

ANNUAL REPORT

Caledon\Dufferin Victim Services



Staying Connected

2021

-

2022



Caledon \ Dufferin Victim Services

Support, Information, Referrals

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



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

Annual General Meeting

Tuesday, June 28, 2022

Agenda

Order of Business:

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

connect
HEART ♥ HEAD ♥ HANDS



Caledon\Dufferin Victim Services is a VCAO (Victim Crisis Assistance Ontario) site operating in 2021-2022 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 31 years and the County of Dufferin for 24 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 fiscal year, 2021/22, has been extraordinary for the challenges we as Canadians faced in the second year of a global pandemic while demonstrating our resilience by adapting in our everyday life and work. The agency continued to service an ever more diverse group of Victims within the safety protocols of Covid-19. Our Executive Director and her incredible Staff continued to find creative solutions and leverage technology while servicing our clients. The Team started a graduated return to work to maintain the presence with our Police partners and be more accessible to our clients. The CDVS team were able to work within the changing protocols of the host ministry in the detachments while ensuring CDVS members felt safe and supported. Always a close, effective workgroup the CDVS team has met all operational challenges, largely due to the experienced leadership of our Executive Director Dorothy Davis and dedicated senior staff. With a change of funding Ministries this year, there was uncertainty as new reporting mechanisms and processes came into effect that made managing the agency was even more challenging. The balance between financial needs and ensuring that all Victims are taken care of in the greatest and most respectful way is a strength of our team. The passion of our volunteers and staff is seen daily as they serve our citizens by supporting victims in the most tragic of circumstances. Speaking for the Board, Dorothy and her team have done an incredible job providing us with all administrative support we may need.

They provide Monitoring Reports, Policy Review, Financial Reporting and more in a timely manner as all are managed monthly. Seeking expert advice and offering solutions to support the Board of Directors and our Front-Line Volunteers with available training. This gives all Volunteers the necessary tools they need to do their jobs well and stay engaged in the organization. The dedication that Dorothy, Pina, Gail, Margie, Maureen and Melissa deliver on a daily basis is appreciated by all of the Board and volunteers. We would also like to acknowledge the fantastic commitment of our Front-Line Volunteers. They give time in their personal lives to help and support people in the most vulnerable period of their lives. Having seen the extraordinary work of these very special individuals that offer caring, comfort and support to victims in crisis, I can tell you the impact of their work is life changing for many.

As our community enter the summer months and the new post COVID environment, I'm asking that we all be mindful of the Province's safety guidelines as they change. I look forward to seeing everyone in September and wish you all a safe and happy summer!

A handwritten signature in dark ink, appearing to read 'D McLagan', with a stylized flourish extending from the end.

Dave McLagan, President
Board of Directors

A Message from the Executive Director

“Never underestimate the power of connecting with others – it holds within it, the power to change the world” – Michael Elliot

2021-2022 for CDVS was highlighted by an underlying desire for all victims and families to know that they are not alone. 24/7 we are here. Here to walk with them, here to connect. Never more than during the pandemic has the human connection been more important. Although safety concerns had our team working apart for much of the year, connection with each other and our clients remained a key focus. Our agency expanded our service delivery methods to include video conferencing, phone, email and text. We continued to offer in-person contact, when it was safe to do so, but during the various waves of lockdown, most people affected by crime were less comfortable with this option. With the help of many creative minds, we worked to connect via our website, social media and mail out campaigns. In return, our community connected to us, through acknowledgement by service recipients & police partners; in kind donation of IT services, or cash donations from individuals or groups. We were both humbled and blessed by the magnitude of support received.

To my staff, I am so grateful for your commitment and perseverance. Each day your spirit, energy and dedication inspire me. You have managed through tremendous challenges, and always ensured we had the right resources, in the right place, at the right time, to deliver a service that always puts victims at its heart. Your professionalism, empathy and resolution have helped us to serve some of our community's most vulnerable victims, witnesses and families and for that I am grateful.

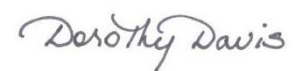
To the Board and Crisis Responder Volunteers: you continue to encourage us every day with the ways that you give of yourselves. Through your guidance and service, you help us to ensure that those affected by crime & tragedy receive the high-quality support & care they need moving forward.

While the pandemic created deep impacts across all sectors, we recognize the acute toll it has taken on victims of crime. It disproportionately exposed vulnerable groups and individuals to greater risk and harm. Indeed, it has provided a poignant reminder that many in our community are not safe from violence and abuse, including intimate partner violence, family violence and mental health crises. As a society, we are just beginning to understand the importance of looking after our mental health. The emotional support & connection that CDVS Staff and Crisis Responders provide is a critical lifeline for many going through turmoil after a tragedy or a crime.

I also would like to thank and acknowledge our 2021-2022 funders, Ministry of the Attorney General, Region of Peel, United Way of Greater Toronto, Ministry of Seniors & Accessibility and County of Dufferin who have enabled us to extend our service by taking on new projects, as well as serving the core of our clients following crime and trauma. Your support goes far beyond the funds you provide - thank-you.

As our communities work toward recovery, we have a tremendous opportunity to think creatively about how justice and support services are delivered. Despite the challenges, there has been much innovation within the victim services sector at this time. At CDVS we will continue our work to build connections, partnerships & collaborations aimed at improving the experiences of those affected by crime & tragedy.

I look forward to working together in the year ahead, to focus on the recovery and wellbeing needs of victims and our community, by addressing the harm and vulnerability caused by crime & tragedy.



Dorothy Davis
Executive Director

First Year, First Term

None

Returning Directors

Brian Bishram

David McLagan

Karen Barnett

Kevin Junor

Mary Juric

Mojgan Schmalenberg

Monika Sawicka

Murray Eades

Sean Singh

Tamara McClintock

Ex-Officio, Non-Voting

Dorothy Davis, Executive Director

Pina Marino, Recording Secretary

Retiring

None

The 2022/2023 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.

Victim Crisis Assistance & Referral Service CDVS Crisis Responder Volunteer Program

Caledon\Dufferin Victim Services recognizes that abuse and tragedy are key contributors in the cycle of poverty and mental health issues and provision of immediate support/assistance lessens the impact of adverse events. Comprehensively trained staff and crisis responders attend in person or by phone or virtually following a criminal act, tragic circumstance and/or disaster 24/7/365. CDVS Crisis Responders are trained to provide emotional and practical support, safety planning and needs assessment to the victim in a trauma informed, culturally competent manner. Responders provide community connections and resources for longer term needs. Our number of volunteers ranged from 35-51 with 14 yearly trainings and workshops/speakers such as; The Violence Link, Caledon OPP, Assaulted Women's Hotline, Virtual Resilience, Mental Health First Aid, Caledon Meals on Wheels and a virtual Residential School tour.



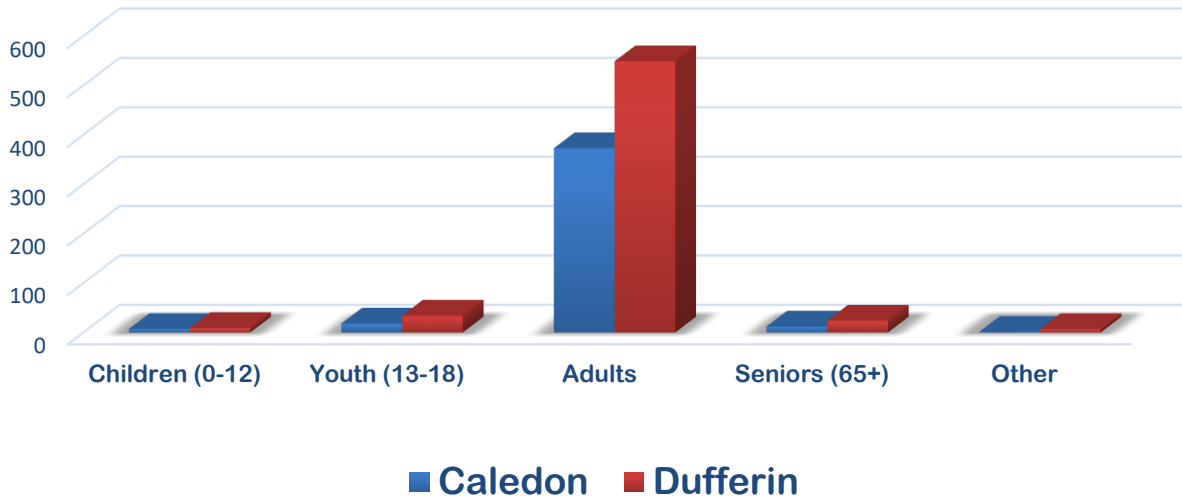
More Agency Programs....

Safety Planning

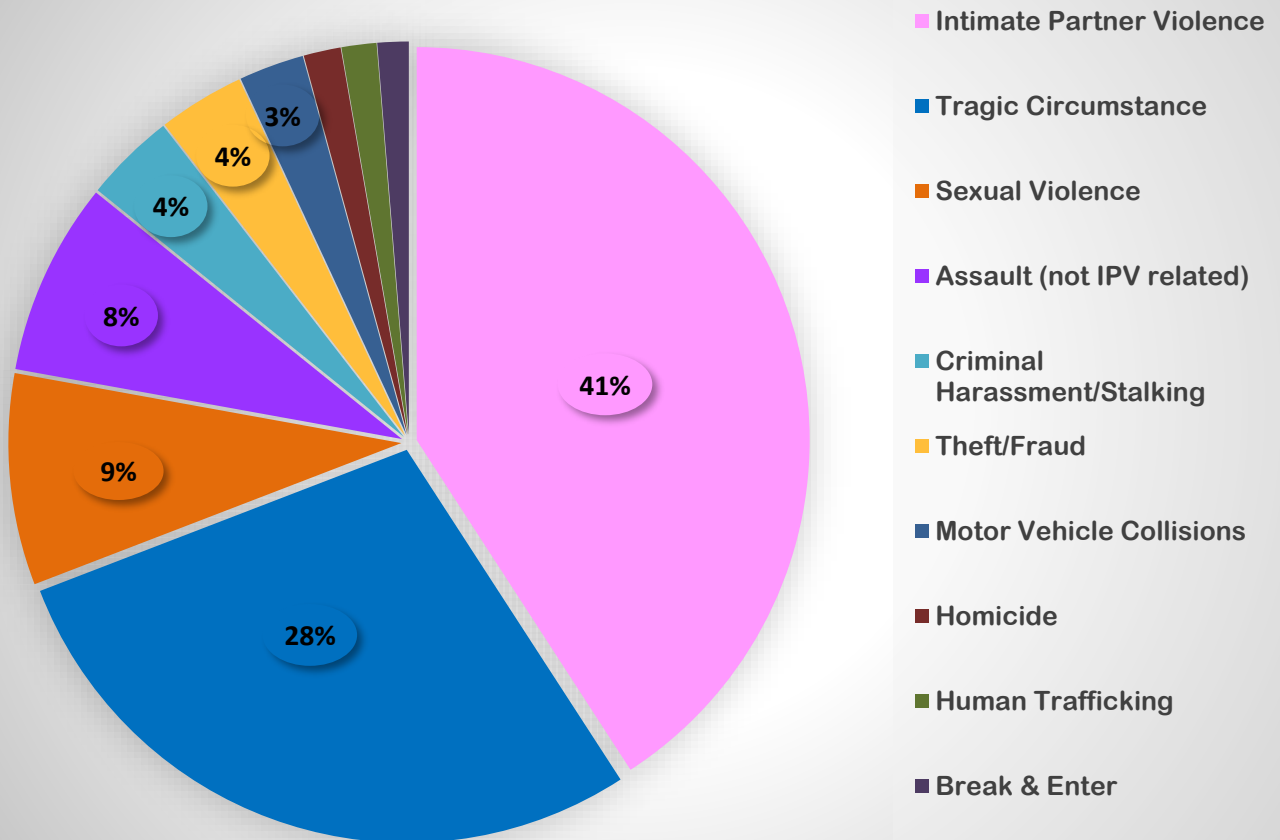
Information and
Referrals

Education and
Awareness

Number of Clients served per Area in 2021



Top 10 Occurrence Types in 2021



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

"Thank you so much for your help and support and understanding"

"I feel so much better having talked to you"

"I'm very grateful for your support"

"Thanks for the help and for listening"

"I was lost and thank you for helping me"

"Thank you for taking the time to help us"



"I am glad to learn that I am not to blame for his choices"

"Thank you for all you do for the 'Us' of the world"

"I'm just glad someone listened"

"Your agency has been so helpful for me"

"Thank you so much for being there for me"

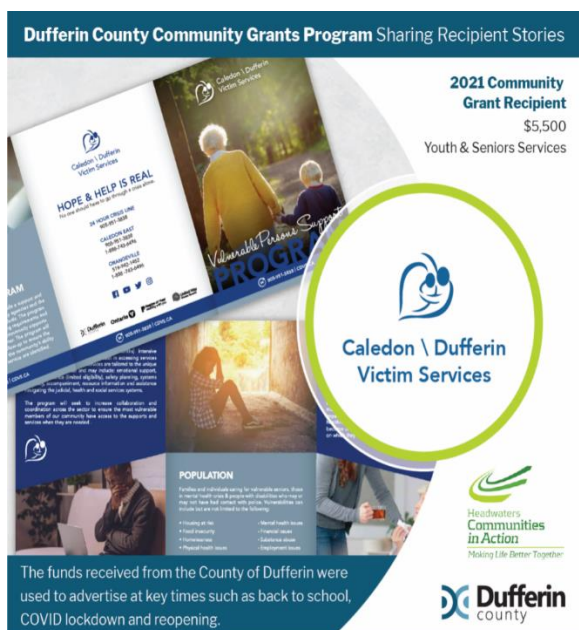
"I feel empowered again"

"Thank you for calling, my day is a whole lot better now"

"I appreciate the call and the tools you provided me"

"You made me feel so much better"

Some of our CDVS 2021 Projects



County of Dufferin Project

Funding from the County of Dufferin allowed Caledon \ Dufferin Victim Services to provide community outreach related to relevant local victim issues including interpersonal violence (domestic violence & family violence), sexual assault, human trafficking, bullying and hate crimes via our communication platforms. Focus continued to be on supporting the most vulnerable members of society including seniors and youth, with supports, information and referrals.

We were also able to advertise our services to residents of Dufferin through targeted social media platforms such as Facebook, Twitter, Instagram, and print-media ads that ran in local papers.

Printed materials were created and provided to OPP officers especially those new to the area to inform them of CDVS programs and services, referral processes & agency contact information, to help them in turn, inform community members subsequent to an incident involving police services.



Ministry of Seniors & Accessibility Project

The Ministry of Seniors and Accessibility provided start-up funding required to promote, educate and roll out a new short-term intensive assistance program for vulnerable seniors and their families/caregivers in the Caledon & Dufferin area.

The project provided additional specialized Senior Safety Planning education and materials to a core group of existing CDVS Crisis Responders who in turn delivered the new Vulnerable Senior's Support Program for the agency. This program assisted seniors & their families/caregivers in accessing services and

overcoming barriers through individually tailored supports including: needs assessment, emotional support, safety planning, resource information, system navigation and follow-up including advocacy where gaps in services were identified.

The project created resources & awareness for both community members & service providers to clarify and coordinate agency roles related to senior safety & elder abuse, enhancing cross sectoral coordination in both Caledon & Dufferin.



- ❖ *100 Women Who Care*
- ❖ *Alvista Farms*
- ❖ *Bernadette & Joseph Price*
- ❖ *Covenant Alliance Church*
- ❖ *Gary Bluestein Charitable Foundation*
- ❖ *Walmart Canada Corp.*

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 2021-2022 Audited Financial Statements