

2015 - 2016 Annual Report Police Victim Services of BC



Carolyn Sinclair, Executive Director
Police Victim Services of BC
March 31, 2016



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Police Victim Services of British Columbia

AGENDA

Structure of Events: 1700– 1730 Annual General Meeting

Board Members: Roselle Quinones, Cindy Wiebe, Anita Eilander, Amandeep Gill, Deb White

PVSBC Staff: Carolyn Sinclair (Executive Director) and Celine Lee **Regrets:** Scott MacLeod

Call to Order - AGM Chair, Parliamentarian & Open Forum Facilitator: Carolyn Sinclair
Introduction of Board of Directors

Participant Guidelines:

The following rules and guidelines are intended to help us facilitate progress, include the members in orderly debate, and ensure fairness and equality.

The meeting will run in accordance with the provisions of the legislation, the Bylaws, and the current edition of Rules of Order during the Annual General Meeting. Only Voting Members are eligible to speak, make motions and vote. Other individuals may request permission to speak, and the Voting Members may grant such permission by a majority vote or unanimous consent. The Open Forum that follows is an open opportunity for any and all to speak.

Proxy voting is permitted where submissions have been made in advance. Advance submissions allow for member validation to occur. Proxy submissions were due into the PVSBC office by April 18, 2016.

Minimum number for a quorum is 5

of Proxy's received = -2-

Key goals of an AGM are:

- Accountability through the reporting of Association activities.
- Project updates
- Election of leadership

Approval/ Changes in Agenda:

Adoption of 2015 AGM Minutes:

Reports: As Written

President: Roselle Quinones

Annual highlights presented by Carolyn Sinclair, Executive Director

Executive: President - Roselle Quinones

Regional Reports: As Written

Lower Mainland - Vacant

Vancouver Island - Debora White

North West - Cindy Wiebe

Fraser Valley - Pat Jeannotte

Thompson/Okanagan - Anita Eilander

Columbia Kootenay - Scott MacLeod

Committee Reports:

Financial Report: Comments or questions

Municipal: Key issues - Roselle Quinones

Membership: 62 members as of March 31, 2016

Election of Directors:

Overview of current status of Directors

President: Roselle Quinones - Ending first year of two-year term

Secretary: Cindy Wiebe - Ending first year of three-year term

Fraser Valley: Pat Jeannotte - Past President- Ending first year of two-year term

North West: Cindy Wiebe - Completed second year of two-year term:

- will let her name stand

Vancouver Island: Deborah White - Stepping down

Thompson/Okanagan: Anita Eilander - Ending first year of three-year term:

Columbia/Kootenay: Scott MacLeod - Ending first year of two-year term:

Municipal Representative: Roselle Quinones

- will let her name stand

Election of New Directors:

Executive to be appointed at first meeting of the new board

Other Business:

Adjournment Time:

**Annual General Meeting Minutes
May 07, 2015**

Police Victim Services of British Columbia
Delta Burnaby Hotel and Conference Centre
Grand Villa II

1630 AGM Commences

Board Members Present: Pat Jeannotte, Anita Eilander, Cindy Wiebe, Roselle Quinones,
Amandeep Gill

PVSBC Staff: Annamaria Collopy, Celine Lee and Carolyn Sinclair

Programs represented: Abbotsford, Burnaby, Burns Lake, Chetwynd Hudson Hope, Chilliwack,
Comox Valley, Coquitlam, Hope Boston Bar, Langley, Mission, Port Moody, Quesnel,
Revelstoke, Terrace and District, Vancouver, Vernon, West Vancouver

Individuals/Organizations: Valley View Funeral Home, Bruce Ramsey

Regrets: Municipal Police Liaison, Detective Terry Wilson- Retired

Call to order by Carolyn Sinclair

Introduction of Board of Directors by Executive Director, Carolyn Sinclair

Parliamentarian:

Carolyn Sinclair roles and responsibilities as Parliamentarian of the AGM

Minimum number for quorum is 5. # of Proxies received = 0

Key goals of and AGM are: Accountability through the reporting of Association activities

Project Updates

Election of Leadership

Approval/Changes in Agenda: None

Adoption of the 2014 AGM Minutes: Gina Albanese seconded by Cindy Wiebe

Approval of the Financial Report: Gina Albanese seconded by Sherry Pellegrino

Questions or comments:

Tim Hall, Coquitlam VS asked if possible to send out report earlier to allow opportunity to read. Carolyn explained that due to year end and providing report to accountant it is not always feasible. Notice to Reader will be filed and attached to Final Report.

Reports as written:**President:** Pat Jeannotte

Annual Highlights delivered by Carolyn Sinclair

Executive:**President** - Pat Jeannotte**Secretary** – Roselle Quinones**Regional Reports:** As addressed**Lower Mainland:** (Reporting) - Linda Thorp**Island:** Vacant**North West** - Cindy Wiebe**Fraser Valley** - Pat Jeannotte**Thompson/Okanagan** - Anita Eilander**Columbia Kootenay** - Scott MacLeod**Municipal Representative:** Roselle Quinones**Community Liaison** – Amandeep Gill**Municipal Key Issues:** None**Membership** as of March 31, 2015 = 73**Election of new directors:** None – Two expressions of interest*Executive to be appointed at the first meeting of the new board***Other Business:**

The 10th Anniversary of the National Victims of Crime Symposia was highlighted by Executive Director, Carolyn Sinclair. First time for NVC Symposia to be brought to Vancouver where there were several workshops held throughout the week. PVSBC will be participating in a joint conference with EVA and BC Transition Houses Society in November anticipating 900-1100 participants. It will be an opportunity to share and learn from each other. The Training Initiative which began last year has progressed with various programs receiving training on Respectful Workplace, Workplace Violence, Criminal Justice System and Critical Incident Management. Psychological First Aid training will be delivered in Prince George at the end of the month.

Adjournment time: 1700 - Cindy Wiebe, seconded by Renee Angelvette

President's Report - Year End 2015

President – Roselle Quinones

The 2015/2016 PVSBC Board of Directors began the year with renewed enthusiasm and optimism as we prepared to move the association forward supporting key initiatives addressing training, collaboration and the first critical 24 hours of a response.

Training

As training for most programs continues to be limited due to financial constraints, the Association has endeavored to apply for grants in order to develop and deliver training to programs. With many large scale incidents which have impacted various communities, the need for Critical Incident Stress Management training was requested and provided. The pilot training program was launched in May 2015 and later in November 2015. Ethics and Leadership training was launched in the lower mainland December 2015 and again offered in Kelowna April 2016.

BC Collaborates Symposium

PVSBC participated in the planning and implementation of the first BC Collaborates Symposium addressing the need for community partners to work together to address the issue of domestic violence in BC. The Symposium helped to support the Province's initiative for a Violence Free BC.

The First Critical 24 Hours

Police Victim Services programs provide the initial crisis response to many incidents which can occur outside regular business hours. As such, most of our programs face challenges in providing this much needed and critical service due to staffing and financial constraints. Because of the importance of this service, PVSBC explored the capacity of programs to be able to respond on a 24/7 basis as well as providing support during a large scale incident. The conversation began with a focus group involving the Municipal Police Victim Service Agencies and later in the rural and remote communities in the North West Region. During these meetings, the concept of business continuity during large scale incidents impacting the community was also discussed.

As the 2015/2016 year comes to a close, we can look ahead to the next year. With clear recognition of the importance of Victims' Rights as outlined in the Canadian Victims Bill of Rights, our role supporting and assisting those impacted by crime and trauma is validated and is needed. We as police victim services workers are often the first to provide support after a critical incident and thereafter as our clients navigate the criminal justice system. Moving forward we must look at ways to support one another with the changing needs of our clients, the types of crimes being committed through the use of technology and a new line of workers as those of us who have been a part of this industry for the past several years prepare to retire. I look forward to engaging in continued discussion on how best to support each other as we do this very important line of work and to ensure we are united in the issues that are most relevant to our programs so that we may provide the best service to our clients.

Terrace:**Sherry Pellegrino**

This has been a very busy year for our Program. This is true in terms of client numbers where we provided support to 296 clients in 2014 and we supported 489 clients in 2015.

In collaboration with our community partners we have re-established our local VAWIR committee. Terrace has not had an active VAWIR committee for well over 10 years.

In 2015 key community service providers established Sex Assault Response Team (SART) protocol. This protocol was established to ensure victims are provided with the broad range of necessary care, support services and information following the assault. Committee members hosted an information session regarding the SART protocol to community service providers.

Our community continues to experience challenges around the availability of affordable rental accommodation which will likely continue for the foreseeable future. This is particularly concerning for those individuals or families experiencing domestic violence. In some instances, this has impacted the ability to leave an abusive relationship.

Community service providers have identified that there is a shortage of counselling services and education available for males who are perpetrators of domestic violence. In most instances unless the individual is found guilty of a charge and they are ordered to attend counselling as part of their sentence there are few options available. Studies have shown that having these services available can help to prevent incidences of domestic violence as well as decrease rates of recidivism.

Smithers:

This has been a productive year, and a very busy one. We have provided services to about 120 clients, met with community agencies and collaborated with justice partners on projects serving victims of crime and trauma. The Smithers Provincial court room now has a microphone installed that works harmoniously with DARS – the court recording system. I was able to hear it for the first time yesterday when a very quiet spoken child victim was testifying. It was one less difficulty for that child to face.

We have collaborated with our provincial partners in looking at testimonial aids in court rooms across the province. Bruce Ramsey provided 2 trainings in Smithers, for First Responders and their spouses, and for our Critical Incident team.

We have met with Regional Districts and Municipalities to bring the issue of sporadic PVS funding to a provincial level for discussion, rather than having many programs appeal every year with varying results.

The Detachment Wellness Committee has also been an interesting project, to encourage all staff to maintain a healthy and vigorous focus on our wellness, so that we do the best job we can for our community.

Again, I wish to express gratitude to the volunteers (Dina and Annie) who appear in crisis or in court, with little notice. Wanda Watts is the Community Based partner who collaborates so well to meet the needs of victims of crime. My regional VS partners Cindy and Sherry provide invaluable expertise and support, and Carolyn Sinclair and Heather Hildred, for the same. Steve Ford was also a valuable link in helping Victim Services find inroads in securing services for our clients.

Financials Budget 2015-2016

Reporting Period: January 01- March 31, 2016

Revenues:

MOJ Program Funding: \$ 116,097

Interest Income: \$ 1,243

Society Contribution: \$ 49,267

Expenses:	Total	First Quarter Apr 01-Jun 30	Second Quarter Jul 01- Sept30	Third Quarter Oct 01- Dec31	Fourth Quarter Jan 01- Mar 31
ED wages	\$61,462	\$ 16,379	\$ 16,379	\$ 16,379	\$ 16,379
PM 1 wages	\$33,408	\$ 8,352	\$ 8,265	\$ 5,800	\$ 8,323
Contractors	\$18,000	\$ 6,186	\$ 6,348	\$ 1,595	\$ 8,369
Insurance	\$ 3,500	\$ -			\$ 1,400
Bank Charges	\$1,750	\$ 646	\$ 243	\$ 233	\$ 338
Toolkit	\$8,500	\$ 252	\$ 315	\$ -	\$ 220
Newsletter	\$950	\$ 160	\$ 181	\$ 120	\$ 240
Office Supplies	\$1,600	\$ 801	\$ 49	\$ 79	\$ 180
Equipment	\$3,900	\$ 927	\$ -	\$ 1,267	\$ 4,806
Postage/Courier	\$825	\$ 141	\$ 79	\$ 89	\$ 157
Rent	\$8,146	\$ 2,037	\$ 2,037	\$ 2,137	\$ 2,137
Telecoms	\$5,267	\$ 1,921	\$ 758	\$ 1,264	\$ 857
Utilities	\$750	\$ 148	\$ 121	\$ 201	\$ 299
Travel	\$3,662	\$ 944	\$ 624	\$ 416	\$ 397
Recognition	\$6,500	\$ 735	\$ 405	\$ 519	\$ 1,635
Audit and Accounting	\$3,479	\$ -	\$ 3,176	\$ -	\$ -
Taxes non-refundable	\$4,908	\$ 1,839	\$ 691	\$ 817	\$ 926
	<u>\$166,607</u>	<u>\$41,468</u>	<u>\$39,671</u>	<u>\$30,916</u>	<u>\$46,663</u>

Total Spent \$158,718

Note that this budget includes revenues and expenditures outside the terms of this contract as put forward by the Contractor. **Police Victim Services of BC Contract # 15092095.16**

Budget 2015-2016

Executive Summary

Reporting Period: Jan. 01 - March 31, 2016

Quarterly Report

This report will describe updates and progress on the deliverables outlined in the 2015-2016 service contract Schedule A.

Deliverables

Information and Support to Contracted Programs

PVSCB will provide information and support to Victim Services and Crime Prevention Branch contracted Police Victim Service Programs throughout the province by:

Consulting and supporting work with specific client issues and emerging issues.

All programs and partners are preparing for the implementation of the Canadian Victims Bill of Rights (CVBR). Four programs are being asked to prepare presentations and present to their police partners on what they need to know about the bill and how it will impact them. Program managers are not feeling equipped to deal with the Bill from their own positions and express greater concern if they have to relate it to the police members. PVSBC had reached out to E Division RCMP, CSC, PBC and MOJ partners to seek creative ways to share information as its being developed. In working with our provincial and federal partners, contradictions in the information have been identified. These points are slowly being addressed to avoid confusion for front line workers and victims. This will remain work in progress as the Bill is further incorporated into our work.

The spring issue of the PVSBC Insights has been drafted and will be ready for distribution early April. This edition will focus on the upcoming annual symposium being held in Richmond, BC May 5-7, 2016. Highlights for this edition of Insights include results from two surveys conducted in the fall and winter regarding 24/7 crisis support and the need for voice amplification supports in courtrooms in BC. Articles on new technology and pending events also make headlines in this version of Insights.

Assisting victim service workers with critical situations/incidents.

Assistance was offered to the Upper Fraser Valley Regional Detachment and Hope/Boston Bar Police victim services program following the suicide of a young aboriginal male. Multiple service providers and agencies responded but gaps were still apparent. One challenge this program felt was the time dedicated to the single incident took away from time normally dedicated to other clients. There were concerns early on for the need for a formal community debrief beyond what Aboriginal Mental Health, MCFD and Safe Schools could offer. PVSBC promptly connected the program to a trusted Traumatologist who does work and training with the association. Many of our people know him and trust him. The local program was assured they would not incur any cost for his services as PVSBC retained him and would cover his fee if he was requested to respond. The program manager was speaking to the Ministry in regards to the possibility of the association being eligible for funds through civil forfeiture to support programs following critical incidents? We

have applied for funding in the past for specific training in the areas crisis intervention as well as to sustain existing programs. Funds specifically for critical incidents or emergencies have not been requested in the past. We have maintained what is known as a mini E Fund for when a programs capacity to respond has been maximized for multiple reasons. These funds are generated from previous symposium registration revenues or other methods of fund raising. Over the years we have quietly responded to several programs in need. The severity of the incident often depends on the program's capacity at the time of the incident. Much of what we see in way of need is help keep the program operational by helping maintain existing files, ongoing client communication and office administration. We are open to discussion regarding the deployment of funds and human resources to a community when their capacity to manage during or after an incident is maximized. This could be related to incidents involving homicides, high profile court cases or critical incidents involving suspicious deaths and suicides.

A growing concern reported from the Fraser Valley as well as the Lower Mainland programs is inconsistency in the hours of operation for their local community based victim service programs. One of our programs reported three incidents where clients were referred to the CBVS program and the files were not followed up on. This issue raises similar concerns reported by other programs from the same region. Specific concerns relate to the fact that making referrals is a primary mandatory function of their role. Concerns escalate where opportunity exists for clients to fall through the cracks when the referral process is disrupted or not effective. Some programs report having a good working relationship with the CBVS program, however when one particular worker is not completing the process of an effective referral frustration increases. Recommendations and strategies discussed include our PVS people speaking directly with the CBVS program. Enquiring to see if a conversation between the workers and managers can revisit the process and protocol agreements in place, where they exist.

Later in the quarter I was invited to a Lower Mainland PVS meeting where I was asked directly to ask if the Ministry has or would conduct a review of current practice of referrals. They would like to know if the accountability on programs that send and receive referrals is working equally and effectively. It was evident the majority of programs represented experience concerns for referrals not being accepted or followed up on by CBVS program. A second point raised was when a program has formally declared it is temporarily "not" accepting referrals. Participants were questioning if they are in breach of their contracts when files are kept or held back? The primary issue for holding back is due to concern for the client's safety or as a result of the referring agency not taking referrals? In my capacity I agreed to include their inquiry into our quarterly report.

The following information is not new to the Ministry many programs are expressing concerns around their local municipality not matching Ministry contributions. Some programs report the city is holding back or declining contribution requests if the regional districts are not contributing financially. Some of the programs have presented their concerns direct to the Ministry as well as PVSBC. We see this as an issue that may continue as more communities mirror each other within regional district.

Earlier in the year we received a call for assistance to support the community of Atlin following an incomplete suicide that followed a series of completed suicides in a First Nation community. Support was focused around support for the worker who cut one young person down from their attempted suicide. The worker experienced a negative traumatic response following this incident and was also blamed for causing harm to the person when they fell to the ground. First Nation Health were notified and involved. They were concerned for the workers who have experienced multiple suicides in a short period of time in the same area. In many cases the victims were clients or people within the community they know or are related too. In this incident we reached out to our provincial Disaster Psychosocial Program (DPS) for support for the community and local programs. DPS was able to connect internal health resources to the Dease Lake MCFSD as well as Mental Health and Addictions programs that provided support in building capacity

and support within the school district. Child and youth workers were able to deliver information sessions on Mental Health and Addiction for a community of approx. 500 as well self-care tools for the workers and care givers in the tiny community.

Providing education and information related to the impacts of working with trauma.

The customized Psychological First Aid (PFA) course, designed for victim service workers includes a comprehensive PFA field guide. The workshop delivered in October in Burns Lake, BC stimulated great conversation in the region. Requests were made for the same course in Terrace, which was scheduled and delivered in March. Participants for this session included PVS, Police, ESS, SAR, BC Ambulance, First Nations and Fire. 65 participants spent the day together learning how to “help responsibly” as well as applying the learning with customized scenarios.

This quarter a summary of the information collected from the Critical 24 Hours survey and focus groups was prepared. The survey was designed to identify those programs that are delivering 24/7 response as well as to identify those who have a business continuity plan should their program or community experience a critical incident or disaster. In summary, majority of programs report not feeling prepared or ready for a large critical incident or disaster. PVSBC is building on this knowledge by evolving materials and training to address the gaps in their confidence and resources around being prepared for critical incidents and maintain business as usual should disruption in services occur. Training and tools to support these responses will be launched at the 2016 PVSBC symposium in May.

Providing strategies for improving working relations with other service providers, criminal justice system partners and community groups.

The first International Disaster Psychosocial Conference held in Vancouver on March 22-23 2016 was a great success. 22 countries and 6 provinces participated in workshops and networking. PVSBC manned a booth over the three days where we promoted the work and people of police victim services in BC. Plenary and breakout sessions introduced the work of PVS or discussed the results of research PVS workers have participated in. Examples of topics include the SIMTEC project by JIBC, the use of Trauma Dogs in service and a review of DPS deployments where PVS volunteers participated. We heard from many workers how much they appreciated hearing frequent and positive remarks about their professionalism and profession. Several people expressed interest in volunteering and wanting to learn more about the work.

The Pacific Regional Victims Advisory Council (VAC) forum has secured funds from Civil Forfeiture to host the 20th Anniversary forum October 21, 2016. Location and details are to be confirmed. The planning committee has assembled with planning underway. PVSBC will administer the CF funds on behalf of the VAC planning committee. Great appreciation goes to CF and partners at MPSSG for considering the submission requesting funds for the anniversary event

Early in February we took the opportunity to write a letter of support for our partners at the Ministry to be considered for the Premier’s Partnership Award. Our letter reflected on the support and collaboration the Ministry demonstrated to all partners and associations during the planning and delivery of the BC Collaborates symposium held in December.

Providing a central resource for programs to allow for information sharing and distribution of tools and resources.

Dedicated energy is put into the PVSBC website and social media sources. The most popular resource being utilized by the regions is in the 1-800 conference line. It is requested frequently for regional planning meetings, society meetings and board meetings. The annual Tool Kit introduced at the annual symposium is a valued resource for seasoned and

new workers and partners. Previous and current issues remain in high demand as new workers join the field of Victims Services. The annual SCADA Tool Kit also a popular resource we develop. Copies of current and previous issues remain popular especially for those who could not attend.

Providing information on available training and professional development opportunities as well as scheduled events.

This quarter has seen many staffing changes in programs. The program manager from Comox Valley PVS has resigned and will be leaving her post in April. Applicants are being interviewed in the coming weeks. Long serving program manager in Smithers will be retiring in June 2016. West Vancouver PVS has a new program manager; who comes from Richmond PVS. Delta PVS also posted for an auxiliary position. Postings and notices for all of the above were circulated to the members and partners of PVSBC. We assisted with the promotion of events in other programs and regions throughout the quarter.

Opportunities for training and professional development are shared with us via various groups. We in turn share them with our members and partners. Members confirm they prefer notice of these events by email. Beyond that we post things on the website or include them in our newsletters or bulletins.

Liaising between the Division and Victim Service Workers on matters relating to their work in the field.

Late in February PVSBC participated in a Ministry hosted webinar to provide information on the role our agency plays in the role of information and education around Victim Notification and the Continuum of Care training hosted by CSC, NPB, MPSSG, VSU and PVSBC. Our discussion topic was “From Arrest to Parole” where we reviewed the roles of our agencies and services in guiding victims of crime and trauma through the criminal justice system from arrest of the offender to their return to the community. Participants were guided through scenarios that introduce tips and tools for supporting victim on their journey through the system. This was the first time our group participated in a webinar. It was a great learning opportunity for the partners to practice a different presentation style. Feedback from participants appeared to be positive.

During the year we collect information on what programs say they would like to see in way of training or resources. Our goals and priorities are set based on what we hear. The symposium and resources developed are intended to reflect those topics. Topics we cannot address alone are brought to the attention of the Ministry, other criminal justice partners or subject matter experts to help us address the need collectively and explore options for development and delivery. Example: CVBR, Trauma Informed training models.

Providing feedback as requested on training initiatives undertaken by the Division to ensure the initiatives meet the needs of programs.

Feedback on the Ministry hosted online learning and webinars has been very positive. The numbers of interested staff and volunteers appears to be increasing with every time a session is offered.

The Ministry newsletter was circulated to the membership and friends of PVSBC.

Ensuring the volunteer insurance coverage is in place annually for police-based and community based program volunteers.

For this reporting period we remain at 181 volunteers named as insured's on the master policy. The 2016-2017 policy renewal will be effective October 01, 2016. In the past we have provided proof of insurance to the Ministry and

received funds to reimburse PVSBC for the premium. We will provide notice of the premium and forward proof of purchase in the appropriate reporting period.

Effective March 31, 2015 we have 60 PVS programs registered as members. It is common for the renewals to be lower at this time of year as annual membership renewal usually increases with the roll out of the annual symposium registration in April.

Emerging Trends and Issues: Present the issue, relevant background information, prevalence of the issue and recommendations to resolve.

Communities continue to experience critical incidents with varying levels of severity. Capacity and confidence to respond effectively looks different in almost every community and program. Critical incidents and crises are unique and demand multiple layers of support for short and long term support. Since we introduced the Basic level of CISM and the newly developed Advanced level of CSIM there have been several incidents where the knowledge and skills have been applied. Some communities like Surrey have taken the training and developed an Operational Plan that maps out how the program will hold or host community or town halls meeting following critical incidents. The need to continue to deliver and evolve this component of the training has been validated by the amount of times we hear from people on how important the work is or how important it was to have had the training and apply it to their local incidents. Spring planning will explore opportunities for ongoing delivery of both of these course offerings.

Leadership and Ethics has been a project in demand and in the works for two years. Conducting surveys and collecting data confirmed the need to not only define what people were looking for in the way of leadership information but to address how people identify with what a good leader looks like. A pilot model of Ethics and Leadership exposed the need for people to have the ability to assess their own personal leadership skills and style. There were some who felt leadership was a role that should lie with or be assigned to the Program Manager; while others felt they had no leadership or accountability to be a good leader. Responses varied significantly between staff and volunteers in some cases.

Analysis report on emergency trends and issues will be included in Schedule F.

Results of primary analysis for the Critical 24 hours mentioned earlier in the report will be sent separately.

A summary report is being prepared for the next quarter regarding results related to surveys conducted seeking input on Voice Amplification and Other Technological Challenges in BC Court Rooms. Feedback was request from both Police and Community victim services as well as criminal justice partners.

Sector Engagement:

Plans continue to enhance the development of the Community Engagement Toolkit which remains on track for launch at the May 05, 2016 preconference training taking place at the annual symposium in Richmond.

Wrap of the BC Collaborates conference confirms the success and need for commitment from all sectors to work together to meet the ongoing needs of front line programs and victims of crime and trauma.

Canvass all Programs (members or not) on the following:

The provision of 24/7 and Crisis Response Services

Issue: Delivery of 24/7 Service - Critical 24 hours

Information gathered has been reported on thought this report and will be available in greater detail in the report.

Identify the actual programs operating 24/7 services and/or after hour crisis response services.

Those identified have previously been reported on in the last report.

Both formal and informal arrangements with staff for compensation for on-call and actual service provision after hours.

No new information has been collected since the last report.

Other Reporting

PVSBC will provide a copy of the annual report. It includes but is not limited to details on general consultation with their membership, feedback on policies, programs and service delivery. The annual report is due by April 30 2016

PVSBC will provide the Branch with a current membership list by April 30 2016

Attached as per year end deliverable.

Directory updates are done all year but are formally updated when membership renewals are processed in April. The 2016 membership directory reflects many changes including a new look. Feedback on the format and look is welcome. Monitoring and updates continue all year as we are advised of changes.