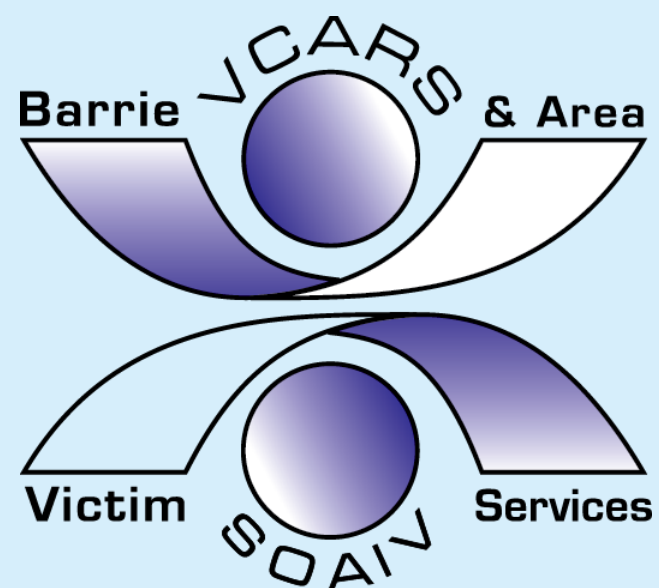


# ANNUAL REPORT 2018-2019

Barrie and Area Victim Crisis Assistance And Referral Service





## Our Mission:

VCARS shall provide comprehensive support services to victims of crime and tragedy on our geographic area

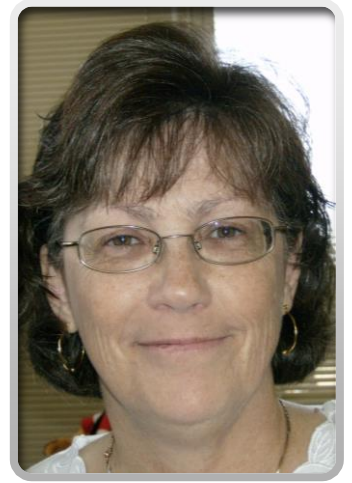
## *Table of Contents*

- A Message from the Chair of the Board and the Executive Director
- Our Board of Directors / Our Staff 2018-19
- Our Volunteers
- Victim Quick Response Program (VQRP)
- Victim Crisis Assistance Ontario (VCAO)
- Victim Quick response Program – Human Trafficking (VQRP-HT)
- Collaboration and Partnerships
- Sponsorship
- Audit Report – Consolidated Statement

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



## *A Message from the Chair of the Board & the Executive Director*



Thank you to everyone who helped Barrie and Area VCARS meet its service delivery goals and contributed to its accomplishments.

As another fiscal year comes to an end, it is with great pleasure that we provide an update on the activities of Barrie and Area Victim Crisis Assistance and Referral Service for the period April 1, 2018 - to March 31, 2019.

The organization remains staunchly committed to our clients, staff, volunteers and local stakeholders. We strive for excellence in the delivery of our services, and work closely with our police partners to meet the needs of victims of crime and tragic circumstances in our area.

Modernization continues to be a priority. We endeavour to effect daily efficiencies. As police are our primary source of referrals, providing education and in-service training on our services remains a priority. We are dedicated to ensuring all victims are aware of and offered services that are available to them during times of crisis.

In February 2019, Barrie and Area VCARS was one of several agencies that participated in the Ontario Provincial Police and Barrie Police Service warrant to rescue 45 victims of labour trafficking. Our agency provided support to address immediate needs and safety issues before helping all move on to safe accommodations and new employment. In the subsequent months, we received communication from the members of this rescued group and were told how much our assistance was appreciated and helped them to build a new life in Canada.

#BecauseIReachedOut is an initiative developed in partnership between the Ontario Provincial Police, Child Advocacy Centre, Victim Services in Muskoka and Orillia, and Barrie and Area VCARS. The social media video developed by this partnership encourages those in need of support to feel confident about the assistance and response they will receive when they reach out for help.

The Board welcomed several new highly skilled and enthusiastic individuals to its membership. We are very excited to work with the new members and look forward to the upcoming year. As we say good-bye to some long-term directors, we thank them for their dedication to Barrie and Area VCARS. Their knowledge and commitment was invaluable and we cannot thank them enough for their volunteer time and contribution to the Board.

*Christine:* It continues to be a privilege to be Chair of the Barrie and Area VCARS Board of Directors. The success of this Organization relies heavily on the commitment of the Board of Directors, the staff and volunteers. The countless hours that are required to ensure the best possible outcome for the clients we serve are provided by the dedicated Executive Director and staff members. They continue to recruit and train the volunteers that are the first responders to assist our vulnerable clients. Without the amazing volunteers, our agency simply would not exist. We cannot thank them enough for their time and commitment.

*Marie:* Over the past year, it was a true pleasure to have worked with so many enthusiastic and loyal staff, volunteers and Board members who understand and support the mission of the Organization. Throughout the year there were challenges, but there were also exciting opportunities for learning and advancement. Every experience helped grow our agency to enhance service to our clients. So to all, thank you. With the commitment of all, we will do great things in 2019-20.

*Sincerely,  
Christine Madden & Marie McCallum*

## Our Board of Directors



### Executive Officers:

Christine Madden - Chair

Tracey McGruthers - Vice Chair

Bob Papineau - Treasurer

### Directors:

Simon Bradford      John van Dyke

Rob Burke             Peter Ford

John Ferris            Doug Adams

Dave Zeldin           Tricia Watts

Melissa Oliver

Andrew Ferguson- Board Advisor

The Barrie and Area VCARS Board of Directors is comprised of a minimum of 9 voting members. These members are unpaid volunteers from across the Organization's catchment area.

The members dedicate their time and expertise to govern the Organization. They work with the Executive Director to provide optimal services for clients while ensuring the integrity of the Organization.

They also ensure the Organization remains in compliance with all legislation and regulations applicable to the Organization.

They are a knowledgeable Board who lead through experience and professionalism, and always with due diligence.

Board members volunteer additional time to sit on standing and ad hoc committees to help carry out the work of the agency.

- Executive Committee
- Finance
- Board Recruitment and Nomination
- Human Resources
- Fund Development

## Our Staff 2018-19

In 2018-19, each staff member fulfilled a different role. Alyiah supported victims of human trafficking. Kim supported victims of crime and tragedy. Jeanette managed the volunteer program and provided support to clients. Marie fulfilled the duties of the Executive Director and worked with the Board of Directors to provide leadership to the Organization. All staff and volunteers work together to respond to crisis calls for the betterment of the clients. Staff are also responsible for training new volunteers, and participating on community committees. "Thank you to the dedicated staff. You are deeply appreciated."

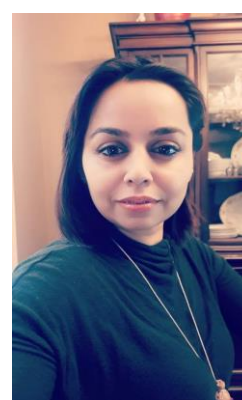
Jeanette Jennings



Kim Clark



Alyiah Sheikh



Marie McCallum



## *Our Volunteers*



34,828

- Hours of service by volunteers in 2018-19

134

- Average number of active volunteers throughout the year

12

- New volunteers trained in 2018-2019

### *Who Are Barrie and Area VCARS Volunteers?*

Our volunteers are community members from across our catchment area. They come from all backgrounds. They tell us that they volunteer for VCARS because: they want to help, they understand from personal experience what it is like to have been victimized and understand the benefits of crisis support at a difficult time, or have never been victimized but have the skills and knowledge to help those suffering as a result of a life-changing trauma. Barrie VCARS volunteers dedicate 48 hours per month of their free time to be available to answer the call for help. All are compassionate, kind, genuinely caring good listeners who respond to any type of call to which police are called. Some of these incidents are domestic violence, sexual assault, suicide, homicide, human trafficking, elder abuse, and much more. The training volunteers receive prior to their first call on duty equips them with the knowledge and skills needed to render appropriate and meaningful support that is greatly appreciated by every life they touch.

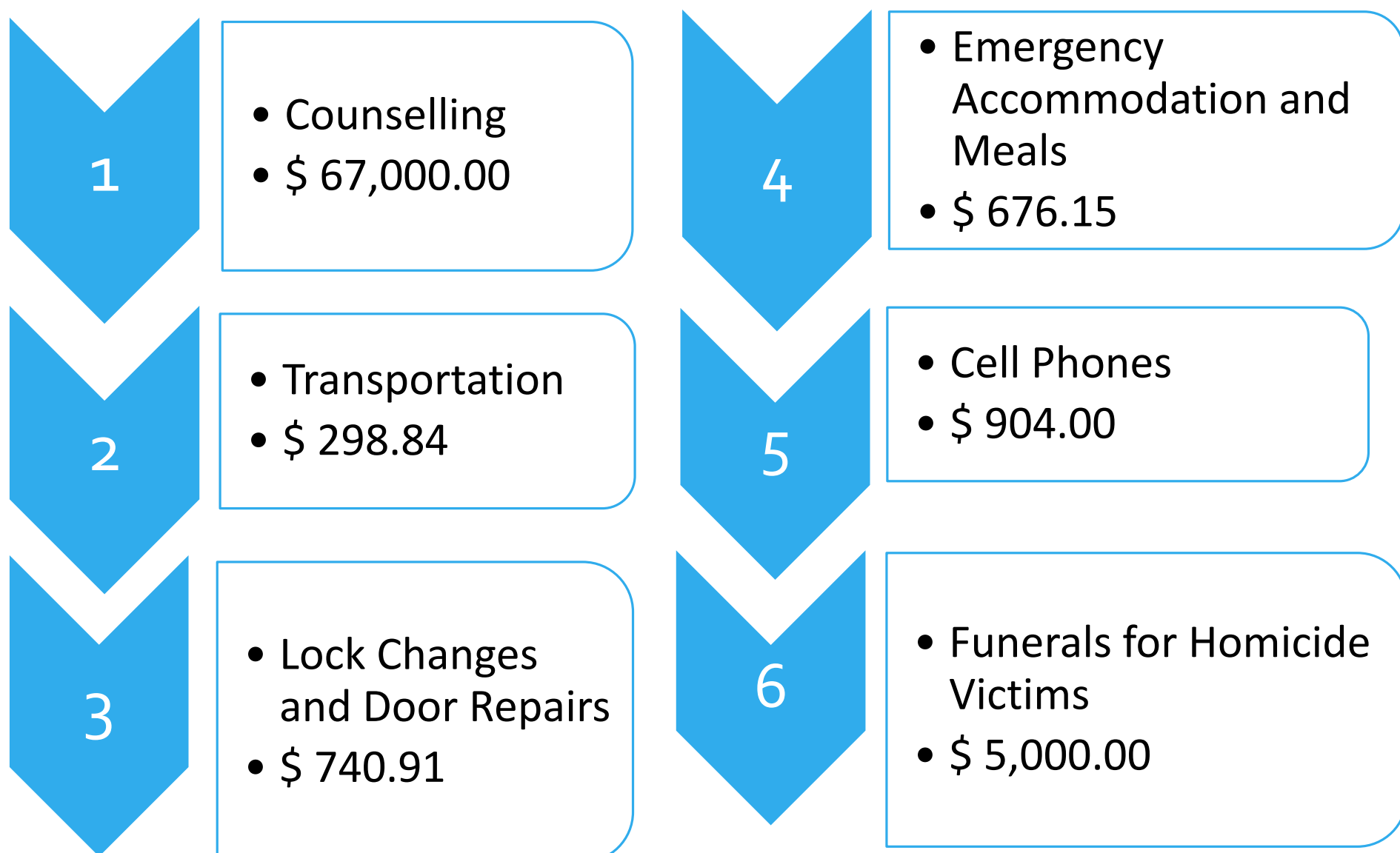
**THANK YOU Barrie and Area VCARS volunteers for making a positive impact and being there when needed most. You are truly appreciated.**



## *Victim Quick Response Program (VQRP)*

In 2018-19, **130** eligible victims of violent crimes received funding through VQRP. To be eligible, victims must be the direct victim, a witness or immediate family member of a victim, apply within either 45 or 90 days depending on the type of emergency service needed, live in Ontario, not have any other resources to cover the cost of the expense of the emergency service, not have received funding for the same occurrence, and not have been charged in the occurrence.

*Total Expenses Paid in 2018-19 - \$ 74,519.90*



Forty-six other clients received safety planning and crisis intervention support but did not qualify for funding for the following reasons: exceeded deadline for application, did not meet eligibility criteria, withdrew application.

**VQRP supports victims of violent crimes in immediate need.**



# *Victim Crisis Assistance Ontario (VCAO)*



## *How Do We Help?*

We are there when called. We offer an array of services to individuals, families and groups impacted by a traumatic event or crime.

## *Help comes in many forms:*

24/7 early intervention, practical assistance, crisis intervention, needs assessment, referrals to other supports, VQRP, safety planning, information, enhanced support, community support sessions, and follow-up.



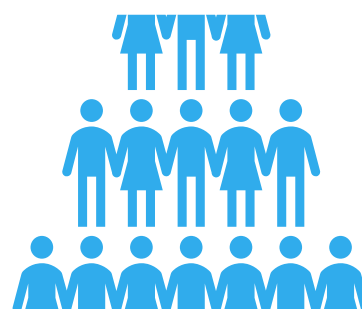
Incidents Referred to Barrie and Area VCARS

**1,024**



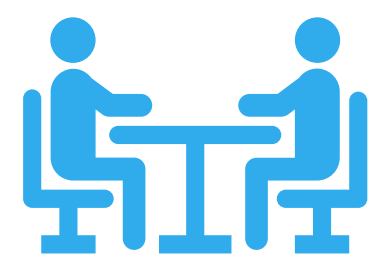
All New Clients

**1,221**



Clients Assisted Within 72 Hours of Referral

**959**



Referrals to Longer-Term Services

**1,627**



## *Victim Quick Response Program – Human Trafficking (VQRP-HT)*

Human Trafficking is defined as “recruiting, transporting, transferring, receiving, holding, concealing or harbouring a person, exercising control, direction or influence over the movements of a person, for the purpose of exploiting them or facilitating exploitation.” Exploitation includes forced labour and sexual exploitation.

### Services Provided to Victims of Sexual Exploitation

**14 Clients** received in-person support to complete VQRP-HT applications for funding, for a total of **\$51,358.26**.

**Counselling**  
**10,000.00**

**Residential Treatment**  
**\$38,000.00**

**Basic Necessities**  
**\$2,006.11**

**Dental**  
**490.00**

**Cell Phones**  
**\$ 752.15**

**Transportation**  
**\$ 110.00**

### Services Provided to Victims of Labour Exploitation

45 Mexican National clients received VQRP services following their rescue by the OPP and Barrie Police Service in February. The services included portable showers, basic needs and clothing, safe accommodation, meals and transportation. The expenses were shared with North Simcoe Victim Services who collaborated with Barrie and Area VCARS. The cost to Barrie and Area VCARS was approximately \$ 3,060.85. This was the first large-scale rescue in Ontario and presented a unique opportunity for learning and helping trafficked labourers.



Our HT Team. L-R: Marie, Alyiah, Nicole, Elisha, Ximena, Cristal, Superintendent Jim Smyth, OPP  
Absent: Allen, Shemar, Shelby

## *Collaboration and Partnerships*

The Ontario Provincial Police, Central Region, Regional Review Committee meets monthly. Barrie and Area VCARS is one of approximately 20 agencies working together to review unfounded sexual assault investigations. The objective is to review investigations with the view to developing “best practice” responses to sexual assault reports, improve the effectiveness of the investigative process, and deliver services that reflect trauma informed victim support.



Members of the Regional Review Committee



Barrie and Area VCARS collaborates with Lakehead University and Georgian College to provide field placements for students in several programs: social work, justice, and social services. Students learn about the services provided to victims of crime and tragedy.

Thanks to Living Water Resorts for providing a new start for victims of labour trafficking.



## *Sponsorship*



Trauma blankets by Bambi and Paula, The Streetknit Project, Toronto



Thank you to Doug and Lorie Adams for allowing the use of their beautiful funeral home for volunteer training and meetings.



Blankets by Bonnie Dennis

**Thank you to all of our generous donors. Your sponsorship helps support our program. Donations are always greatly appreciated.**

**Barrie and Area VCARS is a not-for-profit registered charity: 89629 0236 RR 0001**

## Barrie and Area Victim Crisis Assistance and Referral Service Statement of Operations and Changes in Net Assets

	Budget	March 31 2019	March 31 2018
	(note 6)		
<b>Revenue</b>			
Ministry grants	\$ 209,761	\$ 209,761	\$ 204,761
Add: revenue deferred from 2015/2016 - Approved by Ministry	-	-	-
	<u>209,761</u>	<u>209,761</u>	<u>204,761</u>
<b>Expenses</b>			
Advertising and promotion	150	-	120
Audit	6,250	6,261	5,918
Bookkeeping	4,180	3,706	4,913
Client expenses	450	2,919	3,110
Community workshops/meetings/events	100	88	91
Front-line volunteer expenses	4,300	5,266	3,860
Governing body volunteer expenses	100	99	136
Insurance	5,000	4,899	4,891
Office supplies and equipment	4,500	4,968	4,258
Other expense	650	141	2,542
Promotional goods/materials	2,500	2,873	641
Salaries and benefits	170,657	170,177	163,413
Staff expenses	4,474	3,517	4,948
Telecommunications	6,450	7,296	6,283
	<u>209,761</u>	<u>212,210</u>	<u>205,124</u>
Deficiency of revenue over (expenses) for Ministry Funded programs for the year	-	(2,449)	(363)
Other revenue and (expenses)			
Other	-	-	(3,349)
Donations and miscellaneous income	-	6,104	13,357
Surplus from non-Ministry activities	-	6,104	10,008
Excess of revenue over (expenses) for the year	<u>\$ -</u>	<u>3,655</u>	<u>9,645</u>
Unrestricted net assets, beginning of year		<u>49,673</u>	40,028
Unrestricted net assets, end of year		<u>\$ 53,328</u>	<u>\$ 49,673</u>

The accompanying notes are an integral part of these financial statements.





Barrie and Area Victim Crisis Assistance and Referral Service

Mailing: 132 Commerce Park Drive,

Unit K, Suite 122

Barrie, Ontario L4N 0Z7

705-725-7025, ext. 2120

[www.bavcars.ca](http://www.bavcars.ca)