

2016-2017 Annual Report Police Victim Services of BC



Police Victim Services of BC
April 20, 2017



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Police Victim Services of British Columbia
Annual General Meeting
April 20, 2017 – 1600
Delta Burnaby Hotel and Conference Centre, Burnaby BC

Call to Order - AGM Chair, Parliamentarian & Open Forum Facilitator: Carolyn Sinclair

Participant Guidelines:

The meeting will run in accordance with the provisions of the legislation, the Bylaws and Rules of Order. Only Voting Members are eligible to vote or speak to motions. Others may request permission to speak, and voting members may grant such permission by a majority vote or unanimous consent. An Open Forum will follow, providing opportunity for anyone who wishes to speak. Proxy voting is permitted where submissions have been made in advance. Proxy submissions were to be received by April 1, 2017.

Quorum is 5 # of Proxy's received = 0

Key goals of an AGM:

To be accountable through the reporting of association activities

To elect the Board of Directors.

To appoint the Police Liaison Positions

Approval in Agenda:

Adoption of 2016 AGM Minutes:

Reports:

Executive Director: Carolyn Sinclair - Annual highlights

President: Roselle Quinones

Regional Reports:

Vancouver Island – Anna Brill-Edwards

North West – Cindy Wiebe

Fraser Valley - Pat Jeannotte

Thompson/Okanagan - Anita Eilander

Columbia Kootenay

Lower Mainland

Financial Report: Carolyn Sinclair

Election of Directors:

President: Roselle Quinones

Secretary:

Fraser Valley: Pat Jeannotte

North West:

Vancouver Island: Anna Brill-Edwards

Thompson/Okanagan: Anita Eilander

Columbia/Kootenay:

Lower Mainland:

North East:

Municipal Representative: Roselle Quinones

Municipal Police Representative:

RCMP Police Representative:

Election of Executive:

To be appointed at first meeting of the new board

Other Business:

Open Forum:

Adjournment:

2015 - 2016 Annual General Meeting Minutes
May 5, 2016
Executive Airport Plaza Hotel and Conference Centre

1705 AGM Commences

Board Members Present: Roselle Quinones, Cindy Wiebe, Anita Eilander

PVSBC Staff: Annamaria Collopy, Lynn Krag, Celine Lee, Carolyn Sinclair

Programs Represented: (See sign in sheet)

Individuals/Organizations: RCMP E Division,

Regrets:

Call to order by Carolyn Sinclair

Introduction of Board Members by Executive Director, Carolyn Sinclair

Parliamentarian:

Carolyn Sinclair reviews roles and responsibilities of the AGM

Election of Leadership

Minimum # for Quorum = 5

of Proxies received = 2

Approval/Changes to Agenda: None

Adoption of 2015 AGM Minutes

Deb Chatfield seconded by Cindy Wiebe

Approval of Financial Report

Sherri Pellegrino seconded by Anita Eilander

No questions or comments

Reports:

President Report: Roselle Quinones

PVSBC Board Executive:

President – Roselle Quinones

Vice President – Cindy Wiebe

Past President – Pat Jeannotte

Director – Anita Eilander

Director – Scott MacLeod

Regional Reports: As addressed
Lower Mainland: Reporting
Island: Pending
North West: Cindy Wiebe
Fraser Valley: Pat Jeannotte
Thompson/Okanagan – Anita Eilander
Columbia Kootney – Scott MacLeod
Municipal Representative – Roselle Quinones

Municipal Key Issues: None

Membership as of March 31, 2016

Election of new directors: None – One expression of interest

Executive to be appointed at the first meeting of the new board

Other business:

Change of deliverables for 2017-2018 as outlined in Executive Director's report. Issues and concerns raised around the delivery of providing 24/7 crisis support. Survey disseminated regarding voice amplification in courts, was well received, looking forward to results. The results of the survey will be posted once completed. Carolyn emphasized if there are critical incidents within communities to advise PVSBC for potential support or assistance.

1730 Adjournment

Roselle Quinones seconded by Cindy Wiebe

President's Report - Year End

President – Roselle Quinones

2016/2017 marked a year of extended learning as PVS remained committed to providing opportunities for training to our membership as well as building on and strengthening collaborative partnerships with our industry partners. PVS partnered with our colleagues in Restorative Justice and the Victims Advisory Council to provide forums to engage in dialogue on how we can better provide services to clients and gain a better understanding of our roles within a victim's journey. In order to meet the growing demand for training, PVS turned to technology and offered our first training through the Global Classroom format offering the topic of 'Restorative Justice and Sexual Assault Cases'. By utilising the Global Classroom, individuals were able to attend the training at a minimal cost and still receive valuable information as it pertains to our work. CISM and SONAR Leadership was offered throughout the year at various locations throughout the province.

As the demands for our services continue to grow we must continue to find opportunities for partnerships in order to share the work so that the gaps in service become narrower and fewer. With the support of Provincial and Federal legislation, we know that our role is vital in order for those who have become victims of crime are properly informed and supported. We must broaden our scope to ensure that those most vulnerable are not forgotten and that we work together to support one another to continue to do this very important work. As we move into another year, let us remain focused on the 'continuum of care' required by our clients from the initial incident through the court process and beyond. It is important to recognize that the journey cannot be completed through the exclusion of others but rather through the support of many who can assist in the provision of the best service as a whole experience instead of fractured encounters.

Annual Regional Reports:

Municipal Report - Roselle Quinones

Volunteer Recruitment and Training remains to be an integral component for most Municipal Programs. Port Moody VS, New Westminster and West Vancouver have recruited new volunteers. New Westminster and West Vancouver have opted to train together.

Municipal programs are looking for more collaborative ways to engage in training opportunities and to better support one another.

Large critical incident files have occurred in various jurisdictions:

House fire leading to one fatality during a domestic altercation lead to an out pouring of support for 6 children who were left displaced (Port Moody)

Homicide incident at local high school generated extensive media attention and impacted the community (Abbotsford)

New additions to the team:

New Westminster welcomed a new Assistant Coordinator.

West Vancouver welcomed a new Coordinator and Administrative Assistant.

Vancouver welcomed trauma dog, Lucca, to their Victim Services Team.

Thompson/Okanagan - Regional Representative: Anita Eilander

Vernon North Okanagan – Anita Eilander

2016 was a challenging year for us with staff and volunteer retirements. Two of our staff members and 3 volunteers retired in 2016. We also had staff and volunteers off work unexpectedly for medical reasons. We hired a new Program Assistant and Office Assistant in 2016 and are now in the process of training a new group of volunteers. We have identified 12 new recruits and an Orientation evening was held April 4th. 2016 was a busy year for our unit overall. We opened files for 719 people, 187 more than 2015. The first quarter for 2017 we opened 177 files. We held our annual Volunteer Appreciation Banquet September 9th where we acknowledged the commitment and dedication of our volunteers over the past year.

Volunteer training/recruitment is time consuming, and it would be helpful to have standardized training material available. Standardized training would be such a value adds to all VAU's across BC. The training material we have is quite outdated, and it requires a huge amount of work to put material together that is relevant for today's volunteers. Limited funding remains an issue as I'm sure is something that comes up across the board. Many of us feel over extended without the resources needed to be able to do our jobs well and provide service to our communities.

Regional District of Central Okanagan - Christene Walsh

Regional District of Central Okanagan's RCMP Victim Services program has experienced a challenging year. Our team was greatly impacted in 2016 primarily by staffing challenges as two employees from our very small program required leave unexpectedly. Then, we were further compromised by budget constraints; Victim Services was over budget with salaries and overtime in 2016. Our reduced team of two managed to juggle workload; demonstrating a solid work ethic and dedication to victims of crime and/or trauma during a period of reduced operations. In addition to operating with a reduced team since September, 2016, our program also experienced a notable increase in workload involving sudden deaths, notably overdose deaths. This need impacted our overtime/call-out budget as our program does not utilize volunteers. RDCO RCMP Victim Services also continued to pilot slightly varied work schedules in 2016 to extend available work hours for our clientele/community. Victim Services sustained an on-site presence in the West Kelowna RCMP Detachment, acknowledging this very busy detachment warrants some dedicated staffing hours. Our police-based Victim Services is primarily based out of the Kelowna Regional Detachment.

Positive additions; our caseworkers received new, modern service identifying program jackets, shirts and cardigans. As well, notebooks with pens (including an insert for caseworker business cards) were purchased for client distribution and use. Victim Services was also notified a new 2017 Toyota Rav 4 [all-wheel drive vehicle] was scheduled for arrival in winter, 2017 (program now has new work vehicle).

In sum, RDCO RCMP Victim Services is recovering from a two year period of significant transition. Fortunately, we currently have a valued team of caseworkers who daily demonstrate their commitment to supporting victims of crime and/or trauma as well as to those who care about people impacted by crime/trauma. In the future, we plan to explore the acquisition of a "trauma

detachment dog'. On a final note, on June 4, 2017 our program will relocate to a new detachment in Kelowna.



Oliver - Glen Warkentin

It has been busy here because of a second degree murder trial that is taking place in Kelowna. The trial started Mar. 20th and will take 3 weeks. Fortunately it has been slower than usual with new files. May will also be busy, with 2 weeks in Penticton for a Dangerous Offender Hearing.

Princeton - Elizabeth Kennedy

With 19 active files and being busy with court accompaniment and court updates; it's still just me here, no volunteers, and no significant changes to the program.

Kamloops - Lisa Gammel

We've been hectic with drug overdoses and death calls in general. I've added 3 new volunteers to our team and I will be training 5 more in April. I've applied for the FVIF fund with the Women's Shelter to do community training around domestic violence. Our ICAT team will be resuming shortly when our new ICAT member gets established.

Keremeos - Laurie Lion

It was a slow start to the year in our sleepy town; however I have been keeping busy with several court appearances and trials since January. I have had some out of town referrals I have been supporting since the new year so have been doing lots of leg work and provided referrals and follow ups.

Clinton - Ashcroft - Logan Lake – Lytton - Jan Boys

A change in both Clinton and Ashcroft in NCO's I have been to several training opportunities last year and have attended numerous community events. There are many unique issues that arise in a small community where there are limited resources.

Chase - Brandi Nakazawa

Our challenges in Chase have been a lack of volunteers. I had 2 retire this past year which left only me and one volunteer. We have been managing but it's been a struggle. On a happy note, I have one new volunteer. Another challenge has been the VSIS system. I'm an advocate for more training to be done in the Interior or Okanagan especially in the winter time. There was some great one day and 2 day training this winter for the coast but because of the travel it's difficult to get there; a more central training area would be beneficial for all.

Salmon Arm/Sicamous - Cheryl Ashe

Since December there have been 46 police File Referrals consisting of 106 clients. VSIS continues to be a main time crunch & challenge. As well, volunteer recruitment & training is time consuming for program managers and members. We've had a noticeable increase in NOK sudden deaths and suicides, especially since January 2017. (approximately 15-20 after hour call out files - not including MV, SD, DV, MP, Robbery/Property Damage, Assault or Murder Files) DV Assaults appear to have gone down. We've seen an increase in drug related deaths /suicides and increase for potential Fentanyl Safety issues. Overextended community resources and availability continues to be limited and impact clients.

North West Region – Regional Representative: Cindy Wiebe

Houston - Paul Batley

This past year included remarkable changes in the RCMP Victim Services program in Houston. The changes are positive and illustrative of the level of commitment that both the volunteers and the staff members have in terms of quality of service delivery. In September 2016 Shannon Scott stepped aside as VS Coordinator following a successful 3 years in the position. Our sincere thanks go to Shannon for her quiet strength and firm decision making throughout her tenure as Coordinator. Shannon will continue to invest her extensive skills set in the VS program as a volunteer staff member. In October Paul Batley was hired as the Coordinator. Paul has volunteered for the VS program for over 25 years in the community of Houston, and is determined to increase the level of communication and liaison between neighbouring VS programs from the community of Burns Lake through to Smithers. The Houston RCMP VS program is fortunate to have Amy Sketchley as our new third member of the team.

Prince Rupert - Marlene Swift

We are busy and adjusting to many changes in our detachment. Our office move to another part of the building has not yet occurred, as we have been busy keeping up with files and clients. This is my 19th year and I have been blessed to work with such fine Victim Service Managers, Assistant Managers, and all the volunteers of the Victim Service Division in our province and across Canada.

Kitimat - Leisl Kaberry

In the last year and half of working in RCMP Victim Services in Kitimat I have learned a lot and grown from the experiences I have had with clients. I feel a great deal more confidence in dealing with people as I feel I have a greater understanding about victim supports and the workings of our police detachment and courts. Our community consists of Kitimat and Kitimat Village (the First Nations village of the Haisla people) and has a current population of just over 8000 people. We have 21 police members stationed in Kitimat with a 2 member GIS section and we see between 3500-4000 files through the detachment each year. With the smaller town come challenges, such as limited services in the community and a tendency to know people who either are charged by the police or victims. I have had to make sure I am acting with utmost professionalism in these situations where conflicts of interest may arise and treat each person with the respect and care that I would any client. Confidentiality is important anywhere but even more so in a small town. Last year I worked with the Staff Sergeant and Sergeant to implement a number of procedures into our detachment in regard to Victim Services. I focus on the needs in the community. Working with Krista Levar and her dog training business, I have managed to get Ozzie, my labrador/corgi mix dog to successfully pass the first two levels of therapy animal training. His calm demeanor and soft fur is a welcome addition to the detachment and he is much loved by the RCMP members and clientele alike.

Burns Lake - Cindy Wiebe

Providing services in a small community brings with it many challenges and occasions of "thinking outside the box" to provide the best possible service to our clients. One of the biggest challenges that we face is the **on-call** piece. It is not that we are called out all the time; it is the stress of knowing that you are on call 24/7/365 and that your life is put on "stand by". The other large challenge that we face is the recruiting of volunteers and/or paid staff. I am thankful for all the training that has been offered to our programs. We are "gearing up" for an upcoming 9 day preliminary hearing at the end of April and 2 multiple victim sex assault trials in the fall.

Terrace - Sherry Pellegrino

Accomplishments: Our HRDV/ICAT committee has been in place since the fall of 2011 and is working very well. We have experienced a higher than normal number of incidents referred to us over the past year. Our RCMP members are very proactive in referring files to our program. We are very fortunate in this regard however the increase in referrals has stretched our already limited resources which have impacted services we are able to provide. For example, we are not available to offer the level of court support we would like should there be a lengthy trial as staff is

also required at the office to address the day to day contacts with clients, opening of new files, meetings, committees, and administrative duties. This may have repercussions in the future as some clients may not feel their needs are being met and staff is feeling the strain of increased demands being placed on them.

Smithers – Debora Chatfield

Debora retired and it has been challenging waiting for new staff to go through security clearance. This is a very difficult situation for programs to manage client work, community work, on call or reporting and administrative obligations. This program has also been required to move from the detachment office to a smaller room in the back of the detachment, this directly affects service to clients. We continue to provide service as best we can, but an evaluation of the RCMP organization to supporting the work of RCMP Based Victim Services could be in order.

Vancouver Island Region - Regional Representative: Anna Brill - Edwards

Regional Trends

Programs are struggling to keep up with the demand for on call/after hours support. Some additional programs have suspended said service as a result.

Outreach

Programs continue to engage in local community collaborative. Such monthly inter-agency collaborations include: Youth committees; Domestic Violence committees and/or ICATS; Community Health Committees. Oceanside recently put out a call for volunteers on the local radio station and in the local paper. Nanaimo is also recruiting and training volunteers. Other programs in the area are interested in learning more about volunteer recruitment and training of same.

Training

We had what we hope to be the first Annual Vancouver Island training symposium. Many thanks to PVSBC for their integral role in helping to make that happen. It was a two day training, hosted in the Oceanside area and attended by programs up and down the island, staff and volunteers the same. We are also planning training on the island this May, again, in collaboration with PVSBC. It is so exciting to have these training opportunities on the island. It's a fantastic opportunity for new members to learn and for seasoned vets to share their wisdom.

Events

The Vancouver Island Region invited PVSBC E.D. Carolyn Sinclair to our Regional Program Manager's meeting held January 18th in Ladysmith. It also was the springboard for the two day training symposium that followed later that same quarter. The region found it very helpful to have her here and to discuss the ongoing challenges facing VS programs today.

We as a region meet regularly on a quarterly basis.. Often exchanging materials and policies to improve and streamline the work we do.

Accolades

Nanaimo PM Cheryl Zapotichny has over 20 years of service with VS!

Requests, Concerns and Ongoing issues

Programs that have hired a new Program Manager in the last year include: Ladysmith, twice; Comox, twice; Oceanside; Greater Victoria; Gold River; and Campbell River is in transition. As such there is a need for training and unit supplements specific to the needs of new PMs, some of whom come to the position from sectors other than VS. There are many other requests, concerns and ongoing issues identified by this region which will be brought to the attention of PVSBC.

Fraser Valley Region – Regional Representative: Pat Jeannotte

Delta Police VS; White Rock RCMP VS; Surrey RCMP VS; Langley RCMP VS; Coquitlam RCMP VS; Mission RCMP VS; Port Moody Police VS; Ridge Meadows RCMP VS; Abbotsford Police VS; Agassiz/Chilliwack RCMP VS; Hope RCMP VS.

Trends/Issues programs in the Fraser Region:

- Fentanyl overdoses and suicide have been ongoing through this period which has required further VS response to support families. In some cases, files of drug overdose deaths that have been closed are re-opened to deal with the fentanyl issue which appears to be heightening the impact as Coroner's results become available.
- There appears to be an increase in domestic violence between parents and their children where youth and adult children are assaulting their parents/guardians.
- Some programs are experiencing a spike in suicide and other sudden death files.
- An increase in attendance to Motor Vehicle Fatalities.
- Two programs have moved out of present locations to satellite offices.
- Programs are seeing an increase in crisis call-outs for service and in court attendance.
- Referrals from police offices seem to be at an all-time high in the region.

Outreach Activities:

- Presentations to community agencies (Better at Home for Seniors, City of Surrey ESS, Langley ESS presentations on CIS post structural fires, City of Surrey Fire Services – How to Handle Witnesses to Trauma and those Impacted, Ongoing Member Training on VS, Block Watch groups regarding Fraud Impact
- Purple Lights Campaigns
- 2-day (Hope and Boston Bar) Trauma informed yoga outreach to victims of sex assault and other abuse in aboriginal communities – funds from Civil Forfeiture grant.
- Outreach in partnership with ICBC to traumatized students who have been impacted by loss of loved ones in Motor Vehicle fatalities. All students received winter toques.

Training Activities:

- JUSTIN training, LGBT training, Fraser Valley Conference (Meeting Unique Needs of Homicide), Trauma informed practice, Foundational Threat Assessment (DV), Fraser Region VS Managers' Summit, MADD/PVSBC Support Victims of Impaired Driving Serious Injuries & Fatalities, Pacific Region VAC, Encompass Presentation on

Resources for Youth, Safe Talk Suicide, CISM Basic and Advanced Training, Road to Mental Readiness (R2MR), LMD CVAP Presentation.

- Some programs are providing training for staff in dispensing naloxone in the wake of the fentanyl phenomena. These vary between programs as some will train for personal safety practices of workers and others may provide intervention for the public if necessary.

Upcoming Events/Activities:

- Langley Seniors Housing & Homelessness Panel Discussion January – 17th, 2017
- VAST – Supporting Refugee Mental Health – Focus on Encampment, Torture, Trauma

General Concerns of Programs:

- Fentanyl overloading resources,
- Assault with weapons e.g. guns and knives (accelerated violence),
- Shootings continue to be an issue as it impacts the entire community,
- VSU & CSC VS response to clients has slowed significantly due to resources that are saturated beyond their budgets,
- An increase in disappointment for victims who do not qualify for CVAP but are encouraged by their counselors or other professionals to apply for coverage. They then seek assistance from VS for advocacy.
- There is a concern regarding the access to funds/grants (e.g. civil-forfeiture grants) for training that is based on crime types that are not centered around domestic violence or in line with Police Victim Services' mandates. It would appear that the 27 prescribed file types that police victim services respond do not meet the criteria for funding for training of front line workers.
- Security clearances are a challenge for programs with volunteers and with staff as they tend to take a long time. There is a worry that volunteers will find other opportunities due to the long wait.
- Community programs fill up quickly and clients who have been referred by Victim Services must be on a waiting list. This may be due to the increase in population in some areas. As a result clients are supported much longer as they cannot be connected to alternate resources quickly enough.

Accolades:

- As of the end of November the Fraser Region had a collective of 190 years plus one month of experience to share with each other at the Regional Summit.
- The Victim Services Information System (VSIS) has been very successful and assisted RCMP programs in Client Management.
- Kim Gramlich (Delta PVS) heads to the U.S. for an FBI information exchange with their agents and Victim Specialists.
- A badly needed transition house has opened in North Delta and been funded by a local Foundation.

Financial Report

The following has been generated from the financial bookkeeping completed by PVSBC to the fiscal year end. The financials have been turned over to T.Lui & Company for review. PVSBC will receive the reviewed financials, the accompanying notice to reader and adjusting journal entries by the end of June.

Police Victim Services of BC Balance Sheet as at 2017-03-31

Bank-Oper Acct 109-661-9	18,506.87
Petty Cash	500.00
Conference Acct - 112-795-0	61,367.15
Gaming Acct - 138--060-9	0.00
Victim Advisory Council Grant	0.00
Term Deposits - GICs	0.00
Conf Acct - GIC	0.00
Conference GIC opened 2015	0.00
Training GIC	0.00
Mutual Fund opened Aug 2016	309,118.00
Accounts Receivables	0.00
GST Receivable (50%)	8,355.45
Interest Receivable	372.00
Prepaid Items	-0.50
Prepaid Conference Expenses	2,000.00
Visa Credit Balance	632.29
Merchandise	6,690.00
Office Furniture & Equipment	0.00
Payroll Advances	<u>0.00</u>
Total Assets	<u>407,541.26</u>
 TOTAL ASSET	 <u>407,541.26</u>
 ASSETS	
LIABILITY	
Current Liabilities	
Accounts Payable	0.00
Outstanding Rent	0.00
RBC Visa - C Sinclair	0.00
RBC Visa - C Gee	0.00
Worksafe BC Payable	0.00
Outstanding Merchant Sales	0.00
GST Paid on Purchases	0.00
CPP Payable	0.00
EI Payable	0.00
Vacation Pay	0.00
WorkSafe BC	0.00
GST Charged on Sales	<u>0.00</u>
Total Liabilities	<u>0.00</u>
 TOTAL LIABILITY	 <u>0.00</u>

EQUITY

Members Equity

Operating	0.00
Deferred Revenue 2009 Toolkit	19,003.34
Deferred Revenue Victims of Dis...	20,000.00
Deferred Revenue - Conference	0.00
Deferred Revenue - Training & D...	114,030.42
Conference	0.00
Member's Equity	211,386.55
Current Earnings	<u>43,120.95</u>
Total Member's Equity	<u>407,541.26</u>

TOTAL EQUITY 407,541.26

LIABILITIES AND EQUITY 407,541.26

Executive Summary

Reporting Period: January 01 - March 31, 2017

Quarterly Report

This report will describe highlight and activities that have occurred during the fiscal year of April 01-March 31, 2017.

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

- This year our programs have all been impacted by the health and drug crisis. Some are experiencing increases in the number of fatal overdose deaths while others are proactively being trained how to administer Naloxone in the event a client, police member or themselves are in need. To date no policy or directive has been issued specifically related to police victim services. The situation will continue to be monitored. Any formal directives that are issued will be provided to programs directly from their Detachments or Police Agencies.
- Many programs have raised concerns regarding the pending procurement plan. In November 2016, the Ministry issued a project update to all contract holders advising the issuance of 16 month contracts which will remain in place until July 31, 2017. The Ministry plan is to extend current contracts through to the end of the coming fiscal year ending March 31, 2018. Contract extensions will be issued with new information promised this year.

Assisting victim service workers with critical situations/incidents.

- Helping new Program Managers get oriented has been a priority. We acknowledge the transition from one program manager to another may or may not happen smoothly. In many cases the incoming program manager has not had the option of learning from the out-going manager. For some the transition is compounded when they do not come from within the program or sector. The association works closely with programs to offer guidance and support as well to connect those surrounding programs that are willing to offer job shadowing and introduction to work flow. We admire efforts being made and encourage programs to continue reaching out to their neighbours to check in or to offer practical tips and tools for the work. If you know of a new or struggling program manager please contact the association or for RCMP programs Heather Hildred at RCMP E Division. Together we can attempt to assess and assist workers in need.
- Many programs experienced horrific incidents resulting in multiple victims and multiple family members and/or witnesses. These files often increase an already heavy work load and require complex supports that are often not readily available or have long waits to access services. In cases we are aware of we will reach out to review options and ideas for potential solutions. In the event, you have or are aware of similar circumstance and would like some support, contact the office. We will attempt to identify resources for assistance within the programs, E Division or the Ministry.
- There is an increase in need for court support on many high profile preliminary hearings and trials. It is a struggle for programs to support multiple families and witnesses for long periods of time and with limited or maximized resources.

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

- Several PVSBC training sessions were offered throughout BC this year. In each case the registration list was sent out to a broad list of individuals and groups. Invitees included crime prevention practitioners, Correctional Services Canada, victim services (CSC), Parole Board of Canada (PBC), community based victim's services, transition houses, Aboriginal victim services and First Nation societies. The benefit of cross training and training together has had positive impact. As a result of this type of collaboration we are seeing relationships strengthened and capacity within programs and communities enhanced.
- Our role as a partner agency to the Pacific Region Victim Advisory Council (VAC) continues to expand by co-hosting training events and co-chairing the 2016 annual VAC Forum. The forum was planned in partnership with the VAC Chair, Celine Lee, MPSSG VSU, PBC CSC & PVSBC. This year's theme *Windows of Opportunity: Victim Participation from Arrest to Parole* was well attended from all sectors including victims of crime. Evaluations from the forum have been tabulated and will assist the planning committee in preparations for the 2017 forum. The provincial VAC Council also prepares an annual report to CSC with recommendations on how to better assist victims when navigating within the criminal justice system.
- The national planning committee has assembled in preparation for Victims and Survivors of Crime Week 2017. This year's dates are May 29 – June 03, 2017. The main launch of the week will take place in Calgary, Alberta. Workshops and speakers are being reviewed.
- PVSBC has invested in technology that will allow for online webinars and multimedia learning. This provides opportunity for groups and individuals to come together to learn and exchange information without leaving town. Anyone with ideas for speakers or topics for future webinars or online learning are encouraged to send them in to the office for consideration.

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

- The 1-800 conference line provides an open opportunity for programs and regions to connect. Currently the line is well used, free of charge to members and easy to book. People interested in holding a call can contact the office with date and time of the call. We will provide dial-in and moderator instructions to the host.
- The website is always an option for promotion of provincial or local events. Anyone looking to advertise or promote something in your program or community is welcome to send the details in.
- *PVSBC Insights*, the quarterly newsletter that shares stories, highlights collaborative partnerships, and information on current events and news. The spring edition received excellent feedback. See the website for previous editions.
- The coveted PVSBC Toolkit went into production in December for distribution at the 2017 annual training symposium in April. Complimentary copies of the 2016 Toolkit were provided to the Ministry of Public Safety & Solicitor General to further assist in supporting the programs and contract holders.
- PVSBC continues to share information as new resources and tools are collected. Weekly email bulletins are sent to member and non-member programs.

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

- Notice of upcoming events from PVSBC, MPSSG or criminal justice partners are posted on the website as well as circulated in weekly updates to member and friends of PVSBC.
- Trauma Informed Practice Symposium for Justice, Public Safety and Anti-Violence Community Sectors (TIP 2017) was held March 1-2 in Richmond BC. Eight funded seats were allocated to the police victim services sector. Registration and communication were managed through the PVSBC office and event organizers. Appreciation was expressed to the Ministry for ensuring the sector could be represented. Feedback on the event was positive. An evaluation was sent to each delegate. We expect MPSSG to share the results once complete.

Volunteer insurance coverage is in place annually for program volunteers.

- PVSBC maintains the master volunteer insurance policy for programs to enroll their volunteers. The 2016-2017 insurance policy has been renewed. There are currently 184 volunteers insured under the policy.

2016-2017 Canvas of Programs.

Cross-sector Engagement – identify specific formal and informal activities programs are involved in that promote and support cross sector engagement

Self-Care - identify specific formal and informal activities programs are involved in that promote and support self-care for workers and volunteers

Two separate surveys were distributed to the sector in March 2017 on both *Cross-Sector Engagement and Self-Care*. Response deadlines were extended to accommodate the three-week interruption of spring break. Summaries of each survey will be created and shared with the membership and MPSSG.

Quarterly meetings with the Ministry and RCMP E Division

PVSBC meets quarterly with the Rosalind Currie, Director of Community Safety and Crime Prevention Branch to review current activities as well as those from the previous quarter. We outline upcoming activities, explore and contribute to policy and program development.

Regular meetings take place with Heather Hildred, Director of Victim of Victim Services, and RCMP E Division. Ongoing communication enables prompt responses to situations or challenges being experienced at the individual or program level.

In closing

Ongoing communication with programs and those who work within them is one of the most important supports the association offers to the membership. Your input and feedback on the service we offer or the services you would like to see offered are welcome and necessary for the association to thrive and for membership to be valued.

Take us up on the offer to connect or reconnect. None of us can do the work alone; together we form the continuum of care for victims of crime and trauma.