

# VICTIM

## Vision

The Leader in Supporting Victims of Crime or Tragic Circumstance

## Mission

Muskoka Victim Services, utilizing trained and skilled volunteers and staff, provide immediate safety and trauma support to victims of crime or tragic circumstances. As a confidential service, we connect people to on-going support to build resilience

### Responsiveness

*Respond with resourcefulness, knowledge and innovation*

### Key Values

#### Trust

*Maintain confidentiality and demonstrate integrity, respect, and compassion*

### Relationships

*Foster partnerships and connections that support victims*

## Success Factors

### Performance Measures

### Clearly Defined Model of Excellence

We will detail our valued, distinctive and individualized service model and outcomes, including sustainability needs (financial and personnel needs)

### Well Known, Reliable and Effective Service

We will optimize recognition and awareness of and trust in our services and those that provide the services by other professionals and the general public

### Inspire Cohesion, Collaboration and Cooperation

We will create a culture in which people inside and outside the organization are respected for their knowledge and skill in supporting victims

### Victim Focus

We will optimize the relationships between the Board, Staff and Volunteers such that value is added to the service provided to victims

## Priorities

### Goals

Written, fulsome description of current service model  
The model description will serve as a benchmark to measure growth  
Enhance staff compensation and other staff sustainability strategies through strengthened funding base and diversified revenue streams

Develop an organizational brand and seek full organization endorsement  
Invest in relationships with community service providers to enhance awareness of MVS  
Engage in public/professional educational opportunities regarding MVS services provided  
Increase endorsed and “warm” referrals from Police, Other First Responders and Hospital personnel

Promote formal recognition and celebration of excellence and success  
Consult and collaborate with other provincial victim service agencies regarding best practices, financial sustainability, Ministry requirements & regulations  
Foster respectful relationships with Board, Staff, Volunteers, and Service Partners  
Support “One Roof” concept for service responders

Increase Board complement to fill approved matrix and to provide strong effective governance  
Assess, value, and utilize feedback from Volunteers, Stakeholders, and Victims  
Create a culture of empowerment for the individual who has been victimized enabling recovery and resilience