



Strategic Plan 2027–2030

VISION

A stronger, safer,
and kinder community for all.

MISSION

To support survivors of crime or tragedy. To provide the resources, guidance, help and referrals for survivors to get back to living their lives. To help people protect themselves and stand up for their rights.

OUR VALUES

- **Community-driven**

Strength lies in teamwork. We are part of a network of local services working together.
- **Compassion**

We build relationships on respect and trust. We listen, guide gently, never judge.
- **Inclusiveness**

Freely available to everyone. We prioritize equity, diversity and inclusion.
- **Freedom of choice**

We help you understand your options, then support you with the choice you make.

FOUR STRATEGIC PRIORITIES

 SERVICES

Evolve services to meet
changing needs

Survivors can reach OVS quickly through accessible pathways and receive timely, trauma-informed and culturally responsive support.

Staff and volunteers are equipped to respond to technology-facilitated and other emerging harms, and ensure effective referrals and coordinated handoffs.

 REACH AND PARTNERSHIPS

Expand reach, build trust
and deepen partnerships

More people know about OVS before a crisis and understand how to access its services.

OVS strengthens relationships with communities it is not reaching well and deepens coordinated pathways across Ottawa’s justice, health and community services.

 PEOPLE

Invest in our people

OVS attracts, supports and retains skilled staff and volunteers through competitive compensation, sustainable workloads, wellbeing supports, clear roles, development opportunities and meaningful assignments.

OVS optimizes its volunteer model to better align service needs, volunteer interests and organizational capacity.

 SUSTAINABILITY AND RESILIENCE

Strengthen sustainability
and resilience

Data and evaluation, reliable systems, responsible technology, and succession planning help OVS sustain quality services and demonstrate impact.

OVS secures predictable and diversified funding.

AMBITION 2030

OVS is the first response after harm and the connective hub of Ottawa’s victim services.