

2023/24 ANNUAL REPORT



SUPPORT  
WHEN YOU  
NEED IT MOST



# CONTENTS



- 03 2023/24 Review
- 04 About Victim Services
- 05 Victim Support Stats
- 06 Testimonies
- 07 Volunteer Program
- 08 Supporters and Partners
- 09 Financial Report
- 10 Mission/Board of Directors

# A YEAR IN REVIEW



Each year when we come together, we reflect on the success we have had throughout the year and can feel proud of the difference we are making in the lives of Survivors and in our communities. This year was no exception but it was also a year of many firsts.

This year we developed Canada's first and to date, only Youth Violence Prevention Immersive learning program, leveraging digital and virtual reality tools to prevent the victimization of youth. We answered calls to action through the Missing and Murdered Indigenous Women and Girls Inquiry and the Truth and Reconciliation Report. We embedded a Victim Services Crisis Counselor in an acute care hospital to ensure real time support for Survivors where and when they need us. We built a community garden at our office to help address food insecurity.

Throughout many conversations this past year we have heard staff, colleagues, community partners and government officials refer to mandates, job descriptions and policy directives. These things exist to meet the expectations of the systems we work within and to ensure accountability, none of which will ever truly capture the real depth of the relationships we build, the passion we bring or the reason we do what we do. While we recognize that rules and regulations are usually required to ensure some order, working within the confines of systems without challenging the things that perpetuate inequity is exactly why victimization continues. That is why at Victim Services of Durham Region we do things differently. Our mandate is "love", our collective job description is "to help" and our policy is "shared humanity".

This year our team received five award nominations; but we were 'winning' long before we received those nominations. The real reward for us is seeing a victim of intimate partner violence rebuild their life, living safely and achieving educational milestones. It is helping a newcomer connect with individuals who want to help rather than exploit them. It is receiving a letter from a young human trafficking survivor who is now two years clean that says "If I didn't have your support I don't know where I would be today. Thank you for another chance at life, another chance with my family, another chance at myself and giving hope to girls like me". It is working in partnership with our Survivor Advisory Panel to ensure that we are amplifying the voices of those who once had their voice, and their choice, taken away.

Our work is difficult and drastically under-funded. The challenges, the trauma, and the barriers to helping are all relentless; but so are we. We will continue to stand together, with Survivors to prevent victimization and inequity by challenging the status quo. We will continue to walk the path of healing alongside those who need us most and together, will continue to make a difference.

---

**KRISTA MACNEIL**  
Executive Director

**WENDY MOHAMMED**  
Chair, Board of Directors



# ABOUT VICTIM SERVICES

Victim Services of Durham Region (VSDR) provides free, confidential crisis intervention services immediately following a crime or sudden tragedy. Our prevention programming reaching in excess of 40,000 individuals this past year. Our supports are trauma-informed, Survivor-centric, and values the unique needs and experiences of every Survivor.

For the 2023–2024 fiscal year VSDR has been nominated for a Webby Award, 2 Anthem Awards, A Canadian Screen Award and the Attorney General Victim Services Award of Distinction.

Since starting my career with USDR in 2020, I have embraced a variety of roles including placement student, crisis intervention counsellor, project support, and executive coordinator. I've witnessed our team's growth and the expansion of our programming firsthand. What I enjoy most about working here is the unwavering support we provide to the community and to each other. Despite the challenges inherent in this field, the supportive and compassionate nature of our team makes each day rewarding and highlights the true strength of our organization.

**KRISTEN**  
Executive Coordinator

## OUR MISSION

We work to prevent violence through awareness and education. We collaborate with community agencies to provide rapid, trauma-informed support and advocacy for every person in Durham who has experienced crime or sudden tragedy.

## OUR VISION

A safe community where people are supported, empowered, and thriving.

# VICTIM SUPPORT STATS

During 2023-2024, VSDR provided support to 5430 victims of crime and tragic circumstances as a result of 5563 incidents.

**5,430**  
Victims Supported

INTIMATE PARTNER  
VIOLENCE

**2,183**  
clients

SEXUAL  
ASSULT

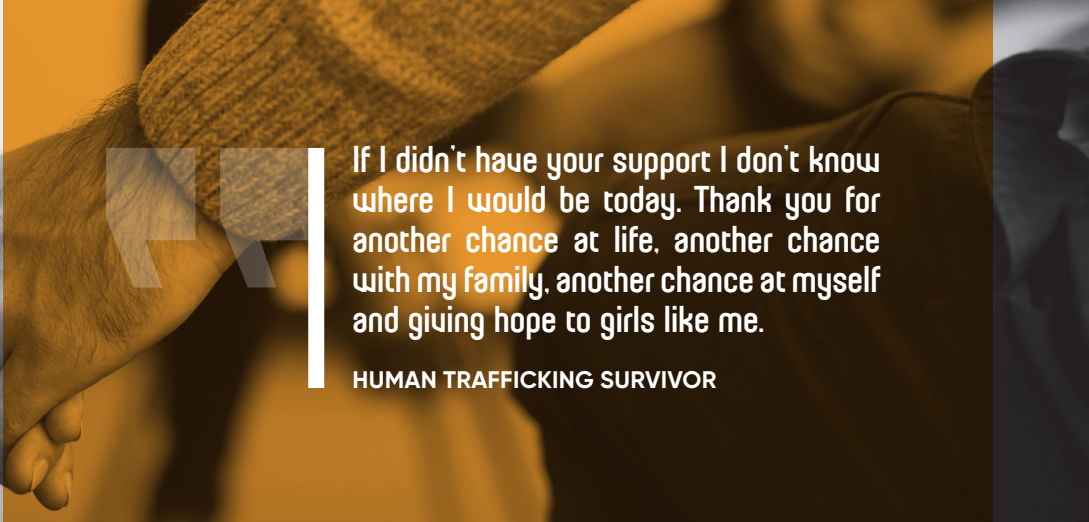
**901**  
clients

HUMAN  
TRAFFICKING

**373**  
clients

TRAGIC  
CIRCUMSTANCE

**275**  
clients



If I didn't have your support I don't know where I would be today. Thank you for another chance at life, another chance with my family, another chance at myself and giving hope to girls like me.

HUMAN TRAFFICKING SURVIVOR



As a CIC Team lead my responsibilities include overseeing the daily case management of incoming referrals, ensuring that team members have support and provide collaborative guidance when needed. Within my own caseload I support a variety of cases ranging from gender-based violence to more complex cases involving high level violence, including homicides and also support our community partner, Safety Network Durham as an onsite partner. I enjoy the variety that every day at Victim Services brings and the pride in knowing there is an organization that is available to support the most vulnerable in our community at a moments notice.

KIRA, VSDR CIC Team Lead

As an HT CIC (Human Trafficking Crisis Intervention Counsellor) at Victim Services of Durham Region, my role focuses on providing trauma-informed and victim-centered support services to individuals who have experienced human trafficking. This involves facilitating access to essential services through referrals to various community agencies and treatment facilities, collaborating closely with OW, DRCC, CCFA, PCOP, MHOP, Durham Region Outreach, DRPS, and Back Door Mission. What I find most fulfilling about my role is establishing meaningful connections with clients in addition to witnessing their empowerment and growth in confidence to make autonomous decisions. It is rewarding to contribute to their journey of self-discovery and enhanced self-worth through encouragement and support. I appreciate the collaborative nature of my work environment where fellow Victim Services staff and leaders share a commitment to treating all with empathy, respect, and cultural sensitivity, ensuring a nonjudgmental and supportive atmosphere. This collective effort underscores the importance of community collaboration in providing comprehensive care and validation to all those in need.



KATIE, HT CIC



# THANK YOU

to our volunteers

16,000 hours were dedicated by our incredible team of volunteers this year.

## BOARD OF DIRECTORS

Wendy Mohammed  
Andrea Jolly  
Lisa-Marier Forcier  
Laura Orlandi  
Marilyn Binnie  
Chris Kirkpatrick  
Jay Martin  
Joe Maiorano  
Kristen Pollock  
Julie Adams

## VOLUNTEER CRISIS RESPONDERS

Laurie L	Krishna V	Crystal Y
Kadeem A	Taylor H	Sharon B
Elsa B	Jennifer C	Jessica W
Jennifer B	Abishana P	Kenza T
Jacob B	Brooke H	Sandra C
Adam C	Laura W	Jasmeet K
Greg C	Lesley-Anne S	Tayler T
Eva G	Kavan F	Robyn S
Simranjeet K	Blake C	Ben K
Sydney L	Mack B	Trinity F
Linda L	Kali S	Julia H
Meriem M	Keyera M	Grace T
Cindy	Indusan N	Farhin M
Lee Ann H	Jed N	Rayon M
Victoria H	Ian N	Breanna-Lyn W
Gourav J	Lucy N	Samantha M
Jennifer A	Anish S	Noah S
Marcie V	Krysta S	Amelia B
Amanda Q	Lorelei S	Mike B
Stacey D	Alicia U	Gaku U
Alexander P	Nicole W	






Victim Services of Durham Region has been a valuable ally in supporting victims and survivors of human trafficking. I have gained a great deal of confidence in their high standards, expertise and the effectiveness of the support they provide. Not only have I seen clients receive consistent support that meets their individual needs, but I have also been impressed by new initiatives taken to provide support outside of a "one-size-fits-all" model.

**KELLY BEALE**  
Crown Counsel  
Human Trafficking Legal Support Program  
Ministry of the Attorney General

## SUPPORTERS & PARTNERS

 Women and Gender Equality Canada    Femmes et Égalité des genres Canada

 Public Safety Canada    Sécurité publique Canada

  
Department of Justice Canada  
Ministère de la Justice Canada





# FINANCIALS

Victim Services of Durham Region Statement of Financial Position  
as at March 31, 2024



	2024	2023
<b>ASSETS</b>		
Cash and cash equivalents	\$638,898	\$1,080,681
Accounts receivable	\$405,988	\$172,203
Current portion of term deposits	\$100,000	--
Prepaid expenses and deposits	\$24,128	\$17,007
Taxes recoverable	\$33,202	\$96,464
	<b>\$1,202,216</b>	<b>\$1,366,355</b>
<b>LIABILITIES</b>		
Accounts payable and accrued liabilities	\$146,741	\$147,641
Deferred revenue	\$573,038	\$461,908
	<b>\$719,779</b>	<b>\$609,549</b>
<b>NET ASSETS</b>		
Unrestricted	\$882,437	\$756,806
	<b>\$1,602,216</b>	<b>\$1,366,355</b>



# VICTIM SERVICES OF DURHAM REGION

## BOARD MEMBERS

**Jay Martin** (Chair)

**Andrea Balsdon** (Vice Chair)

**Christopher G. Bradley** (Secretary)

**Andrea Jolly** (Treasurer)

**Wendy Mohammed** (Director)

**Kristen Pollock** (Director)

**Joseph Maiorano** (Director)

**Julie Adams** (Director)

**Megan Cameron** (Director)

---

**Charity Name:** Victim Services of Durham Region | Registered as a charity in Ontario, Canada. Charity B/N  
Registration Number: 890809769RR0001  
Corporation Number: 1049982

## OUR VALUES

**Social Justice:** We honour the stories and struggles of those with lived experience, empowering them to uplift others.

**Resilience:** We are continually listening, reviewing and innovating so we can be agile and embrace change to meet the community's needs.

**Presence:** We will be there. We will show up. We will listen. We will not avoid difficult conversations. We will stand with you and acknowledge your pain.

**Grit:** We are not satisfied until our clients are safe and their needs are met. We see gaps in the community as challenges to be

**Interconnection:** No person or community exists in isolation. The community cannot thrive while it's most vulnerable are struggling. We will continue to use our voices until communities among us are safe.



📞 905-721-4226

📠 1-888-579-1520 x3400

✉️ 905-579-5343

🌐 [victimservices@drps.ca](mailto:victimservices@drps.ca)  
[victimservicesdurham.ca](http://victimservicesdurham.ca)  
[drps.ca](http://drps.ca)  
[victimservicesontario.ca](http://victimservicesontario.ca)  
[twitter.com/VSDurhamRegion](https://twitter.com/VSDurhamRegion)  
[facebook.com/VSDurhamRegion](https://facebook.com/VSDurhamRegion)

### MAILING ADDRESS

c/o Durham Regional Police Service  
605 Rossland Road East, Box 911  
Whitby ON L1N 0B8

### OUR PARTNERS



Ontario

