



Police Victim Services of British Columbia

Annual Report

2021

Annual General Meeting
September 23, 2021



All victims of crime and trauma across BC receive compassionate, professional and consistent service

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PVSBC acknowledges with respect the Lekwungen peoples on whose traditional territory our office stands and the Songhees, Esquimalt and WSÁNEĆ peoples whose historical relationships with the land continue to this day. We acknowledge the ancestral and unceded territory of all the Inuit, Métis, and Urban First Nations People that call this land home.



1. **President's Report – Jessica Johnson, Interim Board President**

For Police Victim Services of BC, the 2020-2021 fiscal year was one of progress, building upon the foundation laid in the previous fiscal year. With strong commitment and leadership from the Board of Directors, Executive Director, and staff, PVSBC advanced the organizational cornerstones identified in the 2020 – 2022 Strategic Plan:

- Empower our members for success
- Provide excellent, relevant member services
- Advocate for police-based victim services in BC
- Enhance PVSBC capacity and sustainability

The 2020-2022 PVSBC Strategic Plan continues to be the driving force behind a number of key initiatives undertaken during the 2020-2021 fiscal year including:

- An action plan to launch the Comprehensive Provincial Review of the police-based victim services sector; The Baseline Training Curriculum Development project; PVSBC's Employee Assistance Program pilot project; and the 2021 PVSBC Virtual Training Symposium
- Investments in Board development through activities initiated by the Governance Sub Committee, including Fall and Spring Board Development Sessions.
- Improved financial accountability measures with the appointment of a Certified Professional Accountant to the role of Board Treasurer.
- Appearing before the Special Committee on Reforming the Police Act and subsequent written submission, highlighting services delivered by the sector, and submitting recommendations to embed police-based VS workers and services, and victims' rights, into future revisions of the Police Act.
- Building strong relationships through presentations and meetings with various Partner and Stakeholder organizations.

Throughout the 2020-2021 fiscal year, the COVID-19 pandemic had significant impacts on our clients, communities, and service delivery modalities. Throughout those uncertain times, PVSBC Board members remained engaged with their regions, sharing ideas, strategies and best practices to effectively and safely manage critical frontline services.

This Report provides an opportunity to thank all those who have supported PVSBC as we forge ahead with our 2020-2022 Strategic Plan, and whose support will be instrumental as we look beyond 2022:

- To our members – the backbone of our sector and the reason why the work of PVSBC is so important.
- To our partners and stakeholders – our funders and police agencies, justice and community victim services partners and stakeholders.
- To the PVSBC board members who give generously of their time, experience and expertise.
- To the PVSBC staff, Ian Batey, Executive Director; Michelle Robarts, Member Services Project Manager; and Celine Lee-Gee, Program Coordinator; for their dedication and commitment, working tirelessly on behalf of the board and PVSBC membership.

Thank you.

It is with excitement and anticipation that I look forward to the coming year as a member of PVSBC.



2. Directors Reports:

A. Vancouver Island – Karyn French, Regional Representative

Regional Successes

Common successes:

- Constantly and consistently pivoting to provide the best possible service delivery while adhering to Public Health Office orders and other COVID 19 protocols within our specific areas of service.
- Continuing to take client referrals and deliver services while working remotely. This included maintaining communication with clients via telephone, email and other virtual platforms. Cowichan Valley Regional RCMP Victim Services did not modify their service delivery providing uninterrupted, ongoing 24/7 services consistent to pre-COVID 19 including during the lockdown phase and with reduced staffing levels. Measures such as social distancing, masks and other PPE were followed.
- Adapting to virtual platforms (i.e. ZOOM, Webex, Google Meet, Eventbrite etc.) to continue meeting with colleagues, community members and clients. This also included supporting one another during these unique and challenging times.
- Taking advantage of increased opportunities for skills development and enhancement. Many programs in the Island Region accessed a variety of webinars, most of which were free.
- Feeling supported by detachment/department staff and members including some programs applying for and receiving laptops to facilitate working from home.
- Members diligent in letting clientele know how to reach and access Victim Services
- Working from home relieved some of the stress related to COVID 19
- While some programs experienced staffing challenges, most of the region's programs had no staffing changes.

Specific successes:

- In previous years, Ladysmith Victim Services experienced high staff turnover however, this year saw stable staff support with improved relations and subsequently an increase in the utilization of Victim Services at the Ladysmith detachment. This success was achieved through focused effort in rapport building, collaboration and education as well as reliability and stability within the programs employees and volunteers. Ladysmith Victim Services has built a healthy and respectful working relationship with Ladysmith members.
- Another program reported that they work with a large number of cliental that were of “no fixed address” and “no contact numbers”. They worked with the Intensive Case Management Team, who assisted in locating these clients.
- With funding from the RCMP, Outer Gulf Islands RCMP Victim Services refurbished our Victim Services office to make our space more comfortable, also providing the option for it to be used as a soft interview room by members when needed.
- Greater Victoria Police Victim Services transitioned from a pager system to Connect Rocket for police to use for crisis calls.

Regional Challenges:

Common challenges experienced by programs included:

- Adapting to remote service delivery including hybrid models dependent on the needs of the specific community and program.
- Less connectedness with police partners due to remote working protocols.
- While some programs experienced a drop in service requests, others reported a steady increase in referrals.



- As in the previous bullet, some programs had a noticeable drop in reported cases of domestic abuse/family violence while others experienced an increase in this incident category.
- Many people reported increased feelings of stress and depression.

Some specific comments re: challenges:

- This has been the most challenging period that we have ever experienced since our program began in 1998. COVID 19 has changed the way we provide services in many ways. Many of our clients have not had the opportunity to access community resources which they relied upon. This often leaves a huge gap in services. We have struggled to meet safely with high priority clients, figuring out transportation, organizing court interviews, facilitating court accompaniment while complying with court rules and contacting clients that are homeless. We do not have a community based victim service program on the North Island so our programs also provide services to all victims of domestic and sexual assault.
- Very little communication with some community members both on and off reserve.
- Changeover of staff providing Violence in Relationship counselling left some women feeling isolated and lacking support.
- Like everyone, the challenge of this reporting period would be providing services during the COVID 19 pandemic. VICTIM SERVICES services were taken out of the office and community and run primarily through home-based service. Ladysmith VICTIM SERVICES worked hard to adapt to the ever-changing landscape to better assist clients with their needs. Services resumed to call-outs, in person supports eventually but always under the caution of health safety for employees and clients first. The pandemic hindered goals of building community awareness, education and connections, however Ladysmith VICTIM SERVICES is looking to ramp up these goals if the guidelines allow for this.
- One of the most difficult aspects of the year was the inability to meet with clients face to face; this often makes communication more challenging. Administratively, the switch to using the COAST Program presented a challenge as numerous 'glitches' were not worked out promptly. This was exacerbated by difficulties our (rural) Contract Holder Liaison had with home computer connectivity. In addition, the current Board President of our Contract Holder made it difficult to obtain signatures when required and was unenthusiastic about supporting our program.
- Having been short staffed for 10 months, high burn out and inability to take time off.
- Continued feelings of being devalued by our police partners/lack of communication.

Best Practices During COVID 19 Restrictions

- Telephone only support worked well for many programs. Others felt that best practices included in-person only for crisis call outs as well as continuing to provide all the same services as we had pre-COVID 19 with accommodations for safety (ie. PPE and distancing).
- Communicating by telephone and email facilitated safe contact with clients and other service providers
- During COVID 19, many program staff worked from home for the majority of the time.
- Self-Care: Having a good work life balance. Getting sufficient sleep. Seeking help for medical issues.
- Maintaining good communication with my Executive Director and Detachment.
- Washing hands often!
- I was able to purchase furniture that was easy to wipe down for my office
- Well supplied with PPE (masks), disinfecting cleaners, and hand sanitizer
- I did feel safe working from home



- Taking workshops and Education courses helped me to use my time wisely and helped me to maintain my work schedule.
- We all became accustomed to have organization meetings virtually. We also started having our smaller staff one-on-one meetings virtually; which proved to be much better than merely a phone call. Conducted most client contact by phone. Where a closer contact was necessary we were able to meet outdoors.

B. Lower Mainland – Jessica Johnson, Regional Representative

Regional Successes:

The biggest success, and a testament to the resilience and commitment of the Victim Services professionals in PBVS programs, was the ability of the sector to continue to re-evaluate service delivery options, adapt safety protocols, and increase the on-going support offered to victims or crime and trauma. During such an unpredictable time, and with many community supports not being accessible, or closed during the pandemic, it was VS staff who continued to support victims, foster on-going engagement with the CJS, and brainstorm creative alternatives for support and referrals.

Regional Challenges:

- Access to technology such as computers, laptops, cell phones, to provide remote access supports to victims was not always available to all VS throughout the LMD region
- Not all workspaces allowed for sufficient physical distancing which resulted in several VS workers remaining in a work-from-home model for a significant period. Some VS programs are still in a work-from-home model with different return-to-work timelines, while the majority were in a hybrid model to reduce the number of staff in office at one time.
- Many of our community VS programs had periods where they were shutdown, had reduced hours, limited staff, or otherwise unable to accept referrals from PBVS programs. This resulted in many files remaining on PBVS workers caseloads and requiring significantly more follow-up and resources than would normally have been the case if the file was able to be referred into community.
- It was challenging to keep VS workers connected to their team and partner agencies, as staff were working alternative or offset shift schedules, and or a combination of at-home and in-office environments.
- Increased pressure and workload for many programs that relied on auxiliary staff or volunteers to share the work, as these positions were stood down in some programs throughout the pandemic, and contributed to the overall feeling of over exhaustion and burnout of staff in PBVS work.

Regional Trends:

- VS programs reported that clients were requiring more support and for longer periods of time, as the stress associated to the pandemic was layered on top of the victimization, compounding victim's needs. This resulted in VS staff holding high numbers of clients each month.
- Reported increases in Mental Health related calls and clients expressing an increase need for MH services and referrals, as well as increase in suicides. Increases in clients being victims of random acts of violence, and increases in Domestic violence.
- Community-based VS programs closing during lockdowns exacerbated PBVS ability to refer victims to community-based programs, increased victim's feelings of isolation and hopelessness.



Best Practices During COVID Restrictions:

- Maintaining frequent connection to all PBVS programs in our region. This allowed each program to share successes/challenges, and all programs to establish strong business cases and best practices in their respective Departments.
- During PHO ordered shutdowns, PBVS was able to maintain service delivery through work-from-home options, and adaptations such as immediate crisis support via phone contact versus in-person attendance.
- As PHO restrictions loosened and in-person callout attendance became an option, establishing clear safety protocols including covid pre-screening, use of PPE, meeting clients outdoors and in smaller groups.
- Further loosening of PHO restrictions allowed VS staff to safely meet clients indoors, with the option of PPE, physical distancing, and opening doors/windows for increased airflow

C. Fraser Valley– Tim Hall, Regional Representative

Regional Successes

- All VSU programs continued to provide uninterrupted support through the pandemic.
- Staying connected and sharing info/best practices during pandemic. Adapting to virtual platforms (i.e. ZOOM, Webex, MS TEAMS) to continue ICATs, community agency and LMD VS Coordinators meetings.
- Many programs adapted and shifted from using paper resources to digital resources.
- Programs experienced little change, and in some cases substantial increases, in police referrals during this period.

Regional Challenges

- Some programs had to suspend volunteer programs due to safety issues thereby increasing the front-line workload of staff.
- Many programs received higher than normal referral volumes.
- More absenteeism (sick time, CERB, anxiety/stress) was experienced with staff leading to greater workload on fewer staff.
- Limited or restricted in-person client contact due to safety procedures led to greater crisis intervention burden/workload on police officers and not as effective crisis intervention support for victims.
- Delays associated with RCMP Enhanced Security Clearances lead to staffing shortages.
- Remote work led to difficulties in communication with officers.
- In some cases there was no option for the use of remote technology therefore requiring in-office attendance and potentially increasing risk of exposure/outbreaks.
- Difficulties in securing Transitional Housing for women fleeing abuse. Transition Houses seemed to be regularly full (or at a lower revised capacity due to COVID) and in some cases not accepting clients from other jurisdictions.
- There is a gap in community supports for male victims in the Fraser Region. It is often difficult to find supports for males, specifically when it comes to intimate partner violence.
- CBVS programs closing during lockdowns exacerbated PBVS ability to refer victims to community-based programs, increased victim's feelings of isolation and hopelessness.

Regional Trends

- Higher anxiety and Mental Health issues, isolation and lack of supports for clients (related to pandemic) led to more complexity and longer calls for service.
- Court delays, lack of trials/hearing and court plea bargaining was frustrating & difficult for some victims and positive for others. Less need/opportunity for court orientations and accompaniments.



- Delays in Court proceedings have also lead to Undertaking conditions sometimes becoming void. Leaves victims without protection and not having their safety considered.
- The change with RTCC requiring every statement to be transcribed before beginning the charge approval process has led to a huge backlog and delays.
- CVAP approvals taking a long time to process.
- Various community agencies and organizations (including CBVS) were closed or had many limitations leaving longer waits and less support for victims. PBVS was obligated to safety plan and support clients for longer.

Best Practices During COVID Restrictions

- Clients pre-screened for COVID by 911 Dispatchers.
- Regular sanitation of workstations before use.
- Daily staff and volunteer check for COVID symptoms.
- Staff were required to wear PPE and, if possible, remain outside while on call outs.
- Staggered work hours and remote work situations increased social distancing and ensured business continuity.
- Immediate telephone crisis support rather than in-person attendance was the default practice for many programs.
- PPE (N95 Masks, proper hand hygiene & hand sanitizer) along with separated workstations, social distancing and meeting clients outside.
- Pre-filled victim packages were distributed by Members on scene.
- Maintaining frequent connection to LMD PBVS Coordinators ensured sharing of best practices and assisting in navigating challenges.

D. Thompson Okanagan – Anita Eilander, Regional Representative

Regional Successes:

- Region was able to meet on a monthly basis via Zoom and most recently MS Teams. This has allowed program managers to connect and support each other, through collaboration, info sharing and brainstorming solutions as a Region. This virtual environment has also allowed more regional managers to attend the monthly meetings. In addition, meeting virtually reduced travel time between meetings and costs associated with travelling to a meeting location.
- The virtual delivery of the both the PVSBC Symposium and EVA BC Training Forum allowed for an increased number of workers to attend. Travel costs and time away from the office due to travel was significantly reduced. Some managers/workers felt the quality of content was higher than in previous years.
- Revelstoke PBVS finally getting a RCMP Computer in the PBVS office
- Having the support and feeling like we are heard at the PBVSBC office, thank you Ian.
- Getting the benefits for PBVS staff – through PBVSBC, thank you
- We are receiving more and more self referrals as word is been passed to call VS for support that boarder lines police involvement.
- Being able to pivot to different work environments to ensure continued support to clients and remain operational throughout COVID.

Regional Challenges:

- The full-time Program Coordinator position in Merritt and Kamloops are currently vacant. Kelowna program has been dealing with being displaced from their space within the detachment.
- North Okanagan RCMP Victim Services program has closed, increasing the strain on the surrounding PBVS offices. Several programs in the Region have stepped forward to



structure a system of support for the citizens of Vernon until a permanent solution is implemented.

- The loss of the Regional Representative, who was also the PVSBC President.
- The challenges COVID restrictions have created for supporting clients over the phone, especially in situations where initial support would have been provided via at scene crisis or critical incident response.
- Long wait time for RCMP Clearances for new PBVS employees – 6+ months/
- Long wait times for local resources, counsellors, mental health, BC housing - again leaving our clients with no place to vent their frustrations except back to us.
- Shelters are only taking ½ amount of people resulting in a very shortfall in support for those needing it.
- CVAP taking very long to approve applications 6-8 months, in addition to taking too long to pay counsellors, resulting in counsellors not accepting CVAP clients.
- Court being shut down for months, leaving PBVS programs to deal with the victims wanting justice or some kind of closure to their files, at times trials are over a year out. Harder to support families through court, as court rooms are mostly closed to public during trials, or only allowing 1-2 people in court room
- Struggle with receiving adequate funding for programs for the human resources to staff programs or ensure adequate hours for service delivery or engage in outreach/educational activities within the community. The funding formula needs to change and not be just based on number of members in the detachment. Other aspects need to be put into place. Example would be Number of Members + Geographic area covered + Annual increase in File percentage + Number of After Hours Call outs = Number of Hours . The wait times for counselling of all forms is long and clients are struggling and turning to VS for help as they wait.
- COAST, and a general feeling Ministry staff do not fully comprehend the role of PBVS workers and the needs of the sector.

Regional Trends:

- Increase in domestic abuse, assaults, sexual assaults, sudden deaths, suicide, attempt suicide, and mental health files.
- An observation that more and more our justice system is failing.

Best Practices During COVID Restrictions:

- Pull back on call outs to the very highest of traumatic cases. Many programs suspended the use of Volunteers for call outs, they were used only to monitor the program phone.
- COVID-19 personal safety protocol, both while in the office and during call outs
- No longer able to transport clients in personal vehicle
- As much follow up and meetings with clients are being held by phone or virtually. Staff meetings and meetings with community partners and resources all held virtually.
- Being flexible and adaptive to the environment and PHO health orders and restrictions.

E. Columbia Kootenay – Cathy Riddle, Regional Representative

Regional Successes:

- This region's involvement has been traditionally non-existent and now programs seem to be actively involved with knowledge that has been provided. The current Regional Representative was appointed to the position in April 2021. The Region has since met once via teleconference in early June, with a second conference call scheduled for late September.



- Programs are receiving updates and appreciated that the PVS ED has provided insight into what is happening at that level.
- Program Managers are reaching out to PVS Regional Rep for further information and making sure they are included in the emails, and asking how they can become members

Regional Challenges:

- Many programs are experiencing challenges with the new COAST program.
- Security clearances for new staff is a challenge.
- Coverage while staff is away has been discussed with individual programs.

Regional Trends:

- During conference call programs expressed how busy they are right now with court catching up and limited resources in smaller areas to address the complication in files being referred
- Mental health and homelessness continues to be a trend

Best Practices During COVID Restrictions:

- Police-based VS programs would be following the best practice model laid out by the RCMP/Municipal Police protocols and policy. At the beginning of COVID VS worked primarily from home and provided support services over the phone.

F. North West – Sherry Pellegrino, Regional Representative

Regional Successes:

- Programs managed to successfully pivot from being in the office full-time to working remotely from home or using a hybrid model while adjusting to new technology. A number of Programs within the region remained in the Detachment throughout the pandemic.
- One Program within our Region was successful in obtaining a number of significant one time grants from the Civil Forfeiture Fund. These funds were used to sponsor a number of projects within the community for example, partnered with the local community service providers to launch a "What is Consent" campaign as well as "Healthy Relationships for Indigenous Women and Girls" campaign and a number of others.
- Partnering with the Restorative Justice Coordinator and the RCMP to ensure this process is considered when reviewing files.
- Influenced change in Detachment written policy to ensure timely and appropriate referrals to VS.
- Most but not all programs felt supported by their detachments throughout the pandemic
- Adapting to new virtual platforms to maintain contact with clients, community service providers and each other. COVID-19 has presented many challenges this past year however programs continued to provide professional support services to clients.
- Regular conference calls with PVSBC during the first number of months of the pandemic provided an opportunity to feel connected to the rest of the world and was also an opportunity to share information and best practices.

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Regional Challenges:

- COVID-19 had presented unprecedented challenges. In many instances program managers were tasked with making critical and decisions around staff safety and developing protocols without a lot of necessary guidance.
- Working from home presented many challenges some of which included the lack of connection to detachments which impacted Referrals. Not having the necessary technology in order to do an effective job. An example of this would be access to printers,



laptops etc. Working from home often with no designated office space created many challenges and led to increased stress for staff.

- Enhanced security clearance continues to impact the hiring of new staff. Clearance can take 6 months, sometimes longer. This has a significant impact on current staff attempting to fill both positions.
- A number of programs experienced a decrease in referral over the last year however two programs within our region saw a dramatic increase in referrals. In particular requests by members to assist those impacted by mental health and or substance issues. VS staff often attempted to fill the gaps for those looking for support for a friend or family member looking for support services.
- Virtual meeting platforms often created challenges for programs. The only platform that was compatible with the RCMP system was WebEx and eventually Teams. Until recently many agencies used Skype or Zoom which meant VS staff had to go home to participate in meetings, training sessions etc.
- Lack of affordable and available rental accommodation continues to be a significant concern in our Region. A number of programs have seen an uptake in requests for support around housing challenges.
- Lack of access to free counselling and mental health and addictions supports or long wait times continues to be an issue in the Northwest. In many instances vs staff provided ongoing support while clients attempted to navigate processes. At times this was very frustrating for the client and stressful for staff when there were no services available aside from VS staff.
- The lack of consultation by the Ministry with police-based victim services was apparent during the launch of COAST. This was reflected in the information initially required by COAST.

Regional Trends:

- Most communities within our region have a significant affordable rental housing shortage. In many instances, it is less expensive to rent in the southern part of the province. This is due in part to LNG and the building of a new hospital in Terrace.
- Increase in mental health and addiction calls and clients frustration around the lack of services.
- Delays in court proceedings often with VS staff providing the safe place for clients to vent.
- Increased stress on program staff without much needed support.

Best Practices During COVID Restrictions:

- Maintaining frequent contact with programs throughout the region allowed an opportunity to share information, frustrations, best practices etc. Overall it provided an opportunity to feel less disconnected and mitigate the feeling of isolation.
- Following recommendations made by the PHO, detachment and respective employers regarding COVID protocol ensured WCB safety standards were met.
- Adapting service delivery as they related to COVID numbers within the community.
- Bi-weekly conference calls with PVSBC.

G. North East – Cindy Osip, Regional Representative

Regional Challenges

- Red Cross Wildfire recovery grants from 2017 fires have been exhausted, which means a decrease in paid service delivery time. This is happened at a time where people are exhausted and having increased stress as a result off the ongoing 2021 fires. ‘
- 100 Mile House has noted their Detachment file count has increase 83% over last year.



- Quesnel continued to operate 100% from the office throughout COVID. For a period altered work hours and limited numbers in the office. Although in compliance with PHO orders the Program is advocating the return to altered hours, due to the significant impact the current wave is having on the community and the interaction of detachment staff and members with residents in the community. The Program Manager along with other staff are in the process of involving union to address safety concerns.

Regional Trends:

- Trends noted in the North East Region is becoming consistent with trends previously seen in other Regions. Mental health and addictions files are accounting for 85% of file load.
- Increase in assaults, domestics, home invasion, B&E, and missing persons. Of note, there has also been an increase in homicide files across the Region.
- The complexity of files has started to become challenging for workers when communities have limited resources available for referral. The expectations on workers has become very taxing.
- COVID restrictions have limited much in the area of successes. Many programs feel as if they are just managing versus thriving. Routines have changed and networking has become difficult.

3. Executive Director Report – Ian Batey, Executive Director

The secret of change is to focus all of your energy, not on fighting the old, but on building the new. ~ Socrates

The 2020-2021 reporting period commenced as the World Health Organization declared the global outbreak of the novel coronavirus disease, COVID-19, a pandemic. Within days of this declaration workplaces, institutions, and businesses across all sectors of our communities went into 'lockdown' mode to prevent the spread of COVID-19. These lockdowns not only impacted the workplaces of police-based victim services programs across the province, but also the critical resources and institutions victims and survivors rely upon in the aftermath of criminal and traumatic incidents.

The reports submitted by your PVSBC Regional Representatives demonstrate the flexibility, strength, and resilience of the police-based VS sector to ensure victims of crime and trauma across BC continued to receive compassionate, professional and consistent services during these uncertain and challenging times. To ensure the needs and concerns of police-based VS workers were represented in the implementation of Public Health Officer Orders, the Executive Director (ED) initiated bi-weekly (then subsequently monthly) conference calls with Ministry representatives, along with the Executive Directors of EVA BC and the BC Society of Transition Houses.

The 2020-2021 reporting period also marked the launch of the PVSBC 2020-22 Strategic Plan which focuses on four key strategic priorities to empower and advocate for police-based victim services programs. As highlighted in the President's Report earlier in this Annual Report, the ED and PVSBC Staff focused this reporting year on setting the plans in action to carry out many of the strategic activities currently underway.

The ED developed a series of working documents to support the following activities:

- Partner and Stakeholder Committee
- Meeting with the Minister of Public Safety and Solicitor General
- Provincial Agency Committee



- Board of Directors
- Board Governance Sub Committee
- Board Training and Development Sub Committee

Many of these working documents formed the basis of detailed conversations with officials, partners and stakeholders in articulating the priority needs of the police-based victim services sector.

The ED continues to meet with Ministry representatives on a quarterly basis to call to attention many of the challenges identified in Regional Reports. In addition, the ED represents police-based VS programs at the following forums:

- Disaster Psychosocial Services (DPS) Council
- DPS Volunteer Working Committee
- Federation of Community Social Services of BC (FCSSBC)
- Provincial Agency Committee
- RCMP E Division Executive and Victim Services Unit
- BC Association of Chiefs of Police
- BC Association of Municipal Chiefs of Police
- BC Association of Police Boards
- Representatives of Corrections Services Canada and National Parole Board
- Alberta Police-Based Victim Services Association.

On November 18, 2020, Michelle Robarts joined PVSCB staff in the position of the Member Services Project Manager. Michelle's portfolio includes the following priority responsibilities:

- Baseline Training Initiative, including sourcing and managing all contracted services, interaction with collateral partner and stakeholder agencies and providing program support to both the Board Training and Development Sub Committee and external Training Advisory Committee.
- Occupational Health and Wellness Program Initiative, including research and development of functional options, developing proposals and materials for Board Approval and submission to external groups, including MPSSG.
- Membership Engagement including regular interaction with members

The 2020-21 reporting period concluded with the ED actively involved in activities to support a submission to the Special Community on Reforming the Police Act (SCRPA). This included engaging partners, stakeholders, Board of Directors and membership regarding the interests of the police-based victim services sector, determining recommendations, development of the PVSBC PowerPoint presentations. On behalf of the police-based VS sector, the ED advocated for the for the following recommendations:

- The inclusion of police-based victim services as a specialized, proactive special police service, embedded within centralized Municipal police departments and RCMP detachments
- The inclusion of police-based victim services workers, as an occupation
- Acknowledging the legal rights of victims and key solutions supporting the proactive management of police-based victim service cases, consistent with the Canadian Victims Bill of Rights and the BC Victims of Crime Act

As 2021 progresses, many of the initiatives set out in the 2020-22 Strategic Plan are well underway. The PVSBC ED, Staff and Board of Directors look towards the future as we prepare to review and renew the Strategic Plan through to 2025.



I wish to acknowledge the significant contributions of my wonderful colleagues, Celine Lee and Michelle Robarts, to the overall success of Police Victim Services BC over the past year. Celine and Michelle have become the backbone of the operation's responsiveness and creativity. Their tireless drive, motivation, passion, energy and sense of humour have created an environment and culture that is the best I have ever had the pleasure of working with throughout my career. My heartfelt gratitude and thanks to them both.

Respectfully submitted,
Ian P. Batey

4. Directors and Officers

Anita Eilander, Thompson Okanagan Region Representative, Board President (Nov 2020 – Jun 2021)
Jessica Johnson, Lower Mainland Region, Interim Board President (Jun 2021 – Present)
Heather Kerry, Community Member, Treasurer
Amanda Murphy, Community Member, Secretary
Barbara Vincent, Municipal Victim Services Programs Representative
Carla Sampson, RCMP Victim Services Programs Representative (to Jul 2021)
Cathy Riddle, Columbia Kootenay Region Representative
Christine Van Dyke, Columbia Kootenay Region Representative (to Mar 31, 2021)
Cindy Osip, Northeast Region Representative
Connie Buck, Northeast Region Representative (Nov 2020 – Jul 2021)
Karyn French, Vancouver Island Region Representative
Sherry Pellegrino, Northwest Region Representative
Tim Hall, Fraser Valley Region Representative
Deputy Chief Jason Laidman, Municipal Police Representative
Sgt. Frank Jang, RCMP Police Representative

DRAFT Financial Statements of

**POLICE VICTIM SERVICES
OF BRITISH COLUMBIA**

And Independent Practitioners' Review Engagement
Report thereon

Year ended March 31, 2021
(Unaudited)

INDEPENDENT PRACTITIONERS' REVIEW ENGAGEMENT REPORT

To the Members of Police Victim Services of British Columbia

We have reviewed the accompanying financial statements of Police Victim Services of British Columbia, which comprise the balance sheet as at March 31, 2021, the statement of revenue and expenses, statement of fund balances and statement of cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for Not-for-Profit Organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Practitioners' Responsibility

Our responsibility is to express a conclusion on the accompanying financial statements based on our review. We conducted our review in accordance with Canadian generally accepted standards for review engagements, which require us to comply with relevant ethical requirements.

A review of financial statements in accordance with Canadian generally accepted standards for review engagements is a limited assurance engagement. The practitioner performs procedures, primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

The procedures performed in a review are substantially less in extent than, and vary in nature from, those performed in an audit conducted in accordance with Canadian generally accepted auditing standards. Accordingly, we do not express an audit opinion on these financial statements.

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that the financial statements do not present fairly, in all material respects, the financial position of Police Victim Services of British Columbia as at March 31, 2021, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for Not-for-Profit Organizations.

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DRAFT

Chartered Professional Accountants

Victoria, Canada

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Balance Sheet

DRAFT

March 31, 2021, with comparative information for 2020

(Unaudited)

	2021	2020
Assets		
Current assets:		
Cash	\$ 17,362	\$ 215,828
Investments	580,771	324,786
Accounts receivable	113,418	2,232
Prepaid expenses	553	541
	<u>\$ 712,104</u>	<u>\$ 543,387</u>

Liabilities and Fund Balances

Current liabilities:		
Accounts payable and accrued liabilities (note 2)	\$ 21,728	\$ 17,239
Deferred revenue	321,992	138,150
	<u>343,720</u>	<u>155,389</u>
Fund balances:		
Operating fund	293,248	312,862
Conference fund	75,136	75,136
	<u>368,384</u>	<u>387,998</u>
Impact of COVID-19 (note 6)		
	<u>\$ 712,104</u>	<u>\$ 543,387</u>

See accompanying notes to financial statements.

On behalf of the Board:

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Statement of Operations

DRAFT

Year ended March 31, 2021, with comparative information for 2020

(Unaudited)

	2021	2020
	(Schedule)	(Schedule)
Revenue:		
Government of British Columbia grants	\$ 174,689	\$ 149,667
Other	19,403	7,330
Memberships	5,175	6,744
Conference registration and training	-	7,284
	<u>199,267</u>	<u>171,025</u>
Expenses:		
Advertising	1,313	-
Board expenses	2,974	13,999
Conference expenses	6,278	11,007
Consulting fees	20,556	25,547
Insurance	4,508	2,867
Office and general	20,376	16,784
Professional fees	24,161	15,439
Rent	5,000	8,428
Salaries and benefits	127,273	87,578
Training and workshops	6,442	5,887
Travel	-	8,432
	<u>218,881</u>	<u>195,968</u>
Deficiency of revenues over expenses	<u>\$ (19,614)</u>	<u>\$ (24,943)</u>

See accompanying notes to financial statements.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Statement of Fund Balances

DRAFT

Year ended March 31, 2021, with comparative information for 2020
(Unaudited)

	Operating Fund	Conference Fund	Total
Balance, April 1, 2019	\$ 334,082	\$ 78,859	\$ 412,941
Deficiency of revenues over expenses	(21,220)	(3,723)	(24,943)
Balance, March 31, 2020	312,862	75,136	387,998
Deficiency of revenues over expenses	(19,614)	-	(19,614)
Balance, March 31, 2021	\$ 293,248	\$ 75,136	\$ 368,384

See accompanying notes to financial statements.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Statement of Cash Flows

DRAFT

Year ended March 31, 2021, with comparative information for 2020

(Unaudited)

	2021	2020
Cash provided by (used in):		
Operations:		
Excess (deficiency) of revenues over expenses	\$ (19,614)	\$ (24,943)
Items not involving cash:		
Unrealized gain on marketable securities	(826)	(5,032)
Write-off merchandise	-	3,483
	(20,440)	(26,492)
Changes in non-cash operating working capital:		
Decrease (increase) in accounts receivable	(111,186)	33,947
Decrease (increase) in prepaid expenses	(12)	3,807
Increase in accounts payable and accrued liabilities	4,489	6,791
Increase in deferred revenue	183,842	132,656
	56,693	150,709
Investing:		
Increase in investments	(255,159)	-
Increase (decrease) in cash	(198,466)	150,709
Cash, beginning of year	215,828	65,119
Cash, end of year	\$ 17,362	\$ 215,828

See accompanying notes to financial statements.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Notes to Financial Statements

DRAFT

Year ended March 31, 2021

(Unaudited)

Nature of operations:

Police Victim Services of British Columbia (the "PVSBC") is a not-for-profit organization incorporated as a corporation without share capital under the Societies Act (British Columbia). PVSBC is dedicated to serving the needs of police victim services programs. As the largest police victim services association in Canada, PVSBC provides leadership, support, advocacy and training to professionals working in the field of victim services. PVSBC is a registered charity under the Income Tax Act and accordingly is exempt from income taxes, provided certain requirements of the Income Tax Act are met.

1. Significant accounting policies:

(a) Revenue recognition:

PVSBC follows the restricted fund method of accounting for contributions. The Operating Fund includes activities and balances related to the operations of PVSBC. The Conference Fund includes revenue and expenses related to conference activities of PVSBC.

Operating grants are recorded as revenue in the Operating Fund in the period to which they relate. Grants approved but not received at the end of an accounting period are accrued. Where a portion of a grant relates to a future period, it is deferred and recognized in that subsequent period.

Unrestricted contributions are recognized as revenue in the Operating Fund in the period received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Restricted contributions related to operations other than endowment contributions are recognized as revenue in the Operating Fund in the year in which the related expenses are recognized. All other restricted contributions are recognized as revenue of the appropriate restricted fund when received or receivable.

Restricted investment income is recognized as revenue in the Operating Fund in the year in which the related expenses are recognized. Unrestricted investment income is recognized as revenue in the Operating Fund when earned.

Revenue from conferences and the delivery of training is recognized in the Conference Fund when the services are provided.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Notes to Financial Statements (continued)

DRAFT

Year ended March 31, 2021

(Unaudited)

1. Significant accounting policies (continued):

(b) Cash and cash equivalents:

Cash and cash equivalents include cash on hand and short-term deposits, which are highly liquid with original maturities of less than three months from the date of acquisition.

(c) Investments:

Investments are recorded at fair value. Unrealized gains and losses as a result of fair value adjustments at year end are included in investment income for the year.

(d) Merchandise:

Merchandise is measured at the lower of cost and net realizable value. The costs are assigned using the first-in, first-out cost formula.

Net realizable value is the estimated selling price in the ordinary course of business less the estimated costs necessary to make the sale.

(e) Capital assets:

In accordance with the Canadian accounting standards for Not-for-Profit Organizations Section 4433, *Tangible Capital Assets held by Not-for-profit Organizations*, the PVSBC has met the criteria to be considered a small organization and as such has not capitalized any expenditures. Capital assets owned by PVSBC but which have not been capitalized under this accounting policy include equipment and computer hardware. There were \$nil capital assets expensed in the year ended March 31, 2021 (2020 - \$nil).

(f) Contributed services:

A substantial number of volunteers contribute a significant amount of their time each year. Because of the difficulty of determining the fair value, contributed services are not recognized in the financial statements.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Notes to Financial Statements (continued)

DRAFT

Year ended March 31, 2021

(Unaudited)

1. Significant accounting policies (continued):

(g) Financial instruments:

(i) Initial measurement:

Financial instruments are recorded at fair value on initial recognition. Equity instruments that are quoted in an active market are subsequently measured at fair value. All other financial instruments are subsequently recorded at cost or amortized cost, unless management has elected to carry the instruments at fair value. PVSBC has designated all investments to be recorded at fair value.

Transaction costs incurred on the acquisition of financial instruments measured subsequently at fair value are expensed as incurred. All other financial instruments are adjusted by transaction costs incurred on acquisition and financing costs, which are amortized using the straight-line method.

(ii) Impairment:

Financial assets are assessed for impairment on an annual basis at the end of the fiscal year if there are indicators of impairment. If there is an indicator of impairment, PVSBC determines if there is a significant adverse change in the expected amount or timing of future cash flows from the financial asset. If there is a significant adverse change in the expected cash flows, the carrying amount of the financial asset is reduced to the highest of the present value of the expected cash flows, the amount that could be realized from selling the financial asset or the amount PVSBC expects to realize by exercising its right to any collateral. If events and circumstances reverse in a future period, an impairment loss will be reversed to the extent of the improvement.

(h) Use of estimates:

The preparation of the financial statements in conformity with Canadian accounting standards for Not-for-Profit Organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the year. Items subject to such estimates and assumptions include the provisions for impairment of accounts receivable. Actual results could differ from those estimates.

2. Accounts payable and accrued liabilities:

Included in accounts payable and accrued liabilities as at March 31, 2021 are government remittances payable of \$nil (2020 - \$340) relating to payroll taxes.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Notes to Financial Statements (continued)

DRAFT

Year ended March 31, 2021

(Unaudited)

3. Operating fund:

Trust funds administered by PVSBC includes \$7,400 (2020 - \$7,400) for the Victim Advisory Council and has not been included in the statement of financial position nor have activities been included in the statement of operations or changes in fund balances.

4. Employee, director and contractor remuneration:

Under the Societies Act (British Columbia) there is a requirement to disclose the remuneration paid to all directors, to the ten highest paid employees who are paid at least \$75,000 annually, and to all contractors who are paid at least \$75,000 annually.

During the year, PVSBC paid one employee (2020 - one) in excess of \$75,000 for total remuneration of \$101,355 (2020 - \$87,578). There were no contractors paid in excess of \$75,000 and no directors were paid in 2021 or 2020.

5. Financial risks and concentration of risk:

(a) Currency risk:

PVSBC is not exposed to currency risk as all financial instruments are denominated in Canadian dollars.

(b) Market risk:

Market price risk is the risk that the value of an instrument will fluctuate as a result of changes in market prices, whether those changes are caused by factors specific to an individual investment, its issuer or all factors affecting all instruments traded in the market. As all of PVSBC's investments are carried at fair value with fair value changes recognized in the statement of operations, all changes in market conditions will directly result in an increase or decrease in fund balances. Market price risk is managed by PVSBC's investment manager through construction of a diversified portfolio of instruments traded on various markets and across various industries.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Notes to Financial Statements (continued)

DRAFT

Year ended March 31, 2021

(Unaudited)

5. Financial risks and concentration of risk: (continued):

(c) Credit risk:

Credit risk refers to the risk that a counterparty may default on its contractual obligations resulting in a financial loss. PVSBC does not have a significant credit exposure to any individual receivable balance.

(d) Liquidity risk:

Liquidity risk is the risk that PVSBC will be unable to fulfill its obligations on a timely basis or at a reasonable cost. PVSBC manages its liquidity risk by monitoring its operating requirements. PVSBC prepares budget and cash forecasts to ensure it has sufficient funds to fulfill its obligations.

(e) Interest rate risk:

PVSBC is exposed to interest rate risk on its investments. It manages this risk through holding diversified investments in fixed income pooled funds.

There has been no change to the risk exposure from 2020.

6. Impact of COVID-19:

On March 11, 2020, the COVID-19 outbreak was declared a pandemic by the World Health Organization. This has resulted in the Canadian and Provincial governments enacting emergency measures to combat the spread of the virus. The situation is dynamic and the ultimate duration and magnitude of the impact on the economy and the financial effect on the organization is not known at this time. PVSBC has responded by cancelling in-person events and meetings and moving activities online, where possible.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Schedule of Operations by Fund

DRAFT

Year ended March 31, 2021

(Unaudited)

	Operating Fund	Conference Fund	2021 Total
Revenues:			
Government of British Columbia grants	\$ 174,689	\$ -	\$ 174,689
Other	19,403	-	19,403
Memberships	5,175	-	5,175
Conference registration and training	-	-	-
	<u>199,267</u>	<u>-</u>	<u>199,267</u>
Expenses:			
Advertising	1,313	-	1,313
Board expenses	2,974	-	2,974
Conference expenses	6,278	-	6,278
Consulting fees	20,556	-	20,556
Insurance	4,508	-	4,508
Office and general	20,376	-	20,376
Professional fees	24,161	-	24,161
Rent	5,000	-	5,000
Salaries and benefits	127,273	-	127,273
Training and workshops	6,442	-	6,442
Travel	-	-	-
	<u>218,881</u>	<u>-</u>	<u>218,881</u>
Deficiency of revenues over expenses	\$ (19,614)	\$ -	\$ (19,614)

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Schedule of Operations by Fund

DRAFT

Year ended March 31, 2020

(Unaudited)

	Operating Fund	Conference Fund	2020 Total
Revenues:			
Government of British Columbia grants	\$ 149,667	\$ -	\$ 149,667
Other	7,330	-	7,330
Memberships	6,744	-	6,744
Conference registration and training	-	7,284	7,284
	163,741	7,284	171,025
Expenses:			
Board expenses	13,999	-	13,999
Conference expenses	-	11,007	11,007
Consulting fees	25,547	-	25,547
Insurance	2,867	-	2,867
Office and general	16,784	-	16,784
Professional fees	15,439	-	15,439
Rent	8,428	-	8,428
Salaries and benefits	87,578	-	87,578
Training and workshops	5,887	-	5,887
Travel	8,432	-	8,432
	184,961		195,968
Deficiency of revenues over expenses	\$ (21,220)	\$ (3,723)	\$ (24,943)