



Annual **REPORT**

2024-2025



**VICTIM
SERVICES OF PEEL**
Help. Healing. Hope.



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Help. Healing. Hope.



Message from **THE BOARD CHAIR & EXECUTIVE DIRECTOR**

THE

2024–2025 fiscal year at Victim Services of Peel (VSOP) has been characterized by remarkable accomplishments and formidable challenges. As we reflect on the past year, we do so with immense pride in our organization's progress and deep gratitude for the unwavering dedication of our staff, students, volunteers and Board members. Their commitment to delivering compassionate, timely, and client-centred care continues to be the cornerstone of our success.

This past fiscal year we had the privilege to serve approximately 16,500 clients amongst all programs. The individuals we supported demonstrated extraordinary courage, resilience, and determination in the face of some of life's most devastating experiences. Their strength fuels our purpose and reaffirms our mission every single day.

This year also marked a period of growth for VSOP as we expanded our programming to better meet the evolving needs of the communities we serve. Our *Footpath to Freedom* initiative, launched in collaboration with Embrace Agency to End Violence, provides holistic, long-term wrap-around services for survivors of human trafficking. The new initiative supports survivors' journey from crisis through to independence. We extend our sincere thanks to the Province of Ontario for funding this three-year project through the Ontario Action Plan to End Gender-Based Violence Initiative.

Justice for Me Too is a new project implemented by VSOP during the 2024-2025 fiscal year. This project is made possible by Justice Canada. The three-year initiative improves access to critical trauma-informed supports and justice options for survivors of sexual assault, bridging important gaps in justice and healing. The project is utilizing an integrated Crisis Intervention Team best-practice model whereby police and social service agencies respond to specific crisis situations together.

In addition, VSOP proudly introduced a new *Sexual Assault Centre (SAC) and Anti-Human Trafficking Services* in partnership with Oasis Centre des Femmes. Funded by the Ontario Ministry of Community and Social Services, this core program offers 24/7 crisis support, therapy, group programs, and community outreach for survivors of sexual violence and human trafficking.

Alongside our achievements, VSOP was also confronted with some difficult decisions. One of the most pressing challenges was the sustainability of our Bail Court Program, which we have operated for over 40 years. This vital service informs victims, often in real time, of bail conditions that directly impact their safety. In the absence of dedicated funding, the organization initially made the difficult decision to wind down the program. However, in response to concerns received from numerous key stakeholders, including Justice and Social Service Partners, and in light of a 47% increase in bail hearings in the past five years from 5,300 to 7,780, VSOP has committed to continuing the program while exploring options for long-term viability. We are incredibly proud of the program's staff and volunteers for their exceptional work under increasingly challenging circumstances.

As we close another year, we extend our heartfelt thanks to the incredible staff, students, and volunteers who form the heart of Victim Services of Peel. Your dedication, compassion, and tireless efforts have made a profound difference in the lives of thousands. To our Board of Directors, thank you for your steadfast leadership and vision. We are also deeply grateful to our community partners, funders, supporters, and friends. Your belief in our mission empowers us to keep moving forward, even through adversity. Together, we remain committed to creating a safer, more supportive community for all.

Yours truly,



Carson Coughlin

Carson M. Coughlin
Chair, Board of Directors



Sarah Rogers

Sarah Rogers
Executive Director



Annie's **STORY**

Annie grew up on Treaty Lands and Territory of the Mississaugas of the Credit. She lived with her mother and three siblings. Her father died in a car accident shortly after her youngest sister was born.

At sixteen, Annie was attending high school and working part-time at McDonald's. One day, Annie received a direct message on Instagram from a girl named Jenna. Although Annie didn't know her, Jenna was connected to several of Annie's other social media friends. Curious, Annie responded. They quickly discovered shared interests and began chatting regularly.

After several weeks of messaging each other, they decided to meet in person at Annie's workplace. Annie had a great time and became fast best friends. The following week, Jenna introduced Annie to her friend Leo. Although he was older, he was charming, generous and kind. He paid for their meal and complimented Annie, telling her she was sweet, pretty and smart. Annie felt special.

Over the next few weeks, Annie and Leo started dating. She hid this from her mother because Leo was more than twice Annie's age, and she was sure her mother would be upset. It was Annie's first romantic relationship, and she fell in love. As time passed, Leo's behaviour began to change. He told Annie that if they wanted to build a life together, they needed money. Leo told Annie they could achieve this quickly if Annie had sex with another man for money. Annie was shocked and was deeply uncomfortable with the idea.

When Annie refused, Leo began to withdraw emotionally. He stopped showing affection and used guilt and manipulation to convince her that this was the only way she could prove her love for him. Eventually, under immense pressure, Annie gave in. This marked the beginning of a long and painful period of exploitation. *Continued >>>*



Leo's control over Annie deepened. The relationship was filled with sexual exploitation, coercion, fraud, drugs and unimaginable violence. During their relationship, Annie discovered that Leo had several other girlfriends, including Jenna. It was through one of Leo's other girls that she heard about Victim Services of Peel (VSOP).

One night last August, things became unbearable for Annie. In the middle of the night, while Leo briefly stepped out of their hotel room, Annie seized the opportunity to call for help. She used the hotel phone to contact VSOP. A Crisis Intervention Counsellor (CIC) immediately worked with Annie to develop a safe exit plan. The CIC arranged for a taxi to pick up Annie and bring her to VSOP's community office. The CIC advised Annie to turn off her phone before she got into the cab and asked her not to turn it back on for safety reasons.

When Annie arrived at VSOP's community office, she was panicked, exhausted, and hadn't eaten or slept in two days. The CIC welcomed her with food and water, offered emotional support and provided her with a new cell phone and a change of clothes. The CIC also offered Annie a tobacco tie and sweet grass, which she accepted with gratitude.

Annie rested in the VSOP office for several hours before she was ready to talk about next steps. The CIC gently introduced the idea of going to a detox centre, and Annie agreed. The CIC made all the necessary arrangements and accompanied her to the facility.

After several days, Annie was discharged and came straight back to VSOP's office. Unfortunately, the CIC could not find any available spots in long-term residential treatment centres in Ontario. However, the CIC located a specialized Indigenous treatment centre in Manitoba that focuses on human trafficking and mental health. VSOP arranged all travel and treatment expense payments for Annie and ensured she had the support she needed.

Today, Annie remains in regular contact with VSOP. She is doing incredibly well and continues to rebuild her life with strength and resilience.

Our **NUMBERS**



2022-2025

THREE YEARS OF EXPONENTIAL GROWTH

16,503

clients served (agency wide), representing a 31% increase in services since 2022 (12,578 in 2022).

7,780

Bail hearings attended, representing a 50% increase since 2022 (5,300 in 2022).

255

Human Trafficking survivors served, representing a 360% increase since 2022 (71 served in 2022)

1,500% INCREASE IN VQRP+ CLIENT SERVICE DELIVERY

Close to \$1,000,000 in emergency services delivered to victims and survivors of crime, representing almost a 1,500% increase in services since 2022 (\$68,000 in services delivered in 2022).

107 volunteers provided **9,838** hours of services.

Clients are served in **20+** languages.

\$57,012 spent for Client Emergency Expenses, provided by Mississauga Foundation, Pendle Fund, FK Morrow Foundation and fundraising.

Ongoing **PROGRAMS**



Victim Crisis Assistance Program (VCAP) provides mobile crisis intervention, emotional support and urgent assistance to victims and survivors in the immediate aftermath of crime and sudden tragedy. VCAP offers services 24 hours each day, 365 days each year. In the 2024-2025 fiscal year, this program assisted 14,768 people when they needed it most. The demand for this program continues to increase year after year.

South Asian Family Enrichment (SAFE) Program provides intensive case management, counselling and advocacy services to support South Asian victims of domestic violence and their children. This program is designed to help victims live free from violence. In 2024-2025, the SAFE Program helped 445 victims, survivors and their children plan for their safety, monitor their safety, and in many cases establish new lives free from violence in their homes.

Bail Court Program is a critical tool that reduces risks and saves lives by ensuring victims and survivors receive vital information on the bail conditions of their offenders in close to real time of those bail conditions being set. Having access to bail condition information and wrap around safety supports as soon as possible upholds the rights of victims and significantly mitigates their safety risks. The program also advocates safety concerns on behalf of victims to Crown Attorneys. As a founding and longest running program of Victim Services of Peel, it is also one of the most challenging as it is an unfunded program and the demand continues to drastically rise. In the last three years alone, the number of bail hearings increased by close to 50%, from 5,300 hearings in 2022 to 7,780 bail hearings in 2025 fiscal year. Recognizing the critical role the Bail Court Program plays in the Justice System, mitigating safety risks of victims, and enhancing community safety and wellbeing, the agency is committed to advocacy efforts to continue operating this essential program.

Transitional Housing and Support Services helps victims of intimate partner violence, human trafficking, stalking access safe and affordable housing. The housing worker works with each client to address their specific housing needs. Staff work with clients to locate potential housing, coordinate meetings, assist with the completion of necessary documentation. This program advocates heavily for clients to ensure they have a safe and affordable place they can call home. In the 2024-2025 fiscal year, the program worked with 690 clients to access safe affordable housing.

Volunteer Program provides the backbone to many of our programs and services. In 2024-2025 fiscal year, Victim Services of Peel recruited, trained and/or supported 107 community volunteers who contributed 9,838 hours of service.

Safe Centre of Peel (SCoP) Victim Services of Peel is a key partner in the multi-organization initiative to provide wrap-around services to victims of intimate partner violence and their children. In 2024-2025 fiscal year VSOP staff at SCoP provided immediate on site crisis intervention, deescalation, safety supports, information, and warm transfers to community partners.

Victim Quick Response Program+ (VQRP+) is funded by the Government of Ontario as a resource of last resort for crime victims. If no services can be located in the community and clients are unable to pay for these services on their own, VQRP+ will cover several emergency expenses for victims of crime. Some of the expenses include transportation, addiction treatment, counseling, food, accommodation, cell phones, emergency dental, funeral expenses (homicide only) and so forth. Demand for this program, like many of our other programs, has skyrocketed. In 2021-2022 the program covered approximately \$68,000 worth of expenses for victims, while in 2025 fiscal year the program covered close to \$1 million worth of services for victims, representing close to a 1,500 % increase in services delivered to victims in three years.

Client Emergency Fund is created with generous donations and grants. This fund pays for emergency expenses for victims of crime and tragic circumstances, which are not covered by VQRP+, and there are no other resources available to pay for such expenses. Some of the expenses covered by the client emergency fund include transportation, food, accommodation, mobile safety devices, emergency bags with hygiene items, clothing and more. In the 2024-2025 fiscal year, VSOP spent \$57,012 in emergency client expenses. Many thanks to Mississauga Community Foundation, Pendle Grant, F.K. Morrow Foundation, Rama Gaming House and Delta Bingo for your incredible contributions.

CONTINUING TIME-LIMITED PROJECTS 2024-2025 FISCAL YEAR

This Way Out→ is a three-year anti-human trafficking project funded by Women and Gender Equality Canada. The 2024-2025 fiscal year marked year two of the project. This Way Out→ is a survivor-informed, survivor-centric project that builds on the promising practices of integrating crisis counsellors within the Vice Unit of Peel Regional Police to ensure victims and survivors have immediate access to care. The project is already showing promising results such as improved collaboration, systems response and increased client engagement. The project's interim evaluation report is available on our website.

iRise has completed the second year of a three-year partnership project with Our Place Peel, Victim Services of Peel, Associated Youth Services of Peel, and Peel District School Board to conduct outreach, intervention and prevention through education to youth who are at risk of being involved with gangs or criminal activity. As part of this project VSOP delivered social and life skills workshops to 207 youth.

Averting Crisis through Culturally Responsive Supports and Navigation for Youth is a three-year partnership project with Indus Community Services, Roots Community Services and Victim Services of Peel to conduct outreach, prevention strategies, and provide 24/7 support to youth who are at risk of becoming involved in criminal activity and experiencing crisis situations. In the 2024-2025 fiscal year Victim Services of Peel worked with 884 youth in crisis.

NEW PROGRAMS & PROJECTS

Sexual Assault Centre (SAC) and Anti-Human Trafficking (AHT) Services Victim Services of Peel was temporarily operating SAC and AHT Services to fill a gap in programming. In the fourth quarter of the year, Victim Services of Peel, in partnership with Oasis Centre des Femmes, was approved by the Ministry of Children, Community and Social Services to offer these services on an ongoing basis. Services include: crisis intervention services available 24/7, case management, individual counselling, group counselling, workshops and education.

Footpath to Freedom is a brand new three-year project which will significantly expand the number of safe beds and necessary services for survivors of human trafficking in Peel. Victim Services of Peel is working in partnership with Embrace Agency to End Violence to operate this impactful project. Many thanks to Ontario Ministry of Community and Social Services and the National Action Plan to End Gender Based Violence initiative for supporting this project.

Justice for Me Too is a brand new three-year project funded through the Victim Justice Grant and will enhance access to services and restorative justice for survivors of sexual assault. The project utilizes a best-practice model of integrating Crisis Intervention Counsellors with the Special Victims Unit of Peel Regional Police.



Our **PARTNERS**



PARTNERS



FUNDING PARTNERS



F. K. Morrow Foundation (Est. 1944)

Financial SUMMARY



REVENUE	2025	2024
Grants	2,895,662	2,212,885
Deferred capital contributions recognized	-	10,296
Donations, sponsorships and fundraising	334,904	374,140
Interest and other income	20,678	20,974
Insurance settlement	143,512	-
	<u>3,394,756</u>	<u>2,618,295</u>
EXPENSES		
Salaries and benefits	2,596,018	2,061,536
Staff training	42,485	51,038
Occupancy - rent/lease	7,099	7,099
Travel and communication	32,981	23,598
Allocated central administration	170,481	155,993
Office equipment/ supplies	228,658	74,102
Other program/service expenditures	150,388	152,039
Amortization	14,338	16,987
	<u>3,242,448</u>	<u>2,542,392</u>
Excess (deficiency) of revenue over expenses	\$ 152,308	\$ 75,903



Our **BOARD**

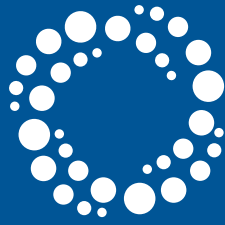
2024-2025 BOARD OF DIRECTORS

Executive

Carson Coughlin, Chair
 Doug Rajala, Vice Chair
 Robin Jones, Treasurer
 Scott MacBean, Corporate Secretary

Directors

Joy Brown
 Kerry Lee Crawford
 Inspector Rebecca Miller-Small
 Anjali Rajan



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SERVICES OF PEEL**
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