



ANNUAL GENERAL MEETING AND 20TH ANNIVERSARY LAUNCH



NORTH SIMCOE
VICTIM SERVICES



“What makes anybody really want to be part of volunteer team? They feel they have something to contribute; they want to make a difference.” - Michael

YEAR IN REVIEW 2017 - 2018

Request for Services

365 *18% requests through
online channels*

Number of
Individuals
Assisted

472



New Volunteers
Trained

25

On-call shifts covered

2190

Community
Support
Sessions

5

Volunteer Hours Donated

28 075

Referrals
made to
supporting
agencies

550+

Client
follow-ups

440

Most frequent situations (occurrences):

Tragic
Circumstances **38%**

Intimate Partner
Violence **28%**

Sexual
Violence **15%**

Mission

Provide caring response to those in crisis
Support victims of crime and tragic circumstance
Facilitating long-term solutions

Vision

Crisis Response
Caring Support



"I decided to donate all the proceeds of Brydon's Way ... because what they do is so important to our community and everyone they come into contact with." - Donor

Board of Directors:

Catherine McCullough - *Chair*
Dave Baker - *Secretary*
Samantha Bialas - *Treasurer*
Brian Adams
Joshua Barath
Cst. Dana Boldt
Linda Davis
Sgt. Heather Harmer
Kyle MacCallum

Staff:

Frances Yarbrough - *Executive Director*
Sue Chrestensen - *Client Services Coordinator*
Kim Hewitt - *Volunteer Services Coordinator*
Alyiah Sheikh - *VQRP-HT Support Worker (shared contract with Barrie and area VCARS)*

Field Placement Students:

Cassie Hergert and Morgan Swain - Georgian College

Lakehead Social Work Students community projects:

- survey of victim services organizations working with individuals impacted by human trafficking
- overview of community resiliency and safety plans from across Canada

Canada Summer Job Student:

Winston Boudreau





"They told me that I did not have to live that way, that I was a person and had value and that no one had the right to hit me." - Client

Funders and Supporters:

- Brydon's Way
- Canadian Federation of University Women Orillia
- Casino Rama and Fallsview Casino Corporate Challenge
- Catholic Women's League, Guardian Angels – Orillia
- City of Orillia
- Community Foundation of Orillia and Area
- County of Simcoe
- Department of Justice Canada
- D. Dillon
- K. Hunt
- The Carol Ivey Fund
- A. Lindner
- Ontario Provincial Police Association
- Ontario Provincial Police Orillia Detachment
- Orillia Quilters' Guild
- Orillia Volunteer Firefighters Association
- B. Pritchard
- Province of Ontario Ministry of the Attorney General
- Rotary Club of Orillia
- Mr. and Mrs. B. Shaw
- Trillium Home of the Ladies Orange Benevolent Association of Ontario





"I may have not been able to offer much at such a tragic time in this family's life, but just being able to support a family with warmth and empathy means a lot... being able to offer a blanket, coffee and some Kleenex means more than you would think." - Volunteer

Strategic Priorities 2016 - 2019 – Update

Champion a timely crisis response.

Accomplishments

- Two volunteer training sessions offered, resulting in 26 new volunteers
- Developed a pilot project, involving team leaders in client follow-up to improve response rates
- Approximately 80 volunteers completed training on the NSVS new volunteer resources database, improving scheduling and on-call support to clients.

Develop a strategy to recruit and retain committed volunteers.

Accomplishments

- Communications and advertising strategy helped recruit 26 new volunteers
- Lakehead University students conducted a survey of volunteers to assess satisfaction levels. Recommendations for communication, training and continuing education are currently being implemented.

Foster a collaborative approach to training and community education.

Accomplishments

- Contributed expertise to training programs for City of Orillia lifeguards, Georgian College, and Situation Table members
- Offered suicide prevention workshop to volunteers
- Mental Health and Addictions training for volunteers was supported by Josh Barath
- Georgian College students role play scenarios at volunteer training
- Lakehead students surveyed other victim services agencies regarding work with individuals impacted by human trafficking – will develop collaborative document of lessons learned.

Optimize and diversify funding sources.

Accomplishments

- Human Trafficking campaign achieves fundraising goal of \$1,000 (plus \$150 in-kind) to purchase of Human Trafficking Victim Kits
- Successful grant application to the Department of Justice for event to celebrate Victims and Survivors of Crime Week, recognizing first responders and volunteers, including follow-up video
- Successful grant application to Canada Summer Student Jobs for summer staff position.

Establish an ongoing communication plan that engages our volunteers, first responders and community

Accomplishments

- Developed yearly communications plan
- Produced and distributed bi-monthly newsletter
- Maintained website updates; developed Twitter account; and supported content for social media channels
- Supported volunteer recruitment and Human Trafficking (HT) fundraising project with media campaigns, achieving volunteer recruitment and HT fundraising goals
- NSVS participated in community safety exercises, which enhanced our partnerships with County of Simcoe, Red Cross and City of Orillia
- NSVS co-chairs the Orillia Situation Table; chairs the Partner Agency Working Group; and is a member of the Community Action Network (OCAN) steering committee
- Worked with other agencies to develop a protocol which assists the evacuation of individuals in the case of fire, flood or other disaster.





OVER THE PAST **20** YEARS

- Over **5,500** calls for service
- Over **560,000** hours contributed by volunteers
- **362** volunteers trained (over **27,000** hours of training and continuing education)
- Over **8,000** clients assisted

North Simcoe Victim Services is a member of the Ontario Network of Victim Services Providers

