VICTIM SERVICES

WORKING WITH POLICE TO HELP VICTIMS OF TRAUMA AND CRIME

ANNUAL REPORT 2026

YEAR ENDING MARCH 31, 2026

We gratefully acknowledge that Greater Victoria Police Victim Services' office is located on the unceded, traditional, ancestral territories of the Coast Salish People, including the lək̓ʷəŋən peoples represented by the Songhees and Esquimalt Nations and the W̱SÁNEĆ peoples represented by the W̱JOŁEŁP (Tsartlip), BOḴEĆEN (Pauquachin), STÁUTW̱ (Tsawout), W̱SIḴEM (Tseycum) and MÁLEXEŁ (Malahat) Nations. We recognize that these First Nations have been custodians of this land for thousands of years and pay our respect to Elders and knowledge keepers, both past and present. We are grateful for the opportunity to live and work on these lands.

VISION, MISSION AND VALUES

Vision

The individuals we serve achieve a state of well-being.

Mission

We work with police in the Greater Victoria area to provide emotional support, practical assistance and referrals to individuals impacted by crime and trauma.

Our Value

Our values guide our behaviours and decisions and are expressed through five core principles.

COMMITMENT

- We are committed to the communities we serve and our vision and mission.
- We support the rights of victims.
- We work collaboratively within GVPVS and with our police and community partners.

DIVERSITY

- We respect the strengths and needs of the diverse communities we serve.
- We strive to be inclusive and representative, respecting all individuals and their uniqueness.
- We respect each other and the different roles we perform.



INTEGRITY

- We are in accordance with a Code of Ethics.
- We are transparent.
- We treat information from the communities we serve and our police partners with confidentiality.
- We earn trust by doing what we say.

SERVICE

- We are client-focused.
- We provide exceptional service.
- We are highly trained and professional.

EMPATHY

- We are compassionate.
- We are non-judgemental and understanding.

MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD PRESIDENT

2026 Annual Report

Greater Victoria Police Victim Services

A Year of Service, Change and Strengthening Our Future

Welcome to the 2026 Annual Report of Greater Victoria Police Victim Services (GVPVS).

For more than 40 years, GVPVS has been a trusted partner in supporting victims of crime and trauma throughout Greater Victoria. Since 1984, we have provided legislated, police-based victim services in accordance with the British Columbia Victims of Crime Act and the rights afforded under the Canadian Victims Bill of Rights.

Our work is grounded in a simple but important commitment: to be there for people when they need us most. Through short-term emotional support, practical assistance, information and referrals, our team works alongside victims as they navigate the often complex and challenging aftermath of crime and trauma.

GVPVS remains unique in British Columbia in the breadth of our police partnerships. Working collaboratively with seven police agencies, our service area extends from Metchosin and the Highlands to North Saanich and communities throughout Greater Victoria. These strong relationships are fundamental to our ability to provide responsive, coordinated and accessible victim services.

Advancing Our Strategic Priorities

Throughout 2026, our work continued to be guided by the three strategic priorities established through the Strategic Plan Refresh 2025–2030:

- **Services and Support**
  Ensuring the communities we serve—including victims, survivors and our police partners—receive timely, responsive and meaningful services when they are needed most.

- **Organizational Sustainability**
  Strengthening the operational and financial foundation of GVPVS, while leveraging technology, partnerships and other resources to ensure we can respond sustainably to the demand for our services.

- **Capacity**
  Building and sustaining a committed, capable team with the knowledge, skills and capacity required to deliver excellence in victim services.

These priorities provided an important framework during a year characterized by significant organizational change.

Strengthening Service Delivery Through Change

2026 was a year of considerable transition for GVPVS. We experienced an unprecedented level of staffing change, with several long-serving team members retiring or moving on to pursue new career opportunities.

While change brings challenges, it also creates opportunities to reflect, evaluate and strengthen how we deliver services. We used this period of transition to examine our practices, streamline processes and identify opportunities to improve consistency for victims while supporting more effective caseload management.

Several important service delivery changes were implemented during the year.

Court support files now remain with Case Managers, providing greater continuity and consistency for victims throughout their involvement with the justice system. We also expanded Case Manager coverage to include weekends, increasing our capacity to respond to on-scene crisis calls requested by police from 9:00 a.m. to 5:00 p.m., seven days a week.

As part of this service review, the after-hours telephone support program concluded on March 20, 2026, following an assessment that the program was no longer financially sustainable. Resources were redirected to support expanded weekend Case Manager coverage, strengthening our ability to provide in-person services when victims and police partners need us most.

These changes reflect our ongoing commitment to ensuring that GVPVS resources are aligned with community needs and that our service model remains both responsive and sustainable.

Leadership Transition

2026 also marked the beginning of an important leadership transition for GVPVS.

K. French advised the Board of Directors of her intention to retire at the end of October 2026, following ten years of service to the organization. The Human Resources Committee initiated a comprehensive recruitment process to identify the next Executive Director and support a thoughtful and successful leadership transition.

Leadership succession represents both an ending and a new beginning. It provides an opportunity to recognize the foundation that has been built while looking ahead to the continued evolution of GVPVS and its role within the community.

Community Engagement and Partnerships

Strong partnerships remain at the heart of our work. Throughout the year, GVPVS continued to invest in relationships with police agencies, post-secondary institutions, community organizations and residents throughout Greater Victoria.

Key activities included:

- **Police training and orientation:** GVPVS continued to provide regular Victim Services orientations to new recruits and Community Service Officers at both the Saanich Police Department and Victoria Police Department. These sessions help ensure police members understand the role of Victim Services and how we can support victims and survivors.

- **Education and knowledge sharing:** K. French was invited as the guest speaker to two Camosun College classes—one focused on leadership and ethics and another on victim services and the justice system.

- **Fraud prevention and awareness:** In partnership with the Outsmart the Scammer Fraud Prevention Society, GVPVS delivered three community events focused on fraud awareness and prevention. Funded through a Victims and Survivors of Crime Week grant from the Department of Justice Canada, presentations were held at the Victoria Silver Threads Centre, James Bay New Horizons Centre and Cook Street Activity and New Horizons Centre. GVPVS also partnered with the Outsmart the Scammer Fraud Prevention Society to provide a fraud awareness presentation to residents of a Langford strata community, fulfilling an additional grant commitment supported by the Victoria Foundation.

These initiatives demonstrate that our role extends beyond responding to individual incidents. Education, prevention, collaboration and community awareness are important components of building safer and more informed communities.

Looking Forward

As we look ahead, the foundation of Victim Services remains strong.

Our organization is supported by dedicated staff and Board members who share a commitment to our vision, mission, guiding values and principles. We are equally fortunate to work alongside police and justice partners, funders, donors, community organizations and individuals who understand the importance of accessible, compassionate and responsive victim services.

The coming year will bring further change as we welcome new leadership and continue implementing the priorities of our 2025–2030 Strategic Plan. Our focus will remain on strengthening service delivery, building organizational sustainability and ensuring our team has the capacity to meet the evolving needs of the communities we serve.

Most importantly, our commitment to victims and survivors will remain at the centre of everything we do.

On behalf of Greater Victoria Police Victim Services, we extend our sincere appreciation to our staff, Board members, police and justice partners, funders, donors, volunteers and community partners. Your confidence, collaboration and support make our work possible.

Together, we remain committed to being there when victims need us most and supporting each person on their path to achieve a state of well-being.



KARYN FRENCH
EXECUTIVE DIRECTOR



DIANE HOLLINSHEAD
BOARD PRESIDENT

OUR STAFF

A team of highly trained staff carries out the society's daily operations, including program administration, client services and coordination.

Our staff members are:

Karyn French	Executive DIrector
Paul Cumberland	Finance Manager
Gwen Hay	Program Manager
Jennica Watkins	Victim Services Case Manager & Administrative Coordinator
Lauren Clark	Victim Services Case Manager
Avalon Forrester	Victim Services Case Manager
Hillary Davis	Victim Services Case Manager
Carly Jahelka	Victim Services Case Manager

It is with gratitude for their commitment and service that during the 2025/2026 fiscal year we said goodbye to Victim Services Court Support Coordinator, Amanda Chidwick and Case Managers Jackie Carson, Cheryl Koulouris and Pearl Rose.

And at the end of March 2026, the after hours Crisis Response program ended and we said goodbye and thank you to the Crisis Response Team:

Ashley Lazaro, Brittany Clark, Chitra Balankrishnan, Kylie Pitt, Lindsay Ference, Madelyn Harris and Sheena Erickson.



Victim Services is proud to be a:

WE'RE A PROUD
LIVING WAGE
EMPLOYER

OUR BOARD OF DIRECTORS

A volunteer board of directors, half of whom are representatives of the seven participating police agencies and half of whom are civilians governs Greater Victoria Police Victim Services. The board of directors is responsible for setting the strategic direction of the organization. As well, board members very generously share their expertise and guidance.

We were pleased to have the following police and civilian members serving on our Board of Directors for 2025/2026:

Diane Hollinshead	Civilian, President
Michael Thackray, KC	Civilian, Vice President/Secretary
James Ridge	Civilian, Treasurer
Sophie Harris	Civilian
Odette Dantzer	Civilian
Wilhemena Harry	Civilian
Staff/Sgt. Pat Mangan	Saanich Police
Sgt. Kyle Sims	Central Saanich Police Service
Sgt. Dan O'Connor	Victoria Police
Cst. Jeremy Gofton	Oak Bay Police
Cpl. Ian Patchett	Sidney/ North Saanich RCMP
A. Cpl. Cole Brewer	West Shore RCMP

Our sincere appreciation to the following board member who also served during 2025/26:

Staff Sgt. Nigel Smallwood	Central Saanich Police Service

OUR POLICE AND COMMUNITY PARTNERS

Greater Victoria Police Victim Services works in close partnership with and provides victim services on behalf of the seven police agencies in the Greater Victoria area:

This partnership is critical to the Society's mission of helping people impacted by crime and trauma.

Central Saanich Police Service
Sidney/North Saanich RCMP
Military Police Unit (Esquimalt)
Victoria Police Department
Oak Bay Police Department
West Shore RCMP
Saanich Police Department

Victim Services also works in close collaboration with five community-based victim services partners: Victoria Child Abuse Prevention & Counselling Centre, Victoria Sexual Assault Centre, Spousal Assault Victim Support Program, Regional Domestic Violence Unit, and Men's Therapy Centre.

A significant component of our service delivery includes referrals to other support services such as the Crime Victim Assistance Program, the Victim Safety Unit, VictimLINK, community-based victim services partners (listed above) and a variety of other local resources.

Other community agencies and services can refer clients to Victim Services as well, including other police–based victim services programs, community–based victim services programs, members of Crown Counsel and other programs and services in Greater Victoria. Individuals can also self-refer.

SERVICES PROVIDED

Key services provided by Victim Services include:

- Critical Incident Response;
- Criminal Justice System Information and Support;
- Safety Planning;
- Practical and Emotional Support;
- Information and Referral;
- Court Support; and
- Networking, Public Awareness and Education.

VICTIM SERVICES….it is not just about 'tissues and teddy bears'. Our highly trained staff provide emotional and practical support as mandated by the British Columbia Victims of Crime Act (VOCA) and the rights under the Canadian Victims Bill of Rights.

That the Victim Services website has an extensive list of resources on our website for police and the public. Visit www.gvpvs.org and click on "RESOURCES" for fact sheets, brochures and support agencies.

DID YOU KNOW?

At VICTIM SERVICES …. All staff have police clearances.

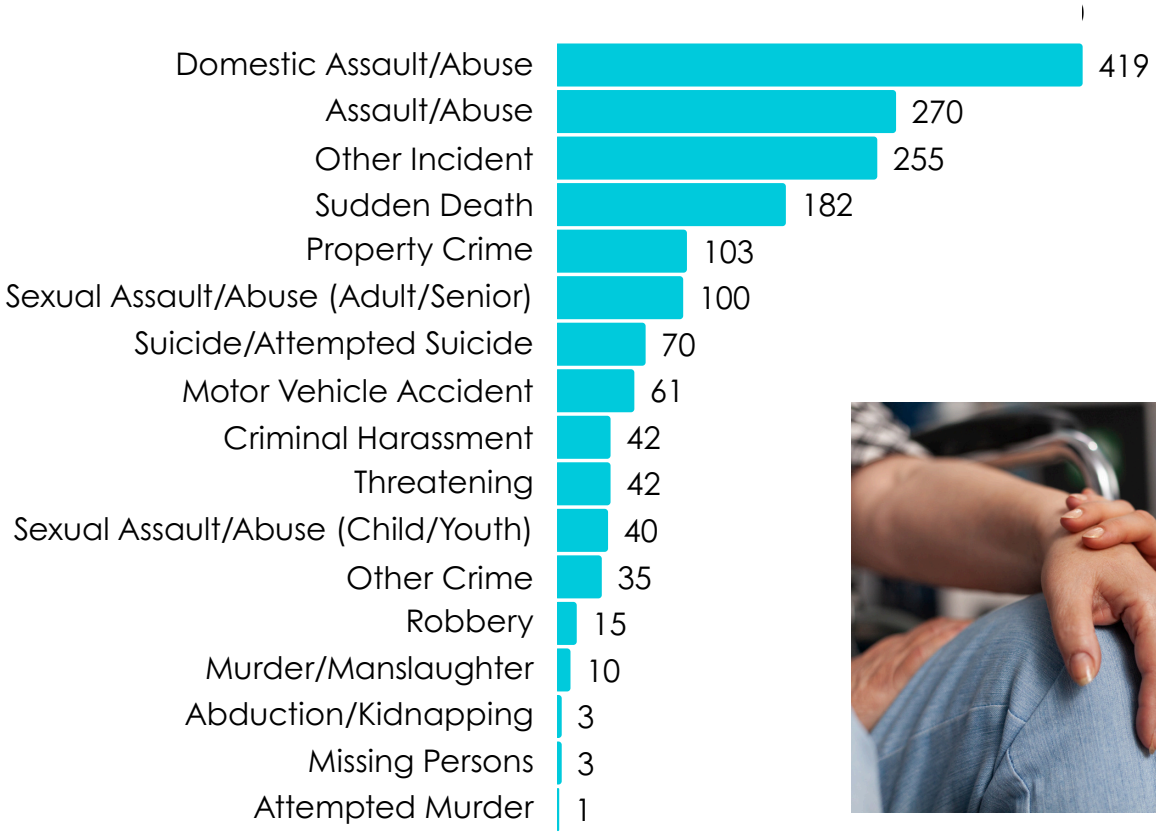
At VICTIM SERVICES, we support victims in completing their Victim Impact Statements and Crime Victim Assistance applications.

GVPVS is unique in BC because we work in partnership with seven police agencies to provide police-based victim services covering Metchosin & the Highlands through to North Saanich and all areas in between.

SUPPORT AND REFERRAL

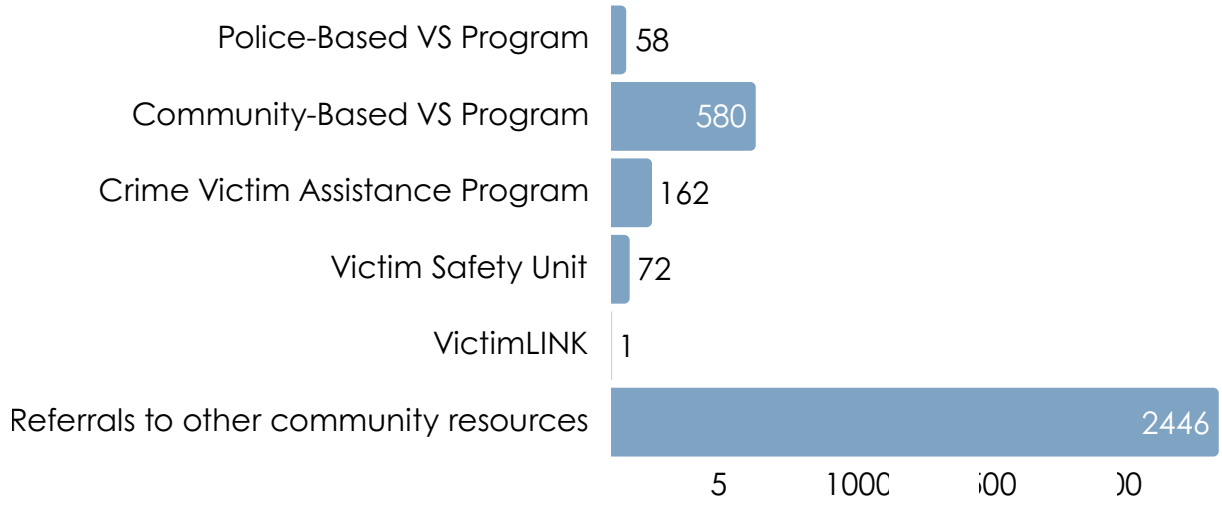
As in the previous years, incident types vary greatly.

Incident Types





Referrals To



OUR IMPACT OVER THE LAST FISCAL YEAR

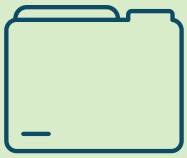
We served 1,681 new clients.



We responded to 57 crisis calls requested by our police partners.



Our police partners referred 1,526 files while 154 referrals came from other sources (i.e. self-referrals, community agencies).



We responded to 91 general inquiries over the past fiscal year.

Services were concluded on 1,687 files.

OUR FUNDERS AND SUPPORTERS

Our generous funders are:

- Capital Regional District (CRD)
- District of North Saanich
- Province of British Columbia, Community Safety and Crime Prevention Branch, Victim Services and Crime Prevention Division
- Department of Justice Canada, grant for Victims and Survivors of Crime Week
- Victoria Foundation, Community Grants Program for Fraud Prevention, Digital Literacy & Online Safety workshops

Our generous supporters of in-kind contributions are:

- Saanich Police Department
- CREST (Capital Region Emergency Service Telecommunications Inc.)

Our generous donors are:

- Anonymous donors through Canada Helps and PayPal
- Provincial Employees Community Services Fund
- United Way Donor Directed Gifts Program
- Wendy and Rick McBride
- J. Williams
- Coast Capital Savings

Thank you

Greater Victoria Police Victim Services Society is sincerely grateful to all of our supporters – we could not do what we do without you!

VICTIM SERVICES

WORKING WITH POLICE TO HELP
VICTIMS OF TRAUMA AND CRIME

Follow us!

Facebook.com/GVPVS

victim_services

@GVPVS

250.995.7351

info@gvpvs.org

www.gvpvs.org