

ANNUAL REPORT

Caledon\Dufferin Victim Services



*2017/
2018*

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 26, 2018

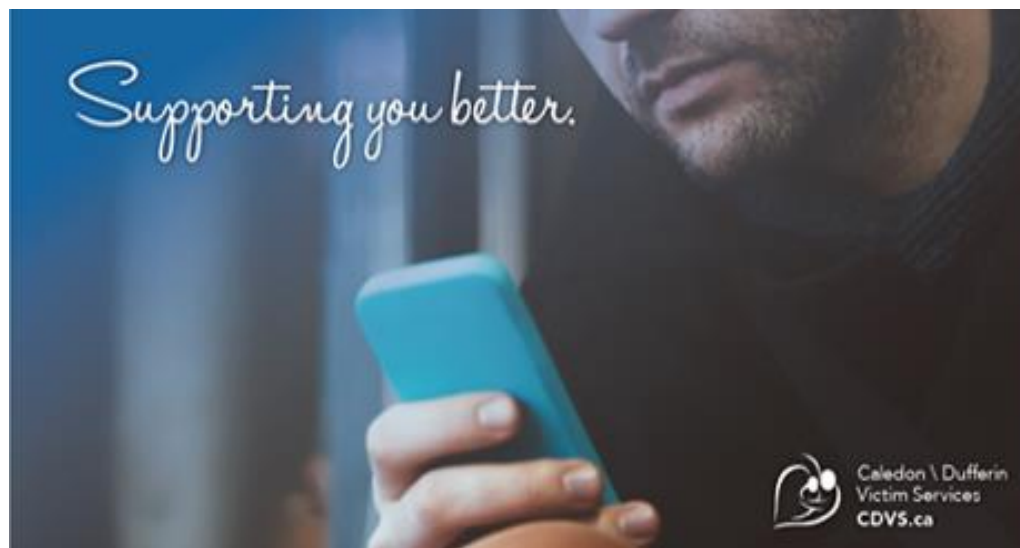
Agenda

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 27 years and the County of Dufferin for 20 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

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

Assaults, Bereavement, Break & Enters, Criminal Harassment, Domestic Violence, Elder Abuse, Family Crisis, Fire, Hate Crimes, Homicide, Human Trafficking, Industrial Accidents, Motor Vehicle Collisions, Personal Crisis, Property Crimes, Robbery, Sexual Assault, 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

As I prepare this Report for presentation to you, I am reminded of how quickly the year has passed.

This is my first report as the President of Caledon\Dufferin Victim Services, since the Board of Directors placed their trust in me at the June 2017 Annual General Meeting. We thank Louise Pietrzyk for her dedication and leadership as she concluded her two year term, becoming Past President.

One of the key items that were identified at the AGM was ensuring the continued succession planning of the Board of Directors. We launched a recruiting process in September and welcomed three new members to our Board this AGM. This required a change to our Bylaws as the Board felt it was important to have our Police partners as a Board Member although they may not live in the Caledon/Dufferin area. It has been a pleasure working with this dedicated team of Board Members and we will miss the contribution of the members who are leaving this year.

Under the strong leadership of Dorothy Davis, the agencies Strategic Plan continued to move forward. Dorothy and her small vigorous staff team continued to adapt CDVS Service Model based on our funders' modernization direction. They continued to evolve the CDVS visibility in

the communities we serve and participated in a number of community events bringing the message that "We Are Here to Help". We thank Dorothy and her team for their achievement on moving the organization forward and supporting the community with the more difficult cases.

The compassion and selfless dedication of the front line volunteers who give countless hours to help our clients is the heart of Caledon\Dufferin Victim Services. Every year the challenges in our community grow with most recently the Human Trafficking eroding our neighborhood security. These men and women give countless hours to be there at that time of need. On behalf of the Board of Directors, thank you for all that you do.

As I enter my second year as President, I look forward on continuing to develop our Board and continuing our execution of Policy Governance. Our Provincial election year causes some uncertainty in Victim Services, we will continue as a Board to guide CDVS through with competence and strength.

I would like to thank everyone for their dedication and hard work. Welcome to our new members! Wishing you all a safe and wonderful summer, we will look forward to recommencing in September.



Lina L. Lawrence, President
Board of Director

A Message from the Executive Director

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around" - Leo Buscaglia

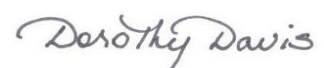
"Making a difference, it's what we do" and at Caledon\Dufferin Victim Services, it is what we've been doing for more than 25 years in the Town of Caledon & the County of Dufferin.

Theodore Roosevelt said it best when he said, *"Nobody cares how much you know, until they know how much you care"*. Here at Victim Services we are blessed with an amazing group of dedicated staff who, while extremely knowledgeable, exemplify caring in everything they do. In a world that often moves at a frenzied pace, they are never too busy to listen, to sit with a client in silence to offer comfort & support and to provide the small words & acts of encouragement that keep members of our community inspired to give of themselves to volunteer with our agency. Together with the support of our board of directors, our police and community partners, our funders and our generous donors, they help us to keep the needs of our community close at heart as 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.

Once again, in 2017-2018, there was a vital need for CDVS services in our communities. CDVS staff and volunteers received over 2,361 referrals, providing new support & services to more than 1939 adults & their children. Through Ontario's Anti-Human Trafficking Strategy, a funding investment was made that allowed CDVS to increase our capacity to provide culturally relevant enhanced support to victims of Human Trafficking. Funding was used to hire a part time Anti-Human Trafficking Support Worker who worked to forge new relations with our Indigenous community partners and to source out services & resources for the many families and individuals affected by this insidious crime.

2017-2018 also saw our crisis responder team welcome 15 new members from across our region who completed their intensive eLearning & in-house training. Our staff hosted a number of multidisciplinary professional development workshops to increase the skill sets of agency, first responder & community partner staff in the areas of death notification, ambiguous loss and human trafficking. The agency participated in, co-lead & coordinated numerous committees, review teams, situation tables and preventative seminars, addressing issues & gaps in client service, volunteer retention & training, police relations, agency protocols & collaborative projects. Yes, it was a productive year by all accounts!

But it was also the deliberate, strategic investment of our time, talent & staff energy that was deployed in a calculated manner aimed at moving the agency closer to its goals of having a strong positive profile in the community and being prepared to meet the ever evolving needs of our community & clients. Each step was built on our values of compassion, integrity, confidentiality, respect, accountability & responsiveness. And we will continue to forge ahead, for we know there can be no sense of community & no meaningful individual or community change, without a sense of individual & collective caring.



Dorothy Davis,
Executive Director

First Year, First Term

Brian Bishram

Shokheen Kaur Singh

David McLagan

Returning Directors

Lina Lawrence

Elizabeth Manganelli-Staite

Lorraine Van Wagner

Tamara McClintock

Ex-Officio, Non-Voting

Dorothy Davis, Executive Director

Pina Marino, Recording Secretary

Retiring

Elisabeth Sachs

Helena Kavelaar West

Louise Pietrzyk, Past President

Resigned - None

The
2018/2019
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, 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.



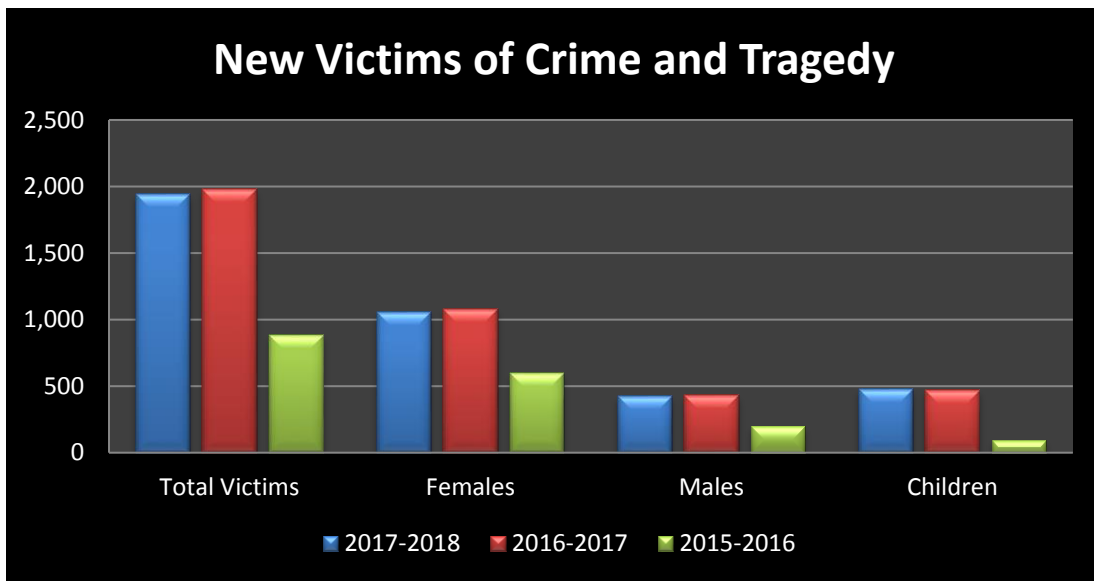
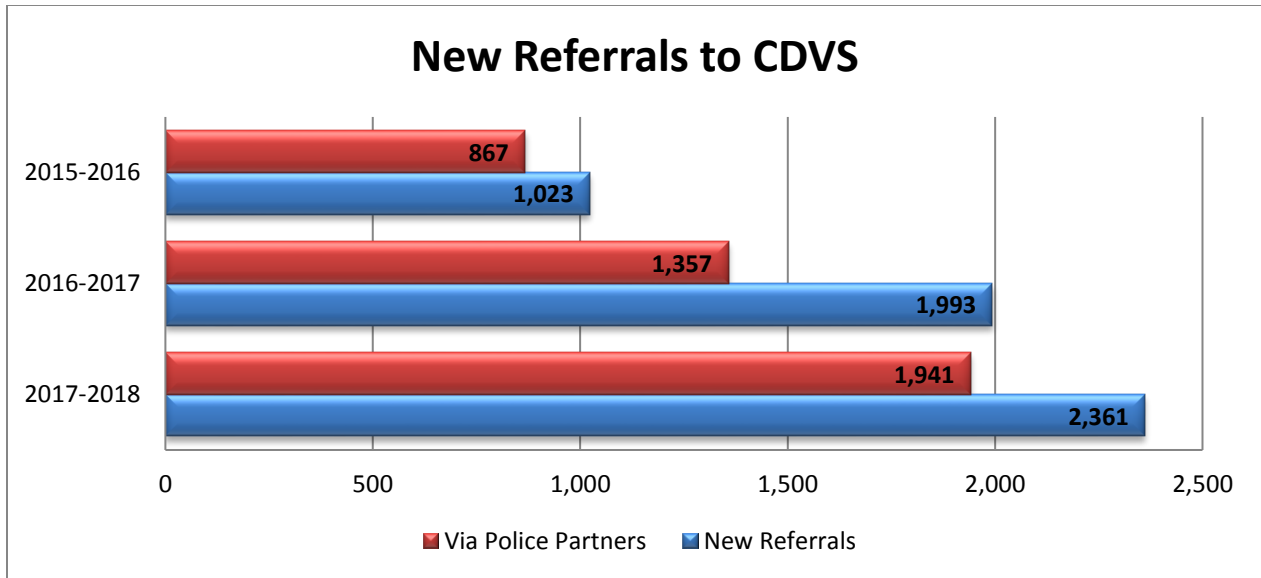
More Agency Programs....

[Safety Planning](#)

[Information and Referrals](#)

[Education and Awareness](#)

[Resource.Full Lending Library](#)



2017 - 2018

1,939 - Total Victims
1,051 - Females
424 - Males
474 - Children

2016-2017

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

2015-2016

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

Safety Concerns

- 2017-2018** ◆ **2,000 Amount addressed**
 - 155 New Safety Plans
 - 228 Needs Assessments
- 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**



Our Sincerest Appreciation For Our Generous Donors

Special Thanks To:

- ❖ *Canadian Federation of University Women*
- ❖ *Dufferin Piecemakers Quilting Guild*
- ❖ *Gary Bluestein Foundation*
- ❖ *Mark and Gert Glassford*
- ❖ *The Kinsmen Club of Orangeville Service Club*
- ❖ *Westminster United Church – Lynne Smith*

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.



This Report is not complete without the 2017-2018 Audited Financial Statements