



OVS
Annual Report
FY 2022-2023

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 entire Board of Directors at Ottawa Victim Services, I would like to take this opportunity to express our sincere gratitude and appreciation to our staff and volunteers for their tireless dedication and compassion provided over the last year to the thousands of victims and survivors in our community. You continue to serve your community professionally – with heart and resilience. I truly hope that you feel as proud of yourselves as we do of you because without you, the work of OVS fulfilling its mandate would not be possible.

Following my first year as Board Chair, I want to extend my gratitude to my fellow members of the Board of Directors for your ongoing support and unwavering commitment to the organization, to our staff and to our volunteers. Although your efforts are most commonly behind the scenes, you are an integral part of the organization providing leadership and strategic direction. I continue to be grateful for your time and dedication to OVS. I want to give special recognition and thanks to Doug Macklem and Ingrid Gingras who are finishing their terms on the Board after many years of service.

Our work is not possible without the support of 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. I offer you my sincere thanks and appreciation. OVS cannot do it alone and it is a true collaboration that makes our work effective.

We have had many successes in 2022/23 including:

- Supporting 1,749 victims of crime and tragic circumstance across the City of Ottawa;
- Winners of the Masterbuilt Hotels Common Ground contest to build stronger communities (\$5,000)!
- Training 33 new volunteer crisis responders;
- Attending the 17th International World Society of Victimology Symposium in San Sebastian, Spain;
- Marching as a team in the Capital Pride parade;
- Delivering information and services to victims of racism and hate through our Anti-racism anti-hate project;
- A Board sponsored holiday breakfast;
- Development of a strategic plan for 2023-2026.

The work of Ottawa Victim Services is so vital to community health and wellbeing. Our team's efforts to provide survivors across Ottawa with timely interventions and compassionate assistance is unwavering. OVS staff and volunteers, under the direction of our amazing Executive Director, continue to provide a critical service and I am so proud to be part of this organization.

With much respect and admiration,



Matthew Kennedy
Chair of the Board of Directors

A Message from the Executive Director

The end of the global pandemic did not mean a reduction in demand for services in 2022-2023 for our team at Ottawa Victim Services. In fact, our programs and services continued to be accessed at a very high rate, by 1,749 individual clients, and delivered by staff through a hybrid work model. While this number is lower than the previous fiscal, files are more complex than ever resulting in a challenging workload for staff. The reduced number of clients served is also a result of not having a staff member to fill the OVS-VSU caseworker position for almost a full year.

Each day, the OVS team works together collaboratively to serve survivors and inform them about our programs and services that may be of assistance. They respond to numerous calls and referrals from partners on a daily basis, handling serious crises with calm humility and a strong drive to make a difference. The professionalism of OVS staff, team leaders and volunteers to support our clients through their traumatic experiences is clear and I continue to feel fortunate to lead this incredible group who serve survivors with grace each day. I want to give special recognition and thanks to our Office Manager, Marlene Trunzo, who is my right hand at OVS.

This year, we successfully completed our project: Hate has no home here: A culturally responsive support service for victims of racism and hate in Ottawa. Thanks to a grant from the Ministry of the Solicitor General, we developed 10 information resources including a pamphlet on how OVS can help those impacted by hate was created and translated into French, Somali, Arabic, and Simplified Chinese. Educational infographics on the following topics were also created and shared: anti-Black Racism, anti-Asian racism, anti-Muslim Hate and Safety Planning for Victims of hate-motivated crimes. All staff and volunteers were trained in anti-racist service delivery and practicing cultural humility in their interactions with clients. We provided outreach presentations to 25 community-based organizations that serve communities most likely to be impacted by hate. Part of the presentation included the unique needs and challenges for victims of hate crimes. Thank you to Mariam Musse for her outstanding contributions to make this project a success!

I would like to express my ongoing gratitude to the OVS Board of Directors for their support, time and wisdom to oversee policy and set the strategic vision for the organization. We have set a Strategic Plan in place for 2023-2026 and I am excited to oversee the implementation of the goals we have set for the organization.

Lastly, OVS volunteers must be recognized for all they do and give to their community. We call on you daily, to accompany and support survivors, in the aftermath of violence and tragic circumstances, and you do so without hesitation. You are there for our clients who are facing some of the most difficult times of their lives. You are all wonderful people and we are so grateful!

Here's to OVS' continued growth, and prosperity for the 2023-24 year,



Heidi Illingworth
Executive Director

Community Collaboration

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

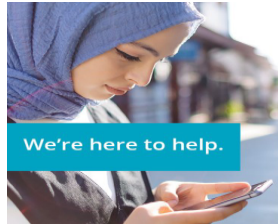
- Ottawa Coalition to End Violence Against Women (OCTEVAW)
- Frontline Human Trafficking Committee
- Ottawa Police's Violence Against Women advisory committee
- Ottawa Police's Sexual Assault/Domestic Violence Case reviews
- Algonquin College, Victimology Advisory Committee
- Ontario Network of Victim Service Providers
- Canadian Femicide Observatory Expert Advisory Panel member
- Canadian Centre for Policing Intimate Partner Violence, Partnership member

This year, we welcomed placement students from Community and Justice Services, Social Services, Victimology, Social Work, and Criminology. Thank you to all of our amazing 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, the City of Ottawa, OCTEVAW, Victim Witness Assistance Program, Voice Found, Unsafe at Home Ottawa, Canadian Resource Centre for Victims of Crime and many more for their continued support and referrals. We cannot thank you enough!





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 offers 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 Wish list

Like most charities our funding doesn't always cover all of our agency expenses. We continue to offer 911 cell phones and personal 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 to the agency. These costs can be quite high and we are in need of sponsorship, or donations, for these items.



OVS Programs

The Victim Crisis and Referral Services (VCARS) – OVS volunteers, support paid staff members, to respond to requests from police, emergency services and community service providers, to 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. Key stats from 2022-23: 69 Transports to safety; Accompaniment provided 149 times; 33 new volunteers trained; and 23,540 volunteer hours donated.

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. Key stats from 2022-23: OVS provided approx. \$300,000 in financial assistance to survivors across Ottawa.

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 provides advocacy and assists victims in filling out various forms and victim statements. We also accompany clients to their hearings. Key statistics from 2022-23: 422 new safety plans developed and 83 revised safety plans implemented.

OVS-VSU Partnership Program

Since 2015, OVS has worked in partnership with the Victim Support Unit of Ottawa Police Service. An OVS Case worker is seconded to the VSU 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. Key statistics from 2022-23: 20-40 new occurrences are released into the OVS queue daily by Ottawa Police for our Case Worker to review, assess, intervene and triage.

French Language Services Update

Under the *French Language Services Act (FLSA)*, Ottawa Victim Services is an agency required to deliver services in French in areas designated under the FLSA. We have demonstrated capacity to deliver services in French, and continue to maintain quality French Language Services (FLS) year after year. OVS staff ensure an Active Offer of FLS is made to clients and from the first point of contact, there is a mechanism for the client to identify their preference in receiving services in French. We regularly engage with the Francophone community and partners across Ottawa as well. In 2022-23, we served 36 French-speaking clients, as well as clients in 39 other languages. We are grateful to our amazing partners at Immigrant Women’s Services Ottawa who provide us with interpretation and translation supports regularly.

Events 2022-23!







Board of Directors

Staff 2022-2023 year

Matthew Kennedy – Chair	Heidi Illingworth – Executive Director
Meagan Ann O’Hare-Gordon – Vice Chair	Marlene Trunzo – Office Manager
Ingrid Gingras – Secretary	Kristen Piazza – VQRP Coordinator
Harpreet Kaur – Treasurer	Megan Sesely – VSCP Coordinator
Heather Lachine - OPS Liaison	Kimberly Roach – VCARS Coordinator
Sarah Johnston-Way – Community Member	Celina Arlotta – VQRP Support Worker
Doug Macklem – Community Member	Olivia Jolicoeur – Victim Support Worker
Jooris Ndongozi – Community Member	Nicholas Perreault – OVS-VSU Case Worker
Sandy Wooley – Community Member	Amber Harembski – Victim Support Worker

Employees who departed

Celina Arlotta – VQRP Support Worker
 Olivia Jolicoeur – Victim Support Worker
 Kimberly Roach – VCARS Coordinator
 Emily Sloan – Victim Support Worker

Thank you to all of our funders and generous donors for the 2022-2023 year! We couldn't do it without your support!

Funding provided by:



**Ottawa Victim Services Inc.
Operations and Net Assets**

Year ended March 31, 2023

	<u>2023</u>	<u>2022</u>
	\$	\$
Revenue		
Contributions		
Ontario Ministry of the Attorney General		630,106
Ministry of Children, Community and Social Services	597,452	
Employment and Social Development Canada	9,401	8,856
Ontario Ministry of the Solicitor General	35,000	5,000
Victims week	10,000	
Fundraising and miscellaneous activities	<u>30,167</u>	<u>20,235</u>
	<u>682,020</u>	<u>664,197</u>
Expenses		
Salaries and benefits	517,574	496,790
Insurance	8,932	5,500
Rent	35,809	44,090
Staff expenses	5,293	15,123
Volunteer costs	17,274	6,057
Client expenses	1,526	6,404
Web hosting	4,643	4,548
Office	10,851	9,859
Communications	14,329	23,186
Professional fees	27,966	29,181
Membership fees	3,075	2,025
Bank charges	947	979
Advertizing and promotion		100
Board costs	1,793	2,764
Harmonized sales tax	3,711	4,224
Project and fundraising costs	8,495	2,753
Equipment purchases		2,180
Amortization of tangible capital assets	<u>8,124</u>	<u>7,867</u>
	<u>670,342</u>	<u>663,630</u>
Excess of revenues over expenses	<u>11,678</u>	<u>567</u>
Net assets, beginning of year	<u>53,324</u>	<u>52,757</u>
Net assets, end of year	<u>65,002</u>	<u>53,324</u>

The accompanying notes are an integral part of the financial statements.