



Caledon \ Dufferin
Victim Services



2022-2023 ANNUAL REPORT



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 27, 2023

Agenda

Order of Business:

- Membership Registration and light food and refreshments
- Opening Remarks and Welcome Address
- Business Meeting



MISSION STATEMENT



Caledon\Dufferin Victim Services is a VCAO (Victim Crisis Assistance Ontario) site operating in 2022-2023 under the Ministry of Children, Community and Social Services.

The not-for-profit, charitable agency has been providing crisis services in the Town of Caledon for over 32 years and the County of Dufferin for 25 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.

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 expended.

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 fiscal year, 2022/23, has also been a testament to the extraordinary resilience of Canadians as we come out from under the cloud of the global pandemic, returning to our "new normal" lives after three (3) years. We have adapted in many ways leveraging technology to new levels not considered by most prior to 2020. Building on that delivery method CDVS continued to serve an ever more diverse group of Victims within the safety protocols of Covid-19 and now beyond. Our Executive Director and her incredible Staff continued to find creative solutions to service 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 work group the CDVS team has met all operational challenges, guided by the experienced leadership of our Executive Director Dorothy Davis and dedicated senior staff. With a change of funding Ministries, now more than a year in place, new reporting mechanisms and processes have come into effect that make change a regular occurrence within CDVS. 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, Melissa, Maureen and Amanda 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. In March of 2023, the board participated in a future state planning exercise guided by an external consultant to develop "ends" that will guide the executive team of CDVS forward with the agency's strategy over the next few years.

This was a full day of participatory session work that was not only incredibly productive but surprised many of us in how rewarding the experience was while identifying the clear "ends" required. Thank you Rose!

As our community enters the summer months and vacation period for most, I wish you all a safe, happy summer season. See you in September!



**Dave McLagan, President
Board of Directors**

A MESSAGE FROM THE EXECUTIVE DIRECTOR

"I will love the light for it shows me the way, yet I will endure the darkness for it shows me the stars." Og Mandino

As we emerge from the darkness of the pandemic, the stars of CDVS, the dedicated staff and volunteers, provided an unwavering light of hope. For our victims and families, this signaled a place of understanding and connection - they are not alone. 24/7 we are here.

Here to walk with them, here to help bolster their resilience, enabling the continuum of recovery through rapid response, informed referrals and community partnerships. In 2022-23 over 1298 new clients received our care and support including 1004 women and children.

Over 1700 Needs Assessments were completed with a resulting 3000 referrals provided.

To my staff, I am so grateful for your ongoing commitment and perseverance. The professionalism, empathy, strength and determination you demonstrate as you support our clients and each other through the ongoing challenges – it is nothing short of inspiring. You do this with respect, integrity and compassion — three of our organization's core values. 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 and tragedy receive the high-quality support and care they need moving forward.

Our core values at CDVS have always been a mix of aspirational and foundational; sustaining the good things and moving forward with vision and values that guide us into a positive future. As we continue to navigate through these complex times, it is crucial for us to strengthen our commitment to listen and centre the voices of those at risk of victimization including the most vulnerable and marginalized in our community.

I also would like to thank and acknowledge our 2022-2023 funders, The Ministry of Children, Community and Social Services, Region of Peel, United Way of Greater Toronto, The Ministry for Seniors and 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 community makes strides in the recovery journey, we will continue our work to build connections, partnerships and collaborations aimed at improving the experiences of those affected by crime and tragedy - focusing on the wellbeing needs of victims and our community by addressing the harm and vulnerability caused.

Working together, tiny stars light the darkness, shining bright for the benefit of others - that's the power of teamwork.



Dorothy Davis
Executive Director

THE 2022/2023 SLATE BOARD OF DIRECTORS

FIRST YEAR, FIRST TERM

Nils Clausen

RETURNING DIRECTORS

Brian Bishram, David McLagan, Karen Barnett, Kevin Junior,
Mary Juric, Mojgan Schmalenberg, Monika Sawicka

EX-OFFICIO, NON-VOTING

Dorothy Davis, Executive Director
Pina Marino, Recording Secretary

RETIRING

Tamara McClintock
Sean Singh

DECEASED

Murray Eades



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 ONTARIO 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 and this year we hosted 14 trainings and workshops including Art as Therapy, Senior Trauma and Traumatic Loss, Sexual Assault Unit - Headwaters Hospital and Safetalk certification.



**More Agency
Programs**

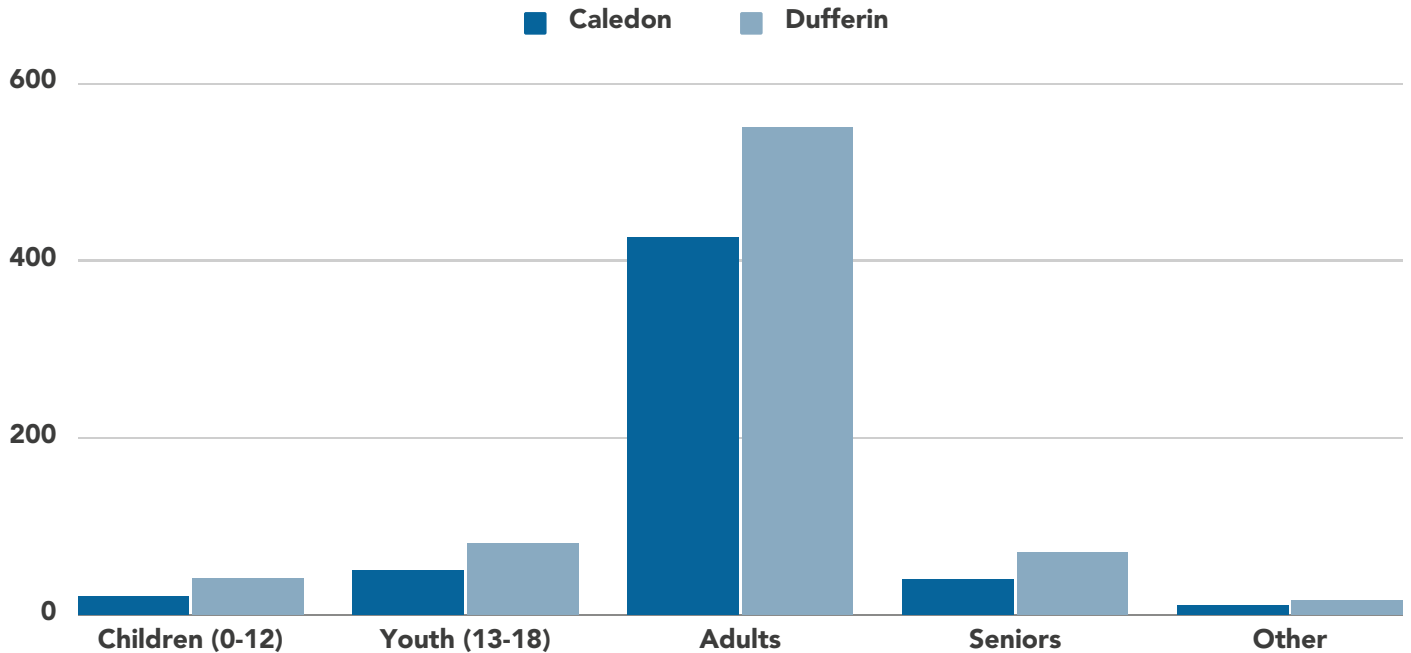
Safety Planning

**Information and
Referrals**

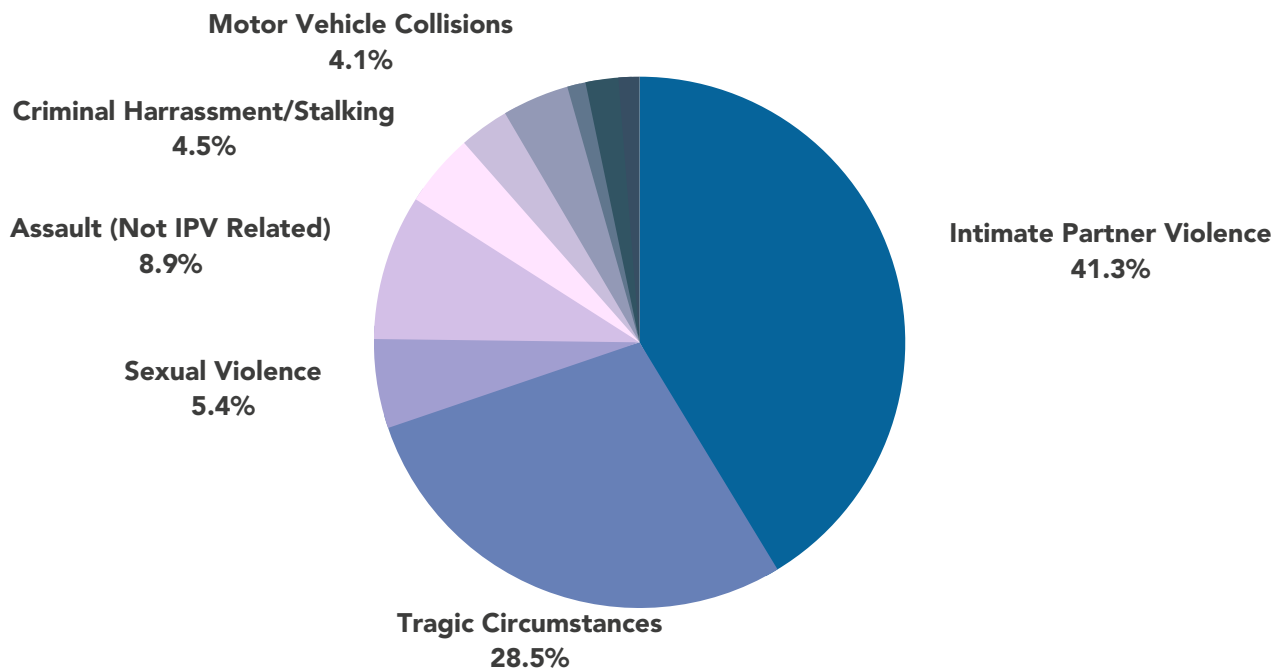
**Education and
Awareness**

STATISTICS

NUMBER OF CLIENTS SERVED PER AREA IN 2022

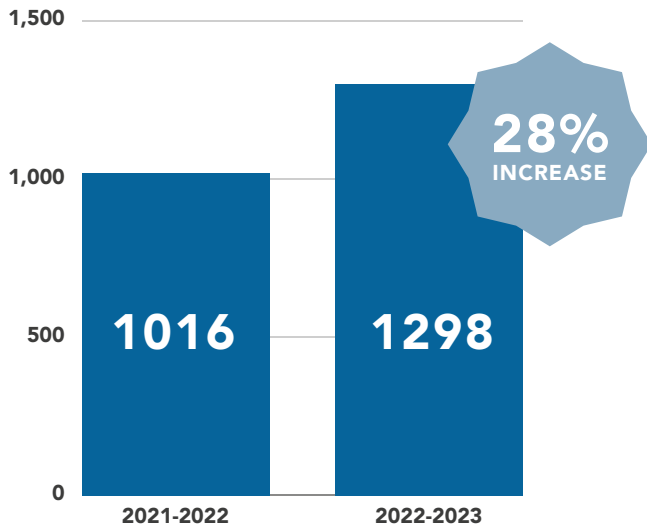


TOP 10 OCCURRENCE TYPES IN 2022

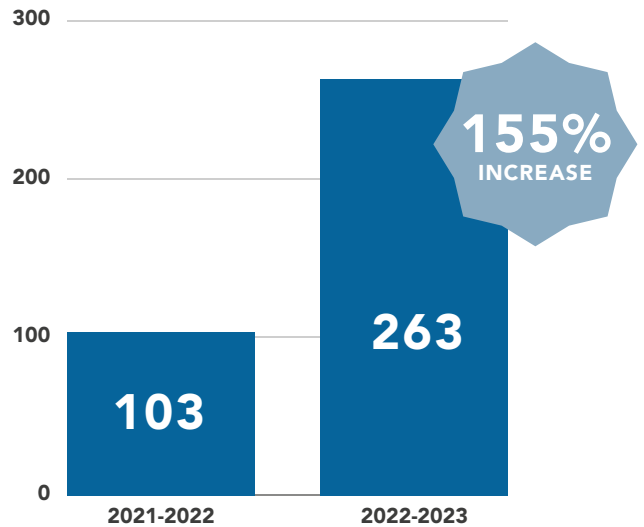


STATISTICS

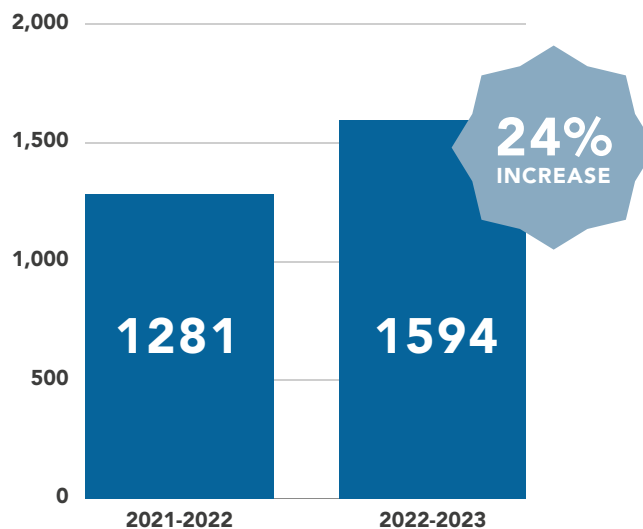
NEW CLIENTS SERVED



VQRP+ FINANCIAL ASSISTANCE APPLICATIONS



SAFETY CONCERNS ADDRESSED





HERE'S WHAT OUR CLIENTS HAD TO SAY...

"Just talking to you makes me feel better"

"Thank you for listening and trying to help my family"

"You are angels"

"We are impressed with the quick response"

"I'm thankful for the referrals and knowing that you are there for me"

"I was very happy CDVS called because I didn't know what to do"

"Thank you. I feel better to deal with my problems"

"I am glad to have a starting point"

"You are someone that I am never going to forget"



SOME OF OUR CDVS 2022 PROJECTS



COUNTY OF DUFFERIN PROJECT

Funding from the County of Dufferin allowed Caledon\Dufferin Victim Services to provide connection, training and resource awareness to Caledon\Dufferin Victim Services staff and Crisis Responders, to better respond to the unique issues faced by the BIPOC and other underserved and marginalized communities in Dufferin. Grant funds were also used to create and distribute information about CDVS specifically geared to Dufferin newcomers. A newspaper campaign reached over 32,500 households and a targeted social media campaign advertised our services through the platforms of Facebook, Twitter, Instagram. Printed materials and a mailout campaign distributed information packages to police, social services, real estate agents, pharmacies, libraries, thrift stores, and community centers across Dufferin County, helping them in turn inform others especially those new to the community.

This provided information to those new to the area, informing them of CDVS programs and services, referral processes and agency contact information.



MINISTRY FOR SENIORS AND 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 and Dufferin area.

The project provided additional specialized training on the Potential Effects of Trauma and Traumatic Loss to a core group of existing CDVS Staff and Crisis Responders who in turn delivered the Trauma and Traumatic Loss Support Program for Seniors for the agency. This program assisted seniors and their families/caregivers in navigating, accessing and understanding the services that exist in the region and provided new resource materials.

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 and awareness for both community members and service providers to clarify and coordinate agency roles related to senior safety and traumatic loss, enhancing cross sectoral coordination in both Caledon and Dufferin.



Thank You!

TO OUR DONORS!

Thanking everyone during this challenging year for helping us to continue to make a difference.

Bolton Florists Inc.
Bolton United Church
Caledon Restorative Justice Program
Cardinal Woods-Master Creek Social Committee
Carol Tipson
Charles Allbon
Donations in loving memory of Daniel Cullen
Gary Bluestein Charitable Foundation
Jane Skeffington
John Boeckh
Robert Ward
Walmart Canada Corp.
Wayne Davis
Westminster United Church - The Purse Project



Caledon \ Dufferin Victim Services

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!

Thank You!

**TO OUR
FUNDERS!**



Ministry of Children,
Community and
Social Services



United Way
Greater Toronto



Dufferin
county



Region of Peel
working with you



Ministry for Seniors
and Accessibility

This Report is not complete without the 2022-2023 Audited Financial Statements