

# 2022 | 2023

# Annual Report

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ALL VICTIMS OF CRIME AND TRAUMA ACROSS BC RECEIVE  
COMPASSIONATE, PROFESSIONAL AND CONSISTENT SERVICE

## Message from the PVSBC President

Dear PVSBC Members,

I start this Annual Report with gratitude for your sustained perseverance, flexibility, strength, and resilience during these challenging times. I, and the Board of Directors, are committed to supporting the police-based victim services sector to the best of our abilities through leadership, training, development, and advocacy. As a provincial umbrella organization, our mandate is to ensure the voices of our membership are heard by our funders, partners and stakeholder organizations.

While the 2022-23 reporting year commenced with the easing of most of the COVID-19 restrictions and the adoption of a “new normal”, the needs of our communities did anything but ease! Although COVID-19 was no longer deemed a public health emergency, many aspects of daily life have been irrevocably changed and the lasting effects are still rippling on in ways we could not have imagined. These emerging factors combined with the continued deadly opioid crisis claiming countless lives continues to rage on and significantly impact communities in every region of our province.

As your Regional Representatives have reported, and our Executive Director has seen firsthand through a tour of the province, the toxic opioid crisis, compounded by challenges related to mental health, addictions and homelessness, have significantly impacted the workload of every program across the province.

We continue to hear accounts of victims and survivors in both urban and rural communities being equally impacted by challenges in accessing resources to support their journey towards safety, recovery and wellness. Client files are becoming increasingly complex and lengthy due to many structural challenges found within the criminal justice system and even our own organizations. Of note, the recruitment and retention of quality staff has also become a significant challenge that is having a direct effect on program capacity levels and victims accessing the services they deserve.

We have heard many programs express concerns about the wait time for RCMP security clearances and how that has had a direct negative effect on program capacity, training efficiencies and services to victims. Wait times are not only reserved for RCMP clearances but also for CVAP adjudications as well. Victims are struggling with accessing timely psychological support due to economic struggles and long wait times for CVAP compounded by the lack of counselling professionals willing to accept CVAP clients.

We recognize the tireless work being performed under these trying circumstances and we applaud each and everyone of you for doing your best to make a difference. You are all heroes and our society needs victim services.

While there have certainly been many challenges this year, PVSBC also recognizes and celebrates the successes that have been shared by programs across the province. Many efforts have been made this year resulting in:

- Strengthened relationships with community and policing partners.
- Regional meetings to share best practices regarding increasing program efficiencies, capacity building, legacy initiatives and networking.
- Despite recruitment challenges, vacancies in programs are being filled. New office space has been secured.
- Leadership and participation in community events geared at raising awareness of victim’s rights and available services.
- Embracing Equity, Diversity and Inclusion (EDI) practices along with decolonization efforts.

During the initial months of the reporting year, the PVSBC Board of Directors and staff embarked on the exciting process of reviewing the strategic direction for PVSBC and approved a renewed Strategic Plan to guide the activities of PVSBC through to 2025. The 2022-2025 Strategic Plan will build upon our vision to provide consistent, professional services and resources to victims across BC.

Over the course of the reporting year, your PVSBC Board of Directors and PVSBC Staff were actively engaged in the following strategic initiatives:

- Regular engagement with the Community Safety and Crime Prevention Division, BC Society of Transition Houses, and EVA BC regarding intersecting issues and gender-based violence issues.
- Championing the Comprehensive Provincial Review (CPR) including engagement with the Minister of Public Safety and Solicitor General, Community Safety and Crime Prevention Division, E-Division RCMP Victim Services and BCACP Executive Director. A joint CSCP/PVSBC Working Group was formed to develop a project work-plan and timeline for advancing the CPR recommendations.

- Continuing engagement with the Police and Security Services Division regarding the results of the work of Police and Security Services Division including the Transforming Policing and Community Safety in British Columbia Report.
- Engagement with CSCP officials on the continued development of Sexual Assault Program policy initiatives.
- Development of a PVSBC philanthropic program including Case for Support.
- On-going support for PVSBC Members, contract holders and police officials in resolving issues regarding conflicts about roles, safety, responsibilities and contracts.
- Representing PVSBC and the police-based victim services sector at various meetings and events hosted by partner and stakeholder organizations.
- Upon the request of the Restorative Justice Association of BC (RJABC), the appointment of a PVSBC Director to the RJABC Board of Directors to enhance collaborative efforts.
- Engaging in the preliminary steps for the creation of an Equity, Diversity, and Inclusion (EDI) Committee, including a virtual half-day board development workshop facilitated by MOSAIC.

We hope you take some time to read this annual report to learn more about the various activities carried out over the course of this reporting year by your Board of Directors and PVSBC staff. This report provides an opportunity to thank all those who have supported PVSBC as we forge ahead with our 2022 – 2025 Strategic Plan, and whose support will be instrumental as we look beyond 2023:

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, Administration and Events Project Manager; for their dedication and commitment, working tirelessly on behalf of the board and PVSBC membership.

In Solidarity,

*Tim Hall, President, Board of Directors*



## PVSBC 2022 - 2023 Board of Directors

Supt. Shawna Baher, Vernon North Okanagan RCMP, RCMP Member Representative

Amanda Cherry, Quesnel RCMP Victim Services, Regional Representative - Northeast

Dede Dacyk, Penticton RCMP Victim Services, Regional Representative - Thompson Okanagan

Suzanne Dube, Community Member, Director at Large

Karyn French, Greater Victoria Police Victim Services, Director at Large

Tim Hall, Coquitlam RCMP Victim Services, President & Regional Representative - Fraser Valley

Jessica Johnson, Vancouver Police Department Victim Services, Vice President & Regional Representative - Lower Mainland

D/Chief Jason Laidman, Victoria Police Department | Municipal Police Representative

Deidre Moran, Community Member | Treasurer

Sherry Pellegrino, Terrace RCMP Victim Services | Regional Representative - Northwest

Cathy Riddle, Boundary-Midway RCMP Victim Services | Regional Representative - Columbia Kootenay/Boundary

Roselle Quinones, Port Moody Police Victim Services | Municipal Police Victim Services Program Representative

Christine Schreiber, Powell River RCMP Victim Services | Regional Representative - Vancouver Island

Barbara Vincent, Nelson Police Victim Services | RCMP Victim Services Program Representative

## PVSBC Staff

**Ian P. Batey**  
Executive Director



Ian joined Police Victim Services BC, as Executive Director in May 2019, with a focus on establishing relationships, professional and organizational development and prosperity for the organization and sector. Prior to PVSBC, he was Principal, IPB Consulting, providing essential advice to free enterprise and NFP sector organizations built on enduring relationships, trust and transparency.

Ian's career with the Provincial Government included executive roles in human resource management and employee relations, law enforcement, public gaming and aboriginal relations including treaty negotiations. His leadership expertise spans business, governance, philanthropy, homelessness, affordable housing and major sport events.

Ian's current community involvement includes Co Chair of the Advisory Cabinet and Event Chair of Hungry Hearts with the Our Place Society, member of 100+ Men Who Care Victoria, and community events including anything to do with classic cars. Ian lives in Saanich with his wife Anne. Their 3 children who have blessed them with 8 grandchildren.

**Celine Lee**  
Administration & Events  
Project Manager



Celine's lived experience of surviving a violent crime that led to the deaths of two family members gave rise to her passion for preventing victimization and ensuring victims are supported at all stages throughout the criminal justice system.

Celine was first introduced to the work of PVSBC in 1993 when she began her career as a summer student for the White Rock RCMP Community Policing Section and Victim Assistance Program. This eventually led to a full-time position with the Surrey RCMP Victim Services Unit. Celine then joined bc211 as an Information Referral Specialist answering a number of specialized provincial helplines, including VictimLink. A desire to focus on preventing victimization led her to a position with the BC Crime Prevention Association, supporting community crime prevention initiatives throughout BC. Throughout the years, Celine continued to support the work of PVSBC through providing administrative support, coordinating the Annual Symposium and various training initiatives.

Celine lives in Surrey, with her husband of 14 years. When not chasing their active 2 ½ year old daughter around, Celine is the Chairperson for the Pacific Region Victim Advisory Council, a council made up of victims and survivors who volunteer to provide a voice, to criminal justice system agencies, on legislative and procedural directives related to the provision of services to victims of crime.

**Michelle Roberts**  
Member Services  
Project Manager

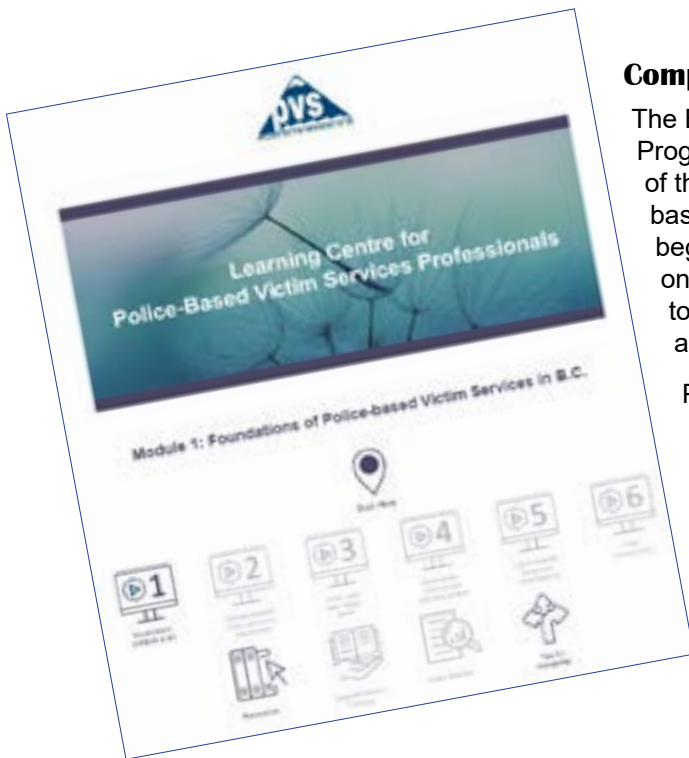


After many years in the environmental consulting field and volunteering with Richmond RCMP victim services, Michelle followed her passion and went into Police Based Victim Services (PBVS) full time. Michelle worked as a case worker with Richmond RCMP and an auxiliary after-hours crisis worker with Langley RCMP. Michelle's project management experience in the engineering realm, combined with frontline PBVS experience was instrumental in her next role of leading the West Vancouver Police Victim Services Unit.

Michelle's hiatus from PBVS in 2018 took her to the Provincial Health Services Authority (PHSA), where she was responsible for the standardization of education/ training materials, quality assurance/quality control and working with the executive management team to implement initiatives streamlining service delivery to mandated clients. During her time with PHSA, Michelle led Critical Incident Stress Debriefings for frontline workers and first responders working on the frontline of the overdose public health emergency.

Michelle is honoured to be working with the incredibly talented PVSBC team, where she can utilize her experience and knowledge to ensure tactical execution of the organization's strategy and initiatives in support of the membership. Michelle lives in Langley with her husband of 23 years and two adult children.

## 2022 - 2023 Highlights



### Comprehensive Training Program

The BC Police-Based Victim Services Comprehensive Training Program (CTP) was launched in April 2023. The original scope of the program, to create foundational training, centric to police-based victim services providers increased as the project team began developing content. The training program expanded from one to six modules, each focusing on core competencies vital to delivering consistent, professional services and resources across BC.

PVSCB would like to extend our thanks to the Ministry of Public Safety and Solicitor General for the generous funding to complete the CTP. To date, there are 27 learners taking part in the online self-paced CTP and five learners have successfully completed all six modules. The CTP has garnered interest from many partner agencies and stakeholders including the Federal Ombudsperson's Office and Correctional Services Canada.

### PVSCB Employee Assistance

In May 2021 PVSCB partnered with Family Services of Greater Vancouver to implement a 12-month pilot project, offering an Employee Assistance Program (EAP) to PBVS sector workers in BC, who did not have access to an EAP. In November 2022, the pilot expanded eligibility to the full PBVS sector, regardless of current access to an EAP under their employment agreement. Although originally a pilot project, PVSCB will continue to offer access to this EAP to ensure all sector workers have access to support. PVSCB would like to extend our thanks to the Ministry of Public Safety and Solicitor General for funding that supports this initiative.



### Comprehensive Provincial Review Project Advisory Committee

The Comprehensive Provincial Review (CPR), initiated through the Strategic Planning Process in 2021 and completed with its submission to the Minister of Public Safety and Solicitor General in June 2022, provides an analysis of the inconsistencies including program implementation, operational funding, and human resource management practices across the sector. Ongoing engagement with the Minister of Public Safety and Solicitor General, Community Safety and Crime Prevention Division, RCMP, BC Association of Municipal Chiefs of Police and BC Association of Chiefs of Police created the joint CPR Final Report Working Group which has developed a project workplan and timeline for advancing the CPR recommendations.

In the reporting year, PVSCB Board of Directors created the CPR Project Advisory Committee, whose membership includes Board members representing a number of Regions and Program Subject Matter expertise.

## 2022 - 2023 Highlights cont...

### 2022 Webinar Training Series



With the uncertainty surrounding COVID-19 restrictions on travel and gatherings, PVSBC once again embraced the opportunity to deliver its traditional Training Symposium in a virtual format. Taking the feedback received from the successful 2021 Virtual Training Symposium, PVSBC pivoted to curating a year-long training series with bi-monthly learning opportunities on a wide range of topics from core training topics through to advance learning opportunities. In total, 20 webinar sessions were delivered throughout 2022.

Offering individual webinar sessions allowed registrants to attend all or as many of the training sessions that were offered. This opportunity also allowed our subject matter experts to tailor their sessions to the needs and interest of participants. This virtual format allowed us to engage subject matter experts from across Canada and the United States in a manner that would not have been feasible in an in-person format.

### Finance and Audit Committee

The Finance and Audit Committee (F&A) plays an integral role in providing overall financial oversight for PVSBC, ensuring your Association has the necessary financial resources to deliver the support and services to fulfill its mission, vision, and strategic direction. The F&A Committee meets regularly to review PVSBC's financial position and cash flow requirements, and work with PVSBC staff to develop the annual budget for operational and service delivery activities.

To ensure that the Board of Directors has a strong understanding of the financial position of your Association, the F&A Committee has been working closely with PVSBC Staff to ensure financial documents that are included in Board Meeting Packages are presented in an easily understandable format. In addition, as we move forward with the 2023-24 reporting year, the F&A Committee plans to have a financial governance board development training session delivered to ensure all Directors have a foundational understanding of the Board's financial governance responsibilities.



### Training and Development Committee

The purpose of the Training and Development Committee is to assist the PVSBC Board of Directors in providing oversight and guidance to PVSBC Staff on the development and implementation of accessible, relevant resources, training and professional development opportunities.

During the 2022-23 reporting year, the Committee provided guidance to staff in the delivery of the 2022 Webinar Training Series, the year long virtual learning initiative to deliver an alternate to the traditional in-person Symposium during the uncertain shifting COVID-19 period. In anticipation of the lifting of all COVID-19 related restrictions, the Committee committed to the planning of the first in-person Symposium since 2018, planned for May 2023, with a focus on worker wellness as the key theme for the event.

The Committee also provided oversight to complete the development and launch the Comprehensive Training Program by the end of the reporting year, as highlighted separately in this Annual Report. The Committee will also continue to provide oversight to the Mental Health and Substance Use Project, which will produce a Best Practices document to assist workers in supporting those impacted by substance use and mental health challenges. It is anticipated that this document will be completed by December 31.



## 2022 - 2023 Highlights cont...

### Governance Committee

**Equipping the Board of Directors for Success:** Much of this reporting period's Governance Committee activities focused on strengthening the foundations for the success of the Board of Directors. The Committee created and updated a number of resources to on-board new Directors to the Board of Directors and to provide all Directors guidance on their roles and responsibilities. These resources include a Board Orientation PowerPoint presentation and the revised Board of Directors Handbook.

**PVSBC Bylaws Review:** To ensure that the PVSBC Bylaws are consistent with inclusive language and are in alignment with the Societies Act, the Committee engaged in a Bylaws review to update languaging where required, while keeping the intent of the bylaw unaltered. During the Bylaws review process the Committee identified areas in need of updating or revision to bring forth to the Membership for approval.

**PVSBC Membership Fee Review:** A Membership Fees review was conducted to access the current membership rates. The Committee reviewed the membership fee structure of a number of similar provincial associations and made the recommendation to maintain the current membership fee structure.

**Regional Redistribution:** Throughout the history of PVSBC, there have been challenges related to succession planning of Directors for regions located in the Northern BC and Central BC Regions, due to the vast geographical area represented in these regions. At times, Director positions for these regions have remained vacant, leaving the programs in that region unrepresented in discussions on issues that affect the police-based victim services sector, and leaving the region with limited ability to bring forth challenges being experienced to the Society for mutual support and leadership. The Committee reviewed the geographical boundaries of the 6 Mainland BC regions and have proposed a redistribution option for the Board of Directors to consider. Further consultation with impacted regions will take place during the 2023/24 reporting year.

**Commitment to Equity Diversity and Inclusion:** The PVSBC Board of Directors and PVSBC Staff are committed to providing leadership to ensure both police-based victim services professionals and the clients served by our professionals feel valued, welcomed and respected. The Committee has taken the lead on forming an Equity, Diversity, and Inclusion (EDI) Committee, with the Board of Directors receiving a virtual half-day Board Development Workshop facilitated by MOSAIC on the principles of EDI. As we move forward in 2023-24, the Committee will work on steps for formalizing the EDI Committee.



### Philanthropic Activities

Over the course of the reporting period, PVSBC engaged in two significant activities to raise the non-profit charitable status of the Association and bring attention to the police-based victim services sector. PVSBC now has a profile on CandaHelps.org, a resource connecting potential donors and charities. In addition, a Case for Support was developed to communicate the importance of PVSBC and the work of police-based victim services programs to potential donors. Both of these initiatives will play an important role in allowing PVSBC to raise funds to support your Association's strategic vision.

## POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Balance Sheet

**DRAFT**

March 31, 2023, with comparative information for 2022

	2023	2022
<b>Assets</b>		
Current assets:		
Cash	\$ 39,657	\$ 20,001
Investments	269,536	425,676
Accounts receivable	87,724	9,100
Prepaid expenses	19,028	553
	\$ 415,945	\$ 455,330
<b>Liabilities and Fund Balances</b>		
Current liabilities:		
Accounts payable and accrued liabilities (note 2)	\$ 41,693	\$ 37,386
Deferred revenue (note 3)	134,914	179,631
	176,607	217,217
Fund balances:		
Operating fund	164,202	162,977
Conference fund	75,136	75,136
	239,338	238,113
	\$ 415,945	\$ 455,330

See accompanying notes to financial statements.

On behalf of the Board:

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Please contact PVSBC at [info@policivictimservices.bc.ca](mailto:info@policivictimservices.bc.ca) for a full copy of the Financial Statement and Review Engagement Report.



## POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Statement of Earnings

**DRAFT**

Year ended March 31, 2023, with comparative information for 2022

	2023	2022
	(Schedule)	(Schedule)
<b>Revenue:</b>		
Government of British Columbia grants	\$ 390,755	\$ 285,109
Other	2,938	1,228
Memberships	7,075	6,125
	<u>400,768</u>	<u>292,462</u>
<b>Expenses:</b>		
Advertising	4,930	4,926
Board expenses	9,480	3,543
Conference expenses	27,511	34,730
Consulting fees	3,953	6,756
Insurance	1,768	3,493
Office and general	9,096	45,151
Professional fees	8,500	13,256
Rent	-	3,250
Salaries and benefits	240,749	173,618
Special projects	84,740	129,542
Travel	8,816	4,468
	<u>399,543</u>	<u>422,733</u>
<b>Excess (deficiency) of revenues over expenses</b>	<b>\$ 1,225</b>	<b>\$ (130,271)</b>

See accompanying notes to financial statements.

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Please contact PVSBC at [info@policivictimservices.bc.ca](mailto:info@policivictimservices.bc.ca) for a full copy of the Financial Statement and Review Engagement Report.

## Police Victim Services of BC 2022-2025 Strategic Plan



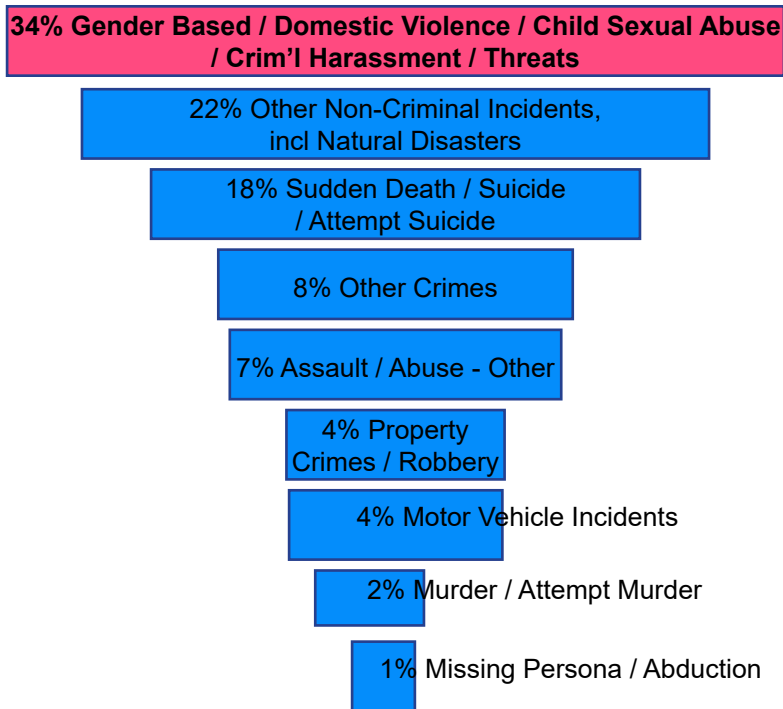
**Our Mission: We equip, empower and advocate for police-based victim services programs that provide consistent, professional services and resources across BC**

Adopted June 23, 2022



**Our Vision: All victims of crime and trauma across BC receive compassionate, professional and consistent services**

### 2022 File Load Based on incident type data Total 42,420 new incident Files





Police Victim Services of BC (PVSBC) began in 1985 as a not-for-profit association and is the umbrella organization for the 91 police-based victim service programs in British Columbia. PVSBC provides leadership, support, advocacy, and training to professionals working with victims of all tragic, criminal and traumatic incidents.


We can't stop tragedy from happening but we strive to ensure all victims of crime and traumatic incidents across British Columbia receive professional, compassionate, and consistent support. Police Victim Services of British Columbia (PVSBC) is dedicated to serving the needs of police-based victim services programs across the province. Our police-based victim services professionals are the front-line workers for victims of crime and we support and advocate for them and the services they provide.



Police Victim Services of BC

 778-676-8988

 [info@policevictimservices.bc.ca](mailto:info@policevictimservices.bc.ca)

 [www.policevictimservices.bc.ca](http://www.policevictimservices.bc.ca)

## OUR MISSION

We represent and advocate for police-based victim services programs across B.C. to ensure consistent professional services and resources for victims of tragedy, crime and traumatic incidents

## OUR VISION

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

## OUR PURPOSE

Providing leadership and working collaboratively to enhance services to victims of crime and trauma

Police Victim Services of BC gratefully acknowledges the generous funding support of the Province of BC



Police Victim Services of BC acknowledges with respect the Lekwungen peoples on whose unceded traditional territory our office is located and the Songhees, Esquimalt and WSÁNEĆ peoples whose historical relationships with the land continue to this day. From Coast to Coast, we acknowledge the ancestral and unceded territories of all the Inuit, Métis, and Urban First Nations People that call this land home.

Unceded means they were never signed over through treaty rights, and still rightfully belong to the nations who have stewarded them since time immemorial.