



Support That Meets Victims Where They Are

ANNUAL REPORT 2025-2026



Victim
Services
Toronto

Support That Meets Victims Where They Are

Victim Services Toronto delivers immediate, personalized support and advocacy to anyone in Toronto impacted by crime or sudden tragedy.

We know tragedy and crisis can happen anytime, anywhere. In 2025-2026, VST expanded its presence across the GTA, creating new pathways that close the distance between a person in crisis and the support they need.

No matter what paths victims take to find us, VST is there with the knowledge and care victims need to become survivors.

PILLARS:

- 2. [AWARENESS](#)
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- 8. [CASE MANAGEMENT](#)
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Even if
I told
someone,
they
wouldn't
believe
me.

We
believe
you.

It's so
tiring
to
pretend
I'm ok.

You
don't
have
to
pretend.

Even if
I told
someone,
they
wouldn't
believe
me.

We
believe
you.

Before a victim
can reach out,
they have to
believe someone
will listen and
understand.

In 2025-2026, VST undertook the largest public awareness campaigns in its history. Funded through Ontario's Action Plan to End Gender-Based Violence, each campaign took on a critical issue victims face.

Together, they helped more people know that with VST's support, no victim is ever alone.

AWARENESS

CAMPAIGNS

Anti-Gender-Based Violence Campaign

200 Million IMPRESSIONS ACROSS TORONTO

The campaign gave voice to victims' inner fears and featured VST's compassionate, trauma-informed, client-centred response.

The ads ran on streetcars, buses, and subway platforms, online and on television.

The campaign aimed to help more victims recognize the signs of abuse and seek support.



[See the campaign](#)

PSAs

31.5 Million IMPRESSIONS ACROSS TELEVISION AND SOCIAL MEDIA PLATFORMS.

Each short film featured a victim and a Crisis Counsellor to show how VST shows up, without judgment, in people's time of greatest need.



[Safe Spaces - 60 second PSA](#)

*Testimonials:
In their own words.*

4 STORY SERIES

Spoken in their own words, the series has helped more people recognize VST's role supporting victims at every step of their healing journey.



Julia's Story



Christy's Story



Camilla's Story

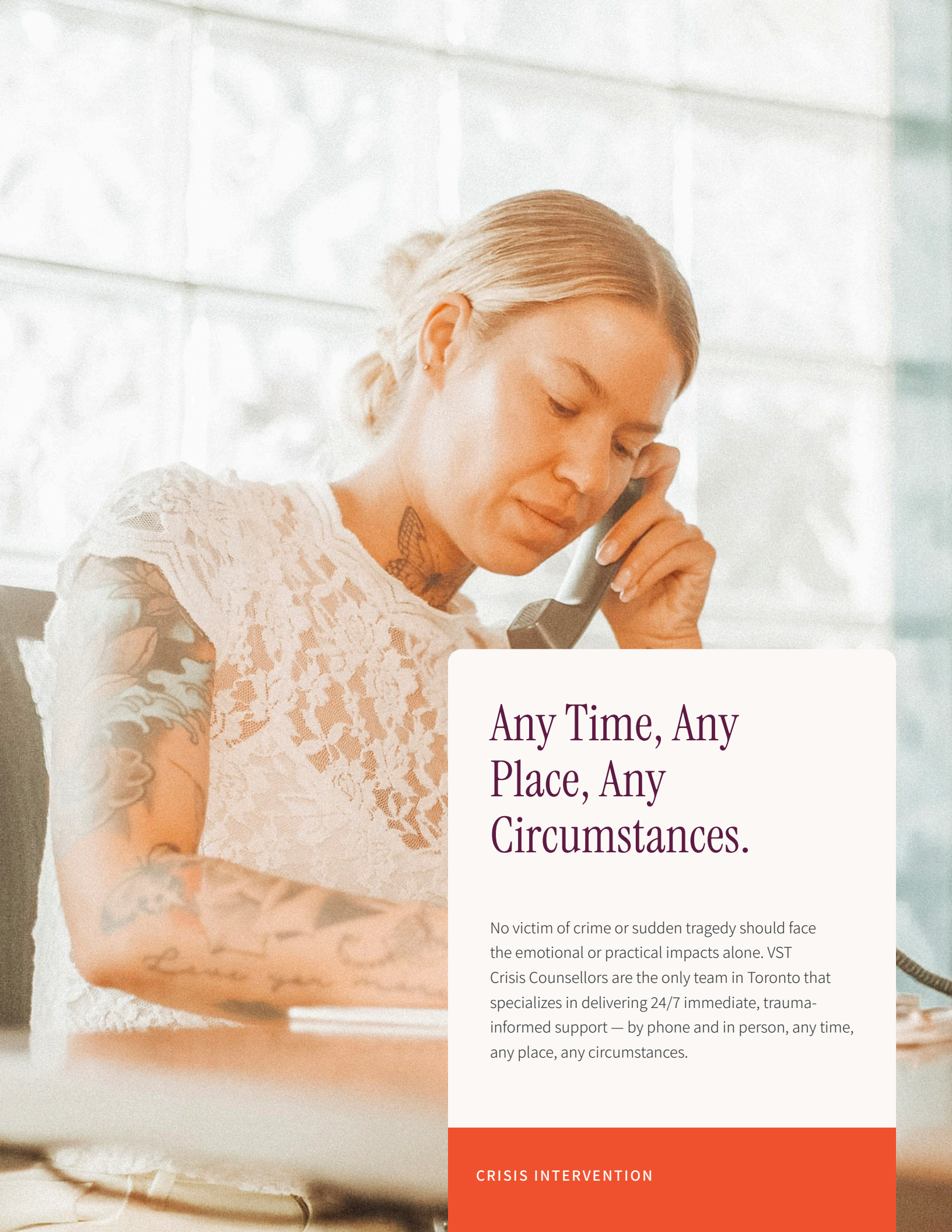


Kaitlin's Story

“She allowed me to be
me, and that’s helpful...”

Today my life is
beautiful.”

- CHRISTY + JULIA



Any Time, Any Place, Any Circumstances.

No victim of crime or sudden tragedy should face the emotional or practical impacts alone. VST Crisis Counsellors are the only team in Toronto that specializes in delivering 24/7 immediate, trauma-informed support — by phone and in person, any time, any place, any circumstances.

CRISIS INTERVENTION

PROGRAMS

Immediate Crisis Response

VST Crisis Counsellors meet victims' immediate needs, including trauma-informed emotional support, practical intervention and safety planning. VST services are provided 24/7, with or without a police report, and in more than 35 languages.

Victim Quick Response

In the critical hours and days after a crime or tragedy, victims often need immediate financial support. VST delivers the Victim Quick Response Program on behalf of the Ministry of Children, Community and Social Services (MCCSS), providing short-term financial assistance to help victims quickly find safety.

Ask for Angela

Ask for Angela is a community-based safety initiative that helps people experiencing gender-based violence safely and discreetly access VST support.

Ask for Angela launched a public awareness campaign, created by 72andSunny Toronto, to help more people become familiar with the code phrase and understand where and how to use it.

10,670 frontline staff across 490 sites are now trained to respond when someone asks for Angela. Posters in every participating location point those in need to confidential support and resources.

With leadership support from our Founding Program

Partner: [Loblaw Companies Limited](#)

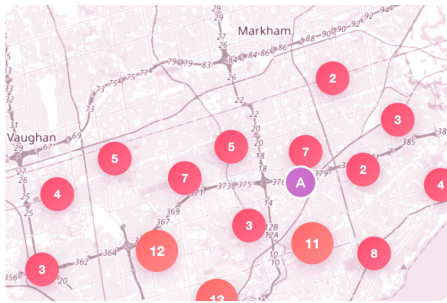
**Loblaw
Companies
Limited**

PROGRAMS

*490 sites. 10,670 staff.
One code phrase to get to
safety.*

VST expanded beyond its founding retail partners — Loblaws, Shoppers Drug Mart, No Frills, and affiliates — into hospitality, healthcare, emergency services and tourism sectors.

Courtyard Toronto Downtown Marriott, Sunnybrook Health Sciences Centre, Toronto Paramedic Services, and the CN Tower are just a few of the new participating locations. They recognize the code phrase and connect people to VST support — discreetly, immediately and without judgment.



[See the campaign map](#)

A discreet path to safety.

13.2 Million IMPRESSIONS ACROSS TTC
SITES

48 Million MEDIA IMPRESSIONS

The Ask for Angela campaign used everyday personal product ads to help people experiencing gender-based violence discreetly find support—in the places they already frequent.

Victims are directed to an interactive map of 490 participating locations. The media picked up the campaign across radio, television, and online channels

One woman who saw the ad walked into Shoppers Drug Mart and asked for Angela. The pharmacist guided her to a quiet room and called VST. Within an hour, she was connected to a VST Crisis Counsellor who found her a shelter bed. Ever since, she's been calling the crisis line—not because she's in crisis, but just to say thank you.



[Read on CBC](#)



Walking The Long Path To Healing, Together.

After a crime or traumatic event, recovery can take weeks, months or years. Victim Services Toronto (VST) Case Workers provide trauma-informed and client-centred care to help victims navigate the long, non-linear process of rebuilding and healing.

VST's skilled Case Workers provide steady support and consistency as clients navigate complex systems that can overwhelm even the strongest among us.

Case Management

VST Case Workers help victims access the support they need. From safety planning and referrals to housing, legal, and financial systems, to court accompaniment and advocacy with service partners, victims never have to navigate the long, non-linear process of healing alone.

The Trauma Dog Project

Penny, VST's trained red fox Labrador, provides vital, grounding support to survivors of crime or sudden tragedy. Whether at court, in hospitals, or on home visits, Penny and her handler provide comfort, courage, and a steady paw to help victims of crime process their trauma.



Exit Route

Exit Route embeds VST Social Work professionals, called Neighbourhood Victim Advocates (NVA), directly into five police divisions and four specialized units where exploitation and violence are most likely to occur, including:

- Sexual Assault
- Internet Child Exploitation (ICE)
- Human Trafficking (HT)
- Homicide and Missing Persons.

Neighbourhood Victim Advocates work in communities and alongside police to support victims' emotional and practical needs.

Vanessa set the terms.

VST met her there.

When Vanessa, a trans woman, was assaulted, police referred her to a VST Exit Route Neighbourhood Advocate, Camille.

Past experiences with police and social workers made Vanessa reluctant to engage. She refused visits or phone calls and would only communicate with Camille by email.

Over months of email correspondence, Camille stayed connected on Vanessa's terms.

Gradually, Vanessa opened up about her depression, isolation and fear.

Because she set the pace, Vanessa was able to get the support she needed.

When the crisis lifted, Vanessa thanked Camille:

“You never tried to minimize what I was going through or tell me what to do. For the first time, I felt like someone actually saw me.”

PROGRAMS

Post-Court Pathways

Research shows that for young people who have experienced abuse, testifying in court can intensify symptoms of PTSD, anxiety, and depression for years afterward. Without specialized support, many survivors continue to struggle long after the trial ends.

Cross-examination, questions that feel disbelieving or accusatory, and sitting steps from their abuser cause a harm of their own—what Justice Canada calls “system-induced trauma.”

The first program of its kind in North America, Post-Court Pathways helps young victims of abuse recover from the emotional and psychological impacts of testifying in criminal court.

With leadership support from:
Janis Rotman

A new model to help young people heal after court.



Post-Court Pathways is the first program of its kind to help children and youth victims recover from the emotional and psychological impacts of testifying in criminal court.

VST worked with researchers and clinical experts to build the therapeutic model and design the pilot, which will be delivered to a small cohort of survivors in 2026.

One young survivor who received VST support during and after testifying in criminal court said, “It made a difference to finally not be alone.”

In its inaugural year, RISE (now SOAR) sold out to help launch the program.



“True healing isn’t about plugging someone into another system; it’s about building one with them in mind.”

- The Walrus



Making The Impacts of Human Trafficking Visible.

VST provides case management, advocacy, and crisis response for survivors of human trafficking.

We also address the often invisible, systemic issues victims face, including working with the health care sector to address victims' access to quality, trauma-informed health care and with the financial sector to help eliminate the burden of coerced debt that gets in the way of healing.

PROGRAMS

Crisis Intervention and Case Management

VST offers specialized Crisis intervention and Case Management for survivors of human trafficking, recognizing the heightened risks and complex realities of these experiences.

Care Without Limits

VST launched the Care Without Limits Survivor Healthcare Network in collaboration with Women's College Hospital — the first initiative of its kind in Toronto, with founding support from Algonquin Capital.

The network now connects 12 partner health agencies, including community health centres, hospital-based clinics, mental health programs, and a mobile healthcare bus.

In its first year, VST trained the network to deliver trauma- and violence-informed care and built a peer community of clinicians who work together to improve access to healthcare for survivors of human trafficking across Toronto.

With leadership support from our Founding Program
Partner: [Algonquin Capital](#)



Reclaim

Traffickers coerce survivors into taking on debt in their own names — credit cards, phone contracts, loans — then use that debt as a tool of control that outlasts the trafficking itself. Eliminating coerced debt is essential to survivors' ability to heal and rebuild.

Reclaim works directly with banks, telecom providers, car rental companies, and payday lenders across Canada to have that debt recognized and cleared. To date, Reclaim has cleared more than \$2 million in coerced debt and has expanded to six provinces.

With leadership support from: Capital One Canada,
TD Ready Commitment, Women and Gender Equality
Canada (WAGE)



Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada

Canada

PROGRAMS

Reclaiming the future for our human trafficking survivors: Reclaim by the numbers

\$2 Million IN COERCED DEBT CLEARED TO DATE

94% OF HUMAN TRAFFICKING SURVIVORS SAY RECLAIM IMPROVED THEIR HOPE FOR THE FUTURE.

Reclaim works directly with creditors to clear debt that survivors were coerced into taking on.

Expanded to 6 provinces, with 69 new agencies and 158 new advocates joining the network.



Survivors' art at the AGO.

100+ ATTENDEES

100% OF ART SOLD

\$10,000 RAISED + SPLIT EQUALLY AMONG THE ARTISTS.

Nine survivors of human trafficking produced paintings, photographs, and drawings that were featured in one of the country's major galleries.

The project helped shift the lens on human trafficking by centering survivors' creativity, expression and resilience. The exhibit elevated the issue of Human Trafficking by making survivors' realities visible.

Survivors spoke about what it meant to see their own paintings, photographs, and drawings hanging at the Art Gallery of Ontario.



The Exposure Project

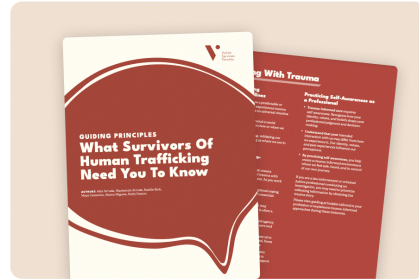
A Professional Guide, Guided by Survivors' Knowledge

Guiding Principles: What Victims of Human Trafficking Need You to Know was developed by VST's Peer Expert Advisory Committee as a practical guide for professionals who come in contact with survivors.

The survivor-led guide helps professionals in healthcare, social work, law enforcement, education, criminal justice, hospitality, and finance better understand how to provide survivor-centred support that puts dignity and respect first.

“At times, it doesn’t even feel like manipulation—it’s so subtle that it seems like your needs are genuinely being met.”

The experience can leave you feeling like you’re in control, but in reality, you actually have no control at all.”



[Guiding Principles: What Victims of Human Trafficking Need You to Know](#)



Helping Young People Navigate New Worlds, Safely.

Young people are navigating a world shaped by AI, social media, shifting norms, and safety risks that most school curricula haven't caught up with.

VST's education programs meet that gap directly — delivering safety knowledge to students in ways that fit students' age and stage.

The more VST reaches into schools, the sooner young people can access the tools they need to stay safe and seek help when they need it.

PROGRAMS

School Safety Symposium

In partnership with the Toronto District School Board and the Toronto Police Service, VST's annual School Safety Symposium reached over 25,000 students in grades 5–12.

The Symposium gives students what school often doesn't: clear, practical tools to recognize abuse or exploitation, set boundaries, stay safe and find support.

The free, teacher-led program is delivered in partnership with school boards.

T.E.A.R. Workshops

The earlier someone learns to recognize an unsafe situation, the better equipped they are to protect themselves and others.

Delivered in schools across Toronto, T.E.A.R. (Teens Ending Abusive Relationships) workshops bring that learning directly into grade 5-12 classrooms, with age-appropriate sessions on healthy relationships, consent, online safety, and human trafficking prevention.

Through the Mobile T.E.A.R. Program, VST brings the workshops to students with intellectual and developmental disabilities (IDD) and Deaf and Hard of Hearing (DHH), who are among the most vulnerable to coercion and exploitation, with content adapted specifically to their learning needs

Safety Starts in Kindergarten

In 2024, Ontario passed Erin's Law, legislating that every child in the province access annual, age-appropriate sexual abuse prevention education starting in Grade 1.

VST launched Safety Building Blocks in response to Erin's Law.

The new workshops provide K-4 students with age-appropriate education that helps them stay safe, including:

- How to call emergency services
- The difference between safe and unsafe behaviours
- Public vs. private spaces
- Which secrets are okay to keep, and which ones to share with a safe adult



PROGRAMS

Youth Safety Symposium: Scale and Impact

3 Year Growth

66,170 STUDENTS PARTICIPATED OVER THREE YEARS

70% INCREASE IN STUDENT PARTICIPATION FROM 2023–24 TO 2025–26

18% INCREASE IN PARTICIPATING SCHOOLS FROM 2024–25 TO 2025–26

Grade 9-12 Symposium Outcomes:

86% CAN UNDERSTAND HOW TO SPOT COERCIVE CONTROL

87% FEEL CONFIDENT MAKING A SAFETY PLAN OR GETTING SUPPORT IF THEY OR A FRIEND WERE IN AN ABUSIVE RELATIONSHIP

Grades 7-8 Symposium Outcomes:

92% KNOW WHAT TO DO IF THEY FEEL UNSAFE ONLINE

90% KNOW HOW TO REACH OUT FOR HELP IF THEMSELVES OR A FRIEND IS IN AN UNSAFE HUMAN TRAFFICKING SITUATION



What educators say:

100% SAY STUDENTS LEARNED NEW INFORMATION AND SKILLS TO SUPPORT THEIR WELL-BEING

100% SAY IT MAKES THEM MORE COMFORTABLE STARTING CONVERSATIONS ABOUT DIFFICULT TOPICS

100% SAY SYMPOSIUM ACTIVITIES HELP CONTINUE LEARNING IN THE CLASSROOM

“I think all of the topics are relevant for teenagers and could potentially be helpful or even life-saving.”

- Grade 8 student



[School Safety Impact Report](#)

Even if
I told
someone,
they
wouldn't
believe
me.

We
believe
you.

No victim alone. 24/7 confidential trauma-informed support for victims of crime or sudden tragedy.

ONE 16

from \$12⁸⁰/mo.

Ultimate Plan

After bill credit, for 24 months with eligible trade-in and phone returned on select plans. \$80 Setup Service Fee applies.

HIGHLIGHTS: YEAR IN NUMBERS 2025-26

Overview

17,899

UNIQUE CLIENTS SUPPORTED IN 2025-2026

16,593

NEW CLIENTS SUPPORTED DURING THE YEAR

4,272

CHILDREN AND YOUTH SUPPORTED

City-Wide Safety
& Awareness

244.7M

IMPRESSIONS GENERATED THROUGH PUBLIC
AWARENESS CAMPAIGNS

10,670

STAFF AND VOLUNTEERS TRAINED IN ASK FOR ANGELA

490

SITES PARTICIPATING IN ASK FOR ANGELA

7,495

COMMUNITY MEMBERS REACHED THROUGH EVENTS
AND OUTREACH

Human Trafficking Intervention

\$2M+

IN COERCED DEBT CLEARED FOR SURVIVORS OF HUMAN
TRAFFICKING SINCE 2023

69

AGENCIES JOINED THE RECLAIM NETWORK

158

ADVOCATES JOINED THE RECLAIM NETWORK

6

NEW PROVINCES JOINED RECLAIM NETWORK

12

PARTNER HEALTH AGENCIES IN THE CARE WITHOUT LIMITS
SURVIVOR HEALTHCARE NETWORK

Education & Prevention: School Safety Symposium

66,170

STUDENTS REACHED OVER THREE YEARS

70%

INCREASE IN ANNUAL STUDENT PARTICIPATION FROM YEAR
1 TO YEAR 3 (25,939 IN 2025-26)

18%

INCREASE IN SCHOOL PARTICIPATION FROM YEAR 1 TO
YEAR 3 (107 IN 2025-26)

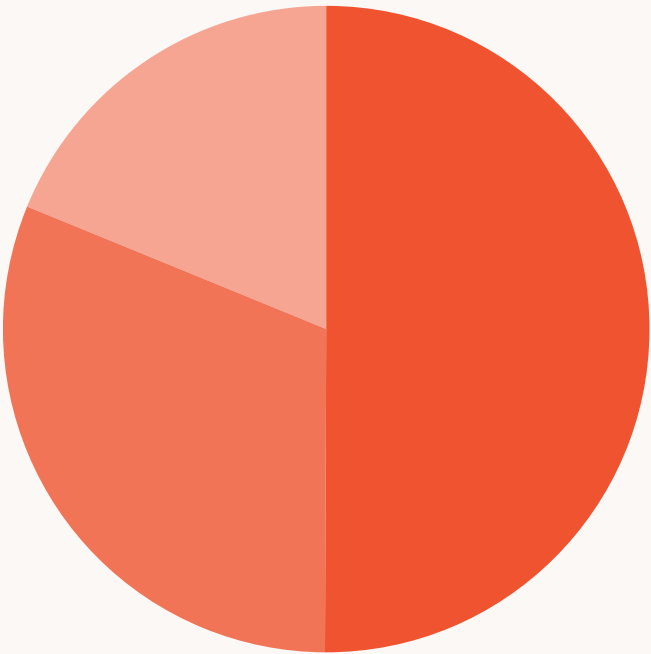
100%

OF EDUCATORS SAY IT MAKES THEM MORE COMFORTABLE
STARTING CONVERSATIONS ABOUT DIFFICULT TOPICS



Revenue

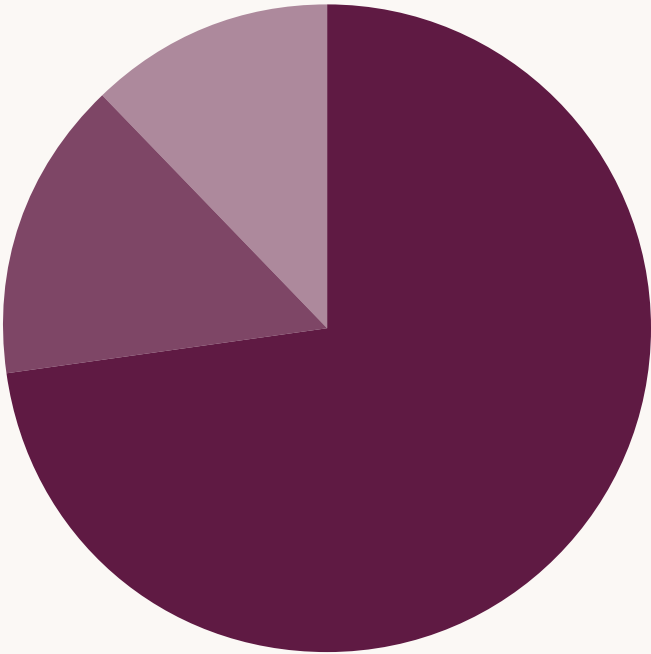
GRANTS - GOVERNMENT	\$4,619,777
GRANTS - OTHER	\$1,618,592
FUNDRAISING EVENTS, DONATIONS & OTHER	\$2,872,177
INTEREST	\$117,743
	\$9,228,289



Expenses

CHARITABLE PROGRAMS	\$6,057,468
COMMUNICATION & DEVELOPMENT	\$1,761,708
ADMINISTRATION & MANAGEMENT	\$966,193
	\$8,785,369

EXCESS OF REVENUE OVER EXPENSES: \$442,920





With Gratitude

To every supporter and ally: thank you.

However you showed up — as a funder, partner, volunteer, or advocate — you helped move us closer to a city where every survivor feels heard, cared for, and empowered to move forward.

Government Funders

- DEPARTMENT OF JUSTICE CANADA
- PUBLIC SAFETY CANADA
- WOMEN AND GENDER EQUALITY CANADA
- ONTARIO MINISTRY OF EDUCATION
- ONTARIO MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES
- CITY OF TORONTO
- TORONTO ARTS COUNCIL, WITH FUNDING FROM THE CITY OF TORONTO

Foundation, Corporate & Individual Supporters

Gifts of \$20,000+ in fiscal year 2025–2026.

- 25 ALIVE CANADA FOUNDATION
- ALGONQUIN CAPITAL
- ANONYMOUS (3)
- CAPITAL ONE CANADA
- CIBC
- JANIS ROTMAN
- KELLY GRIER & MILES NADAL
- KRAWCZYK FAMILY FOUNDATION
- LOBLAW COMPANIES LIMITED
- MOEZ & MARISSA KASSAM EQUITY FUND
- ONX CANADA
- ROBERT BORON & STEPHANIE THORSON
- SCOTIABANK
- TD READY COMMITMENT
- THE CATHERINE AND MAXWELL MEIGHEN FOUNDATION
- THE DAVID & STACEY CYNAMON FAMILY FOUNDATION
- THE JOSEPH AND WOLF LEBOVIC CHARITABLE FOUNDATION
- THE KRSTAJIC FOUNDATION
- THE LAW FOUNDATION OF ONTARIO
- THE LEVY FAMILY FOUNDATION
- THOROGOOD FAMILY FUND
- TIPPET FOUNDATION
- TORONTO POLICE SERVICE BOARD



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REPORT DESIGN BY HYPENOTIC