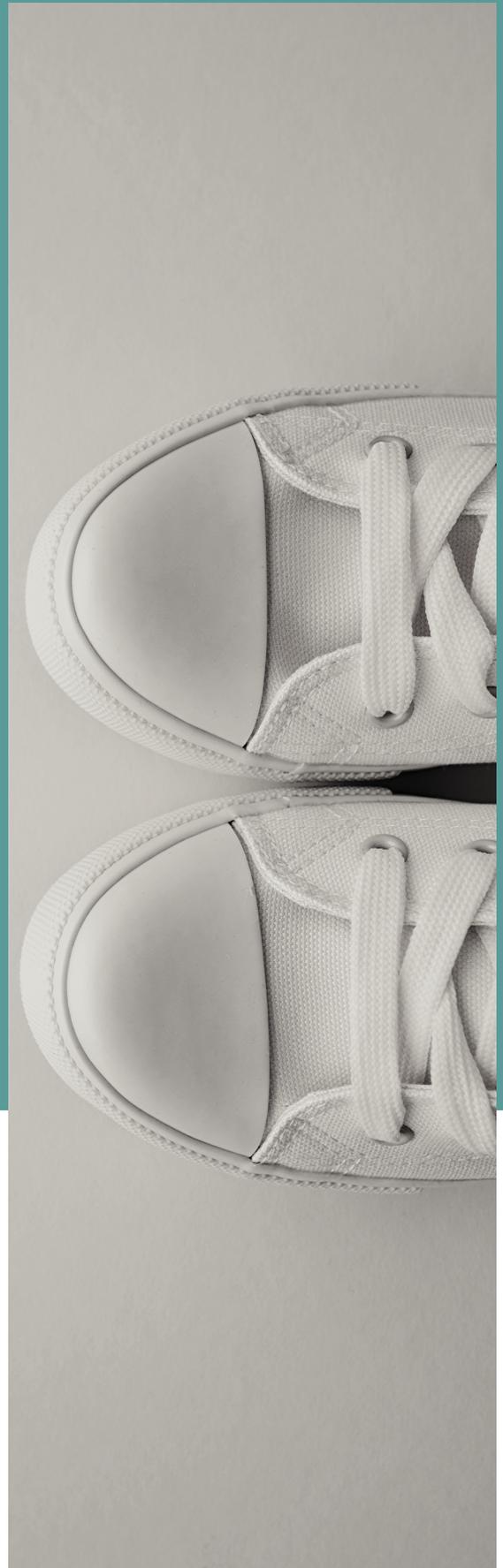


ANNUAL REPORT 2018-2019

THE VICTORIA CHILD ABUSE PREVENTION AND COUNSELLING CENTRE RESPONDS TO CHILDREN, YOUTH AND FAMILIES AFFECTED BY SEXUAL ABUSE AND OTHER TRAUMA BY PROVIDING VICTIM SERVICES, COUNSELLING, PREVENTION AND EDUCATION WITHIN THE GREATER VICTORIA COMMUNITY AND CONSULTATION THROUGHOUT THE PROVINCE OF BRITISH COLUMBIA



**Victoria Child
Abuse
Prevention and
Counselling
Centre**



STAFF AND BOARD OF DIRECTORS PAST AND PRESENT

Board of Directors

PREVIOUS

Samuel Cameron, Co-Chair
Melanie Duggan, Co-Chair
Darrell Underwood, Secretary
Meghan Oberg, Treasurer
Tanya Pohl
Eden Levinson
Deborah Brienz
Graeme Gass
Graeme Leblanc

CURRENT

Melanie Duggan, Chair
Eden Levinson, Secretary
Meghan Oberg, Treasurer
Darrell Underwood
Deborah Brienz
Graeme Leblanc
Beth Sayles

Staff

PREVIOUS

Sandra Bryce, Executive Director
Shawna Herlinveaux, Manager of Practice

Renu Bawa, Parker Croshaw, Heather
Duncan, Carlie Green, Fiona Harmon,
Kelly Montgomery, Susan Payne, Angela
Scott, Ken Seidman, Brenden Taylor,
Gaylene Turner, Mattie Walker

Student Intern

Inka Hart

CURRENT

Sandra Bryce, Executive Director
Shawna Herlinveaux, Manager of Practice

Renu Bawa, Samuel Cameron, Anna
Chadwick, Parker Croshaw, Heather
Duncan, Carlie Green, Kelly Montgomery,
Susan Payne, Angela Scott, Ken Seidman,
Brenden Taylor

Student Intern

Keenan Andrew

REPORT FROM THE CHAIR

The past year has been busy for the Victoria Child Abuse Prevention and Counselling Centre. It has been my pleasure to continue on in the role of Chair of the Board of Directors.

This has been a year of change for VCAPCC. We have implemented restructuring of numerous staff positions in an effort to better serve the families in our community. We successfully completed our accreditation under the CARF program, and our Board settled on a new strategic plan.

It is a privilege to serve on the Board of Directors comprised of a strong team of dedicated individuals. Each Board member has contributed in a different way and together we are able to focus on a positive future for our agency. We were pleased to welcome Beth Sayles as a new Board member this year. We have appreciated Beth's perspective and her enthusiasm for community outreach on behalf of our agency.

Looking back over the past year, we have experienced both challenges and victories. We are passionate about protecting children and will continue to do the best we can to raise awareness and reach out to those in need of our services. It is an honour to serve as the Chair of the VCAPCC Board. I look forward to serving with my colleagues on the Board over the coming year and continuing to support the staff of VCAPCC to make a positive difference in the lives of children, youth and families.

Kind regards,

Melanie Duggan

CHAIR OF THE BOARD OF DIRECTORS



REPORT FROM THE EXECUTIVE DIRECTOR

This year, a year of change, accomplishment, closure and new beginnings. New staff and Board members were hired and recruited, visions for CYAC satellite offices were seen, training opportunities were created, committees were formed, updates to policies, procedures and plans were made, including a brand new three year strategic plan, all while continuing to serve our clients and community. The challenge still remains for current and new leadership to find concrete funding for children who witness other forms of trauma, and we continue to see more of this type of trauma with our clients.

Through our new our new Indigenous Programming Internship lead by Child, Youth and Family Therapist, Angela Scott, we welcomed a new intern, Keenan Andrew, to the agency. As always, we look forward to the fresh energy that comes with intern students. I would like thank our previous intern, Inka Hart, for all the hard work and time she gave to the staff and clients at VCAPCC. We also welcomed a new member to the Board of Directors, Beth Sayles. Sam Cameron, previously a Board Member, was hired on as the new Office Manager.

The Victoria CYAC, since opening in 2016, has grown, a committee has been formed, and new offices are in the process of opening up on the island. I also continue to sit on the Provincial Steering Committee. VCAPCC will be hosting the second Multidisciplinary Training event, a unique training event, designed to educate the various professionals who use the Victoria CYAC, this October 2019.

CARF accreditation was a success, and we were approved for another three-year term; thank-you to all the staff, clients, and volunteers who made this possible. Our new intake process has greatly reduced our referral list and has enabled us to better pair therapists with clients by acknowledging the individual skill set of the therapist and matching it to the needs of each client. New life came with the birth of three baby boys: Carlie Green with son Malachi, Sam Cameron with son Jakson, and Susan Payne with son Ryder. This year also brings closure; my last year with VCAPCC. It has been a 12 year journey, not just for me, but for everyone involved in our agency, either as staff, board members, clients, stakeholders, volunteers, or one of the many, many other people I have met along the way. All the successes that VCAPCC has seen would not have been possible without the dedicated people that have, and continue to contribute their time, money and energy to the children of Greater Victoria. With that, I sincerely say... thank you.

"For last year's words belong to last year's language
And next year's words await another voice
And to make an end is to make a beginning." (Little Gidding)— T.S. Eliot

Sandra Bryce

EXECUTIVE DIRECTOR

REPORT FROM THE TRESURER

I would like to sincerely thank our members and stakeholders for their continued support of VCAPCC. I am happy to report that we have maintained fiscal stability in the 2018/2019 year. Even though our agency has went through a lot of organizational changes this past year, we have been able to continue financial stability largely due to efforts to diversify our revenue sources.

It is important to acknowledge the continued support of the provincial and federal governments towards the VCAPCC's core programming and operations. In addition to this support, the VCAPCC has continued to seek out annual and longer term grants and donations in order to cover gaps in government funding and children's eligibility for that funding. We are deeply thankful to the organizations and individuals who have generously donated to the VCAPCC and for the grants received, approved and considered in the past year. While we are conscious of continued risk factors, such as the rising costs of living, stringent government funding, and the increased need for services in the outer regions of Greater Victoria, we are pleased with the longer term grants that have been secured and are optimistic with prospects of other long term grants in the near future. This will aid the agency in continued fiscal stability into the coming year.

I would like to thank David Levinson and Rajvir Gill of D.A. Levinson and Associates Inc. for their accounting services and Sara Krauel and Colin Sargent for their review engagement services. I would also like to express sincere thanks to Sandra Bryce, the Executive Director, for her commitment to the VCAPCC's financial security and her efforts to direct the agency towards longer term fiscal stability. We will be sad to see her retire.

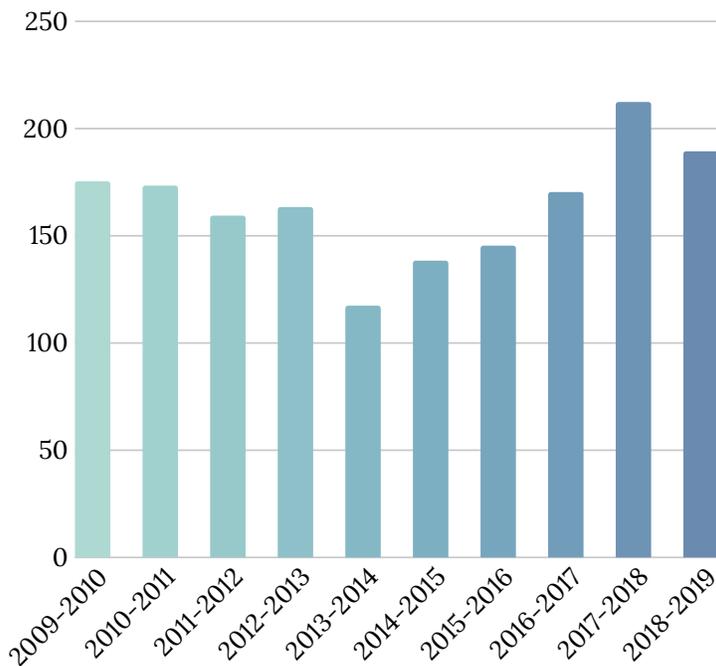
Respectfully submitted,

Meghan Oberg

TREASURER FOR THE BOARD OF DIRECTORS



REFERRALS



GENDER OF NEW CLIENTS:

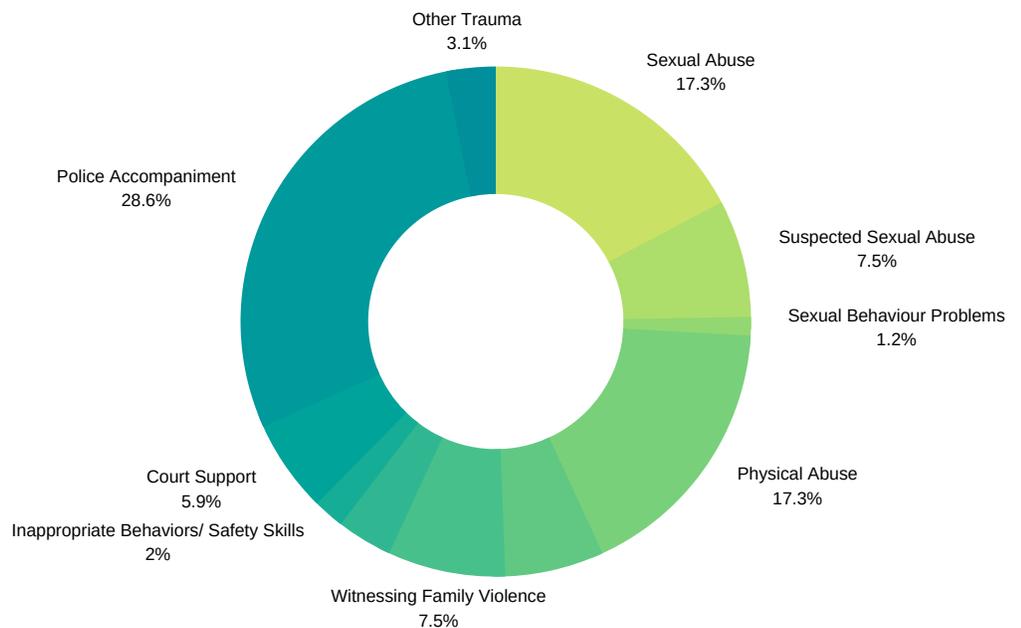
Female: 129
 Transgender Female: 1
 Male: 55
 Transgender Male: 0
 Non-Binary: 1
 Unspecified: 3

FIGURE 1. NUMBER OF REFERRALS IN PAST DECADE

Number of referrals over the last decade. In 2018-2019, VCAPCC received 189 referrals.

FIGURE 2. REASON FOR REFERRAL

Reason of referral broken down by percentage



REFERRALS

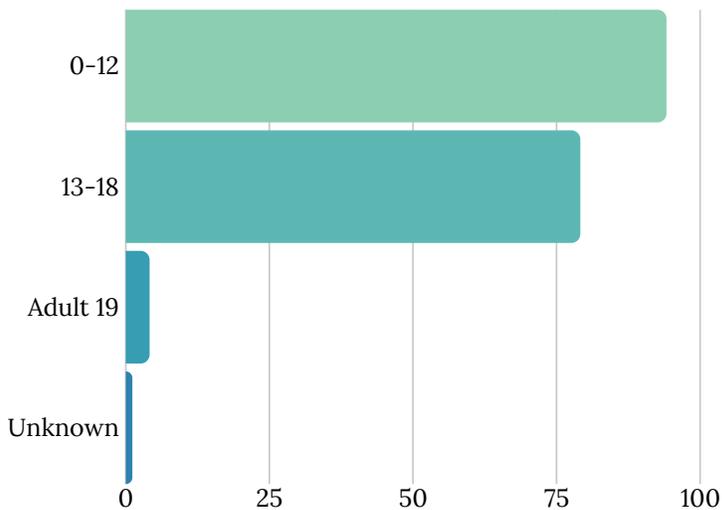


FIGURE 3. REFERRALS BY AGE (LEFT)

Number of referrals broken down by age of client during time of referral

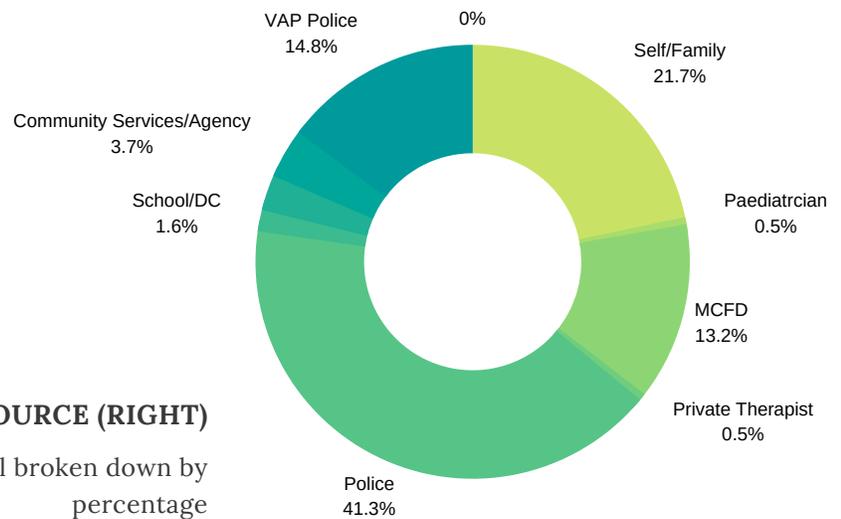


FIGURE 4. REFERRAL SOURCE (RIGHT)

Source of Referral broken down by percentage

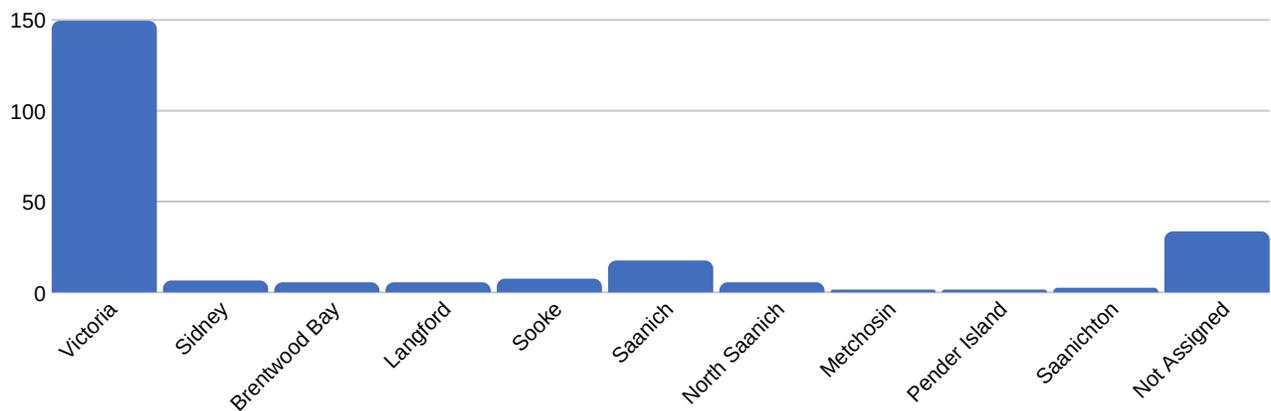


FIGURE 5. LOCATION DURING REFERRAL

Location of client during time of intake

VICTIM SERVICES

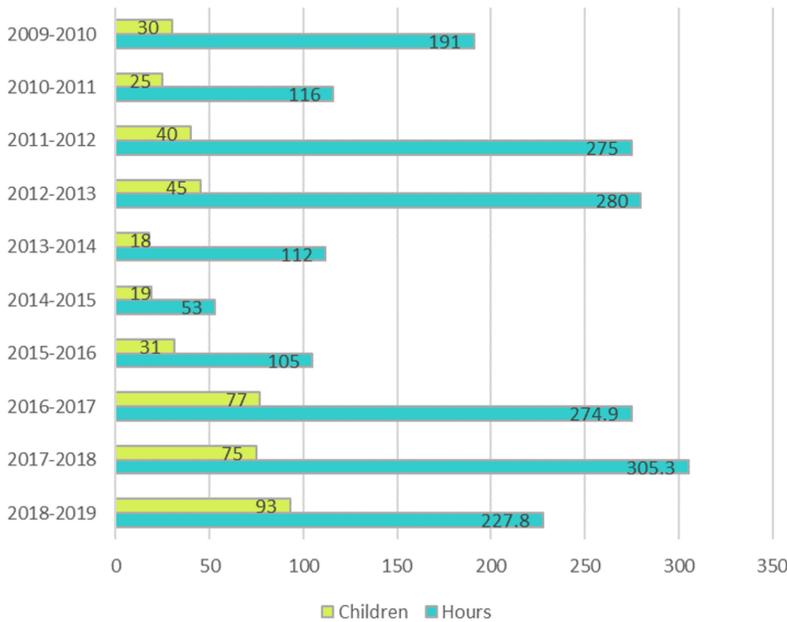
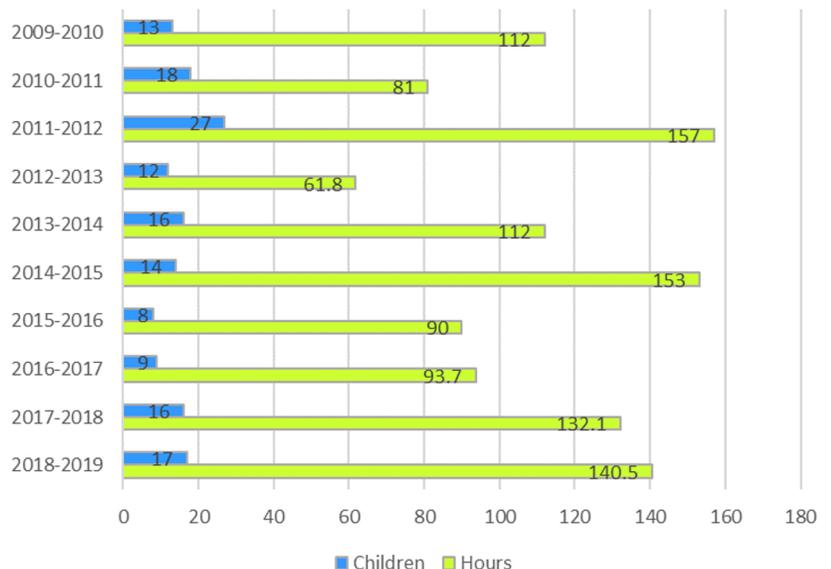


FIGURE 7. COURT ACCOMPANIMENT

Number of children provided with court accompaniment and number of hours spent on court accompaniment over the last decade



Our intake and victim service team handles all of the referrals to VCAPCC. Our statistical report includes the following charts which illustrate the number of clients and hours of service provided in court preparation, and court accompaniment.

FIGURE 6. COURT PREPARATION

Number of children provided with court preparation and number of hours spent on court preparation over the last decade

CHILD AND YOUTH ADVOCACY CENTRE

The Victoria Child and Youth Advocacy Centre received 75 referrals with 75 interviews completed. Over 150 individuals were supported by Victim Services and connected with resources.

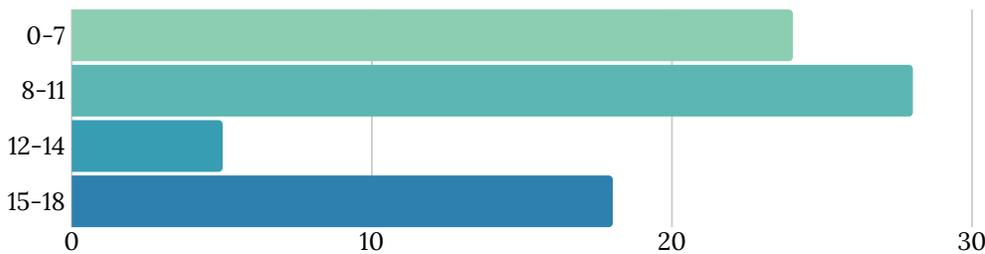


FIGURE 8. CYAC INTERVIEWS BY AGE

Number of interviews broken down by age of client during time of interview

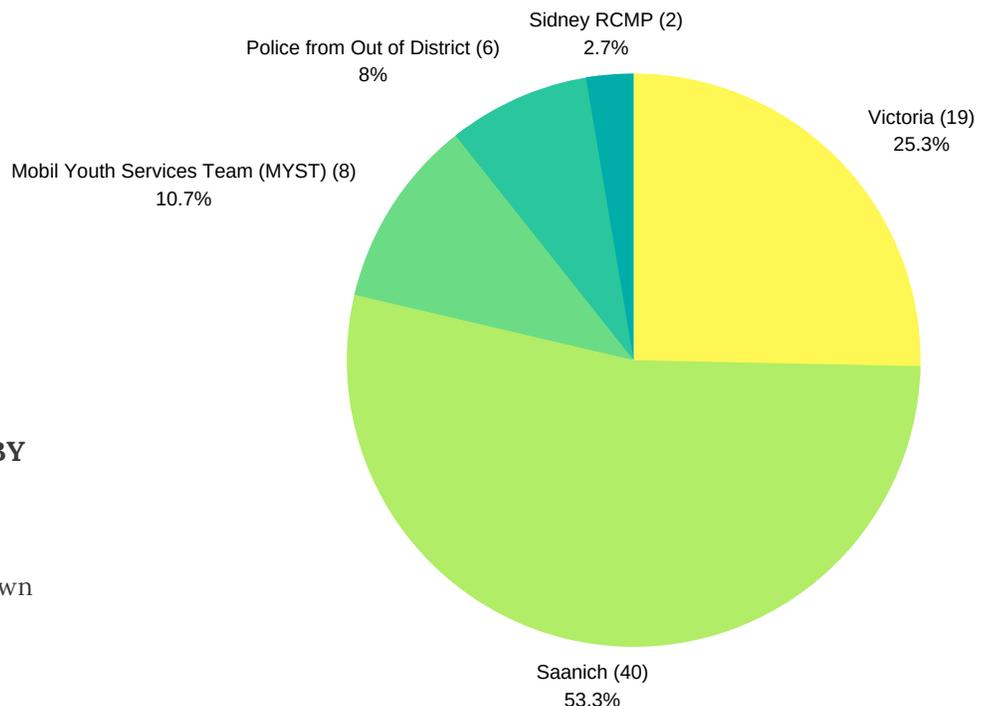


FIGURE 9. INTERVIEWS CONDUCTED CONDUCTED BY PARTICIPATING POLICE DEPARTMENT

Number of interviews broken down by Police Department

PROGRAM OUTCOMES

VCAPCC is committed to providing the very best services possible to children, youth and parents/caregivers. Feedback forms returned by clients/parents/caregivers provide invaluable feedback about our services. This past fiscal year we received 44 forms: 19 (7 clients/12 parents) found the service very helpful, 12 (7 clients/5 parents) found the service helpful, 5 (2 clients/3 parents) found the service somewhat helpful and 0 clients or parents found service not helpful.

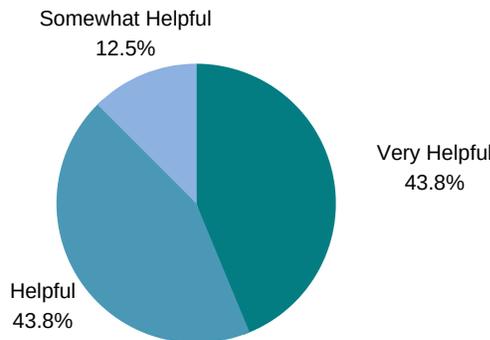


FIGURE 10. CLIENT SATISFACTION (LEFT)

Client satisfaction results broken up by percentage based on self-reported satisfaction on feedback forms given at the end of service

FIGURE 11. PARENT SATISFACTION (RIGHT)

Parent satisfaction rates broken up by percentage based on self-reported satisfaction in feedback surveys given at the end of service

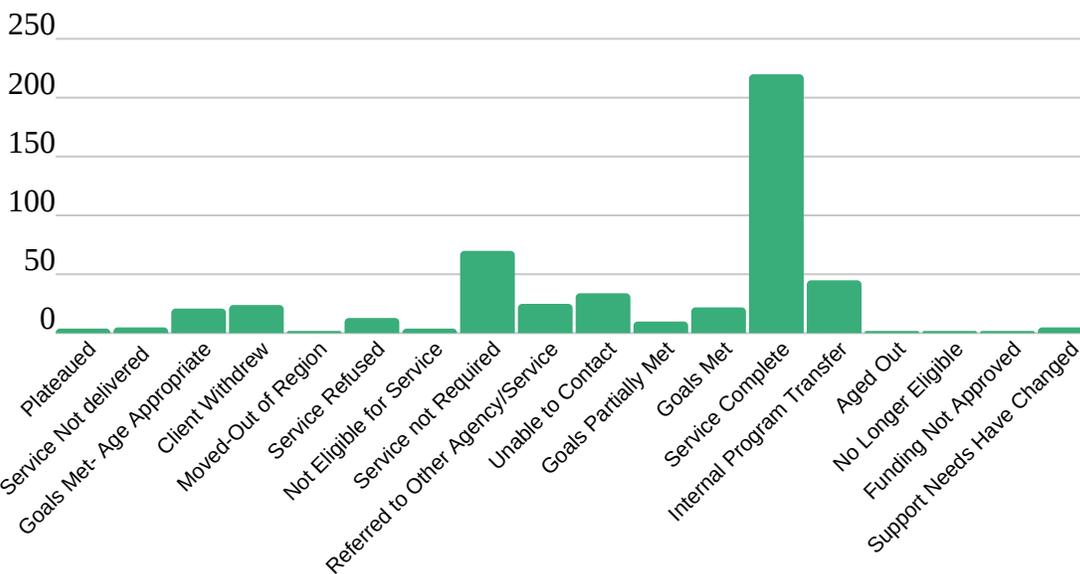
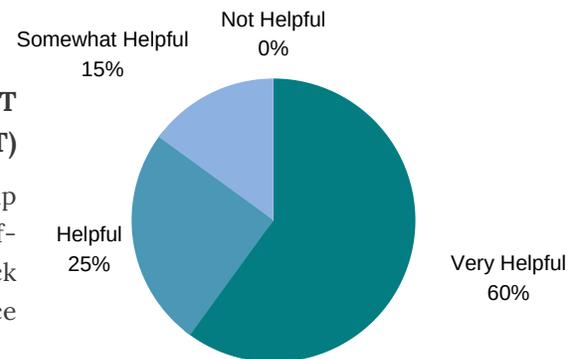


FIGURE 12. REASON FOR DISCHARGE

Bar graph represents the reasons why clients are no longer being provided service

VCAPCC is currently handling one complaint from the 2018-2019 fiscal year. We are in the process of working with our community partners to resolve the issue.

OUR TREATMENT PHILOSOPHY AND TREATMENT PRINCIPLES

- Every individual is unique and worthwhile and has the capacity to change.
- Child abuse affects the whole person and recovery or healing requires addressing all parts of the person including: psychological, physical and spiritual
- Child abuse affects the family and significant others of the person who has experienced abuse and treatment must address the needs of the family and others significant to the individual
- Child abuse affects the whole society: the treatment of child abuse is a shared community responsibility

VCAPCC strives to tailor its treatment program to be consistent with the following principles:

- The goal and primary objective of all interventions are to promote and facilitate the emotional, physical and social well-being of the family and child. This objective takes precedence over any investigative or other objective
- The agency recognizes the complexity of issues involved in child abuse and that in many instances abuse is inter-related with other issues. Accordingly, treatment must be provided by qualified, professional counselors with broad experience in counselling and therapy and specialized skills related to treating child sexual abuse.
- Clients are accepted in a non-judgmental manner.
- The clinical team values the contribution of a number of different therapeutic perspectives in the areas of child abuse. Different perspectives and techniques are used in accordance with the assessed needs of the client.

THANK YOU TO OUR DONORS

PROVINCIAL/FEDERAL FUNDING AND GRANTS

Ministry of Children and Family Development, Ministry of Public Safety & Solicitor General, Department of Justice, Norgaard Foundation, BC Gaming Grant, Provincial Employees Community Services Fund, Victoria Foundation, Vancouver Foundation, Civil Forfeiture, and the City of Victoria.

ORGANIZATION/GROUP DONATIONS

100 Women Who Care Victoria, Avenue Family Dental, Axiom Builders, Bluesky Charitable Foundation, CIBC, Coast Capital Savings, Deloitte, Gordon Head Pet Clinic, Institute of Ocean Sciences, Marten Homes, Natural Resources Canada; Canadian Forest Service, Sierra Systems Group Inc., Spinco, TD Bank, Telus Communications, TransCanada Pipelines, United Way Greater Toronto, University of Victoria, Victoria Foundation, Viking Air Social Committee, Workday Inc.

INDIVIDUAL DONORS

Ann Jackson, Anne-Marie DeSouza, Arielle Moore, Benjamin Guriel, Carmen Reppel, Chris Denton, Diana Nicholson, Elizabeth Stubbs, Ellenor Schneider, Erin Rutten, Gordon and Grace Rogers, Heather Player, James O'Brien, Joanne Specht, John and Maureen Quested, Jonathan Bell, K. Sheanna O'Sullivan, Mike McNeney, Patti McDonald, Paul Helston, Richard Lawrence, Ronald Hauck, Ryan McDonald, Sarah Cotton, Shaina Kelly, Shelley Burnham, Shirley and Peter Griffiths, Sienna Carpenter, Steveb R. Blai and Illoana M. Smith, Suzanne Helston, Victoria and Ricardo Sayles, Walter Rondeau Seaborn, Zahrasadat Noorbakhsh,

And to all of our anonymous donors.....Thank you!