

VICTIM SERVICES

Of Simcoe County

Victim Services of Simcoe County provides immediate on-site crisis response and early intervention services, 24/7, in English and French, to help mitigate the potential for long-lasting traumatic suffering for individuals, families and groups impacted by crime and tragic situations.



Table of Contents

04

From the Chair
and the E.D.

05

Board of Directors

06

Update of Victim
Quick Response
Program +
Human Trafficking

07

Impact of our
Victim Crisis
Assistance
Ontario Program
Services (VCAO)

08

Volunteers

09

Partnerships and
Collaboration

10

Audited Financial
Report for the
year ending March
31, 2021

16

Contact
Information



From the Chair and the E.D.

Robert Burke and Marie McCallum

It has never been more evident that Victim Services of Simcoe County has played a vital role in our communities during the time of crisis with the pandemic.



Our update and recap for our reporting period of April 1st, 2020, to March 31st, 2021 will have a common theme that will appear in most organizations annual reports and that can be summed up in one statement – “COVID-19”.

Victim Services of Simcoe County faced challenges that have never been seen before by the organization and managed to deliver quality service and training in a professional manner that has come to be expected from the organization. Under the guidance and leadership of the Executive Director Marie McCallum, the organization navigated the turbulent and ever-changing situations faced during the pandemic in a professional and compassionate manner.

The word “change” is also very applicable to describe the past year. Victim Services moved into the new Simcoe County Emergency Services Campus in March 2021, just in time for everything to change with COVID-19 and various lockdowns. The organization adapted as many others have - employees working remotely, servicing clients remotely, training volunteers remotely, board meetings via Zoom – concepts that were never considered prior to March 2021. Add to this that the organization was still unpacking and setting up in a brand-new facility and facing the logistical and technical challenges that come with a move and the performance over the past year is even more amazing.

The Board said farewell to long-time member Christine Madden who was a valued member and past board chair. Christine brought passion, professional knowledge, and perspective to the table that was very much appreciated by all members. South Simcoe Police Inspector John Van Dyke also moved on and Staff Sergeant Henry Geoffroy assumed his position on the Board. The Board was sad to see John go, although he is now the Deputy Chief, and welcomed Henry who will no doubt take his on his new role with enthusiasm and professionalism. Also coming to the Board is Jenna Rimmer who is looking forward to assisting in any way she can and has already volunteered for committees!!!

Thank you to our dedicated staff who provided client support remotely during the COVID pandemic. The staff agree that they missed the in-person contact with clients and other service providers, but safety was paramount at all times. So, thank you, Kim Clark, Elisha Sullivan, and Brent Lebel for your passion to support victims of crime and tragedy.

We also want to acknowledge how fortunate we are to work with so many fantastic volunteers who truly understand the mission and mandate of the organization. Volunteers are an integral part of the Victim Service team, and our clients are benefitting from the support delivered by this well-trained and skilled group of crisis responders. Thank you to each and every volunteer with our organization. You are appreciated.

The past year has been challenging not only for Victim Services but for all of society. It has never been more evident that Victim Services play a vital role in our communities in times of crisis. The unprecedented challenges of COVID-19 only made Victim Services stronger, and the organization continued to fulfill its mission statement of providing “comprehensive support services to victims of crime and tragedy”.

Board of Directors

The community-based Board of Directors are volunteers who donate their time, expertise and knowledge to govern the organization. They are a policy board and as such, set the standards for operations. Many of the board members volunteer on Board committees. These committees include Human Resources, Finance, Policy, Marketing, Bylaws, Business Continuity and Succession Planning, and Social Media.

Executive Officers, 2020-2021

- Chair:** Robert Burke, Inspector, Barrie Police Service
Vice-Chair: Melissa Oliver, Chair of Information Technology, SMCDSB
Treasurer: Robert Papineau, Professor, Police Foundations, Georgian College

John Ferris
Lawyer, Ferris Celhoffer
Professional
Corporation

Peter Ford
CFO, COO,
Country Signs

Tricia Watts
Police Officer,
York Region Police
Service

Doug Adams
Owner of Adams
Funeral Home and
Crematorium,
Funeral Director

John Vandyke
Inspector, South Simcoe
Police Service (retired
from Board September
2020)

Christine Madden
Manager, Government
of Ontario
(retired from Board
March 2021)

Jenna Rimmer
Community Support
Services, Coordinator,
Catulpa

Henry Geoffroy
Police Sgt., South
Simcoe Police Service

Board Advisor:
Andrew Ferguson,
Superintendent, OPP

Update on the Victim Quick Response Program+ - Human Trafficking

During the past year, the Government of Ontario recognized the need to increase the level of funding for services for direct victims of human trafficking. The funding enhancements were noted in the areas of residential and addiction treatment services, accommodation, and related expenses to provide optimal support for persons affected by this horrific crime. More VQRP+ funds were accessed by clients for accommodation in hotels where placement in a Shelter was not possible due to the decreased availability of beds during the COVID crisis. Our staff worked diligently to ensure that the selected public accommodation met the highest standard for safety for every client. It has also been noted that the number of clients requesting residential treatment is thought to be lower due to the COVID crisis.



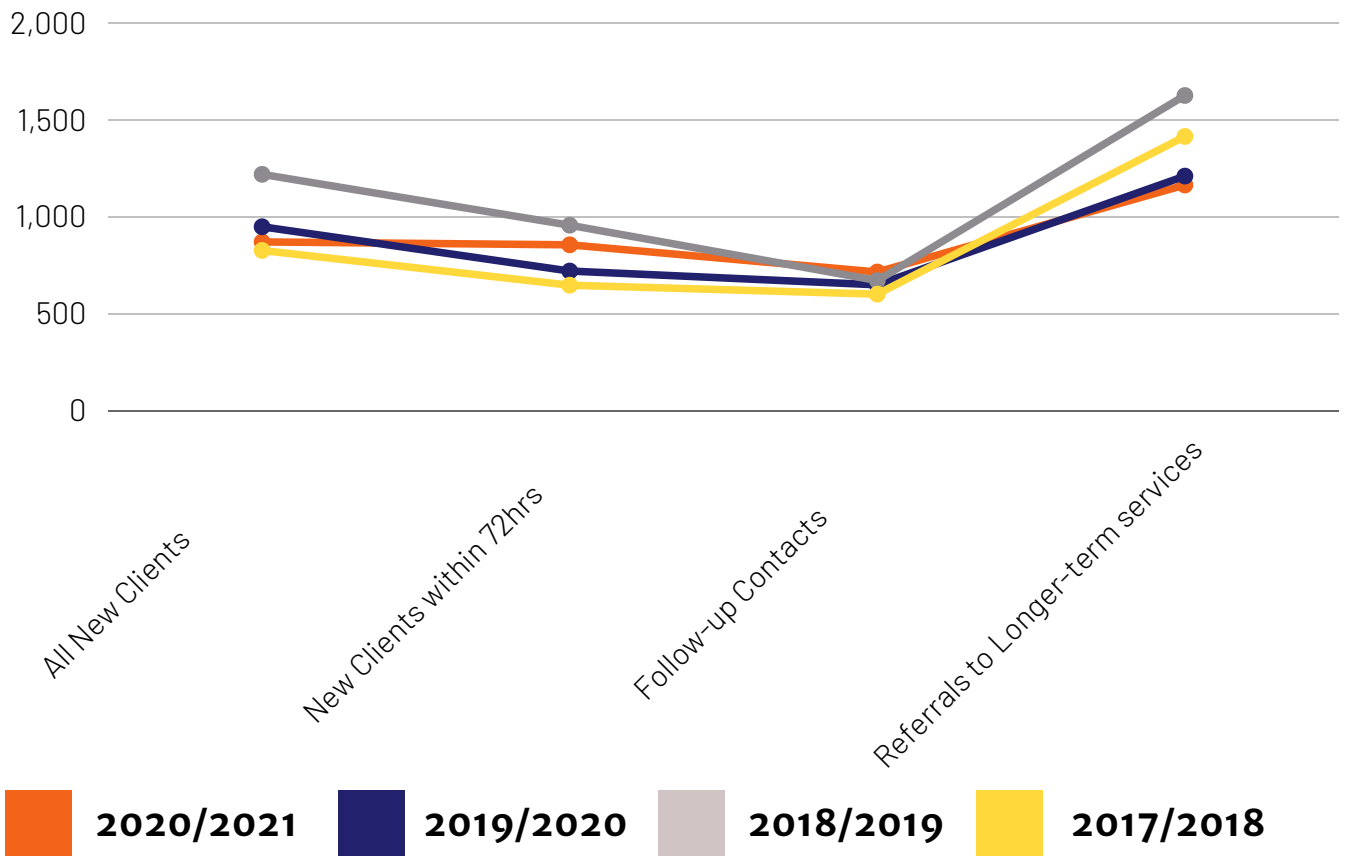
Number of clients 18

TOTAL \$41,586.88

Services

Counselling	4	\$8,000.00
Cell phone	6	\$791.01
Accommodations	7	\$7,029.99
Food	5	\$475.00
Transportation	6	\$977.80
Basic needs	5	\$985.08
Glasses/Eye Doctor	2	\$393.00
ID replacement	1	\$35.00
Serious Injury Claim	3	\$3,000.00
Residential Treatment	1	\$19,900.00

Impact of our Victim Crisis Assistance Ontario (VCAO) Program



Victim Services of Simcoe County provides immediate on-site crisis response and early intervention services, 24/7, in English and French, to help mitigate the potential for long-lasting traumatic suffering for individuals, families and groups impacted by crime and tragic situations.



2020/2021

Client Services

All New Clients (first contact only)--873
 New Clients Served Within 72 Hours of Referral--858
 Follow-up Contacts--718
 Referrals to Longer-term Services--1,166
 Services Provided in French--0
 Services Provided in Other Languages --0
 Indigenous clients --0
 Accessibility Accommodation--0



2019/2020

Client Services

All New Clients (first contact only)--951
 New Clients Served Within 72 Hours of Referral--723
 Follow-up Contacts--652
 Referrals to Longer-term Services--1,212
 Services Provided in French--0
 Services Provided in Other Languages --1
 Indigenous clients --0
 Accessibility Accommodation--0



2018/2019

Client Services

All New Clients (first contact only)--1,221
 New Clients Served Within 72 Hours of Referral--959
 Follow-up Contacts--674
 Referrals to Longer-term Services--1,627
 Services Provided in French--0
 Services Provided in Other Languages --45
 Indigenous clients --0
 Accessibility Accommodation--0



2017/2018

Client Services

All New Clients (first contact only)--829
 New Clients Served Within 72 Hours of Referral--650
 Follow-up Contacts--604
 Referrals to Longer-term Services--1,416
 Services Provided in French--0
 Services Provided in Other Languages --1
 Indigenous clients --0
 Accessibility Accommodation--0

Volunteers

Volunteerism is the backbone of our organization. Our program is community-based, and volunteer driven. We recruit volunteers from each community we serve. We provide up to date training mandated by the Ministry of the Attorney General and support our volunteers to deliver high quality in-person and remote services to clients.



This year, our volunteer program adapted to the concerns of safe service delivery due to COVID-19. We did this by giving our volunteers the tools and proper PPE gear to maintain the same standard of service we have delivered in every year prior.

We also created a new program titled "Follow-up Support". The program is designed to provide compassionate, dignified, caring support, remotely, in the aftermath of a crime or tragedy. We have provided both in-class group training to 7 volunteers, followed by one-one practical training, to ensure a high-quality follow-up aid to persons remotely.



We used the Zoom virtual service to train 22 volunteers remotely. This brings our total volunteer count to 140 active members.



Our program was adapted and changed because of COVID-19. As the Volunteer Coordinator, I am proud of our incredibly diverse group of volunteers who remained committed to the mission and goals of our organization in the face of a pandemic. Our volunteers stepped up and volunteered their time to help those who were victims of crime or tragedy. It is because of their continued dedication and willingness to support that we as an organization did not falter during these uncertain times.

As COVID-19 changed our lives, we also had to change how we train our Volunteers. Quickly we adapted to creating a virtual training program to train 22 volunteers remotely.

Partners and Collaboration

Thank you to our police partners for refining their technological reporting to help identify individuals to be referred for crisis support. Like most agencies, police collaborated with Victim Services to provide support via telephone and electronically. The goal was to ensure all clients entitled to support received timely help in a safe manner.

We also thank our police partners for making office space available to our organization. These offices include Barrie Police Service, South Simcoe Police Service, and the OPP detachments in Collingwood and in Midland for the Southern Georgian Bay Detachment.

We are very grateful to Doug Adams, Adams Funeral Home and Crematorium Ltd. for making space available for our fall volunteer graduation. The volunteers completed their training online and via virtual meetings. Doug was able to provide space for our 22 new volunteers to graduate in-person in a safe space in adherence with Public Health Ontario guidelines.

Although public presentations and in-person fundraising was not possible during the COVID-19 crisis, we thank community members and agencies who made donations to support the work of Victim Services. These include donations through United Way, Canada Helps, and Charities Aid Foundation of Canada. We look forward to Ontario reopening and re-connecting with service clubs and agencies.

Thank YOU

**AUDITED FINANCIAL
REPORT**

**YEAR ENDING
MARCH 31,
2021**

Victim Services of Simcoe County Statement of Operations and Changes in Net Assets

	Budget	March 31 2021	March 31 2020
	(note 6)		
Revenue			
Ministry grants	\$ 307,890	\$ 307,890	\$ 219,033
Expenses			
Advertising and promotion	150	-	150
Audit	6,500	6,051	6,028
Bookkeeping	4,900	4,207	3,868
Client expenses	4,500	7,993	809
Community workshops/meetings/events	150	-	100
Front-line volunteer expenses	8,800	7,823	4,536
Governing body volunteer expenses	125	130	118
Insurance	5,800	5,048	5,075
Legal	-	-	342
Office supplies and equipment	8,536	10,569	7,383
Other expense	150	148	434
Promotional goods/materials	5,000	6,377	5,091
Salaries and benefits	236,280	237,239	173,955
Staff expenses	10,974	8,020	3,126
Supplies and equipment	5,625	5,672	-
Telecommunications	10,400	9,209	8,309
	<u>307,890</u>	<u>308,486</u>	<u>219,324</u>
Deficiency of revenue over (expenses) for Ministry Funded programs for the year	-	(596)	(291)
Other revenue and (expenses)			
Clients reimbursements (expenses)	-	-	1,633
Donations and miscellaneous income	-	4,612	5,497
	<u>-</u>	<u>4,612</u>	<u>7,130</u>
Surplus from non-Ministry activities	-	4,612	7,130
Excess of revenue over (expenses) for the year	<u>\$ -</u>	<u>4,016</u>	<u>6,839</u>
Unrestricted net assets, beginning of year		<u>60,167</u>	<u>53,328</u>
Unrestricted net assets, end of year		<u>\$ 64,183</u>	<u>\$ 60,167</u>

**Victim Services of Simcoe County
Statement of Operations - V.C.A.R.S. Program
and V. Q. R. P. Plus Program
(Unaudited)**

For the year ended March 31	Budget	2021	2020
Revenue			
Grant - Attorney General	\$ 209,761	\$ 209,761	\$ 196,033
Grant - Attorney General - One time funding	18,544	18,544	-
	<u>228,305</u>	<u>228,305</u>	<u>196,033</u>
Expenses			
Advertising and promotion	150	-	150
Audit	6,500	6,051	5,785
Bookkeeping	4,400	3,707	3,446
Client expenses	500	2,682	250
Community workshops/meetings/events	150	-	100
Front-line volunteer expenses	5,800	4,818	4,257
Governing body volunteer expenses	125	130	118
Insurance	5,800	5,048	5,075
Legal	-	-	342
Office equipment	4,500	5,371	4,270
Office supplies	3,757	4,923	2,577
Other expense	150	148	71
Promotional goods/materials	5,000	6,377	5,091
Salaries and benefits	177,099	177,074	154,828
Staff expenses	4,974	3,863	2,072
Telecommunications	9,400	8,422	7,863
	<u>228,305</u>	<u>228,614</u>	<u>196,295</u>
Deficiency of revenues over expenses for the year	\$ -	\$ (309)	\$ (262)

**Victim Services of Simcoe County
Statement of Operations - Human Trafficking Program
(Unaudited)**

For the year ended March 31	Budget	2021	2020
Revenue			
Grant - Attorney General	\$ 13,778	\$ 13,778	\$ 23,000
Expenses			
Audit	-	-	243
Bookkeeping	500	500	422
Client expenses	4,000	5,311	565
Front-line volunteer expenses	3,000	3,005	279
Office equipment	-	-	204
Office supplies	278	275	331
Other expense	-	-	357
Salaries and benefits	-	-	19,127
Staff expenses	5,000	4,157	1,055
Telecommunications	1,000	787	446
	<u>13,778</u>	<u>14,035</u>	<u>23,029</u>
Deficiency of revenues over expenses for the year	\$ -	\$ (257)	\$ (29)

**Victim Services of Simcoe County
Statement of Operations - COVID-19 One Time Funding
(Unaudited)**

For the year ended March 31	Budget	2021	2020
Revenue			
Grant - Attorney General	\$ 38,125	\$ 38,125	\$ -
Expenses			
Advertising and promotion	-	-	-
Supplies and equipment	5,625	5,672	-
Mileage	1,000	-	-
Salaries and benefits	31,500	32,482	-
	<u>38,125</u>	<u>38,154</u>	-
Excess (deficiency) of revenue over expenses for the year	\$ -	\$ (29)	\$ -



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

*The views and opinions expressed in this
Annual Report do not
necessarily reflect the views and
opinions of the Ontario Government or
the Ontario Ministry of the Attorney
General*

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