

ANNUAL REPORT

Caledon\Dufferin Victim Services



*2016/
2017*

We are here to help.



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 27, 2017

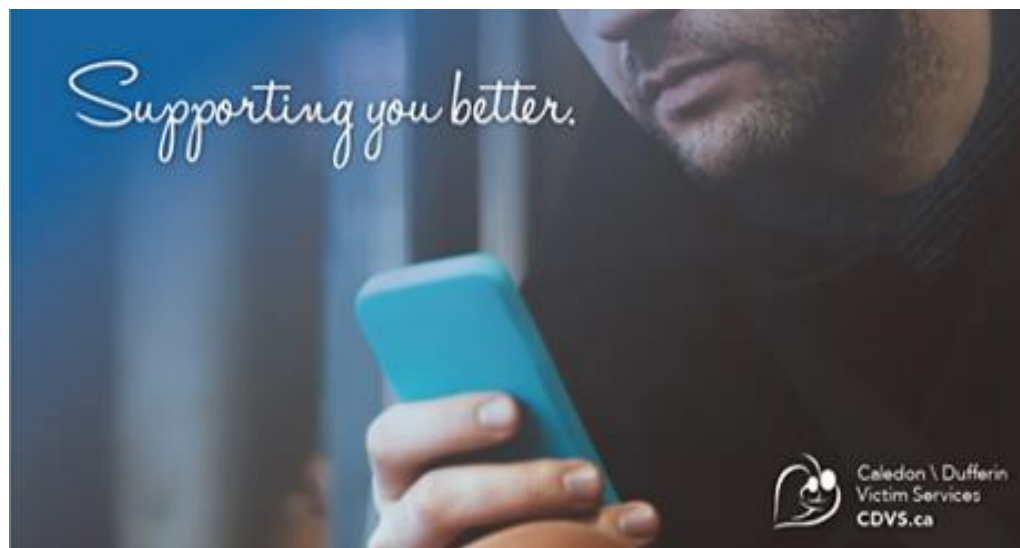
Agenda

Order of Business:

Membership Registration & Light Refreshments

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 25 years and the County of Dufferin for 18 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 there 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 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

Our Services;

Crisis intervention & emotional support
Court support and accompaniment
Debriefing
Domestic violence emergency response
Education, prevention, training, awareness
Emergency transportation
Financial support
Information & referrals
Practical assistance
Resource. Full lending library
Safety planning
Transportation to hospitals and trauma centres

Assistance with;

Abuse, accidents, arson, assault,
Bereavement, break & enters,
Court support, critical incident syndrome,
Death notification, domestic violence, drowning,
Emergency transportation and accompaniment,
Family crisis, fatalities, fire,
Harassment, homicide, home invasion, homelessness,
Injury,
Mischief, missing persons,
Personal crisis, property crimes,
Road rage, robbery,
Safety planning, sexual assault, stalking,
Substance abuse, sudden death, suicide

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.

* Anyone who has been affected by a trauma, tragedy or disaster.

* Anyone who is seeking information or connections to local resources.



A Message from the President

Fiscal year 2016/2017 was indeed a year of challenges, as the agency has been tasked with servicing more clients with diminishing funds.

The agency's success in meeting these challenges has been due to the strong leadership of our Executive Director, Dorothy Davis. Dorothy continues to manage the delicate balance between satisfying client needs and meeting our financial commitments. This past year the agency was also given the additional challenge of creating a specialized task force to address the issues of Human Trafficking within our community. The task force quickly ramped up and I am pleased to report they have already been able to lend assistance to victims of this under reported crime.

From a Board's perspective, Dorothy and her team have once again provided us with outstanding administrative support. Dorothy and her team support not only the Board meetings after regular work hours, but also all of the training activities and regular meetings of all of the Volunteer Crisis Responders. I know that I speak for the Board when I say that we appreciate the dedication needed to provide us all with such seamless support. The agency's ability to support our Policy Governance model has allowed us to not only

focus on fiscal and operational oversight, but to also consider the agency's response to the changing needs of our community.

I would like to thank Dorothy, her staff and my fellow Board members for their dedicated support throughout this past year. It has truly been an honour working with each and every one of you.

I would also like to express the Board's admiration and gratitude to all of our Volunteer Crisis Responders who give their time to help the most vulnerable members of our community. We recognize that it takes a very special, caring individual with strong personal resilience to comfort victims at the scene of a crime or tragic circumstance. We are humbled to have such special people in our community.

Finally, I will be turning over the role of President to a newly elected Board Member and I wish them every success in fiscal 2017/2018. While I expect that we will continue to be faced with similar funding challenges, I am confident that the agency has the necessary strength to meet those challenges head on.

I look forward to seeing everyone in September and I wish everyone a safe and happy summer!



Louise Pietrzyk, President
Board of Director

A Message from the Executive Director

The gem cannot be polished without friction, nor man perfected without trials.-**Chinese proverb**

Over the past year, Caledon\Dufferin Victim Services has certainly seen its share of trials. 2016-2017 marked the second year of modernization for CDVS and year two of our Ministry phased in funding reduction. But despite these challenges, our agency continues to shine, to show our "polish" to those in need of strength and to illuminate their resilience in the face of adversity.

Together we have made great strides in 2016-2017 as we forge towards the future. With the needs of our community close at heart, and the support of our police and community partners who share and respect our vision and values, we continue to focus on ensuring that those in our community who encounter crisis have the support and resources they require to cope with their current circumstances.

This year we saw a 124% increase in the number of new victims utilizing our programs and an 84% increase in those requiring follow-up or additional supports and services from our agency. At the same time, we remained committed to the professional development, education and health of our staff and crisis responders through implementing workshops, supports and opportunities to ensure that those providing the care remained supported as well.

With the help of our funders we continued to enhance our technology and develop our analytics to help us further define who is utilizing our services, ensure inclusivity and enhance the agency's ability to contribute to collaborative and collective impact efforts. Working in partnership with our communities, we joined new tables and forums aimed at mitigating risks and utilizing new initiatives to extend our reach to some of those most vulnerable in our society.

I am so fortunate to work in an agency that holds glimmers of inspiration all around. From our crisis responders who exemplify caring and compassion, professionalism and selfless support, to our amazing dedicated and committed staff, who tirelessly ensure that the needs of every victim and volunteer are addressed with thoughtfulness and care. To our Board of Directors, who not only provides governance and stewardship but a strong singular visionary voice. You truly are the magic that makes us shine.

Chris Hadfield said it best when he said "Ultimately leadership is not about glorious crowning acts. It's about keeping your team focused on a goal and motivated to do their best to achieve it, especially when the stakes are high and the consequences really matter. It is about laying the groundwork for others' success, and then standing back and letting them shine."

Today we recognize all the gems that make up our organization and the collective gifts that let them shine.



Dorothy Davis,
Executive Director

The 2017/2018 Slate

First Year, First Term

Tamara McClintock

Returning Directors

Elisabeth Sachs

Elizabeth Manganelli-Staite

Helena Kavelaar West

Lina Lawrence

Lorraine Van Wagner

The
2017/2018
Slate

Board of
Directors



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-centred 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, domestic violence, sexual assault 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.



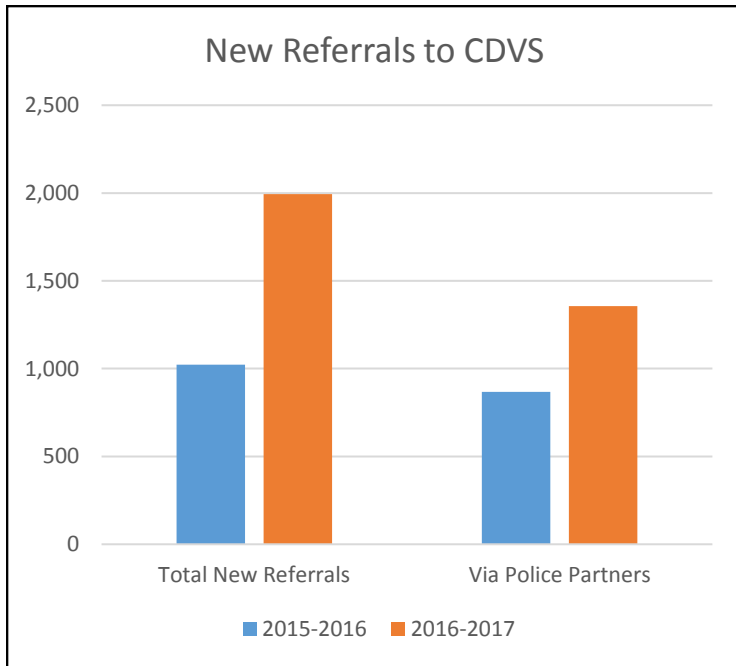
More Agency Programs....

[Safety Planning](#)

[Information and Referrals](#)

[Education and Awareness](#)

[Resource.Full Lending Library](#)

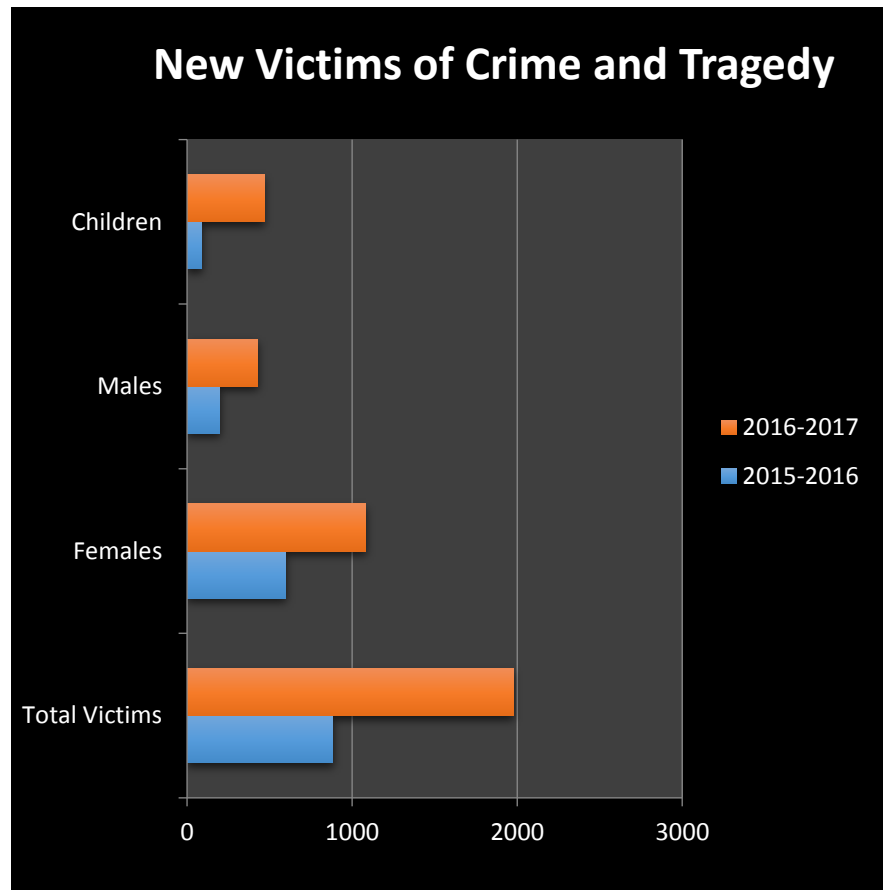


2016-2017
1,993 New Referrals
1,357 Via Police Partners

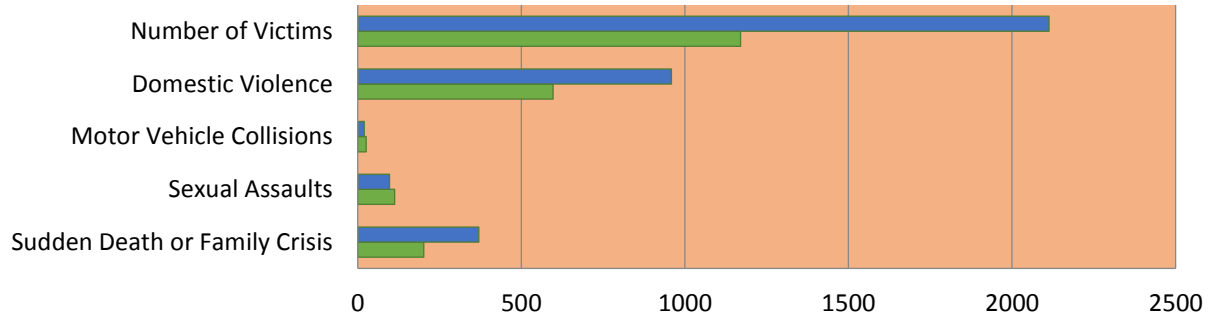
2015-2016
1,023 New Referrals
867 Via Police Partners

2016-2017
1,976 Total Victims
1,081 Females
428 Males
467 Children

2015-2016
884 Total Victims
596 Females
198 Males
90 Children



Victims Assisted with Follow-Up Contact



	Sudden Death or Family Crisis	Sexual Assaults	Motor Vehicle Collisions	Domestic Violence	Number of Victims
■ 2016-2017	370	97	20	959	2,113
■ 2015-2016	202	113	26	597	1,170

Safety Concerns

2016-2017 ◆ **2,339** Amount addressed
(69–New Safety Plans, 72–Needs Assessments)

2015-2016 ◆ **1,923** Amount addressed
(94–New Safety Plans, 11–Needs Assessments)





Ministry of the ATTORNEY GENERAL



**A
Sincere
Thank
You to
Our
Funders**



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.

