact and Your Donation

Our goal, with your financial support can help in many ways including:

- Enabling volunteers to attend training and professional development to enhance their skills in crisis intervention
- Addressing costs associated with on-scene crisis response to attend at a victim's home, hospital, police station, funeral home or other safe location
- Meeting expenses for basic needs for victims of human trafficking and other crimes, e.g. basic clothing, toiletries, cell phone to call 911, trauma bears and blankets, and others
- Supporting costs for basic needs for clients who are not eligible for VQRP, e.g. diapers, toiletries, clothing for infants, children and adults, travel expenses to get to a safe location

To Make a Donation

Your monetary donation is greatly appreciated. We will ensure your support is recognized in all of our publications over the next year. Thank you for your generosity and community spirit. We look forward to partnering with you now and in the future.

Donations can be accepted in many forms including electronic deposit. For more information about this, please call us at 705-725-7025, ext.2120

**All donations are payable
to Barrie and Area VCARS**

**A tax receipt will be issued
for donations \$10.00 or
greater**

**Charitable Registration
Number is 896290236**



For More Information on Our Organization:

Ph. 705-725-7025, ext. 2120

Fax: 705-727-7970

www.bavcars.ca

**Mailing Address:
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Barrie, Ontario
L4N 0Z7**

“ Funding for this Program is provided by the Government of Ontario”