

2024 Annual Report

Police Victim Services of British Columbia PVSBC





Table Of Content

Message from the President

Board of Directors

Message from the Executive Director

Meet the Team

Engagement & Outreach

PVSBC Symposium

PVSBC Programs

Board Committees



Message from the President

At PVSBC, we deeply value the experience and knowledge of our seasoned colleagues – many of whom have dedicated over 20 years to supporting victims and strengthening police-based victim services across British Columbia. Their insight and commitment continue to shape our sector in meaningful ways.

We also celebrate the energy and fresh perspectives of those who are just beginning their careers in victim services. Their enthusiasm and drive to make a difference are essential as we navigate a changing social landscape and respond to emerging needs.

Together – with the wisdom of experience and the promise of innovation – we are laying the foundation for a new strategic plan. This plan will strengthen service delivery and create meaningful opportunities for professional development through initiatives such as:

- The Comprehensive Training Program (CTP), and
- The Provincial Training Symposium.

These efforts reflect our commitment to building a resilient, responsive, and well-supported sector for all victim services workers.

Roselle Quinones
PVSBC Board President

2024-2025 Board of Directors



ARALEE HRYCIUK

PRINCE GEORGE RCMP VICTIM SERVICES
REGIONAL DIRECTOR, NORTH EAST



CATHY RIDDLE

BOUNDARY/MIDWAY RCMP VICTIM SERVICES
REGIONAL DIRECTOR, COLUMBIA-KOOTENAY



CHRISTINE SCHRIEBER

POWELL RIVER RCMP VICTIM SERVICES
REGIONAL DIRECTOR, VANCOUVER ISLAND



DEDE DACYK

PENTICTON RCMP VICTIM SERVICES
REGIONAL DIRECTOR, THOMPSON-OKANAGAN



LAURA GREGORY

WEST VANCOUVER POLICE VICTIM SERVICES
REGIONAL DIRECTOR, LOWER MAINLAND



BARBARA VINCENT

NELSON RCMP VICTIM SERVICES
DIRECTOR, RCMP VICTIM SERVICES REPRESENTATIVE



ROSELLE QUIÑONES

PORT MOODY POLICE VICTIM SERVICES
DIRECTOR, MUNICIPAL VICTIM SERVICES REPRESENTATIVE



INSP. RAINA SIOU

RCMP E DIVISION COMMUNITY POLICING SERVICES
SWORN RCMP MEMBER REPRESENTATIVE



SUPT. LISA BYRNE

VANCOUVER POLICE DEPARTMENT
SWORN MUNICIPAL MEMBER REPRESENTATIVE



BREANNA PERENS

CHILLIWACK RCMP VICTIM SERVICES
DIRECTOR AT LARGE



CAROLYN FERRER

HOPE RCMP VICTIM SERVICES
DIRECTOR AT LARGE



LIBBY WILLIAMS

COMMUNITY MEMBER
DIRECTOR AT LARGE



Message from the Executive Director

Since joining PVSBC at the end of May, I've had the privilege of stepping into a community of deeply committed professionals who provide essential support to victims and survivors across British Columbia. The work of Police Victim Services is often quiet, behind the scenes, and emotionally demanding – yet it is foundational to community safety and healing.

In my first months, I've witnessed firsthand the strength of our network and the dedication of our member programs. This year, PVSBC has focused on strengthening governance, improving communication, and fostering respectful workplaces. With Board support, we introduced new tools to enhance transparency and procedural fairness, including a comprehensive Employee Handbook and updated conflict resolution protocols.

We've also taken important steps to improve our financial management practices. By outsourcing full-cycle accounting and implementing clear financial procedures, we're ensuring greater accountability, efficiency, and confidence in our operations.

These efforts reflect our commitment to creating a safe, supportive, and well-managed environment for both staff and the communities we serve. We also deepened our engagement with stakeholders, recognizing that collaboration is key to advancing victim services. Through training, outreach, and dialogue, we continue to build bridges between regions, programs, and partners.

We are grateful to our funders – especially the Ministry of Public Safety and Solicitor General – and to every individual who contributes to this vital sector. Together, we are shaping a future where victims and survivors are met with dignity, care, and justice.

With gratitude,
Virginia Bonner
Executive Director, PVSBC

Meet Our Team



VIRGINIA BONNER
EXECUTIVE DIRECTOR



MICHELLE ROBERTS
MEMBER SERVICES PROJECT MANAGER



CELINE LEE
ADMINISTRATION & EVENTS PROJECT MANAGER



Vision And Mission

Vision

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

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



Engagement & Outreach

Despite the challenges posed by recent leadership turnover, PVSBC staff have remained a consistent and reliable presence for members across British Columbia. Throughout this period of change, the team has continued to provide direct service support through phone calls, emails, and text messages—ensuring that members feel heard, supported, and connected.

During the reporting period, staff have also met with key partners and stakeholders across the province, with a strong focus on **relationship building, listening, and learning**. These engagements have been instrumental in identifying opportunities to strengthen partnerships across the policing, justice, and community sectors.

Notably, the **PVSBC Member Services Project Manager** has expanded her role to meet emerging needs. In addition to her core responsibilities, she has taken on a leadership role in supporting the Executive Director and collaborating with RCMP E Division Victim Services. Her contributions have included participating in outreach visits to police-based victim services programs and representing PVSBC at the **Union of BC Municipalities (UBCM) Convention**. There, she advocated for the sector, consulted on issues of concern, and provided expert support to stakeholders—demonstrating PVSBC’s ongoing commitment to member engagement and sector leadership.



PVSBC 2025 Symposium

40 Years of Service

In May 2025, Police Victim Services of British Columbia (PVSBC) hosted its annual Symposium at the Sheraton Guildford Hotel in Surrey, marking the organization's 40th anniversary. The theme, **Ignite, Unite, Transform – Envisioning Our Future; Honouring the Past**, reflected both the legacy and evolution of police-based victim services across BC.

Celebrating a Milestone

More than 100 delegates from police-based and community-based victim services programs, government agencies, and justice partners attended two days of learning and connection. Since its founding in 1985, PVSBC has grown from 42 to 91 programs province-wide, representing over 350 professionals who have collectively contributed 2,750 years of service to victims and survivors.

Program Highlights

The event opened with greetings from Semiahmoo First Nation, the Ministry of Public Safety and Solicitor General, and senior law enforcement representatives. Keynote speakers included Jennifer Moss, Dr. Jeff Morley, and Dr. Benjamin Roebuck, who shared insights on workplace well-being, trauma and resilience, and victims' rights. Sessions also featured the Indian Residential School Survivors Society, emphasizing cultural understanding, intergenerational healing, and reconciliation.

Impact and Feedback

Delegates reported exceptional satisfaction, with more than 90% rating sessions as excellent for engagement and relevance. Participants praised the return of breakout sessions, wellness activities, and opportunities to reconnect in person after several years of virtual training. Venue, staff, and service ratings all exceeded 93% satisfaction.

Looking Ahead

The Symposium celebrated four decades of dedication while envisioning the future of victim services in BC – one grounded in compassion, collaboration, and innovation. PVSBC remains committed to advancing trauma-informed, culturally responsive, and resilient services with support from the Ministry of Public Safety and Solicitor General, the Civil Forfeiture Grant Program, and the RCMP "E" Division Victim Services.

Programs

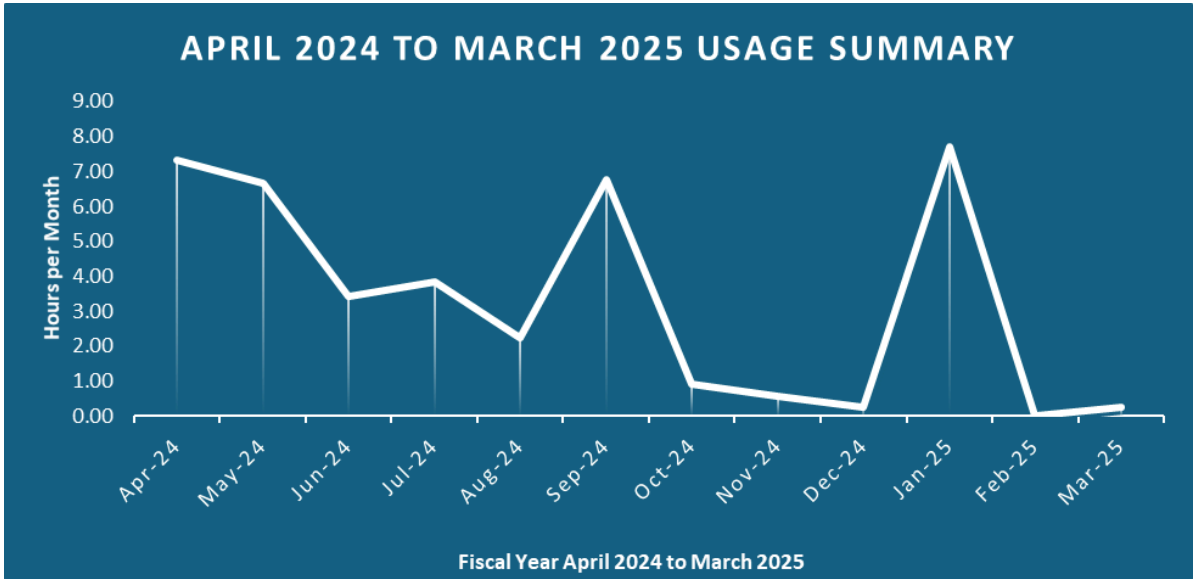
Period: April 1, 2024, to March 31, 2025

Mentorship Program

In May 2025, PVSBC launched its Mentorship Program to support worker retention and wellness, with a focus on program workers and leaders in rural and isolated communities. The program has already paired five new workers with experienced mentors, and early feedback has been very positive. With the departure of the original Board-led working group, PVSBC is now exploring ways to sustain and grow this initiative.

Employee Assistance Program (EAP)

Launched in May 2021, PVSBC’s EAP, delivered by Family Services EAP (FSEAP), provides confidential counselling and wellness support—including crisis assistance—to all PBVS sector workers. FSEAP, a non-profit social enterprise, reinvests profits into community programs across BC and Canada. Between April 2024 and March 2025, usage of the program varied monthly, with the highest use in January 2025 (7.7) and lower use in February 2025 (0.0), reflecting ongoing demand for accessible support services.



Programs

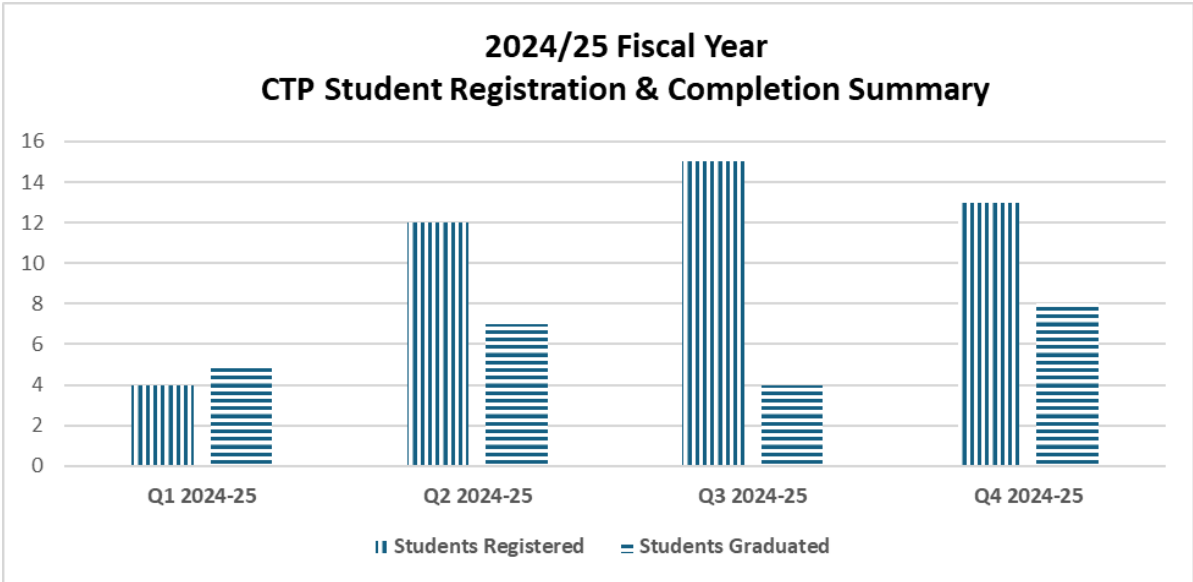
Period: April 1, 2024, to March 31, 2025

BC Police-Based Victim Services Comprehensive Training Program

The BC Police-Based Victim Services Comprehensive Training Program (CTP) launched in April 2023 with funding from the Ministry of Public Safety and Solicitor General. Developed in collaboration with Open School BC, the six-module, self-paced online program equips PBVS personnel with core knowledge and skills.

Between launch and March 31, 2024, 94 learners registered for the program, with 53 completing all modules. Interest has extended beyond the PBVS sector, with uptake and inquiries from corrections, community-based organizations, and other criminal justice agencies. PVSBC continues to work with stakeholders to explore additional training opportunities and inform future updates to the CTP.

In June 2025, PVSBC again partnered with Open School BC to streamline registration and auditing processes. Enhancements include a shopping cart and self-registration link, as well as improved completion tracking through Moodle Workplace. At year-end, this Registration and Audit Efficiency project was 95% complete.



Board Committees



Training & Development Committee

The 2025 symposium was another great success and enjoyed by many of the attendees. For 2026, PVSBC will not be hosting an in-person symposium. This is largely due to budget and internal capacity. We look forward to welcoming everyone back to an in-person symposium in 2027 with the potential to host it outside of the lower-mainland.

For 2026, we hope to offer a series of virtual training sessions. The Training and Development committee have been brainstorming many ideas for these virtual sessions and have started to reach out to different facilitators to gather information on cost and training options. We soon hope to review our budget; information collected from the facilitators; and start to book and advertise these sessions to our membership.

As for the Comprehensive Training Program (CTP), Michelle has been working hard this past year in collaboration with open School BC on this project. Funding was secured to allow for some important upgrades and updates. Many updates to the CTP are well underway, with some planned for the near future.

Governance Committee

The Governance Committee is pleased to report a productive and impactful year marked by deliberate advancements of board operations for Police Victim Services BC.

The committee led a comprehensive review of existing governance and financial policies, resulting in a series of recommendations. In total, nineteen new governing policies were subsequently adopted and implemented, strengthening the organization's compliance framework, fiscal accountability, and decision-making processes.

In collaboration with executive leadership, the committee successfully filled many vacant positions on the board. These appointments improve our governance capacity and ensure we are well-positioned to meet future strategic and oversight responsibilities.

Financial Statements



Balance Sheet

As at March 31, 2024
(with comparative information for 2023)

Assets

Current Assets	2024	2023
Cash	\$28,212	\$58,448
Investments	\$380,932	\$250,745
Accounts Receivable	\$143,208	\$87,724
Prepaid Expenses	\$8,755	\$19,028
TOTAL CURRENT ASSETS	\$561,107	\$415,945

Liabilities and Fund Balances

Current Liabilities	2024	2023
Accounts Payable and Accrued Liabilities	\$40,791	\$41,693
Deferred Revenue (Note 2)	\$380,932	\$250,745
Total Current Liabilities	\$561,107	\$415,945

Fund Balances	2024	2023
Operating Fund	\$170,440	\$164,202
Conference Fund	\$75,136	\$75,136
Total Fund Balances	\$245,576	\$239,338

TOTAL LIABILITIES AND FUND BALANCES	\$561,107	\$415,945
--	------------------	------------------



Impact Story

The Heart of Healing – Victim Service Workers Across BC

Across British Columbia, Victim Service Workers are the quiet champions standing beside individuals and families during some of the most traumatic moments of their lives. Whether responding to intimate partner violence, sudden death, sexual assault, or other crimes, these frontline professionals offer more than just information—they offer hope, stability, and a path forward.

From urban centres to remote communities, VSWs provide trauma-informed support that is culturally safe, accessible, and grounded in compassion. They help victims navigate the justice system, connect with emergency housing, access counselling, and understand their rights. In many cases, they are the first and only consistent support a victim may have.

“I didn’t know where to turn after the assault. My Victim Service Worker helped me feel human again. She walked with me through every step of the court process and made sure I was never alone.”

– Survivor, Northern BC

In 2024 alone, police-based victim services in BC supported over 50,000 individuals, with VSWs responding to crises 24/7, often in partnership with RCMP or municipal police. Their work is emotionally demanding and often invisible—but its impact is profound.

One worker described it best:

“We don’t fix what happened. But we help people find their strength again.”

As PVSBC continues to advocate for sustainable funding, training, and recognition of this essential workforce, we honour the dedication of every Victim Service Worker who shows up—day after day—to support healing, justice, and dignity.



Contact Us



info@policevictimservices.bc.ca



www.policevictimservices.bc.ca

We respectfully acknowledge that the work of the Police Victim Services of British Columbia (PVSBC) takes place on the traditional, ancestral, and unceded territories of Indigenous Peoples across the province.

We are grateful to live and work on these lands, and we recognize the enduring presence, knowledge, and stewardship of First Nations, Inuit, and Métis communities.

We honour the strength and resilience of Indigenous survivors of violence and colonization, and we are committed to advancing reconciliation, equity, and culturally safe victim services throughout British Columbia.