



ANNUAL REPORT

2023 | 2024

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

Message from the PVSBC President

Dear PVSBC Members,

As I reflect on the needs and challenges our police-based victim services sector faces daily, I am continually amazed by the perseverance, strength, resilience, and professionalism of our people. Although incredible individuals dedicate their lives to helping others, the challenges they face continue to grow.

I won't take space here to list all the serious challenges we continually encounter, as these are well-summarized in the 2021 Comprehensive Provincial Review. For a copy of the comprehensive review, please contact the PVSBC office.

The report clearly outlines how the structure supporting front-line Police-Based Victim Services programs has been in disrepair for years. Without standardized employment standards, benefits, equitable wages, and accountability, the sector has faced burnout, health issues, unsafe expectations, blurred boundaries, and high vacancy rates. Meanwhile, many victims in BC are not being served as our legislation mandates. Who pays the price for this? Victims. Sadly, vulnerable victims have limited power to advocate for the changes they need. This is why we must continue to be their voice.

Three years ago, PVSBC stood up and declared that it is time for action. The 2021 report submitted to government, partners, and stakeholders revealed that the system is broken and inadequate. PVSBC has heard the sector's needs and will no longer accept the status quo or minor improvements. The Board and Membership agree that the current structure must be thoroughly rebuilt to meet the needs of all victims of crime in BC.

With endorsements from RCMP "E" Division, the BC Association of Chiefs of Police, the BC Association of Municipal Chiefs of Police, and the BC Association of Police Boards, our PVSBC Board continues to meet with and lobby government officials and ministries to bring attention to these serious issues. It's been over two years since this report was compiled, and PVSBC remains committed to engaging meaningfully with the Minister of Public Safety and Solicitor General, Community Safety and Victim Services Branch to review, advocate, and advance the recommendations outlined in 2021.

Despite these challenges, police-based victim services (PBVS) continue to be highly valued by police, local governments, community social services agencies, and other victim programs. We recognize the tireless work performed under these difficult circumstances, and we applaud every one of you for making a positive difference in your communities.

PVSBC celebrates the successes shared by programs across the province. Programs in every region have worked collaboratively with community partners and stakeholders to:

- Support each other, share best practices, and ensure victims of crime and trauma are supported despite disruptions in contract administration and staffing shortages.
- Strengthen relationships with community, police, Crown, and other justice system partners.
- Build connections with local Indigenous communities to work toward meaningful reconciliation.

- Provide leadership and participate in community events to increase awareness of victims’ rights and available services.
- Develop policies and procedures to reflect Equity, Diversity, and Inclusion (EDI) practices.

As PVSBC looks forward to its 40th anniversary in 2025, the Board of Directors and staff continue to be guided by the current 2022–2025 Strategic Plan. Over the past year, your PVSBC Board of Directors and PVSBC Staff have been actively engaged in the following strategic initiatives:

- Continued engagement with the Minister of Public Safety and Solicitor General, Community Safety and Victim Services Branch to review, advocate, and advance the recommendations outlined in the 2021 Comprehensive Provincial Review.
- Ongoing promotion and evaluation of the PVSBC Comprehensive Training Program.
- The development of a PVSBC Mentorship Program to aid in recruitment and retention efforts.
- Legislative advocacy success with the inclusion of police-based victim services workers under the existing mental disorder presumption within the Workers Compensation Act.
- Ongoing collaboration with the Community Safety and Crime Prevention Division, BC Society of Transition Houses, and EVA BC on intersecting service provision and gender-based violence issues.
- Engagement with Police and Security Services Division and the Public Safety Transformation Team to strengthen the delivery of police-based victim services across BC.
- Advocacy for the rights of workers and victims as outlined in the Canadian Victim Bill of Rights and the BC Victims of Crime Act.
- Engagement with Community Safety and Victim Services Branch on the continued development and rollout of the Sexual Assault Program policy initiatives.
- Supporting PVSBC members, contract holders, and police officials with problem-solving and guidance.
- Representing PVSBC at meetings and events hosted by partner and stakeholder organizations.
- Providing top-quality training through the 2024 PVSBC Training Symposium—Our Roles in a Culturally Responsive Environment

We encourage you to read this Annual Report to learn more about the work carried out by your Board of Directors and PVSBC Staff during this reporting period.

We also take this opportunity to thank those who have supported PVSBC throughout our 2022–2025 Strategic Plan and whose support will be instrumental as we look toward our 40th anniversary in 2025:

- To our members—thank you! You are the backbone of our sector, and your work makes PVSBC’s mission so important.
- To our partners and stakeholders—your support, from police agencies to community victim services partners, is vital to our shared success.

- To the PVSBC Board members, who give generously of their time, experience, and expertise.
- To the PVSBC staff—Lina Thompson - Executive Director; Ian Batey (retired) Executive Director; Michelle Roberts -Member Services Project Manager; and Celine Lee - Administration and Events Project Manager—thank you for your tireless dedication to the organization.

We also recognize the achievements of our retired Executive Director, Ian Batey. Since taking on the role in May 2019, Ian has worked tirelessly to improve our sector’s ability to support victims in BC. We congratulate Ian on his retirement and sincerely thank him for his exemplary leadership and dedication to our cause.

As President, I, along with the Board of Directors, am committed to supporting the police-based victim services sector through leadership, training, development, and advocacy. As a provincial umbrella organization, we remain dedicated to ensuring the voices of our membership and victims are heard by funders, partners, and stakeholders.

In Solidarity,
Tim Hall, President, Board of Director

“Do your little bit of good where you are; it’s those little bits of good put together that overwhelm the world.

— Desmond Tutu

PVSBC Board of Directors

- Tim Hall, President - Fraser Region - Coquitlam RCMP Victim Services
- Cathy Riddle, Vice President - Columbia Kootenay Boundary Region - Boundary Regional RCMP Victim Services
- Roselle Quinones, Secretary - Municipal Program Rep - Port Moody Police Victim Services
- Deidre Moran, Treasurer - Community Member
- Aralee Hryciuk, North East Region - Prince George RCMP Victim Services
- Barbara Vincent, RCMP Program Rep - Nelson Police/RCMP Victim Services
- Breanna Perens, Lower Mainland Region - North Vancouver RCMP Crisis Intervention - Victim Services
- Christine Schreiber, Vancouver Island Region - Powell River RCMP Victim Services
- Dede Dacyk, Thompson Okanagan Region - Penticton RCMP Victim Services
- Deputy Chief Jason Laidman - Municipal Sworn Police Member - Victoria Police Department
- Karyn French, Member at Large - Greater Victoria Police Victim Services
- Insp. Raina Siou, RCMP Sworn Officer Member - RCMP “E” Division Community Policing Services / OIC Support Services PRTC
- Sherry Pellegrino - North West Region - Terrace RCMP Victim Services

Farewell Message from Outgoing PVSBC Executive Director, Ian Batey

As my time with Police Victim Services of BC comes to a close, I want to say how proud and honored it has been to be able to lead our organization. This leadership has contributed to the now established path of revitalization for of the police-based victim services sector as it continues providing essential mission-critical services to many of the most impacted individuals and families in your communities who have suffered immeasurable tragedy and trauma in their lives.

I am particularly grateful for the solid support, direction, and leadership I have received from our current and past Board of Directors whose counsel, advice and mentorship have contributed greatly to my confidence and willingness to take risks and extend the boundaries of our thinking, in engaging our members, as well as our many partners, stakeholders and influencers. Their vision needs to be recognized in undertaking the Comprehensive Provincial Review, our submission to the Special Committee on Reforming the Police Act, in addition to lobbying various governments on how the key aspects of police-based victim services positively contributes to the criminal justice system and betterment of all British Columbians.

Our continued service to both the sector and its many front-line workers, the evolution of our key programs, including the rebirth of the Symposium, development and implementation of the Comprehensive Training Program, and our proactive approach to ensure the overall health and wellness of the sector, is a direct endorsement of the dedication and work of my colleagues Celine Lee and Michelle Robarts. None of our successes would have been achieved if it were not for their dedication, passion, visionary thinking and unbridled hard work.

Lastly, I want to express my deep gratitude and thanks to each of you, who day in and day out, continue to work at the “rock face” around the Province ensuring every victim of tragedy, crime and trauma receive the best police victim services possible. Your passion, dedication, fortitude and energy are palpable.



Advocacy represents the lifeblood of our democracy. Strengthening advocacy from across nonprofit sector is vital for the ongoing health and security of our nation, particularly in the context of ensuring that our nation lives up to its deepest ideals and everyone is able to thrive.

~ Rev Adam Russell Taylor, President, Sojourners

A Message from the New PVSBC Executive Director



Dear PVSBC Members, Partners, and Stakeholders,

I am deeply honored to step into the role of Executive Director. PVSBC has long been a vital force in ensuring that victims of crime and trauma across BC receive compassionate, professional support. As an organization, we are driven by a commitment to advocacy, fairness, and providing the best possible care to those who need it most.

In taking on this role, I follow in the footsteps of Ian Batey, whose leadership helped solidify PVSBC’s role as a key player in the province’s policing and victim services landscape. Personally, I am passionate about building on this foundation, using my experience in leadership, advocacy, and community engagement to help steer the organization toward its next phase of growth.

As I step into this role, I recognize both the challenges and opportunities ahead. My focus will be on:

- **Listening and Learning:** I will prioritize understanding the needs and goals of our membership and partners, ensuring our work reflects the realities on the ground.
- **Advocacy and Action:** We remain at a critical juncture, and I am committed to advancing the recommendations of the 2021 Comprehensive Review, ensuring fair employment standards, sustainable funding, and better support for victims.
- **Collaboration and Innovation:** Strengthening partnerships across policing, justice, and community sectors is essential. Together, we will find solutions that improve services and support for victims of crime and trauma.

As we approach PVSBC’s 40th anniversary in 2025, we have a unique opportunity to reflect on our past and write the next chapters of our journey. I look forward to working with all of you as we continue to strengthen our sector and create lasting, positive change for victims and their communities.

Although I work remotely, my virtual door is always open. I welcome the chance to connect with you and hear your thoughts as we navigate this journey together.

Warm regards,

Lina Thompson
Executive Director, PVSBC

PVSBC Staff

Michelle Robarts

Member Services
Project Manager

- *Analytical*
- *Adaptive*
- *Focused*
- *Visionary*



Celine Lee

Administration and Events
Project Manager

- *Collaborative*
- *Passionate*
- *Innovative*
- *Driven*



Engagement and Outreach

- Equipping Members for success
- Providing excellent, relevant member services
- Advocating for police-based victim services in BC
- Supporting victims of crime and trauma

PVSBC staff maintained consistent communication with members, including direct service support through phone calls, emails, and texts. This included providing guidance to members and police agency representatives (such as Detachment Commanders) regarding contract holder engagement, roles, and responsibilities, as well as managing secure/confidential information.

Throughout the reporting period, PVSBC Executive Director Ian Batey, in partnership with RCMP E Division Victim Services, conducted outreach visits to each of PVSBC's 7 Regions. PVSBC staff meet regularly with key partners and stakeholders to represent police-based victim services programs on issues of concern, provide consult on policies and procedures impacting the police-based victim services sector, and advocate for the sector.

PVSBC staff support public and community service provider inquires through the offering of resource information through the PVSBC email and toll-free number. PVSBC receives an average of 10 contacts per month from members of the public or non-victim serving community service providers. These inquiries frequently involve individuals experiencing immediate trauma who are seeking support, help, and information. PVSBC staff are trained to provide immediate emotional support, assess the nature of the assistance required, and refer individuals to the appropriate service provider.

The PVSBC website continues to be the primary resource for publicly raising awareness about PVSBC and the police-based victim services sector. The site provides valuable resources and information to the public and those seeking victim services. On average, the website attracts approximately 60 unique visitors per month, highlighting its role in engaging and informing the community.

Legislative Advocacy Success

- Equipping Members for success
- Providing excellent, relevant member services

Inclusion in Workers Compensation Act

Following PVSBC's persistent lobbying efforts since 2018, a significant milestone was achieved to have police-based victim services workers included under the existing mental disorder presumption within the *Workers Compensation Act*, alongside other specified frontline social and community service occupations. This change will simplify access to necessary support through WorkSafe, which is expected to positively impact worker retention across all sectors. This success underscores PVSBC's commitment to advocating for the rights and well-being of victim services workers.



PVSBC Symposium

- Equipping Members for success
- Providing excellent, relevant member services

After a four-year hiatus marked by organizational changes and COVID-19 restrictions, PVSBC welcomed 125 delegates to the Sheraton Guildford for its 2023 Symposium, on May 10th & 11th. The theme *People, Purpose & Passion: The Pathway to Success* provided an opportunity to recognize the strength and resiliency of police-based victim services professionals.

The program focused on worker wellness and equipping workers for success in the dynamic environment police-based victim services professionals often find themselves in. Two extended-length plenary training sessions facilitated by highly sought-after subject matter experts were offered featuring Françoise Mathieu, TEND Academy, Supt. Scott Jones, Edmonton Police Service, and Gayle Farrell, community engagement specialist.

The 2023 Symposium program provided delegates with a much needed opportunity to gather and learn together, to share best practices, to provide mutual support for one another, and to recharge and recalibrate.

With Symposium 2023 in the books, planning for the May 2024 Symposium became the focus for the balance of the year. Early in the planning stages, PVSBC was able to secure the highly sought after Myrna McCallum to facilitate a day-long training session on trauma-informed justice. The program began to take shape around the diverse and oftentimes complex cultural backgrounds found in communities across the province and how the lived cultural experience of victims and survivors often shape their experiences of trauma and healing. PVSBC looks forward to welcoming everyone back to the Sheraton Guildford on May 29 & 30 for its 2024 Symposium.

“ *Learning is not attained by chance. It must be sought for with ardour and attended with diligence.*
~ Abigail Adams



Comprehensive Training Program

- Equipping Members for success
- Providing excellent, relevant member services

The BC Police Based Victim Services Comprehensive Training Program (CTP) successfully launched to the PBVS sector in April 2023, through funding awarded by the Ministry of Public Safety and Solicitor General. The online self-paced six module training program was designed in collaboration with Open School BC.

Since its launch to March 31, 2024, a total of 54 learners have registered for the CTP and 31 have completed the training. There has been much interest in the CTP from other victim serving agencies and frontline workers, including corrections, community-based organizations, and other criminal justice system agencies. PVSBC continues to liaise with stakeholder groups to collaborate on future training initiatives and inform future updates to the CTP.

PVSBC Employee Assistance Program

- Equipping Members for success
- Providing excellent, relevant member services

PVSBC launched an EAP Pilot Project, delivered by Family Services EAP, in May 2021 for PBVS personnel and associated staff who did not have access to one. Since its launch, the PVSBC EAP is now open to all PBVS sector workers to access the EAP for support.

Family Services Employee Assistance Program (FSEAP), a non-profit social enterprise, providing employee assistance programs, wellness solutions, and consulting to organizations across Canada since 1974. FSEAP directs profits to programming for children, youth, adults, families and seniors in communities throughout BC and Canada.

FSEAP offers immediate, confidential counselling assistance to help individuals find the right options and solutions to navigate through life's simple and complex challenges. They can also provide immediate support with a Masters level counsellor for crisis situations.

Between April 1, 2023, and March 31, 2024, access to the EAP has increased by 27% highlighting the importance of this initiative to enhance PBVS worker wellness.



Owning our story and loving ourselves through that process is the bravest thing that we will ever do.

~ Brené Brown

PVSBC Mentorship Program

- Equipping Members for success
- Providing excellent, relevant member services

The PVSBC Board of Directors identified worker retention and wellness would be enhanced by the availability of mentorship opportunities, specifically at the program management level in rural and isolated communities. This would allow newly hired program coordinators or managers, who work in isolation, the opportunity to learn and seek consultation from seasoned peers within the sector.

A Mentorship Working Group consisting of PVSBC Board members convened to develop the Mentorship Program, identify and orient Mentors, with the goal of launching the program on June 1, 2024.

PVSBC Governance Committee

- Enhancing PVSBC Capacity and Sustainability



Equipping the Board of Directors for Success

Much of this reporting year's Governance Committee activities focused on strengthening the foundations for the success of the Board of Directors. The Committee continues to create and update a number of resources to support the activities of the Board of Directors and to on-board new Directors

Regional Redistribution

The vast geographical area represented in the two northern BC regions has historically created challenges related to the succession planning of Regional Directors for these regions. After creating a redistribution proposal, the Committee consulted with impacted programs to solicit feedback on the alteration of various regional boundaries. After reviewing the feedback received, the Committee was surprised to learn that many of these programs felt they are better served and supported in their current regional assignment.

The Committee will continue to explore options to better support the Regional Directors of these two large geographical regions.

Commitment to Equity Diversity and Inclusion (EDI)

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 been reviewing options for implementing EDI initiatives, including the creation of an Anti-Racism Policy.

Recruitment Subcommittee

With PVSBC Executive Director, Ian Batey's retirement announcement, a Recruitment Subcommittee was formed to manage all aspects of the recruitment and hiring of an incoming Executive Director. This Subcommittee was tasked with reviewing the Executive Director job description and ensuring that it remained current and in alignment with the current strategic objectives of the Society.

Philanthropic Activities

- Enhancing PVSBC Capacity and Sustainability

PVSBC continues to seek out and take advantage of opportunities to promote the work of the Society and create philanthropic awareness within the Province. A brochure format of the Case for Support was created to assist Directors in promoting PVSBC. PVSBC Executive Director, Ian Batey provided numerous presentations to service clubs across the province. PVSBC maintains an active profile on CanadaHelps.org.

Training and Development Committee

- Equipping Members for success
- Providing excellent, relevant member services

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 2023-2024 reporting year, the Committee provided guidance to staff in the delivery of the 2023 Symposium and the coordination of the 2024 Symposium. The Committee also provided oversight for the ongoing delivery of the Comprehensive Training Program.

Comprehensive Provincial Review

- Equipping Members for success
- Providing excellent, relevant member services
- Advocate for police-based victim services in BC

The Comprehensive Provincial Review (CPR) commissioned and completed in 2021 provided an analysis of the inconsistencies including program implementation, operational funding, and human resource management practices across the sector.

The PVSBC CPR Project Advisory Committee (CPR-PAC) PVSBC continues to engage with the Minister of Public Safety and Solicitor General, Community Safety and Victim Services Branch to review, advocate, and advance the recommendations outlined in the 2021 Comprehensive Provincial Review.

Finance and Audit Committee

- Enhancing PVSBC Capacity and Sustainability

The Finance and Audit Committee 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 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 Committee coordinated a Financial Governance workshop and has begun the process of creating a financial literacy handbook for the Board of Directors.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Balance Sheet

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March 31, 2024, with comparative information for 2023

	2024	2023
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Assets

Current assets:

Cash	\$ 28,212	\$ 58,448
Investments	380,932	250,745
Accounts receivable	143,208	87,724
Prepaid expenses	8,755	19,028

	\$ 561,107	\$ 415,945
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Liabilities and Fund Balances

Current liabilities:

Accounts payable and accrued liabilities	\$ 40,791	\$ 41,693
Deferred revenue (note 2)	274,740	134,914
	315,531	176,607

Fund balances:

Operating fund	170,440	164,202
Conference fund	75,136	75,136
	245,576	239,338

	\$ 561,107	\$ 415,945
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See accompanying notes to financial statements.

On behalf of the Board:

Please contact PVSBC at info@policevictimservices.bc.ca for a full copy of the Financial Statement and Review Engagement Report.

POLICE VICTIM SERVICES OF BRITISH COLUMBIA

Statement of Earnings

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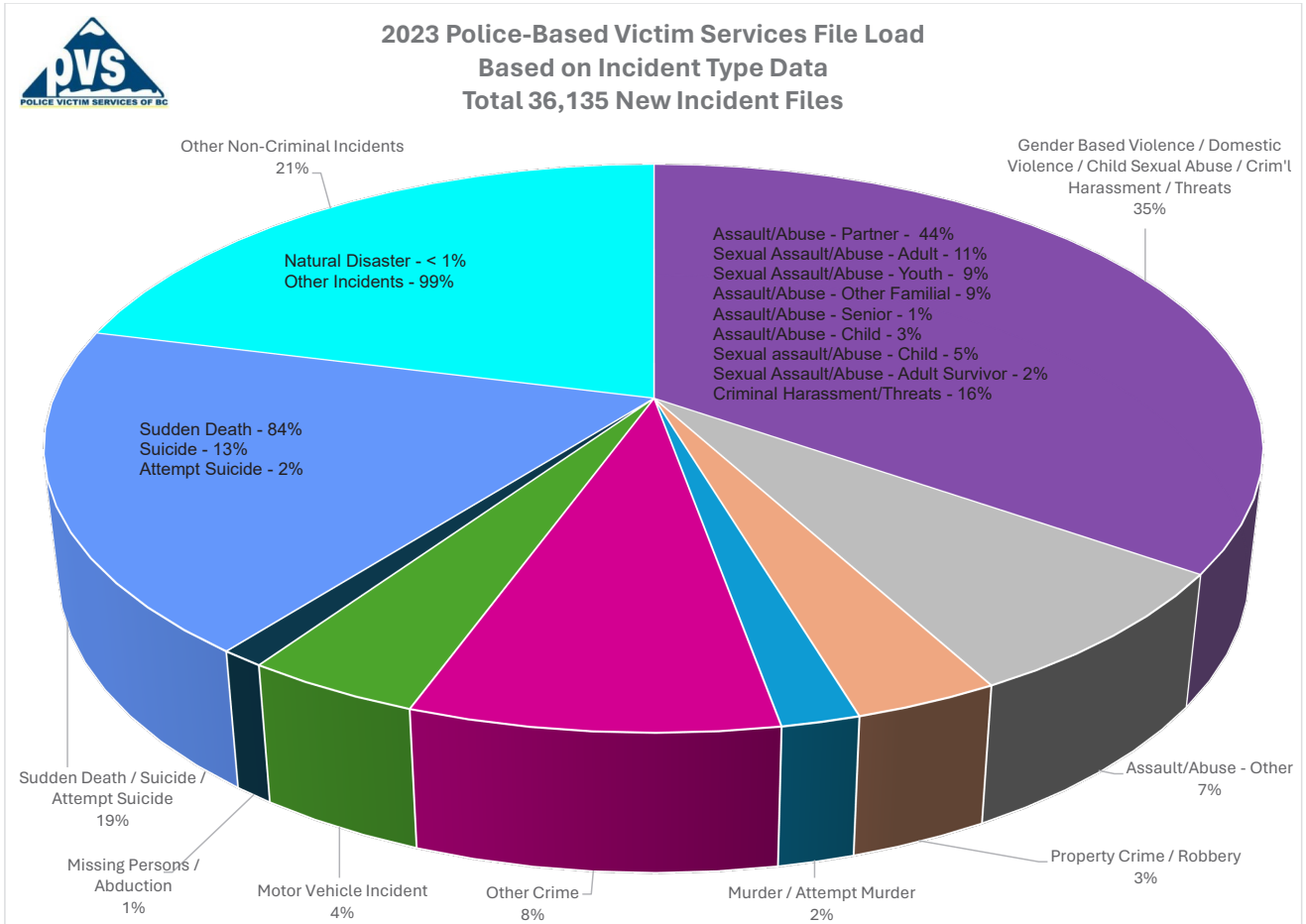
Year ended March 31, 2024, with comparative information for 2023

	2024	2023
Revenue:		
Government of British Columbia grants	\$ 394,196	\$ 390,755
Conference registration and training	24,580	-
Training program	21,110	5,435
Memberships	6,481	7,075
Interest income	5,772	3
Unrealized gain (loss) on investment	5,187	(5,885)
Other	470	3,385
	457,796	400,768
Expenses:		
Advertising	2,297	4,930
Board expenses	3,974	9,480
Conference expenses	82,081	27,511
Consulting fees	3,354	3,953
Insurance	1,943	1,768
Office and general	12,296	9,096
Professional fees	17,500	8,500
Salaries and benefits	261,410	240,749
Special projects	57,033	84,740
Travel	9,670	8,816
	451,558	399,543
Excess (deficiency) of revenues over expenses	\$ 6,238	\$ 1,225

See accompanying notes to financial statements.

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Please contact PVSBC at info@policevictimservices.bc.ca for a full copy of the Financial Statement and Review Engagement Report.



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

We can't stop tragedy from happening, but we strive to ensure all victims and survivors of crime and traumatic incidents across British Columbia receive professional, compassionate, and consistent support. Our police-based victim services professionals are the front-line workers supporting the victims and survivors of crime and traumatic incidents, and we support and advocate for them and the services they provide.



North West

Bella Bella
Burns Lake
Houston/Granisle
Kitimat
Lisims Nass Valley
Prince Rupert
Smithers
Terrace & District

North East

100 Mile House	Alexis Creek
Anahim Lake	Chetwynd/Hudson Hope
Dawson Creek	Fort Nelson
Fort St. James	Fort St. John
Fraser Lake	Mackenzie
Prince George	Quesnel
Tumbler Ridge	Vanderhoof
Williams Lake	

Thompson Okanagan

Ashcroft & Area
Central Okanagan
Chase & District
Clinton
Kamloops
Merritt
North Thompson
Oliver
Osoyoos
Penticton
Princeton
Revelstoke
Salmon Arm
Summerland
Vernon/N Okanagan

Vancouver Island

Campbell River	Comox Valley
Cowichan Valley	Greater Victoria
Ladysmith	Nanaimo
Nootka Sound	Oceanside
Outer Gulf Islands	Port Alberni
Port Hardy	Port McNeill
Powell River	Salt Spring Island
Sooke	Tofino
Ucuelet	

Columbia Kootenay/Boundary

Castlegar	Columbia Valley
Cranbrook	Creston
Elk Valley	Golden
Grand Forks	Kimberley
Midway	Nakusp
Nelson	Robson Valley
Salmo	Trail & District

Lower Mainland

Burnaby	New Westminster
North Vancouver	Richmond
Squamish	Sunshine Coast
Vancouver	UBC
West Vancouver	Whistler-Pemberton

Fraser Valley

Abbotsford	Agassiz
Chilliwack	Coquitlam
Delta	Hope/Boston Bar
Langley	Mission
Port Moody	Ridge Meadows
Surrey	White Rock



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 crime and traumatic incident

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 British Columbia



As an organization of provincial scope, PVSBC recognizes the Indigenous Peoples from across the many traditional and unceded territories, covering all regions of British Columbia. We honour and respect the people whose historical relationships with the land continue to this day, and we are committed to reconciliation, decolonization, and building relationships in our communities.