

ANNUAL REPORT

Caledon\Dufferin Victim Services



2019

-

2020



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 23, 2020

Agenda

Order of Business:

- *Virtual presentation and participation due to the global pandemic*
 - *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 29 years and the County of Dufferin for 22 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.



IT ONLY TAKES
ONE PERSON
TO CHANGE A LIFE.

Be that person.

A Message from the President

This past fiscal year, 2019/20, certainly has had many challenges. The agency had continued to service a more diverse group of Victims even before Covid-19 reached our community.

The agency's successful navigation through this is due to our Executive Director and her incredible Staff. As Canada and the world struggled to regain footing and keep services going, so did CDVS. The Team acted swiftly, enabling staff to work from home, re-directing volunteers to service victims over the phone *only* and balancing the Police Partner relationships. The team has had to be flexible and work together in ways we never imagined. I believe in some ways, it's brought them closer as these are the times when you need to lean on and support each other.

The agency's been able to meet all operational challenges, which is due to the strong leadership that our Executive Director Dorothy Davis delivers. Managing CDVS is always a challenge, as the balance between financial needs and ensuring that all Victims are taken care of in the greatest and most respectful way takes great balance.

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. They continue 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.

I know that I speak for the Board when I say that we appreciate the dedication that Dorothy, Pina, Gail, Margie and Maureen deliver on a daily basis. We would also like to acknowledge the amazing commitment of our Front Line Volunteers. They give time in their personal lives to help and support people that are at the most vulnerable time in their lives. It takes very special individuals that can offer this caring, comfort and support.

Our community is not free of Covid-19 as we enter the summer months. I'm asking you all to follow the Province's safety guidelines as I'd like everyone to stay safe and healthy.

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



Tamara McClintock, President
Board of Directors

A Message from the Executive Director

As I reflect on the past year and the accomplishments we have achieved, I am struck by what a different world we are in now from just a year ago.

So much in our world has changed or is changing. We find ourselves in a global pandemic which has seriously challenged our health and financial systems, our planet is coping with climate change & an environmental crisis, and we are witnessing civil unrest - the impact of decades of systemic racism on people of color.

Change has moved us all into a state of transition - that inner psychological process we must go through as we come to terms with the new situations that these changes bring about. Our collective priorities are shifting and our attention is being drawn to the needs of the most vulnerable in our communities, the population we at Caledon\Dufferin Victim Services, know only too well.

Through all the changes and transitions – globally, provincially & in our own communities, our agency remains clearly focused on our mission of ensuring that those who encounter crisis can cope with their current circumstances. We continue to commit to doing this in a manner that represents good value for resources expensed.

Now more than ever the ongoing support and dedication of our amazing staff group – Pina, Gail, Margie & Maureen, epitomize all that our agency and community values – compassion, integrity, respect, accountability, & responsiveness, providing not only exemplary service to our clients but leading by example for our over 60 active and alumni Crisis Responders. With the assistance of our Board, our police and community partners and our funders, our team ensures that even in times of change or uncertainty, we remain a beacon of hope for those in our community most in need.

2019-2020 saw continued need for CDVS services. Staff received over 1224 referrals, providing new support, information and resources to more than 1258 adults and their children. Additionally, we made 1753 follow-up contacts with our clients, addressing safety concerns over 1951 times during the year.

Through the support of a new grant from the Ministry of Seniors and Accessibility, targeted education materials and outreach aimed to equip vulnerable seniors and their families with information and resources related to frauds & scams and antibullying.

Human Trafficking also continued to be an agency focus with the development of new awareness & education programs, delivered to a variety of community groups and service providers. The focus was to increase an understanding of what Human Trafficking looks like in Caledon and Dufferin, and how we can all play a role in helping to eradicate this insidious crime.

This past year also saw the creation of VQRP+, with Ministry allocated one-time funding to help support our agency transition to the enhanced program. This was considered a first step in the government's plan to comprehensively review and transform victim services across the province.

As we begin the 2020-2021 fiscal year, our new path forward continues to be revealed. CDVS, will continue to embrace new understandings as we assess and fine tune how we can contribute and participate most effectively for those we serve. We will continue to lead with compassion and humility, and create an environment in which even the most vulnerable in our community feels comfortable expressing themselves with the knowledge we are listening and valuing them as part of our community's greatest strength.



Dorothy Davis
Executive Director

First Year, First Term

Kevin Junor

Sean Singh

Returning Directors

Karen Barnett

Brian Bishram

Murray Eades

Elizabeth Manganelli-Staite

Tamara McClintock

David McLagan

Mojgan Schmalenberg

Ex-Officio, Non-Voting

Dorothy Davis, Executive Director

Pina Marino, Recording Secretary

Retiring – Lina Lawrence

Lorraine Van Wagner

Resigned - Shokheen Kaur Singh

Garth Schmalenberg

**The
2020/2021
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, 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+)



HAVE A HEART &
LEND A HAND.
You can make a difference.

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....

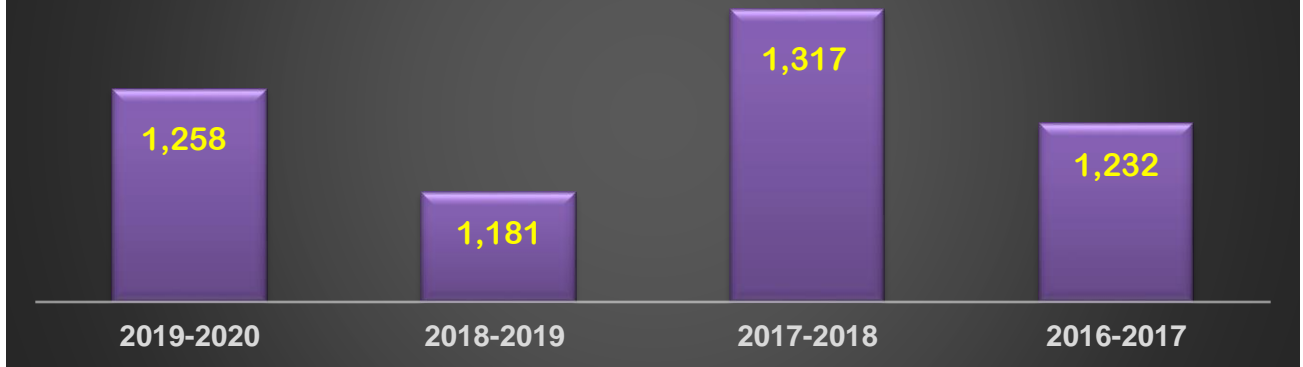
[Safety Planning](#)

[Information and
Referrals](#)

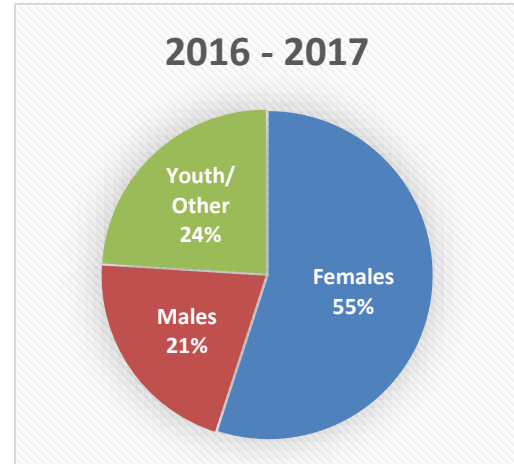
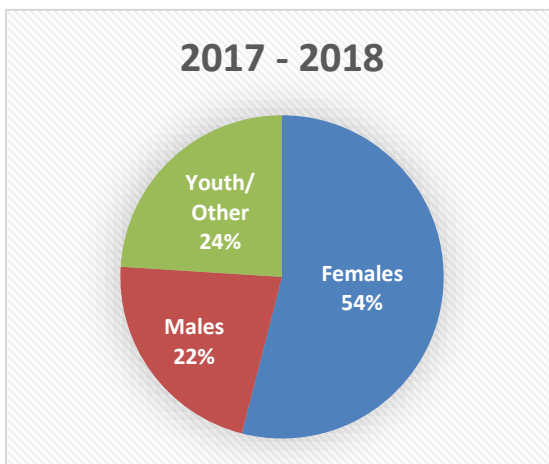
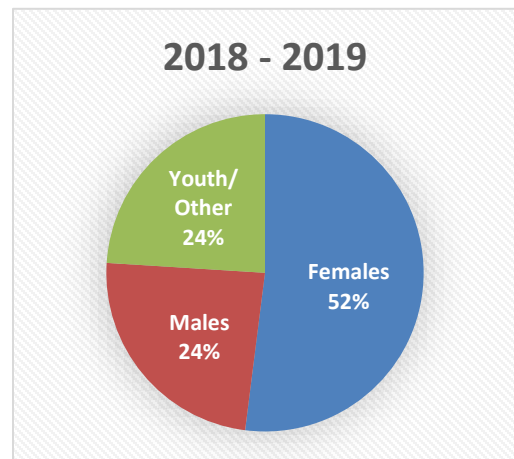
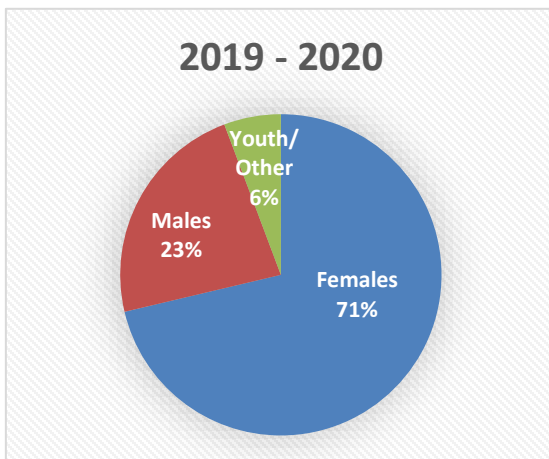
[Education and
Awareness](#)

[Resource.Full
Lending Library](#)

Total of New Victims Annually



New Victims of Crime and Tragedy



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

"You don't even know us but yet I feel so comforted talking to you"

"You were our angel through this whole thing"

"Thank god for people like you"

"So thankful. I felt lost but now I feel relief knowing help is available"

"I honestly couldn't have made it through it without you"

"I will never forget your help"



"So glad you called. Thank you for listening – I feel so much better"

"Thank you for believing me and not thinking I'm crazy"

"I thank the volunteer gods for you"

"You were more help than anyone has been so far...thank you"

"We have never felt more supported"

"I couldn't have done this without you"

The beginning of COVID-19.....

"You were the only agency that actually had a live person answer the phone – thank you!"

"Thank you for being so worried about us when you should be more worried about yourselves during all this"

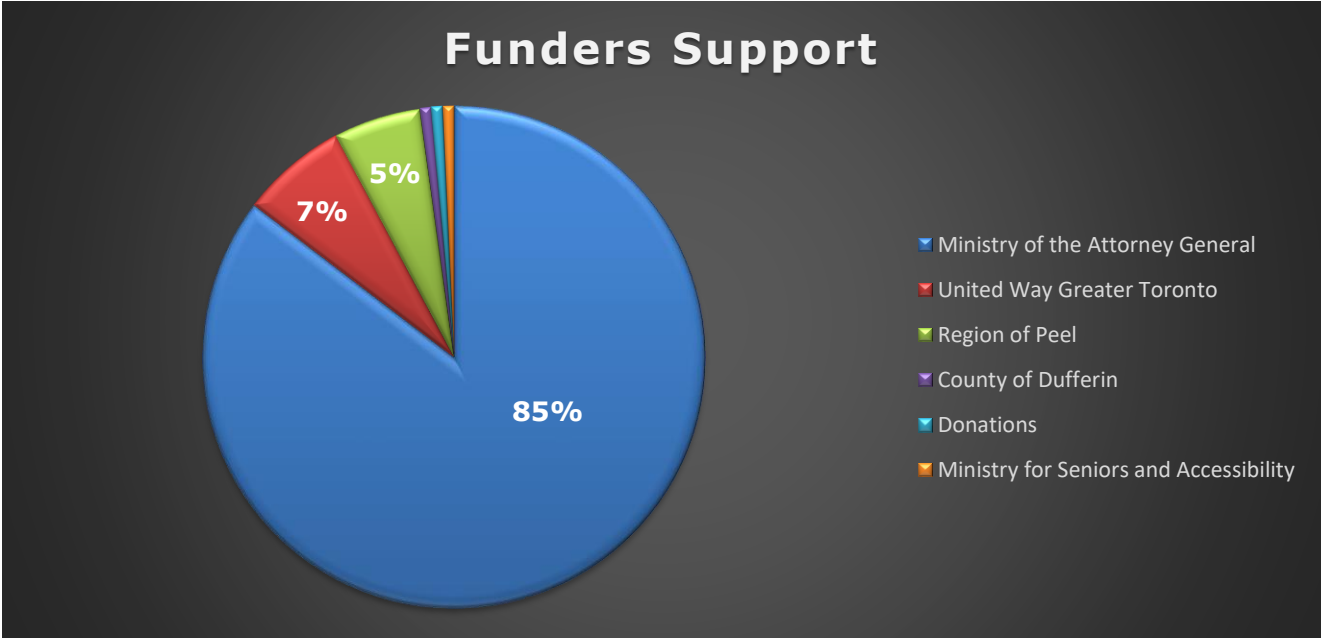
"What an exceptional service you provide-thank you for caring about us during this crisis"



Ministry of the Attorney General



**A
Sincere
Thank
You to
Our
Funders**



***Our Sincerest Appreciation
For Our
Generous Donors***

- ❖ *Dufferin Piecemakers Quilting Guild*
- ❖ *Gary Bluestein Foundation*
- ❖ *Infinite IT*
- ❖ *Janice Pearson and Brad Moore*
- ❖ *Kinsmen Club of Bolton*
- ❖ *Mark and Gert Glassford*
- ❖ *Purse Project – Lynne Smith and Ida Tetlock*
- ❖ *Robert Ward*
- ❖ *Wayne Davis*
- ❖ *And our many Anonymous Donors*

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.*



This Report is not complete without the 2019-2020 Audited Financial Statements