

ANNUAL REPORT

Caledon\Dufferin Victim Services



We are here to help.

**2018 -
2019**



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

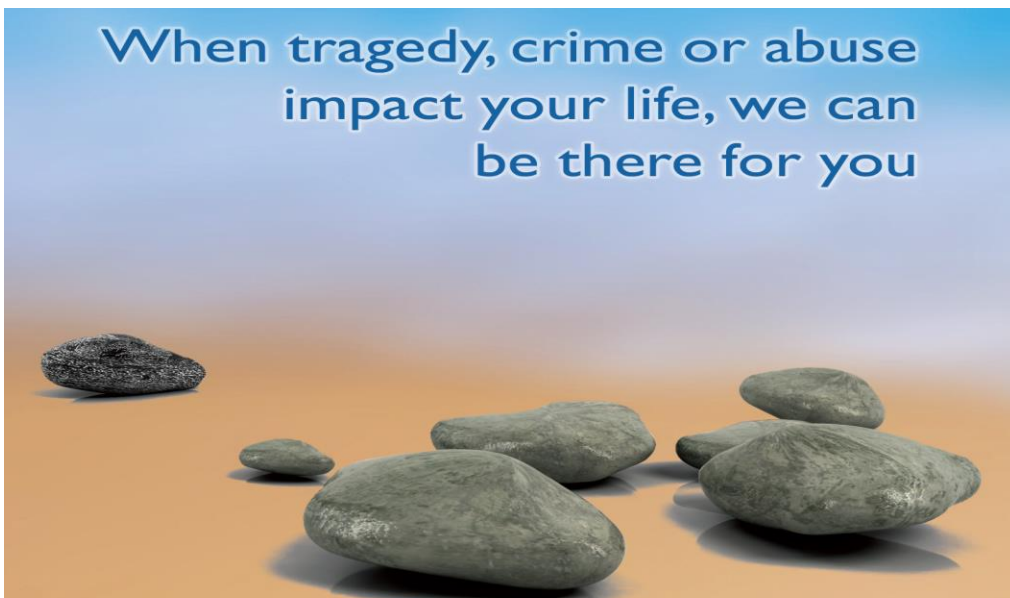
Tuesday, June 25, 2019

Agenda

Order of Business:

- *Membership Registration & Light Refreshments*
- *Opening Remarks and Welcome Address*
- *Business Meeting*

When tragedy, crime or abuse
impact your life, we can
be there for you





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 28 years and the County of Dufferin for 21 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.



IT ONLY TAKES
ONE PERSON
TO CHANGE A LIFE.

Be that person.

A Message from the President

We are reminded how quickly another year has passed as we prepare for our Annual General Meeting.

This is the end of my two year term 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(AGM). It has been an honour, privileges and humbling experience to be the President of the Board of a dedicated, selfless Board, employees and front line volunteers. I would like to thank you for the opportunity.

One of the key items that were identified at prior AGMs was ensuring the continued succession planning of the Board of Directors. We continue with our recruiting process and were delighted at the response we have received from the community. The interviewing committee had a tough decision to make due to the overpowering response. We welcome four new members to our Board this AGM.

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 Gender Based Violence eroding our neighborhood serenity. 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.

I look forward to continuing to be part of the Board as a Director and supporting the transition of the new President.

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

“Every successful individual knows that his or her achievement depends on a community of persons working together” - Paul Ryan

2018-2019 for CDVS was highlighted by numerous outreach efforts and the amazing gift of our community connecting and giving back to us in return. With the help of many creative minds, we worked to update our website, embarked on a youth, a holiday and a volunteer recruitment social media campaign, designed and created printed resources for families and seniors and presented and connected with as many members of our community as time and resources allowed. In return, our community reached back and provided support to us. Whether through acknowledgement by recipients of our service; toys, quilts and purses for our clients; an incredible in kind donation of IT services, or cash donations from the proceeds of a golf tournament or individual/ group donations – we were both humbled and blessed by the magnitude of support we received.

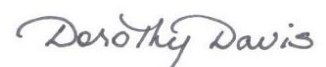
External support was only part of the picture. Here at Victim Services, we are also so fortunate to have the ongoing support and dedication of an amazing group of staff who, while extremely knowledgeable, epitomise caring in everything they do. Pina, Gail, Maureen & Margie ensure that our clients are provided exemplary service, our volunteers both frontline and board are connected and supported, our reports are filed and our offices and teams run smoothly – their support means the world to me and our organization and together we are so much stronger than the sum of our parts. With the assistance of our crisis responders, our board of directors, our police and community partners and our funders, they help us to keep the needs of our community close at heart; ensuring that those in our community who encounter crisis have the support and resources they require.

2018-2019 continued to see a vital need for CDVS services in our communities. Staff received over 1,805 referrals, providing new support and services to more than 1,791 adults and their children. Through Ontario’s Anti-Human Trafficking Strategy, a funding investment continued that allowed CDVS to provide culturally relevant enhanced support to victims of Human Trafficking. This year we provided service to 41 new clients who were either direct victims, family members or witnesses affected by this insidious crime. We also provided 139 follow-up contacts and addressed safety concerns 197 times over the year for these clients.

Our crisis responder team also welcomed 19 new members from across our region who completed their intensive eLearning and in house training. Staff hosted a number of multidisciplinary professional development workshops to increase the skill sets of agency, first responder and community partner staff in the areas of parenting through crisis and human trafficking. The agency participated in, co-lead and coordinated numerous committees, review teams, situation tables and preventative seminars, addressing issues and gaps in client service, volunteer retention and training, police relations, agency protocols and collaborative projects. Yes, it was a productive year by all accounts!

And as we continue to forge ahead with numerous changes on the horizon and the ever evolving needs of our community and clients close at heart, we recognize that growth is never by mere chance. It is the result of so many important forces working together.

Strong today. Stronger tomorrow. Strongest together.



Dorothy Davis,
Executive Director

First Year, First Term

Karen Barnett

Murray Eades

Garth Schmalenberg

Mojgan Schmalenberg

Returning Directors

Brian Bishram

Shokheen Kaur Singh

Lina Lawrence

Elizabeth Manganelli-Staite

Tamara McClintock

David McLagan

Lorraine Van Wagner

Ex-Officio, Non-Voting

Dorothy Davis, Executive Director

Pina Marino, Recording Secretary

Resigned - None

The
2019/2020
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)

Human Trafficking



TODAY TRAGEDY
WILL CHANGE
SOMEONE'S LIFE.
BE THERE FOR THEM.

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.



YOU HAVE THE
POWER TO
**CHANGE ONE
PERSON'S WORLD**

More Agency Programs....

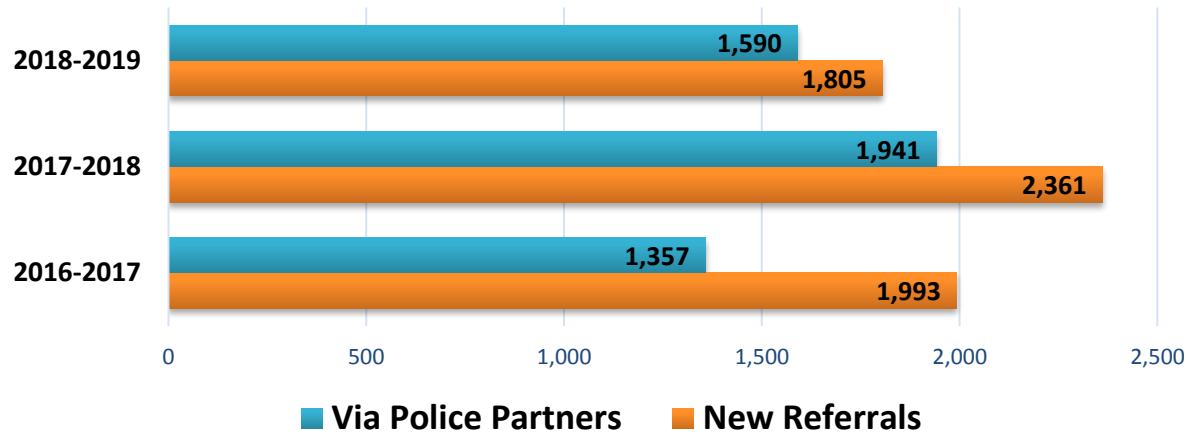
[Safety Planning](#)

[Information and
Referrals](#)

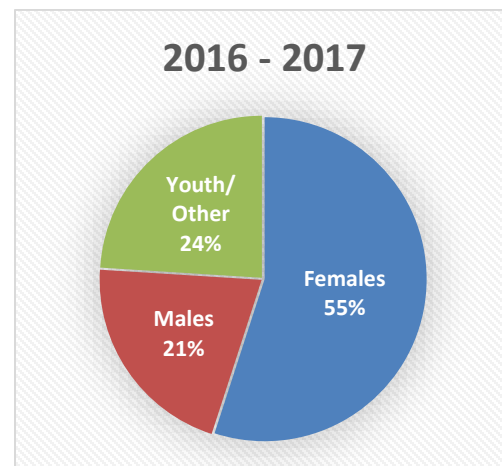
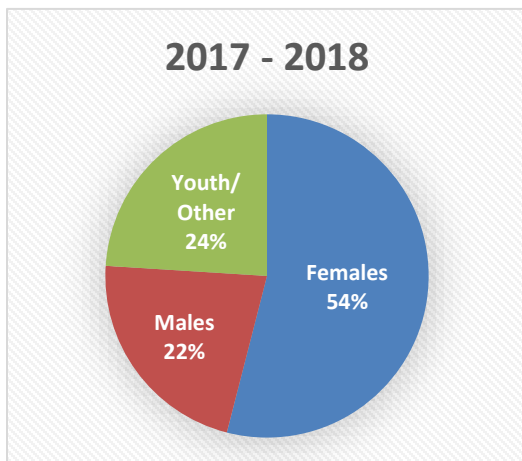
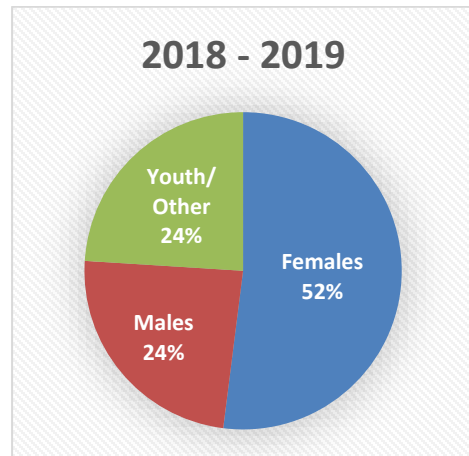
[Education and
Awareness](#)

[Resource.Full
Lending Library](#)

New Referrals to CDVS



New Victims of Crime and Tragedy



Some of our Client Feedback.....

"Wonderful support – I love your words"

"Thank you for taking the time to see how we are doing"

"You have made such a difference to me"

"Grateful for the support – thank you for caring"

"I feel bad that you stayed all day but I'm happy you did"

"You're a lifesaver again"



"I really appreciate that people like you are here for me"

Really thankful that we exist – never knew about us

"Thank you for helping me through this"

"Thank you for being here with us during all this pain"

"It made me feel better to talk to someone"

"I feel believed now – thank you"

"Thank you for calling, it's really nice to know someone is there for us"

"So grateful as I never talked about this before"

"Thank you. I feel a lot better"

"I think I just needed to speak and be heard. You really listened"

"I know you are a volunteer and I appreciate that you give your time to people like me"

"THANKS FOR TAKING THE TIME TO HELP"



Ministry of the ATTORNEY GENERAL



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



Our Sincerest Appreciation For Our Generous Donors

- ❖ *100 Women Who Care Caledon*
- ❖ *Caledon OPP*
- ❖ *Caven Presbyterian Church*
- ❖ *Dufferin Piecemakers Quilt Guild*
- ❖ *Gary Bluestein Foundation*
- ❖ *Infinite IT*
- ❖ *Janice Pearson and Brad Moore*
- ❖ *Mark and Gert Glassford*
- ❖ *Purse Project – Lynne Smith and Ida Tetlock*
- ❖ *The Kinsmen Club of Orangeville Service Club*
- ❖ *The Optimist Club of Bolton*
- ❖ *Vasa Vijayakumar*

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.

