

# ANNUAL REPORT

Caledon\Dufferin Victim Services



2020

-

2021



# Caledon \ Dufferin Victim Services

*Support, Information, Referrals*

Committed to the rights and the provision of services to those affected by crime and crisis



**Our Values:** Compassion, Integrity, Confidentiality,  
Respect, Accountability, Responsiveness

# ***Annual General Meeting***

**Tuesday, June 22, 2021**

## Agenda

### Order of Business:

- *Virtual presentation and participation due to the global pandemic*
  - *Opening Remarks and Welcome Address*
    - *Business Meeting*





Caledon\Dufferin Victim Services is a VCAO (Victim Crisis Assistance Ontario) site operating under the Ministry of the Attorney General Ontario Victim Services Secretariat.

The not-for-profit, charitable agency has been providing crisis services in the Town of Caledon for over 30 years and the County of Dufferin for 23 years.

CDVS is governed by a volunteer Board of Directors comprised of community members. Highly trained volunteer Crisis Responders provide much needed support to persons experiencing crisis in their time of need.

Based on the concept of "Neighbours helping neighbours, community helping community." Caledon\Dufferin Victim Services is here to help.

## Mission Statement

Caledon\Dufferin Victim Services provides crisis support in times of need. Because CDVS exists, those who encounter crisis can cope with their current circumstances. This will be achieved in a manner that represents good value for resources expensed.

### More specifically:

A victim is defined as anyone associated with a crime or tragic circumstance, including but not limited to a witness, bystander, family member, friend, neighbour, responder, co-worker, classmate, and/or members of the community at large. This includes children with legal consent.

A crisis is a crime or other tragic circumstance that either occurs in our catchment area or affects a resident of our catchment area.

Can cope means that the victim is able to function without our services.

### Objectives;

To lessen the effects of trauma and crisis

To help victims cope with the impact of crime, tragedy or disaster

To encourage the victim to connect with other services for longer term assistance and support

To provide immediate financial assistance subsequent to serious criminal acts

To improve safety

To increase awareness of victimization issues

To enable police and other emergency service providers to leave a scene

Staff and Volunteers support victims, witnesses and family members affected by:

Assaults, Bereavement, Break & Enters, Criminal Harassment, Elder Abuse, Family Crisis, Fire, Hate Crimes, Homicide, Human Trafficking, Industrial Accidents, Intimate Partner Violence, Motor Vehicle Collisions, Personal Crisis, Property Crimes, Robbery, Sexual Violence, Sudden Death, Suicide, Tragic Circumstances and more.....

Staff and Volunteers will assess client needs and provide referrals to help address:

Child Care

Counselling

Employment supports

Housing

Income supports & other financial assistance

Legal services

Medical care

Mental Health & Addiction services

Peer support

Safety

## Our Clients Are:

\* Family, close friends and witnesses of persons who have been injured or killed as a result of a serious accident or as a result of crime.

\* Someone whose personal rights have been violated by criminal, violent or aggressive acts.

\* Those who have been affected by a trauma, tragedy or disaster.

\* Those seeking information or connections to local resources.



## A Message from the President

This past year, 2020/21, continued to have more challenges than last as COVID continued to devastate our world. CDVS has persevered through and continued to service all of our victims, just at a social distance, with no disruption to our service.

The year's success is credited to our Executive Director, Dorothy Davis and her Team; Pina Marino, VCAO & Programs Manager, Gail Smith, VCAO & Programs Coordinator, Maureen Chilko, Communications Coordinator, Margie Morey, VCAO Support Worker, Julie Cowl, Afterhours VCAO Support Worker and Melissa Piccinin, Data Entry Clerk.

This team not only cares for our victims but also our volunteers. These are our front-line workers who work tirelessly caring for our victims, working weekday and weekend shifts, whenever they are needed. They are helping people when they are their most vulnerable, this takes incredible patience and caring - they are our heroes. We thank them all for their service.

This past year our team has seen a change in our Orangeville and Shelburne Police partners as they have both transitioned to OPP services. CDVS didn't miss a beat and have been working with the new Commander Terry Ward as well as providing further training for all current and new police staff.

Our funding from MAG has been modified, allowing us more funds for COVID relief and eventually extending the spend-out dates into next year. As always, the budget process is vital to our organization as our bottom line is critical to ensure we take great care of our victims.

Thank you to Elizabeth Staite who has been a valued member of our Board for the past 6 years and our Board Secretary for the past 2 years. Both of her three-year terms are over now and we have to say good-bye. Thank you for all of your support!

Welcome to our two new Board Directors, Mary Juric and Monika Sawicka. We are all looking forward to you both joining the team.

Speaking for the Board, I'd like to thank Dorothy and her team for another incredible year of support as they provide us with all of the necessary information and tools for us to do our job well. Their dedication to the organization, each other and the services they provide are outstanding. We are all lucky to be part of this team.

I'm hoping we may see life returning to normal soon, however, in the meantime please stay healthy and safe. I look forward to seeing everyone in September and I wish everyone a great summer!



Tamara McClinton, President  
Board of Directors

## A Message from the Executive Director

Looking back on 2020-2021 reminds us that despite uncertainty, loss, and unprecedented strain, we still accomplished so much good together. We welcomed 2 new staff members, Melissa and Julie to our CDVS staff. Their professionalism and flexibility jumping into new roles during this challenging time of virtual onboarding and independent work was greatly admired and appreciated by the entire team.


Even as most of the country was under stay-at-home orders, CDVS staff found innovative ways to answer clients' calls for help, provide support, and assist with safety. They managed unexpected events, coordinated under challenging conditions and found new ways for virtual connectedness and learning exchanges. Despite their own anxiety, fear & uncertainty, they persevered to address the changing complexity of client needs, learn new technologies and find innovative ways to work effectively as an expanded team. Pina, Gail, Maureen, Margie, Melissa & Julie epitomize all that our agency and community values – compassion, integrity, respect, accountability, & responsiveness, providing not only exemplary service to our clients but leading by example for our over 60 active and alumni Crisis Responders. Their professionalism and resilience in the face of this drawn out and constantly changing crisis was nothing short of inspiring.

Our Board of Directors provided a sense of stability during these changing times; as we said goodbye to long standing police partnerships with our municipal services in Orangeville and Shelburne and welcomed new relationships with our expanded OPP detachments. Board leadership ensured the agency remained clearly focused on our mission while at the same time exploring a future focus.

As a community, virtual collaboratives provided an opportunity to check in with one another, to huddle & debrief, to support and stay informed on current issues and evolving needs. Individually and collectively, it gave us an opportunity to take stock of what we have to work with – our routines, roles and resources and then to reconfigure, redeploy and repurpose them to meet community need.

In 2020-2021, staff received over 1156 referrals, providing new support, information and resources to more than 1165 adults and their children. The pandemic served to further magnify and reveal pre-existing inequities in housing, education, health care, food security, criminal justice and employment. Yet we remain steadfast in our commitment to assist victims & the most vulnerable, and to aid in the renewal & recovery of our communities.

Caledon\Dufferin Victim Services remains committed to our mission. It is at the heart of everything we do. It centers us as we live through waves of coronavirus, economic disruptions and calls for racial justice—as well as the uncertainty of what might come next. Inspired by the tenacity and voices of our victims and survivors, we will continue to persist in reimagining what justice for victims could truly look like. We look forward to how this collective reimagining will foster transformative changes in the way justice operates in our communities, in 2021 and beyond.



Dorothy Davis  
Executive Director



### **First Year, First Term**

Mary Juric

Monika Sawicka

### **Returning Directors**

Karen Barnett

Brian Bishram

Murray Eades

Kevin Junor

Tamara McClintock

David McLagan

Mojgan Schmalenberg

Sean Singh

### **Ex-Officio, Non-Voting**

Dorothy Davis, Executive Director

Pina Marino, Recording Secretary

### **Retiring**

Elizabeth Manganelli-Staite

## **The 2021/2022 Slate**

## **Board of Directors**



HAVE A HEART &  
LEND A HAND.

*You can make a difference.*



## Victim Crisis Assistance Ontario (VCAO) – Crisis Support

The Victim Crisis Assistance Ontario (VCAO) Program is delivered by community non-profit agencies. The program provides free, non-judgmental, confidential support for individuals affected by crime and tragic circumstance that is victim-centered and culturally-competent. The menu of services offered by the program includes:

- ❖ 24/7 on-scene crisis intervention
- ❖ Addressing immediate safety concerns
- ❖ Community support sessions
- ❖ Needs assessment
- ❖ Development of a personalized referral for or service plan
- ❖ Safety planning
- ❖ The provision of information
- ❖ Referrals to counselling and relevant community and government support services
- ❖ Enhanced support and follow-up

Which services each individual receives will depend on their individual needs. Service providers will respect the right of every client to make his/her own decisions.

Trained staff and volunteers treat clients with courtesy, compassion, dignity and respect. Services are available 24 hours a day, 7 days a week.

*(Taken in part from MAG VCAO Program standards and program pamphlet)*

## Victim Quick Response Program (VQRP+)

VQRP+ has been established by the Ministry of the Attorney General, Ontario Victim Services Secretariat, to provide financial assistance to victims of homicide (including attempted murder), serious physical assault, intimate partner and sexual violence, human trafficking and hate crimes. Immediate financial assistance is available to victims of violent crimes who require financial support that cannot be obtained via other sources.

## Agency Programs;

Victim Crisis Assistance Ontario (VCAO)

Victim Quick Response Program + (VQRP+)



## Safety Planning

Caledon\Dufferin Victim Services encourages individuals to be more conscious of their personal safety in various surroundings. To accomplish this, the organization provides comprehensive safety planning and offers programs that improve an individual's safety while increasing self-confidence. A safety plan is a combination of suggestions, plans and responses created to help victims reduce their risk of harm. It is an individualized tool designed in response to a client's specific and unique circumstances.

## Resource.Full Lending Library

The Resource.Full lending library is a unique collection of books, videos, DVDs and audio tapes, housed in our Orangeville Victim Services office. The materials in the library are available to the general public, agency, community partners and clients at no charge, on a loan basis. The resources are available in various formats, suitable for different age groups and inclusive of special needs populations. Caledon\Dufferin Victim Services, often along with police and community partners, take part in school presentations at the elementary, high school and college level to address current issues and topics such as bullying, drinking and driving, healthy relationships and community volunteerism. We also provide community presentations on a variety of prevention related topics.



## More Agency Programs....

[Safety Planning](#)

[Information and  
Referrals](#)

[Education and  
Awareness](#)

[Resource.Full  
Lending Library](#)

**SYSTEM LEVEL THINKING**  
Managing Unexpected Events/Change  
Coordinating Under Challenging  
Conditions



**RESILIENCY &  
SELF CARE**



**CALEDON \ DUFFERIN  
VICTIM SERVICES  
~ COVID RESPONSE ~**



**RAPID RESPONSE**  
Quick Decision Making  
Pivoting as Required

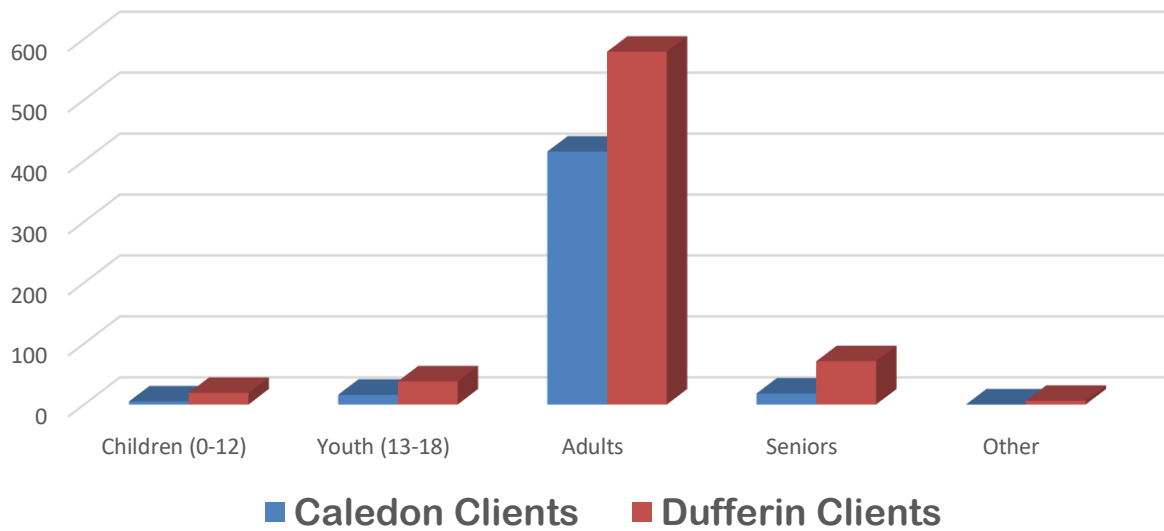


**OPEN COMMUNICATION**  
Frequent Debriefs  
Virtual Connectedness

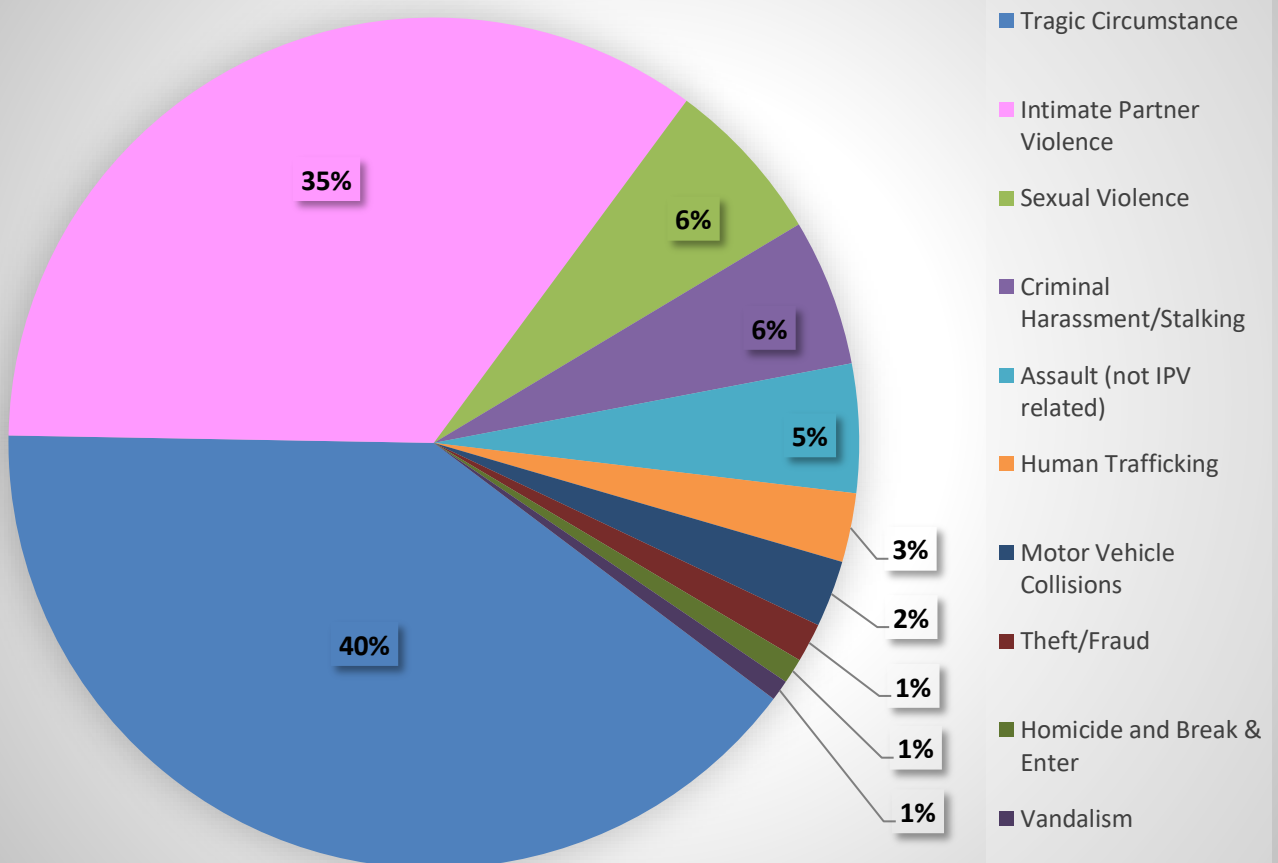


**CROSS SECTORAL COLLABORATION**  
Collective Learning  
Information Sharing

## Number Of Clients per Area in 2020



## Top 10 Occurrence Types in 2020



## Here's what our clients had to say.....

"Thank you for all of your support.....I don't feel alone now"

*"I am happy that there are people like you"*

**"Finally, someone who understands"**

"Your phone calls and support have really been emotionally helpful"

*"You don't even know me but you care so much"*

**"You have a good heart"**



"You reassured me and that's what I needed....you are truly special"

*"Thank you for taking the time out to call and listen to me"*

**"I feel better just talking to you"**

"Thanks for going to such lengths to check on me"

*"This call helped me because it gave me hope"*

**"What a gift this call has been"**

"Thank you for this wonderful service....I wish more women knew about CDVS"

*"Very surprised and grateful to get this call"*

**"I feel a lot safer now"**



- ★ 10 & 10 Enterprises Inc.      ~ Bolton Rotary Club
- ~ Carol Tipson Charitable Foundation
- ~ Christine Murray
- ~ Dufferin Piecemakers Quilting Guild
- ~ Gary Bluestein Charitable Foundation
- ~ Green Monkey Creative      ~ Infinite IT
- ~ Lug Canada Inc.      ~ Lynn Topping      ~ Orangeville Opticians
- ~ S. Peters-Wishart
- ~ Shop with Purpose Market (Jessica Medeiros)
- ~ The Glassford Family Christmas (Mark & Gert Glassford, Anne Marie Taber, Darryl Hyde-Whipp, Odyssey Trust Company, Patricia Beaton, Ross Vignale)
- ~ Velvet Alcorn      ~ Volunteer MBC
- ~ And our many Anonymous Donors      ★

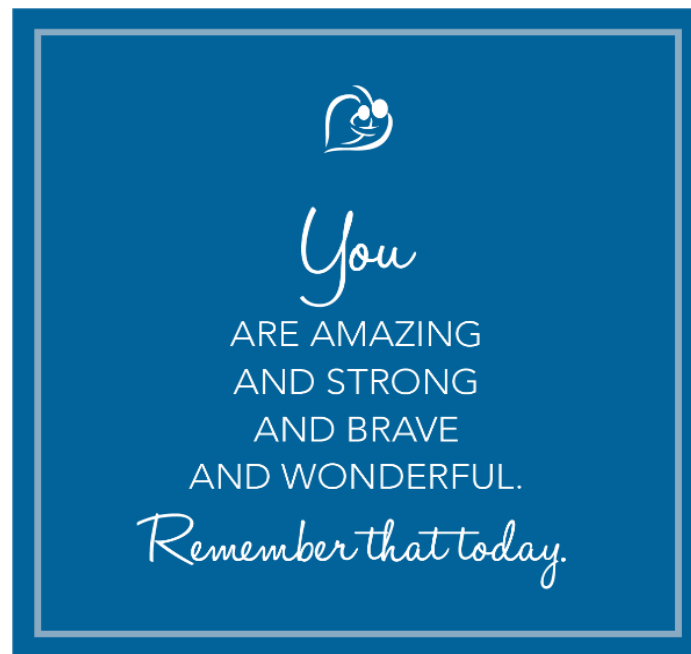
thank you!

*Caledon \ Dufferin Victim Services could not accomplish any of its objectives without the expertise and dedication of our volunteer Board and trained Crisis Responders.*

*Our Crisis Responders are an exceptional and diversified group of individuals who live and work in our community. People who make themselves available 24 hours a day, 7 days a week to assist victims of crime and tragedy.*

*Our Board of Directors are residents of Caledon and Dufferin with the courage to step forward and create the policies that will govern the organization now and in the future.*

*Although we could never really express our gratitude to these dedicated men and women for their tireless efforts, we nevertheless wish to say -  
Thank You.*







Ministry of the Attorney General



***A  
Sincere  
Thank  
You to  
Our  
Funders***



Ministry for Seniors  
and Accessibility

This Report is not complete without the 2020-2021 Audited Financial Statements