

**Victim
Services**
of Simcoe County



**Services
aux victimes**
du comté de Simcoe

ANNUAL REPORT

2024–2025





Our Values - Guiding Principles

Advocacy

Collaboration

Client-Centred Care

Equity, Diversity & Inclusion

Service Excellence

Supportive and Healthy Work Environment

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Message from the Board Chair & Executive Director

As Chair of the Board for Victim Services of Simcoe County, I am honored to reflect on a year marked by resilience, compassion, and unwavering dedication to those we serve. In a time when the needs of survivors are more complex and urgent than ever, our team has risen to the challenge with integrity, care, and innovation.

This year, we have strengthened our partnerships, deepened our community engagement, and continued to expand access to vital services. From crisis response to post event support, the work of our staff and volunteers has created real and lasting impact for individuals and families navigating some of the most difficult moments of their lives.

On behalf of the Board of Directors, I extend our deepest gratitude to our supporters, funders, and community allies. Your trust and commitment makes our mission possible. I also want to recognize our Executive Director Marie McCallum and our staff for their tireless efforts, and for centering the dignity and safety of every person we serve.

Looking ahead, we remain committed to advocacy, equity, and healing. Together, we will continue to build a future where all survivors are heard, believed, and supported.

With gratitude,
Henry Geoffroy
Chair, Board of Directors



As we reach the 30th year of service to our community, I am pleased to present this year's Annual Report. I confirm that Victim Services of Simcoe County (VSSC) delivered uninterrupted victim assistance, 24/7 throughout 2024-2025.

Over the years, we have learned from the experiences of victims and survivors that the impact of trauma from crime or tragedy can last for a long time, and even a lifetime. We have met individuals confronted by significant loss and life-changing events on the day they describe as the worst day of their lives. Sometimes there are no words that can comfort or help when a life has been unexpectedly and irrevocably altered, but being fully present matters, and it is what we do best.

To our staff and volunteers who are present, listening, using a trauma-informed approach to understand and support, and identify options, Thank You! Whether you know it or not, you make an immense impact, and I am so proud to work with each of you now and as we move into our next year of service to others.

During the lockdowns of COVID-19, our volunteer program changed in ways we could not have imagined. Our clients preferred remote support either virtually, by phone, or email. Our volunteer numbers dropped which required staff to take on a larger role that would normally have been fulfilled by nearly 100+ volunteers. Over the past year we have noted a shift in requests back to in person assistance. As such, VSSC is going to focus its 30th year on re-building our volunteer program.

As times and needs evolve, we listen to our clients and our community partners to identify ways to improve and enhance processes to ensure we are meeting the victim's needs. Further in this report, you will read about ongoing grant projects. The project goals are focused on enhancing service delivery. Thank you to our supportive government funders and all community partners who help us meet our goals.

I want to thank our wonderful Board of Directors, both outgoing and incoming members. Our outgoing Board Chair Henry Geoffroy was successful in supporting the Board to fulfill their role as a governance body. Our incoming Chair Nicole Murphy has prior experience leading in governance, and I expect we will see her continuing the trend of ensuring the Board is an active and engaged governing body. Every board member comes to VSSC with a wealth of knowledge, experience, and skill that contributes to helping the agency meet its mission and vision: to ensure that no one faces crisis or tragedy alone. I predict that 2025-2026 will be an exciting year for our new Board of Directors as they navigate change and complete the transition of management.

As I bring this message to a close, thank you all. Let us continue to be leaders in our field and make positive impact in someone's life. Let us make a difference!"

Sincerely
Marie McCallum
Executive Director

Board of Directors 2024-2025

The VSSC Board of Directors is a governance, policy-based board comprised of community leaders from a range of backgrounds and experiences. The Board is dedicated to building a stronger community with accessible resources to empower victims of crime and tragedy when they are at their most vulnerable.

Henry Geoffroy, Police Services
Board Chair

Nicole Murphy, Lawyer
Board Vice Chair

Sandra Papineau, Police Services
Board Treasurer

Marie McCallum, VSSC
Executive Director
Board Secretary

Doug Adams, Funeral Director
Director

Sara Ashwood, College Professor
Director

Peter Ford, CFO, COO, Business
Director

John Ferris, Lawyer
Director

Tricia Watts, Police Services
Director

Jenna Rimmer, Community Coordinator
Director

Peter Dewsnap, Police Services
Director

Donna Jebb, Business and Community Leader
Director

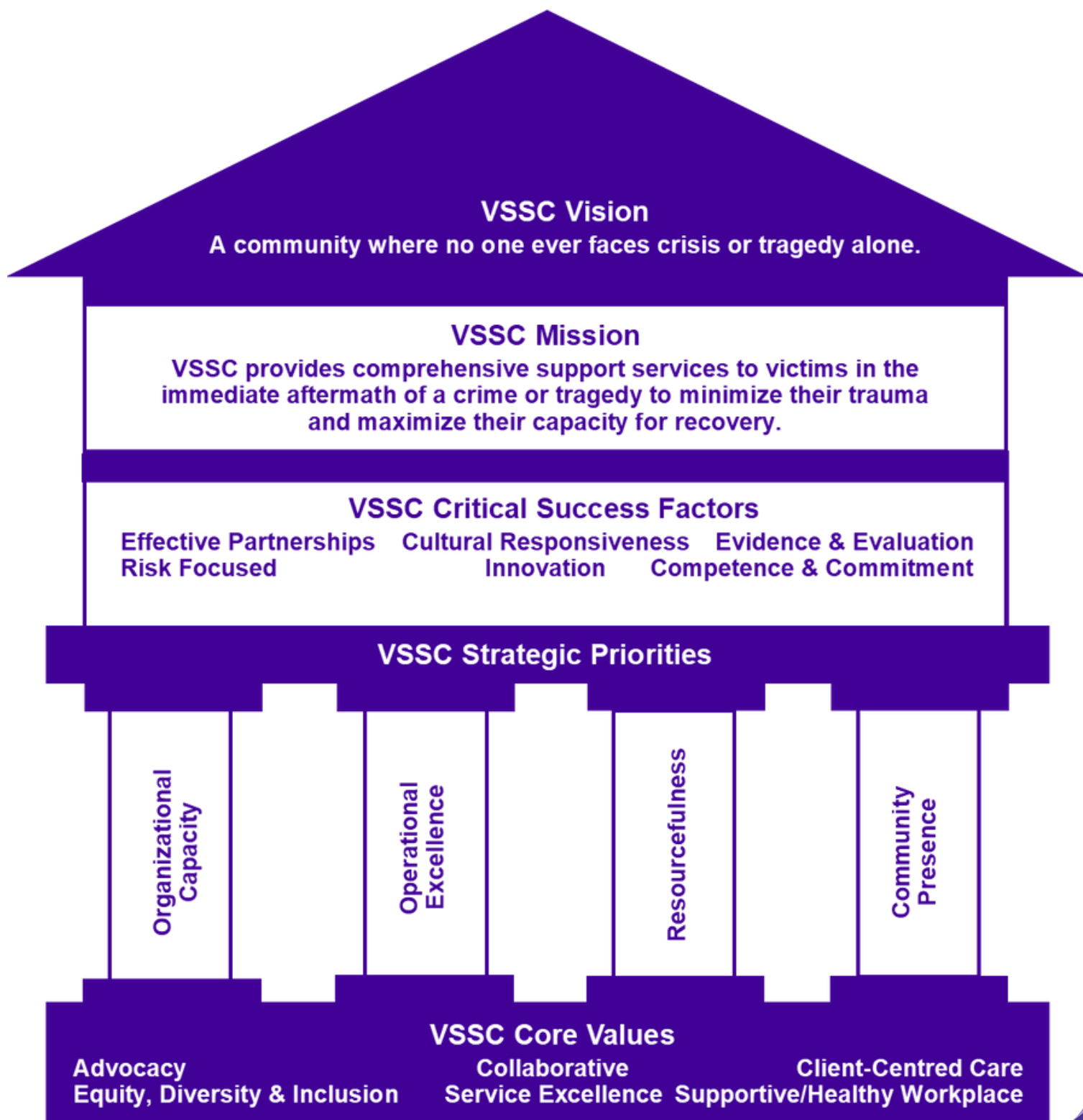
Melissa Oliver, Education
Director

Chandra McMillan, Business
Director

Jeff Dixon, Police Services
Board Advisor



Strategic Plan 2022-2027



Program Services

1. Victim Crisis Assistance Ontario (VCAO) – Immediate short-term on site or remote 24/7 early intervention support
2. Victim Quick Response Program+ (VQRP+) - Funding urgent needs in the immediate aftermath of a violent crime
3. VQRP+ for victims of human trafficking - To support victims and their families impacted by human trafficking
4. Serious Injury Support - To assist a victim living with serious physical injuries resulting from a crime
5. Financial Assistance for families of Victims of Homicide - To support the parents or spouse of a homicide victim
6. Tragic Circumstance - Scene cleanup in the aftermath of a suicide



Volunteers

You are valued and appreciated.

Did you know that all of our front-line volunteers are unpaid community members from across our catchment area who care about the well-being of their communities? Volunteers with Victim Services of Simcoe County are integral to the success of our agency in meeting its mission. Our volunteers donate their time, skills and energy to help make life a little better for those struggling with significant trauma.

All volunteers with the agency maintain their accountability and readiness to provide early intervention services through 36 hours per month on call, a monthly volunteer meeting, ongoing professional development, and a minimum of one year of service. Our volunteers provide support in person and through remote contact.

In May 2025, the annual Victim Service/OPP Victims and Survivors of Crime Week ceremony was held in Orillia. This year we celebrated two volunteers and one of our police partners for their unwavering commitment to assisting victims and survivors of crime. Congratulations to Rita, Kevin, and South Simcoe Police Service.

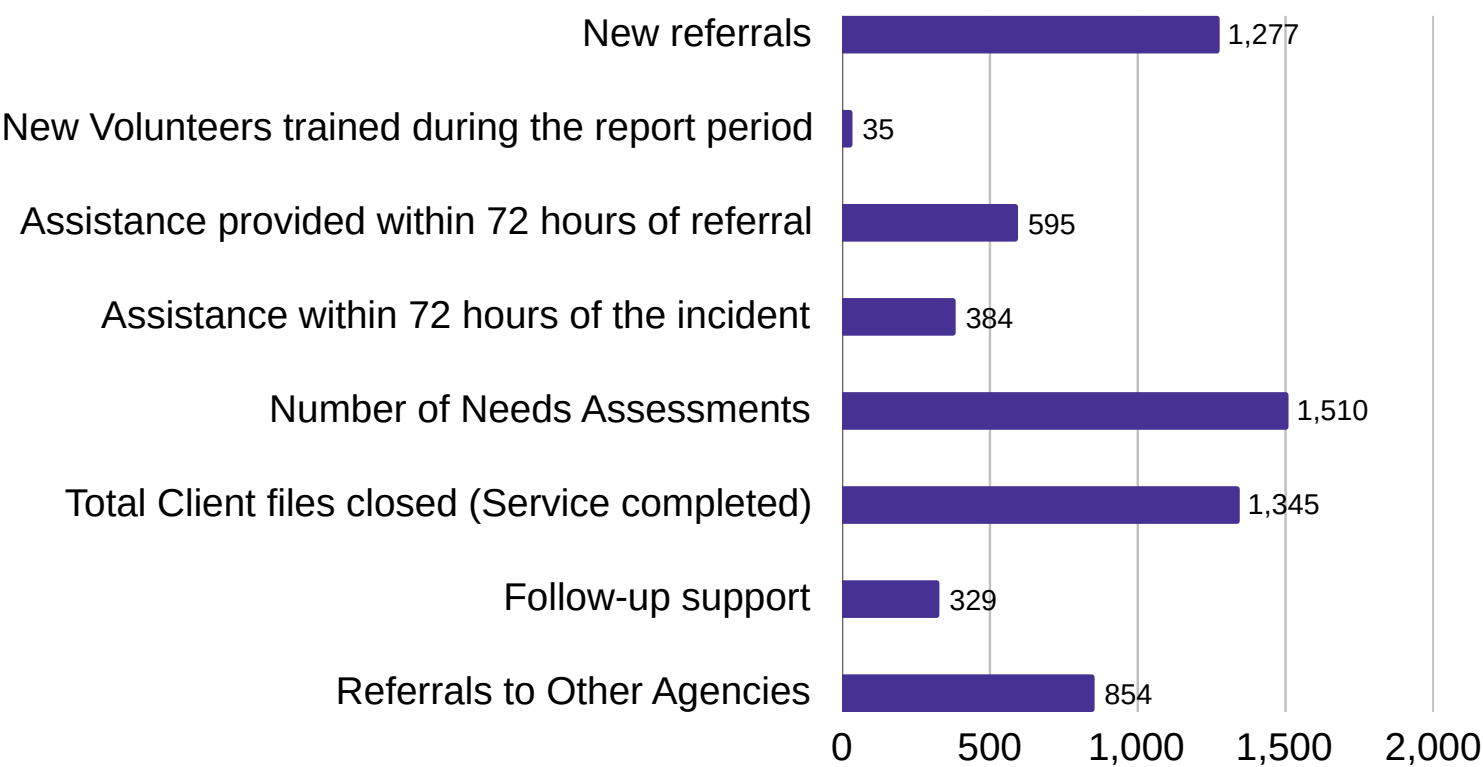


79 volunteers - 16,750 service hours

Client Services for 2024-2025

VSSC delivers early intervention crisis support, 24/7, in English and French to those impacted by crime and tragedy. Our services are designed to be client-focused, trauma informed, culturally - competent, and intended to enhance an individual’s safety and help prevent re-victimization.

Snapshot of Our Services



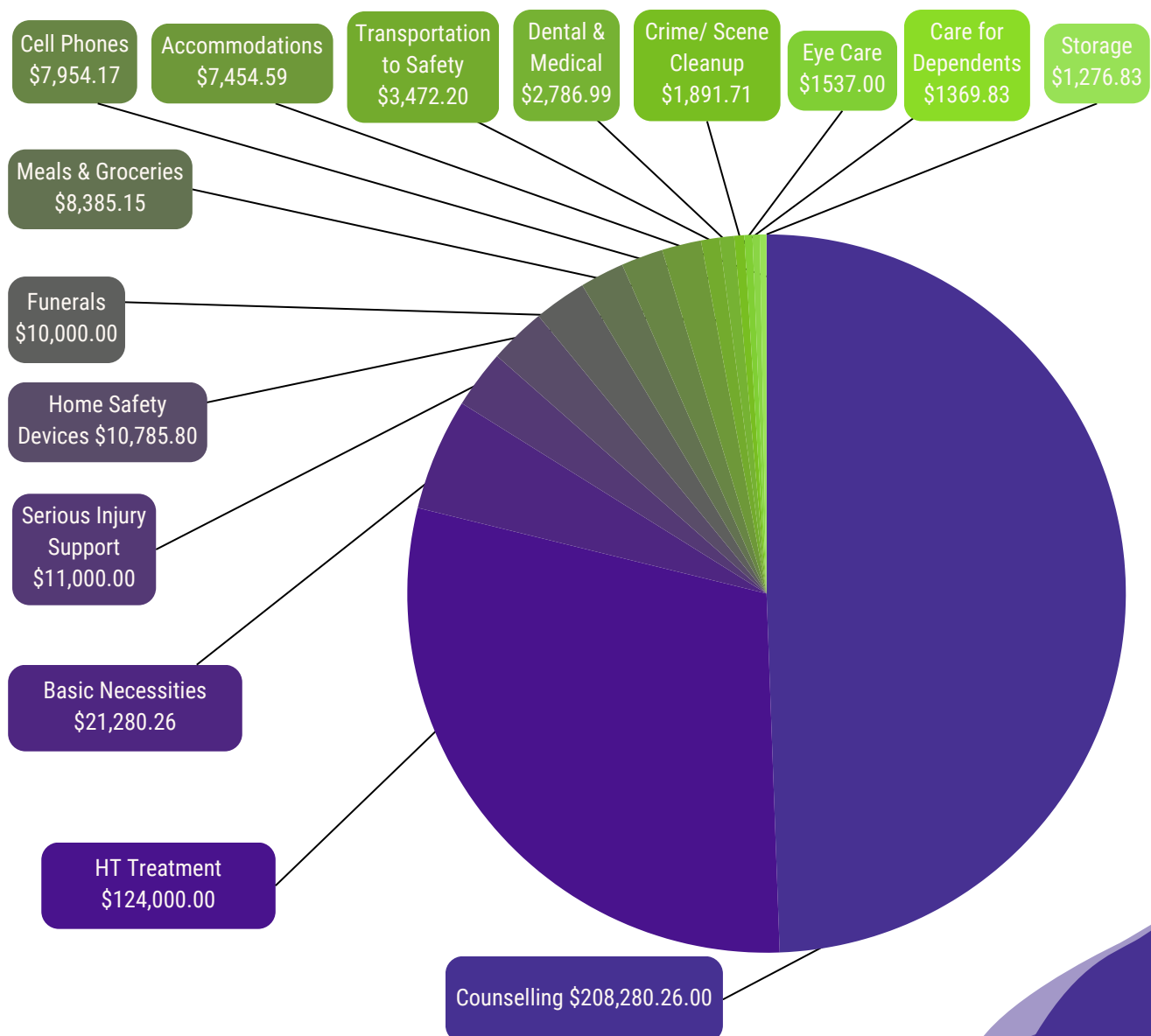
Total New Victims Supported - 1,297

Victim Quick Response Program+

VQRP+ - Victims of Violent Crimes and Human Trafficking

The VQRP+ program supports direct victims, immediate family members and witnesses in the aftermath of a violent crime or human trafficking. VQRP+ provides short-term funding to assist with essential expenses to lessen the impact of the crime, enhance safety, and meet immediate practical needs arising from the crime. In 2024-2025 the agency assisted clients to apply for VQRP+ support in the amount of \$421,474.79.

- Attempt to commit murder • Historical child sexual abuse • Sexual assault
- Child abuse • Homicide • Serious assault • Criminal harassment
- Elder abuse • Voyeurism • Intimate partner violence • Human trafficking • Hate crime
- Non-consensual distribution of intimate images



Canada-Ontario Grant on Minority Language Services

2023-2028

Our grant project name: Enhancing Service Accessibility for Francophone Persons in Simcoe County

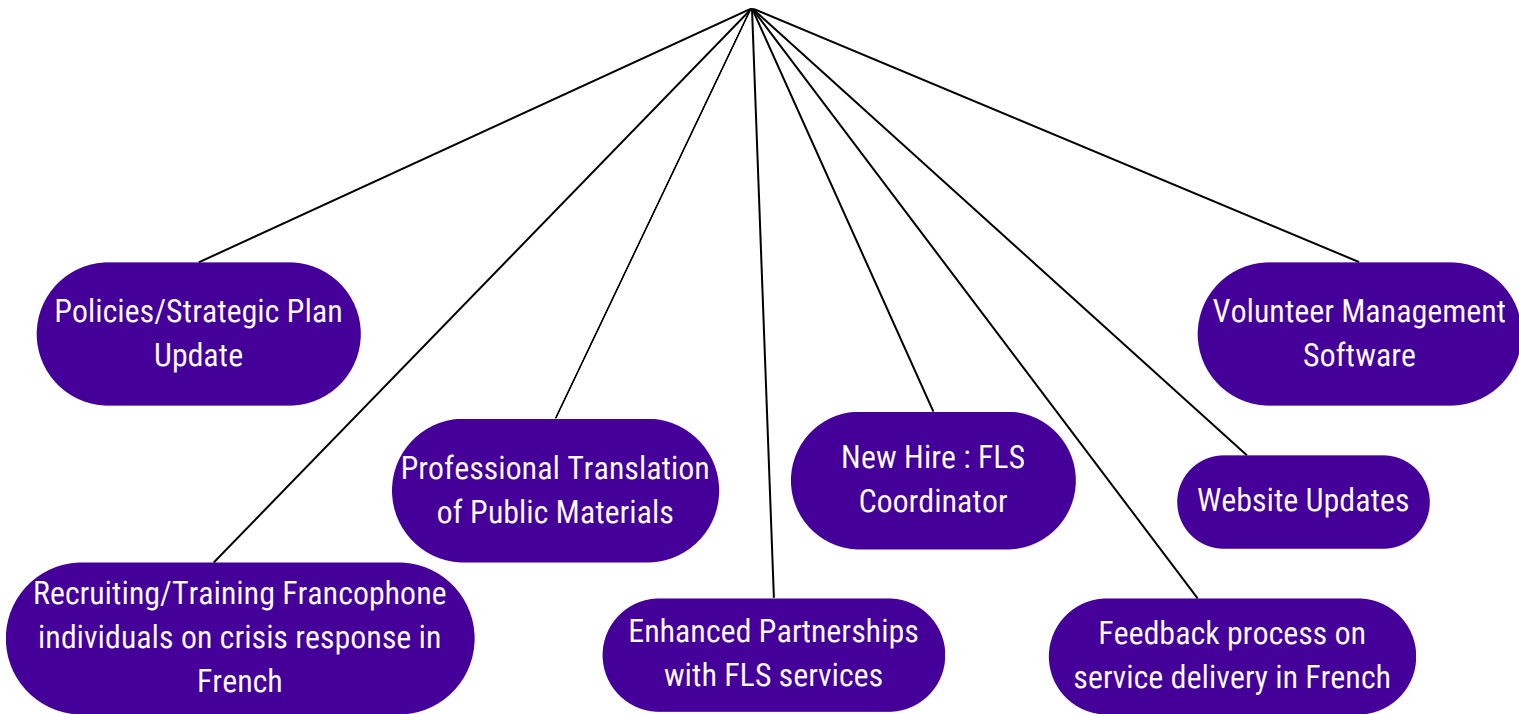
- The grant project will :
- Strengthen our service delivery model to build stronger connections with Franco-Ontarians in our catchment area.
 - Increase awareness of services available to meet the needs of Francophones who have experienced violence.
 - Provide Franco-Ontarians crisis support that will minimize their potential for re- victimization and maximize their capacity for recovery from violence while building future resiliency and enhancing safety.



Funded by the
Government
of Canada



This Project was made possible with the generous support of the Government of Canada



Victim Support Grant 2024-2025

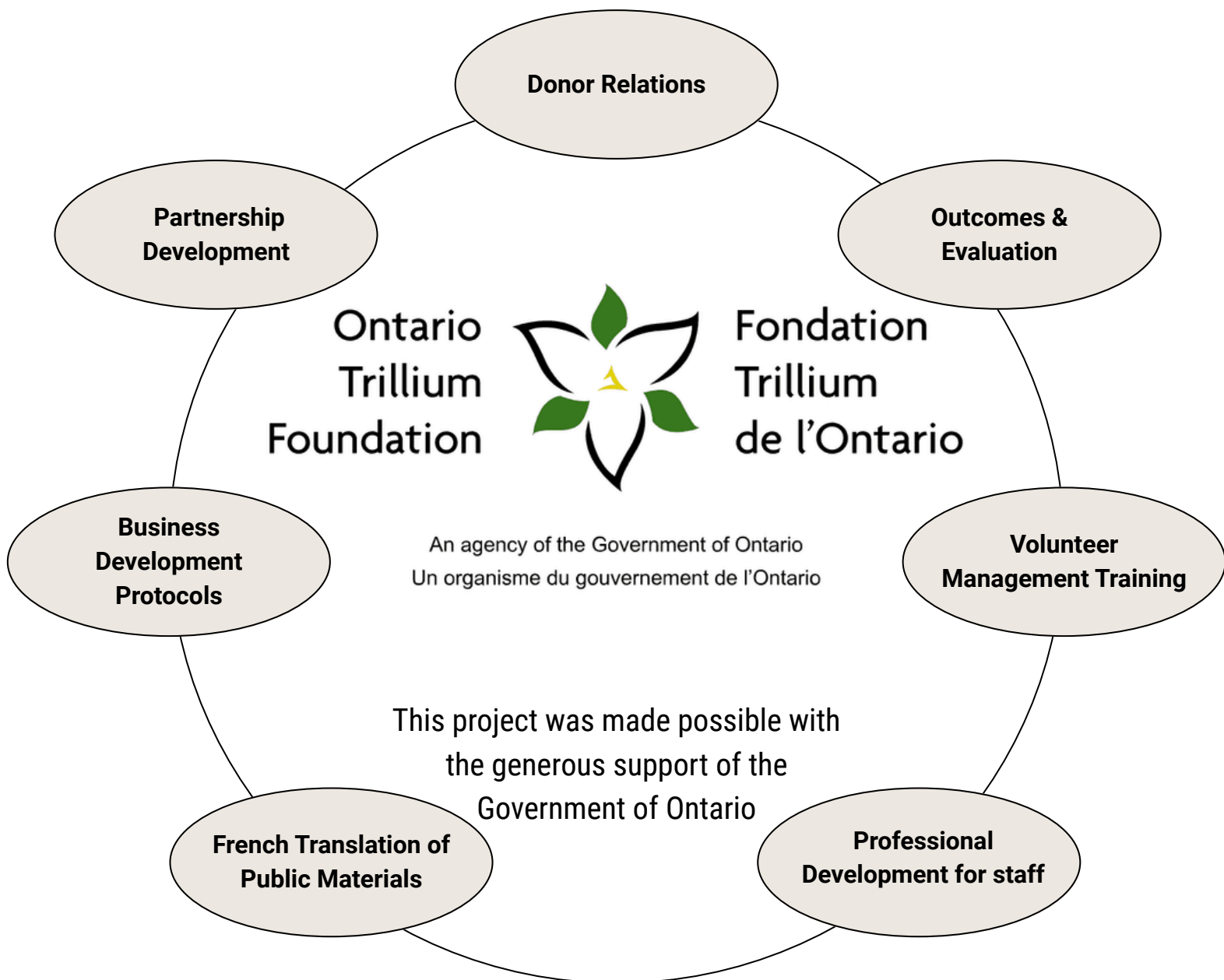
The South Simcoe Police Service (SSPS), partnering with Victim Services of Simcoe County, and Crime Stoppers Simcoe Dufferin Muskoka, is committed to enhancing support for victims and survivors of crime. The project activities are aimed at eliminating critical service gaps to ensure comprehensive victim assistance. Thank you South Simcoe Police Service.

Victim Services of Simcoe County has been proudly working in collaboration with South Simcoe Police Service since 1998, to provide 24/7 crisis response to individuals impacted by crime and tragedy. The Victim Support Grant 2024-2025 is an important initiative for the agencies to partner on building sustainable victim support for the communities of Innisfil and Bradford West Gwillimbury.

Victim Services of Simcoe County is grateful for the generous support of \$27,290.00 through the Victim Support Grant 2024-2025.



Ontario Trillium Foundation



- Thank you to the Ontario Trillium Foundation for investing in our project. Through the 2024-2026 Resilient Communities Fund, the OTF granted VSSC \$199,900 over 24 months to build its resilience and sustainability by providing supports to staff and volunteers, and raising the agency's profile through public relations, the business community, and donor relations.
- The two-year project team includes Executive Director Marie McCallum, Project Manager, Business Development Consultant Michele Lawson of Quill Communications, and Leila Verheyden, LV Philanthropy.

Statement of Operations and Changes in Net Assets

Revenue	Budget	2025	2024
Ministry grants	\$295,268	\$295,268	\$294,218
Expense reimbursement	-	\$57,293	\$41,235
Ontario Trillium Foundation grant	-	\$24,768	-
Community Services Recovery Fund grant	-	\$9,922	\$34,474
Violence Against Women grant	-	\$617	-
Barrie Police Services grant	-	-	\$20,000
	\$295,268	\$387,868	\$389,927
Expenses	Budget	2025	2024
Allocated central admin	\$27,768	\$50,612	\$105,875
Client expenses	-	\$57,293	\$41,239
Supplies and equipment	\$8,000	\$8,136	\$8,102
Salaries and benefits	\$225,000	\$237,830	\$237,843
Staff, board, and volunteer expenses	\$4,500	\$1,701	\$5,288
Travel and communications	\$30,000	\$42,066	\$55,834
	295,268	\$397,638	\$376,359

Statement of Operations - VCAO Program, HT and VQRP+

Revenue	Budget	2024	2023
Grant	\$295,268	\$295,268	\$294,218
Expenses			
Allocated Central Administration	\$27,768	\$27,525	\$28,048
Supplies and equipment	\$8,000	\$8,136	\$8,102
Salaries and benefits	\$225,000	\$230,297	\$225,375
Staff training	\$4,500	\$1,701	\$5,288
Travel and communications	\$30,000	\$29,843	\$28,019
	\$295,268	\$297,502	\$294,832
Deficiency of revenue over expenses for the year	-	(\$2,234)	(\$614)

Statement of Operations - Ontario Trillium Foundation Grant

Revenue	2024	2023
Grant	\$24,768	-
Expenses		
Allocated Central Administration	\$22,470	-
Travel and communications	\$2,298	-
	\$24,768	-
Excess of revenues over expenses for the year	-	-

Statement of Operations - Violence Against Women Grant

Revenue	2024	2023
Grant	\$617	-
Expenses		
Allocated central administration	\$617	-
	-	-
Excess of revenue over expenses for the year	-	-

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With Sincere Thanks...

To all our donors and sponsors who contributed to our programs to aid individuals confronted by trauma in the aftermath of tragic situations.

Your partnership is greatly valued.

We extend a special thank you to our police partners and community agencies for their dedicated support to help us make a difference in a time of need.



We're Here 24/7

**Because no one should
face crisis or tragedy alone.**

1-866-923-3938

After-hours Crisis Line

110 Fairview Rd, Barrie, ON L4N 8X8

705-725-7025, Ext. 2120

VictimServicesSimcoe.ca

All services are offered in English and French

Charitable Registration #896290236 RR 0001