



OVS Annual Report

FY 2021-2022

Ottawa Victim Services provides emotional and practical support to those victimized by crime and tragic circumstances in the City of Ottawa

A message from the Board Chair

On behalf of the Ottawa Victim Services Board of Directors, I would like to take this opportunity to express our sincere gratitude and appreciation to our staff and volunteers for all of the tireless hard work, time, dedication and compassion for others that you have provided over the last year to the organization and the thousands of victims and survivors we support in our community. You continue to serve your community professionally – with heart and perseverance. Feel as proud of yourselves as we do of you because without you, the work of OVS fulfilling its mandate would not be possible.

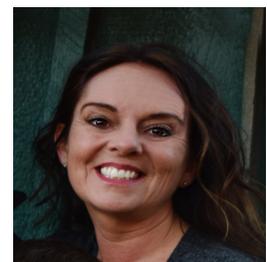
To my fellow members of the Board of Directors, I extend a huge thank you on behalf of myself, the staff and the volunteers. Although your efforts are most commonly behind the scenes, you are an integral part of the organization providing leadership and support. I continue to be grateful for your time and dedication to OVS.

I want to recognize and thank our numerous community partners who assist the staff and volunteers on a daily basis to ensure that the victims and survivors in our community who need support receive it in a timely and professional manner. OVS cannot do it alone and it is a true collaboration that makes our work effective.

We continue to provide a holistic service to anyone in need and have had many successes in 2021/22 including:

- Supporting more than 2,000 victims of crime and tragic circumstance throughout the City of Ottawa;
- Winners of the United Way Canada 2021 Community Builder Award for COVID-19 responders!!
- Enhancing our partnership with the Ottawa Police Service;
- Anti-racism anti-hate project funding to hire a part-time staff member to raise awareness of our services;
- Several presentations at conferences;
- Research publication with the Ottawa Hospital.

As I step down from my position as Board Chair, after 16 years with the organization in various capacities, I do so with a full heart and much gratitude. Over my tenure as Board Chair, I have seen the growth of our team and services. I am proud that we serve survivors across Ottawa with timely interventions and compassionate assistance. Each year, we train new volunteers to provide professional victim supports to members of their community. OVS staff and volunteers, under the direction of our amazing Executive Director, continue to provide a vital service. I wish the Board, staff and volunteers all the best in the years ahead.



Alison Newson

A Message from the Executive Director

The 2021-2022 year continued to pose service delivery challenges for OVS given the ongoing global pandemic, but we persevered and kept our team safe while serving the community with excellence. Our programs and services remained accessible to victims and survivors and we saw a return to the workplace in a hybrid model.

I personally joined the OVS team as Executive Director in October of 2021, coming on board following the departure of Melissa Heimerl after eight years in the role. From the outset, I was impressed by the collaborative and supportive nature of this team. The staff's passion for their programs and our clients is clear. I am fortunate to have a chance to lead this amazing group of professionals who serve survivors with humility and grace each day. As ED, I will continue to advocate for pay equity for VCAO program staff, who go above and beyond every day for their community. OVS staff deserve recognition and financial security.

I am excited to oversee our Anti-racism and Anti-hate project, thanks to a grant from the Ministry of Solicitor General. We are working to reach out to communities most affected by hate and racism in Ottawa, to highlight our free and confidential services and encourage affected persons to reach out for support. We are also working to build new partnerships with community-based agencies working with affected persons and groups.

I would like to express my gratitude to the OVS Board of Directors for donating their time to oversee policy and set the strategic vision for the organization. I am grateful to our incredibly dedicated and caring staff for their hard work day in and day out. And, lastly, OVS simply cannot operate without our generous volunteers who give selflessly each day to accompany and support survivors in the aftermath of violence and tragic circumstances. You are all incredible people!

Here's to OVS' continued success, growth, and prosperity for the 2022-23 year,



Heidi Illingworth
Executive Director

Community Collaboration

At OVS we truly value collaboration with our community partners. We are currently members of:

- Ottawa Coalition to End Violence Against Women (OCTEVAW)
- Crime Prevention Ottawa's Connecting on Disability and Abuse (CODA)
- Frontline Human Trafficking Committee
- Sexual Assault Network (SAN)
- Sex Work committee
- Restorative Justice Committee
- Ottawa Police's LBGTQ Liaison Committee
- Ottawa Police's Sexual Assault/Domestic Violence Advisory committee
- Algonquin College in the Victimology, Community & Justice Services, and Social Service Worker Programs.

We welcomed placement students from Community and Justice Services, Social Services, Victimology, Social Work, and Criminology this past year. Thank you to all our students for the key roles they played in helping the agency this fiscal year!

We are also proud members of the Ontario Network of Victim Service Providers and our Executive Director continues to be one of the elected Eastern Ontario representatives on the Provincial board of directors.

OVS would like to thank our community partners including the Ottawa Police Services Victim Support Unit, Sexual Assault Partner Abuse Care Program, OCTEVAW, Victim Witness Assistance Program, Voice Found and many more for their continued support and referrals. We cannot thank you enough!



OVS Wish list

Like most charities our funding doesn't always cover all of our agency expenses. We continue to offer 911 cell phones and safety alarms to clients who are accessing our Victim Safety and Coordination Program. If you or someone you know has an old cell phone with a charger please consider donating it the agency. These costs can be quite high and we are in need of sponsorship, or donations, for these items.



Ottawa Victim Services (OVS) provides emotional support, practical assistance, referrals and advocacy to individuals who have been victimized as a result of a crime or tragic circumstance, without judgment in order to lessen the impact of victimization. OVS is a community-based agency committed to treating individuals with courtesy, compassion and with respect for their dignity, privacy and diversity. Clients can access our services through referrals from community service agencies, the Police or self-referrals.

OVS provides emotional support through the criminal justice system, helps clients identify their options and choices and provide information. OVS is also very active in providing practical assistance such as transportation, food sustenance and accompaniment to court or the police station. OVS works with many partners and regularly refers victims to community agencies, legal resources, medical support and Victim Assistance organizations that are out of our service area.

OVS Programs

The Victim Crisis and Referral Services (VCARS) – OVS volunteers, in partnership with VCARS staff assisting Police and community service providers, meet short-term practical and emotional needs of individuals who have been victimized as a result of a crime or tragic circumstance, and their longer-term needs by referral to appropriate existing community agencies. VCARS offers crisis intervention services to clients 24 hours a day, 7 days a week.

Victim Quick Response Program+ (VQRP+) provides timely financial assistance to eligible individuals who have been victimized by violent crime (homicide, attempted murder, serious physical assault, domestic violence, human trafficking, sexual assault and hate crime) and/or their family members. VQRP can help individuals who have been victimized by violent crime who require immediate financial assistance to access short-term counselling, funeral expenses for homicide victims; emergency home repairs to secure premises for victim's safety, crime scene clean-up, emergency accommodation and meals, etc.

Victim Safety Coordination Program (VSCP)

The VSCP program offers personalized safety planning and risk assessment, referrals for ongoing support and access to 911 cell phones and/or personal safety alarms. Safety planning is offered to high risk individuals who have been victimized by domestic violence, sexual assault criminal harassment, assault, break and enter, and human trafficking. All individuals qualify for safety planning. The program also assists victims in accessing the Criminal Injuries Compensation Board application as well as assistance in filling out the forms and acquiring necessary supporting documentation. We also accompany clients to their hearings.

OVS-VSU Partnership Program

Since 2015, OVS has worked in partnership with the Victim Support Unit of Ottawa Police Service. An OVS Case worker works out of the unit to transfer files directly to OVS based on a set triaging system. This partnership continues to ensure that more victims than ever before are being offered service in the Ottawa community. We look forward to continuing to grow this partnership to offer more services to victims of crime.

Special Project

Hate has no home here: A culturally responsive support service for victims of racism and hate in Ottawa

OVS was fortunate to receive an Anti-Racism Anti-Hate Grant from Ontario Ministry of the Solicitor General to hire a part-time Project Officer to contribute to improving the outcomes for those facing racism and hate. The project has a goal to build new relationships and trust among community leaders/agencies serving diverse populations with respect to Ottawa Victim Services' team and programs. OVS hired Mariam Musse, a Black, visibly Muslim woman was hired for the position based on her skills, background, and experience. She joined the OVS team on April 13, 2022.

To date the ARAH has been able to accomplish the following:

- Engage an expert to deliver cultural humility training to all OVS staff members and volunteers
- Create infographics on how OVS helps victims of hate-motivated crimes (translated into French, Somali, Arabic, and Simplified Chinese)
- Deliver presentations to numerous community agencies regarding the various programs OVS has to offer
- Increase social media presence on Facebook, Instagram, and Twitter.

Events 2021-22!



Board of Directors

Staff 2021-2022 year

Alison Newson – Chair	Heidi Illingworth – Executive Director
Meagan Ann O’Hare-Gordon – Vice Chair	Marlene Trunzo – Office Manager
Ingrid Gingras – Secretary	Kristen Piazza – VQRP Coordinator
Sheila Hamilton – Treasurer	Megan Sesely – VSCP Coordinator
Heather Lachine - OPS Liaison	Kimberly Roach – VCARS Coordinator
Wendy Schlachta – Community Member	Celina Arlotta – VQRP Support Worker
Doug Macklem – Community Member	Dominique Alarie – Victim Support Worker
	Cerena Habbouche – Victim Support Worker
Matthew Kennedy – Community Member	Emily Sloan – Victim Support Worker

Employees who departed
Jaqueline Pearson – VSU Case Manager
Mackenzie Fournier – Intake Worker

Thank you to all of our funders and generous donors for the 2021-2022 year! We couldn’t do it without your support!



MINISTRY OF THE ATTORNEY GENERAL



Ottawa Victim Services Inc.		
Operations and Net Assets		
Year ended March 31, 2022		
	2022	2021
	\$	\$
Revenue		
Contributions		
Ontario Ministry of the Attorney General	630,106	629,261
Employment and Social Development Canada	8,856	4,370
Ministry of Solicitor General	5,000	
Victims week		8,000
Youth Services Project		3,920
Ottawa Coalition to End Violence Against Women		5,374
Fundraising and miscellaneous activities	<u>20,235</u>	<u>13,615</u>
	<u>664,197</u>	<u>664,540</u>
Expenses		
Salaries and benefits	496,790	472,488
Insurance	5,500	4,322
Rent	44,090	46,075
Staff expenses	15,123	11,855
Volunteer costs	6,057	10,751
Client expenses	6,404	12,982
Web hosting	4,548	
Office	9,859	18,625
Communications	23,186	17,155
Professional fees	29,181	31,178
Membership fees	2,025	2,000
Bank charges	979	900
Advertising and promotion	100	
Board costs	2,764	899
Harmonized sales tax	4,224	5,112
Project and fundraising costs	2,753	7,722
Equipment purchases	2,180	6,184
Translation		
Amortization of tangible capital assets	<u>7,867</u>	<u>7,867</u>
	<u>663,630</u>	<u>656,115</u>
Excess of revenues over expenses	567	8,425
Net assets, beginning of year	<u>52,757</u>	<u>44,332</u>
Net assets, end of year	<u>53,324</u>	<u>52,757</u>
The accompanying notes are an integral part of the financial statements.		