



Renfrew County

ANNUAL REPORT

FOR THE YEAR ENDING MARCH 31, 2019



Renfrew County Inc.

Board of Directors: April 1, 2018 – March 31, 2019

Chair: Troy Purcell

Troy Purcell sits as a community member of the Board of Directors. Troy is the Manager, Employee Health and Wellness at Canadian Nuclear Laboratories Health Center with a background in Occupational Health and Safety and has extensive experience in disability management. Prior to that, Troy has been employed by Atomic Energy of Canada Limited (AECL), Canada's premier nuclear science and technology organization. As a Manager, Troy is responsible for overseeing employee health, compensation and return-to-work services and programs to injured or ill workers and for promoting health and safety in the workplace.

Troy also has valuable experience working in the manufacturing sector supporting industries such as: pharmaceutical, medical equipment, automotive, aerospace, military, telecommunication, and alternative energy.

Since joining the Victim Services of Renfrew County BOD in May 2012, Troy has been focused on program enhancements and contributes to the organization in many capacities. Troy is also actively engaged in board recruitment, HR, and fundraising activities. He consistently strives to ensure that the entire VS team made up of direct services partners, board member colleagues, competent program staff, and dedicated volunteers are well supported and that they are equipped to meet the immediate and short term needs of individuals who have been victimized by crime and tragic circumstances.

Vice Chair: Rose-Anne Boucher

Rose-Anne Boucher is a happily retired Renfrew County educator who had volunteered as a responder prior to her Board responsibilities. Rose-Anne first came to Victim Services after reading an article in the Eganville Leader. Having received wonderful support from the local police & fire departments in her respective school districts, she was moved to support these services & the Victims. She continues to be impressed with the dedication of Staff, Board Members & Crisis Responders.

Rose-Anne is an active member of the Killaloe & Area Lions Club & newly appointed President of the Killaloe & District Senior Citizen Friendship Club. Rose-Anne is also in leadership with the Pembroke Associates of the Congregation of the Sisters of St. Joseph. She is an avid pole walker which helps

keep her energized! She enjoys hosting family & friends on Round Lake as well as travelling. Visit her most Saturdays this summer at the Mercado Guatematelco, part of the Killaloe Farmers' Market.

Rose-Anne has been an active member of the Board and Fundraising Committee since June 2010. She looks forward to helping with our BINGO initiative.

Treasurer/Secretary: Karen Gervais

Karen Gervais sits as a community member on the Board of Directors. Karen is employed with the Canadian Forces Morale Welfare Services at Garrison Petawawa for the past 10 years as an Administrative Assistant. Karen has sat previously on the Board of Directors and returned in 2017. In her spare time, she likes to spend time with her family.

General Member: Alysia Beevis

Alysia Beevis sits as a community member on the Board of Directors. Alysia has lived and worked in the Pembroke area her entire life. In 2011, Alysia completed the Office Administration Executive Program at Algonquin College graduating with Honours and on the Dean's List.

Over the years, she has had many community involvements with the Germania Club which she is still presently a member. Alysia has held a seat on the committee for Christkindlmarkt and the Oktoberfest, Marianhill Inc., and Algonquin College.

Alysia is currently working with Tyerman & Daughters Inc. Rural Outreach Employment Services. Alysia has been an active member of the Board since June 2013.

General Member: Ed Cochrane

Ed Cochrane sits as a community member on the Board of Directors. Ed is employed as a Regional Sales Manager with Cassidy's Transfer & Storage Ltd. Ed was an active Crisis Responder for 5 ½ years and a Team Leader for 2 years. Ed joined the Board in January 2016.

General Member: Ingrid Condie-Bennett

Ingrid Condie-Bennett joined the board in fall 2018. Ingrid has been an Ordained Clergy in the United Church of Canada for 23 years, specializing in the Rural and Small Town experience. Her main focus in that context is providing people with a sense of welcome, acceptance and inclusion. She is also a Registered Psychotherapist and is passionate about dispelling misconceptions and ending stigma around issues of mental health. She lives in Renfrew and is currently working with

Zion United Church in Douglas.

Ingrid's interests as a Board Member is two-fold: first, to support the front-line volunteer responders and staff in the important and valued work they do for those in crisis and to raise awareness in Renfrew County, and beyond, about the Victim Services organization as a whole.

General Member: Andrew Dick

Andrew Dick was born and raised in Renfrew and has been a resident there for 44 years. Andrew is married to his high school sweetheart and together they are raising 2 amazing children.

Andrew is no stranger to volunteering his time over the past 30 years. Andrew comes to the Board with a variety of talents. Andrew has served on several Boards of Directors for the last 15 years, including McKay Manor, Horton Recreation and Renfrew Temple Group. Andrew has organized and executed over 200 fundraising events raising well over \$500,000 over the last 25 years.

Andrew is employed at myFM 104.9 Pembroke/Petawawa and brings to the Board expert knowledge on marketing management and organizational skills to name a few.

Although Andrew is new to the board, having joined later in February 2019, his advice and knowledge is already making an impact within the organization.

Andrew has personally seen the amazing work that Victim Services does for people in Renfrew County and feels it's a service that is well needed and wishes to help keep this organization alive and strong.

General Member: Brad Lafave

Brad is a Military Police Officer with Garrison Petawawa. Brad joined the Board in February 2019 and due to being posted, left the Board in May 2019.



Report from the Board Chair

April 1, 2018- March 31, 2019

Victim Services of Renfrew County believes that every Victim has the right to heal from a crime or tragic circumstance. Our program creates opportunities, fosters hope and builds safer and healthier communities. It is my pleasure as the Board Chairperson for Victim Services of Renfrew County to deliver the annual report for 2018/19.

The past year has been a challenging one for Victim Services in many respects. We continue to have core-funding challenges by MAG but through demonstrated efforts in establishing a fundraising surplus, we are confident that we are positioned to meet our responsibilities even in times of uncertainty. We have been successful offsetting funding deficiencies through numerous fundraising activities such as but not limited to: Donations; Golf Tournament; Bingo etc.

The organization also experienced staffing issues that stretched resources thin this past year. Our Executive Director was absent on six months leave from the organization and her position was backfilled with the Program Coordinator and a 3rd party contracted resource. In order to minimize service delivery disruptions, Staff, Board and Consultant consolidated efforts supporting talent acquisition, education session, maintaining management oversight and reporting, drafted updated position descriptions, recruited Board members, drafted policy revisions and updates, conducted Governance exercises to address gaps and enhance due-diligence through Board activities such as a SWOT exercise.

A special thank you to Faye Cassista for her commitment and dedication in the delivery of services as we dealt with resourcing challenges during this time.

Our dedicated staff and generous volunteers (Responders, Team Leads and Board of Director Members) never cease to amaze me demonstrating their passion for helping and supporting others when they are impacted by some very horrific events in their lives.

Victim Service of Renfrew County achievements in 2018/19 would not have been possible without supports from Staff, Volunteers, Board Members, Police, Community Partners and Ontario Ministry of Attorney General. Thanks all!

As I stepdown as Board Chairperson of Victim Services of Renfrew County, I am leaving the organization with many fond memories and feelings of gratitude for the opportunities to assist in the delivery of such an important mandate supporting those victimized by crime and tragic circumstances. During my seven-year tenure at RCVS, my focus was on improving support resources, mitigating risks, and enhancing a fiscally responsible organization.

I feel that I have accomplished my goals and I am confident that RCVS is poised as a best in class Victim Service Organization. Thank you to my Board counterparts, RCVS staff, Team Leads and Responder volunteers for your past support. Thank you. I will miss you all.

Troy Purcell, Board Chairperson



***Report from the Executive Director
April 1, 2018 - March 31, 2019***

This past year continued to be a year of resiliency and capacity building for Victim Services of Renfrew County Inc.

This year saw this position being shared for six months with Acting Executive Director, Faye Cassista due to a leave of absence. During this fiscal year, we worked long and hard to effectively manage the impact of the leave in addition to the ongoing demands.

It is the commitment to core strengths and values that makes us resilient to the constant changes and service demands place upon our sector. Above all, we are committed to putting first and foremost the rights of those victimized by crime or tragedy to quality, local services and the rights and ability to access these services in the immediate aftermath of the crime or tragedy.

Volunteer Training:

We completed one Volunteer Orientation Trainings this past fiscal year. We were unable to complete fall training due to staff resignations and turn over. This has created a demand on staff for on scene responder and team lead hours.

Staff Development:

Victim Services of Renfrew County encourages its staff to participate in as much training and development as financially possible. All training is then shared with other staff members and volunteers as appropriate.

Staff completed the following training and professional development opportunities:

- Multiple Human Trafficking Conferences (hosted and others attended) and on-line training
- Mental Health in the Workplace
- Non-Profit Salaries & Benefits
- Violence Against Women & Traumatic Brain Injury
- Community Safety & Well-Being Planning
- Managing Uncertainty for Greater Impacts

Community Grants:

We are pleased to continue with Year Two of our three-year Human Trafficking Grant from the Provincial Anti-Human Trafficking Coordination Office of the Ministry of Community and Social Services.

This grant provided multiple opportunities for public education and raising awareness including 12 awareness trainings facilitated by VSRC. This grant also provided direct crisis support and case management as well as including seconded youth therapeutic counselling in partnership with The Phoenix Centre for Children and Families to 50 individuals. We can see the positive impact of this grant on the work that we do and those to whom we provide support.

Through this grant process we have been able to take the lead in bringing community partners together to begin the development of a human trafficking community response protocol.

Public Education:

During this fiscal year, we focused on raising awareness of our services and the heinous crime of human trafficking. We participated in other community based public education events, community development and liaison activities as we had opportunities for. This is a

direct result of the human resource issues we are experiencing and the need to prioritize the staffing hours to meet direct service demands.

We were able to provide domestic sex trafficking training to community partners including Ontario Works with members of Renfrew County Housing and Childcare, Catholic Women's league, as well as NCO training with the Renfrew OPP.

We also raised awareness of the services offered by Victim Services of Renfrew County through our very successful Thirteenth Annual Charity Golf Tournament.

It is important to note that the awareness was raised not only through these events, but through all the contacts and outreach to ensure the financial support of these initiatives.

VSRC has Membership on:

- Renfrew County Domestic Violence Advisory/Criminal Justice Committee
- Response to Elder Abuse Prevention and Awareness Coalition
- Ending Violence Against Women (EVA)
- December 6th Vigil Committees
- Community of Practice for Intake Workers
- Renfrew County Situational Table
- Ontario Network of Victim Service Providers

I would like to take this opportunity to thank the Staff, Volunteers and Members of the Board of Directors for your time and commitment. The values, ethics, strength and resiliency that make Victim Services of Renfrew County what it is shone brightly this past year through our direct service response and have allowed us to continue to offer quality service to the most vulnerable in our communities.

Thank you to those who have gone above and beyond to ensure that Victim Services of Renfrew County was available 24/7 to those victimized by crime, tragic life events and community disasters. It is an honour and a privilege that Victim Services has been given to be allowed to be present and offer support at that time.

As VSRC moves into the new fiscal year, we look forward to the providing quality support to those victimized in our community and supporting them in taking those difficult first steps forward.

VSRC will continue to work with our key partners to voice our concerns to ensure adequate funding and search out opportunities to professionally and competently meet the demands for service.

Faye Cassista, Acting Executive Director

Lisa Oegema, Executive Director

“Courage doesn’t always roar. Sometimes courage is the quiet voice at the end of the day saying, “I will try again tomorrow.”

– Mary Anne Radmacher



Report from the Direct Services Committee

April 1, 2018 - March 31, 2019

This committee acts in an advisory capacity on direct service issues/partnerships to Victim Services. The Committee is scheduled to meet quarterly but most of our meetings were held one on one with our policing partners to address the unique needs of the implementation of the MOU.

We are very pleased with our police partnerships, most especially with the R OPP. To have a dedicated office space in the new detachment and the program support we receive is yielding very positive results. We continue to reach out to the Upper Ottawa Valley OPP to discuss the importance of having office space in their detachment.

Statistics were provided to the detachments at each of these meetings for discussion. During this fiscal year, we had five active agreements with MTS program high risk victims.

As a result of our leadership role on human trafficking, we are seeing an increase in this client caseload. This is very intensive work taking many, many hours to support a single victim. As we know, we must in partnership with our colleagues ensure that every need can

be met to prevent the HT victim from going back to her/his trafficker. This is a very challenging and time intensive responsibility. These calls have significant impacts on safety of staff and is a serious and ongoing dialogue. We continue to support a significant number of high-risk victims including domestic violence, sexual violence and of course human trafficking.

We continue the task of creating all the Domestic Violence information packages that OPP officers provide to victims of any form of abuse. This includes all OPP detachments and the Deep River Police Service.

For the period of April 1, 2018 to March 31, 2019, Victim Service Volunteers responded to numerous occurrences and devoted countless hours to Victims of crime, tragic circumstances and community disasters. The following are this year's highlights, as per core data collected for MAG:

- 1248 individuals were supported through initial referrals to Victim Services in the immediate aftermath of a crime, tragedy or community disaster. The vast majority of these were processed through the office.
- 988 were victims of crime
- 3186 follow up contacts were made to Victims post incident; 2941 were remote and 245 were in person
- 840 needs assessments were completed
- 8 transports to safety were provided
- 395 times safety concerns were addressed
- 209 new safety plans were developed
- 64 safety plans were revised
- 15 accompaniments were provided
- 5 clients participated in the high-risk safety program
- 17 clients were served for whom services were provided in French
- 12 clients self-identified as Aboriginal
- 1452 referrals were provided to individuals by Victim Services of Renfrew County to community agencies and services for further assistance or specific support

NOTE: We do note that this is a minimum of services provided as we were challenged to ensure that all services provided were checked in the database for a period of time this fiscal year.

Types of Referrals Accepted by Clients

Service Summary:

- Over 81.5% of referrals are received as per the MOU agreement from police services down from 99.6% last fiscal
- 22% of direct service includes face to face interactions - including volunteer response on-scene and staff appointments and VQRP down from 39.8% last fiscal
- 81.2% of new clients are served within 72 hours of referral up from 43% last fiscal

Types of Referrals Summary:

#1 - (over 67% are Assault/Abuse - primarily: Domestic Assaults, Sexual Assaults, Elder Abuse, Assaults, Human Trafficking and Homicides)

#2 - (16% are Tragic Circumstances - primarily: Sudden Death including next-of-kin Notifications, Suicide,)

Summary of Victim Quick Response (VQRP) Services Provided:

(Awaiting the statistical information from VQRP office)

This was a very busy year for VQRP applications given the complexity of the high-risk individuals to which we provided support and therefore, the amount of time dedicated to each individual to ensure all needs were met and this impacted human resources. This is where our direct service staff exemplify their compassion, understanding and nonjudgment. Highly skilled individuals and best practice responses truly make a difference in the lives of those whose lives have been impacted by serious violent crime.



Report from the Human Resource Committee
April 1, 2018 - March 31, 2019

This year, Human Resource business was discussed during the regular scheduled Board of Directors meeting.

The focus this year was managing the leave of absence of our Executive Director and review of the employee handbook and policy manual. The Board hired contract staff to update these policies and to provide support to the Acting Ed and to the Board for governance oversight. The office also had significant staff turnover and therefore hiring and training of new staff.

During this fiscal year, a small, but mighty, committed Volunteer Crisis Response Team generously donated over 17631 hours and traveled over 12509 kms to complete their volunteer responsibilities. As is obvious, when volunteer hours are down, staff hours are increased to ensure pager and after hour response coverage is in place. This is an incredible and invaluable contribution to the success of Victim Services of Renfrew County.



Report from the Fundraising Committee
April 1, 2018 - March 31, 2019

The Fundraising Committee is an integral part of the Victim Service delivery reality. Funds raised dollars go directly to providing our services to victims including direct care items in the Crisis Responder comfort kits as well as training and support for the Volunteer Crisis Responders. This committee, chaired by one of our long-term volunteers, is comprised of Board Members, Volunteers and Staff that work hard in a volunteer capacity to raise funds for the agency. It is a critical source of revenue for the service and Victim Services is grateful for all the hours and hard work that is completed by Members of this Committee - especially in these economic times when Victim Services is

one small agency in a very large county going up against larger corporations and agencies for limited charitable dollars.

Victim Services of Renfrew County hosted our Thirteenth Annual Charity Golf Tournament.

This year we were accepted as a charity with the Delta Bingo Gaming and Gaming Centre to offset fundraising campaigns.

VSRC greatly appreciates a several private donations from corporations, private citizens and funeral donations.

VSRC is thankful to this committee for the awareness work it does on behalf of the agency as it goes out to solicit corporate and individual donations.

A very special thank you goes to the Committee Chair for your leadership to the Committee and fundraising initiatives during a challenging year.



***Report from the Finance Committee
April 1, 2018 - March 31, 2019***

The full Board of Directors, during Board meetings, monitors the spending of the organization knowing that our core funding does not meet the needs of the organization. We continue to offer a quality program every year with increased core costs at the same funding level. To that end, this Committee acknowledges the challenging work of the Fundraising Committee to offset core expenses by actively developing fundraising strategies. Our financial status for this fiscal year is reflected in the Audited Financial Statement. Copies of the Annual Audit are available for review.



**Report from the Board Recruitment Committee -
April 1, 2018 - March 31, 2019**

The full Board, during Board Meetings looked at the human resource needs of the Board and worked to recruit new members to fill the vacancies that occurred throughout the fiscal year. During the year, the Board of Directors courted several potential applicants. We were at full board complement ending this fiscal year.

As we approach the Annual General Meeting, there will be three resignations from the Board, resulting in vacancies. Currently there is one individual being considered for a board position.

The Board of Directors is actively seeking out potential individuals to join the Board who have the experience and skills required to continue to move Victim Services of Renfrew County forward in these times of change as well as financial and human resource restraints.

Thank you to Members of the Board for your contributions over this past year for their time and commitment to Victim Services.

As the new year begins, we know that it will have its own challenges and rewards. We welcome back returning Members and look forward to inviting new Members into our organization.

Victim Services of Renfrew County believes every victim has the right to heal from a crime or tragic circumstance. Our programs create opportunities, foster hope and build safer and healthier communities