



Caledon \ Dufferin
Victim Services



2023-2024
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 25, 2024

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 2023-2024 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 33 years and the County of Dufferin for 26 years.

CDVS is governed by a volunteer Board of Directors comprised of community members. Staff and 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 exists so that: Residents and others who encounter crisis in Caledon and Dufferin can cope with their current circumstances necessitating the continuing investment of public and charitable resources.

Caledon\Dufferin Victim Services supports victims of crime, abuse, and tragedy - enabling the continuum of recovery through rapid response, informed referrals and community partnerships.

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
- Newcomer supports
- 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

Over the past year, CDVS staff and our crisis response volunteers have worked together to respond to an increasing volume of service requests by embracing best practices in crisis intervention and trauma informed practice.

The Board is very proud of our well-balanced service response team comprised of trained and committed staff and volunteers. They embrace the expected and unexpected while keeping the needs of our clients at the forefront. Our CDVS staff and volunteers are a collaborative team who work in partnership with individuals, families, and other support systems as they work through crisis events by assisting with strategies that focus on purposeful crisis resolution, the promotion of resiliency and restoration of coping.

On behalf of the Board of Directors, I would like to thank our dedicated and talented staff, and I wish to express our sincere gratitude for our volunteer crisis responders who spend their time building hope.

I wish to acknowledge our Board of Directors who keep the needs and aspirations of our growing and diverse community and service excellence at the center of their stewardship and accountability for our organization.

We thank our community partners who do so much of the challenging and rewarding work together with our staff and crisis responders, day and night every day of the year.

We humbly thank and wish to express our gratitude to our clients for trusting us and allowing us to share in their pain, hope, and healing.

Last but certainly not least, we want to acknowledge our funders: Ministry of Children, Community and Social Services, United Way of Greater Toronto, Region of Peel, and the County of Dufferin. Without their support, none of our work would be possible.



Mary Juric
President, Board of Directors

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Unity is strength. . . when there is teamwork and collaboration, wonderful things can be achieved.

~Mattie Stepanek~

As I stand before you today reflecting on the year 2023-2024, I am happy to report, we are stronger than ever.

How does she know this, you ask?

I know this by looking at my amazing, resilient staff who continue to develop new & innovative ways to meet the changing needs of our diverse and growing communities. Pina, Gail, Maureen, Margie, Amanda, & Melissa, together you have accomplished so much through your service, care and guidance. From mentoring new Crisis Responders, developing community partnerships, hosting workshops, to providing training, outreach & public education. Your professionalism, empathy, strength & compassion set you apart from so many and working with you is nothing short of inspiring. Together we have provided Caledon\Dufferin Victim Services with a combined 75 years of dedicated service. Truly a remarkable accomplishment given the nature of the difficult work you do, day in and day out.

I know this by looking at our crisis responders who exemplify caring and compassion, professionalism, and consistency. You have stepped forward to take on new roles in the agency & helped us connect with our community. Together we ensure that those affected by crime & tragedy receive the high-quality support & care they need moving forward. Your selflessness helps our agency support some of our community's most vulnerable members.


I know this by looking at our board who has not only provided governance and stewardship but has set the tone for the organization through a comprehensive review of the agency's ENDS and their dedication and commitment to ongoing education and owner accountability; allowing a strong singular visionary voice.

Finally, I know this by looking at our community, our police & community partners and our victims, who in times of great stress and adversity turn to us to deliver the extraordinary. They see the dedication and passion we have in what we do, and for just a moment, it brings them strength.

Special thanks and acknowledgement to our 2023-2024 funders, The Ministry of Children, Community & Social Services, Region of Peel, United Way of Greater Toronto, 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.

Each step of our journey in 2023-2024 was a deliberate, strategic investment of our time, talent & staff energy that was deployed in a 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. It is the result of so many important forces working together.

Strong today. Stronger tomorrow. Strongest together.



Dorothy Davis
Executive Director

THE 2024/2025 SLATE BOARD OF DIRECTORS

FIRST YEAR, FIRST TERM

Aaron Peters
Sarah Lodeserto

RETURNING DIRECTORS

Karen Barnett, Kevin Junor,
Mary Juric, Mojgan Schmalenberg, Monika Sawicka

EX-OFFICIO, NON-VOTING

Dorothy Davis, Executive Director
Pina Marino, Recording Secretary

RETIRING

Brian Bisham
David McLaughlin

RESIGNED

Nils Clausen

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+)

The Victim Quick Response Program+ (VQRP+) is an administrative program designed to support direct victims, their immediate family members, and witnesses in the immediate aftermath of violent crimes by providing short-term financial support with essential expenses in order to lessen the impact of the crime, enhance safety, and meet immediate practical needs arising from the commission of crime. In the Town of Caledon and the County of Dufferin, CDVS administers the VQRP+ program to provide a single point of entry.



Agency Programs

Victim Crisis Assistance Ontario (VCAO)

Victim Quick Response Program + (VQRP+)



SAFETY PLANNING

Caledon\Dufferin Victim Services assists individuals to feel safer 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 AND REFERRAL SERVICE 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 35-52 and this year we hosted 12 trainings and workshops including The Canadian Anti-Hate Network, 'It's not right' Elder Abuse Prevention Network, The Art of Drag and the MADD Canada - Death Notification certification.



More Agency Programs

Safety Planning

Information and Referrals

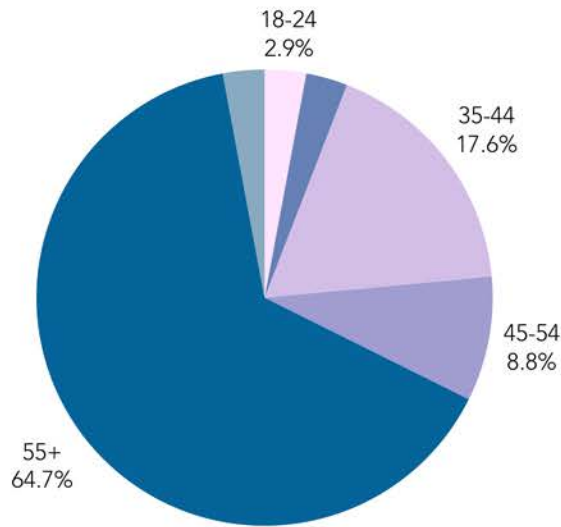
Education and Awareness

OUR CRISIS RESPONDERS

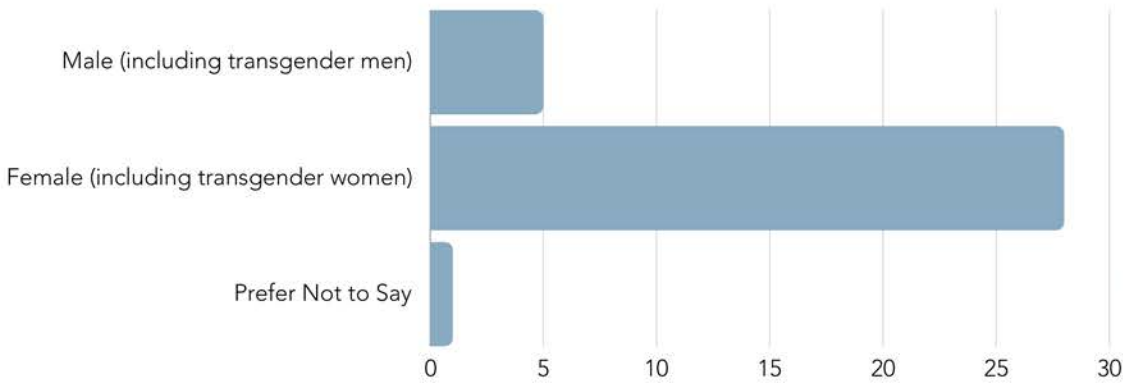
CDVS has a diverse and inclusive service team that is competent to serve a broad spectrum of clients from varied cultural backgrounds.



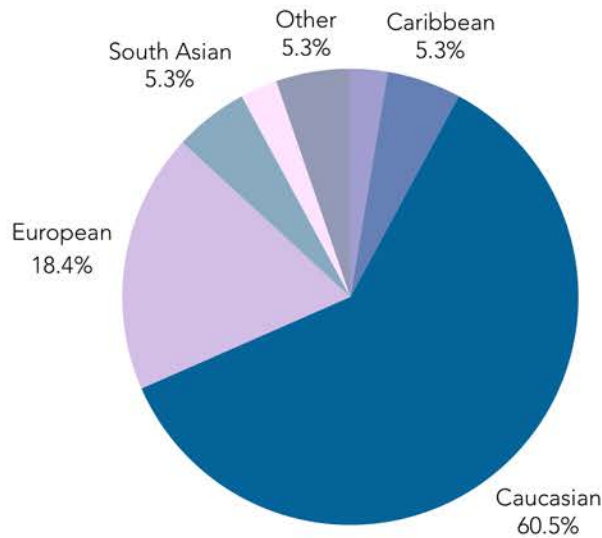
AGE



GENDER

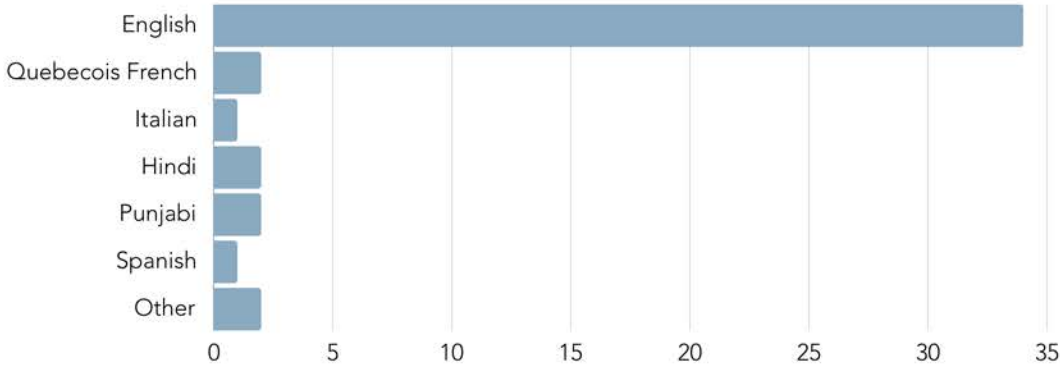


ETHNICITY/
RACE

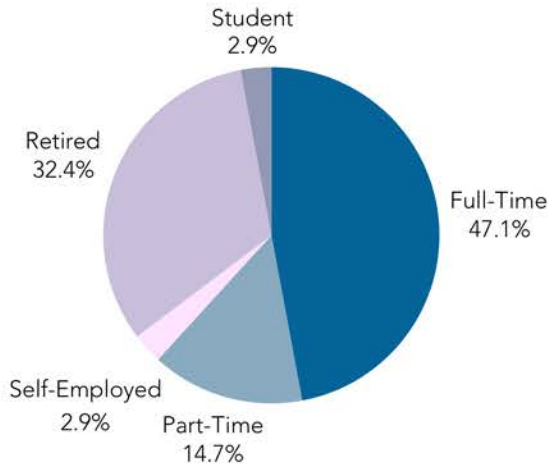


LANGUAGES

Selected all that apply.

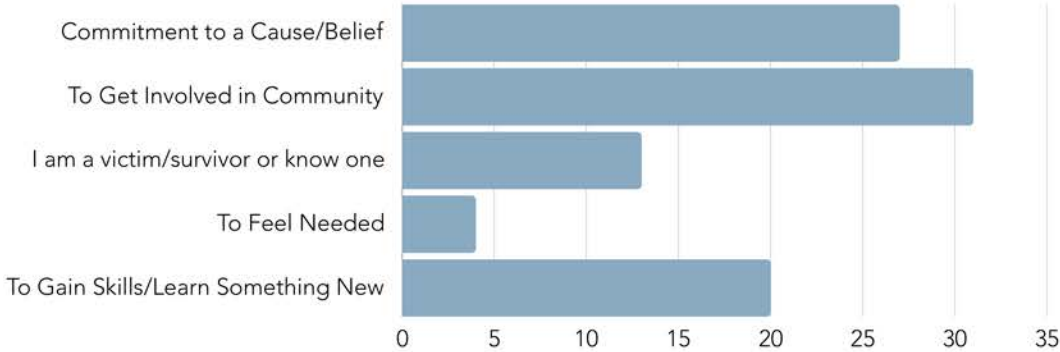


EMPLOYMENT STATUS



MOTIVATION FOR VOLUNTEERING

Selected all that apply.



OUTREACH & PUBLIC EDUCATION

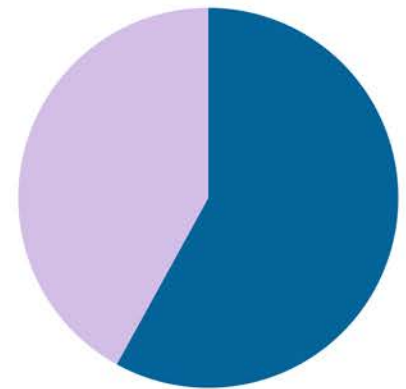
From April 1, 2023 to March 31, 2024, CDVS connected with/disseminated information to over 1,600 individuals.

COMMUNITY ENGAGEMENT

CDVS events engaged the general Caledon\Dufferin population. The following chart breaks down the percentage of events that engaged specific populations.



- Including Young People, Women, Newcomers & Sexual Minorities
- Geared towards Seniors: increasing awareness & knowledge of victim issues and/or services available



CAMPAIGNS & RESOURCES

CDVS distributed information through a variety of channels:



11 Helplines & resource directories featured information about our services and contact information



3 Public Service Announcements
Campaigns: Road Safety; Sexual Violence Prevention; Human Trafficking Awareness



Over 15 Community Partner Training Sessions



Staff actively participated in 17 Community Partner Coordinating Tables & Collaborative Committees



Annual Platoon Training & New Recruit/Transfer In Training was held for Caledon OPP, Dufferin OPP & Dufferin Paramedics

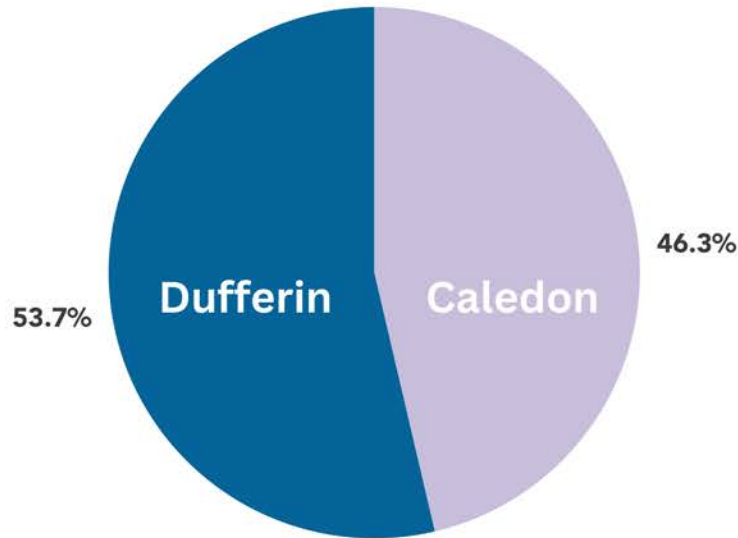


2 Mass mailer campaigns & numerous print & social media awareness & education campaigns throughout the year

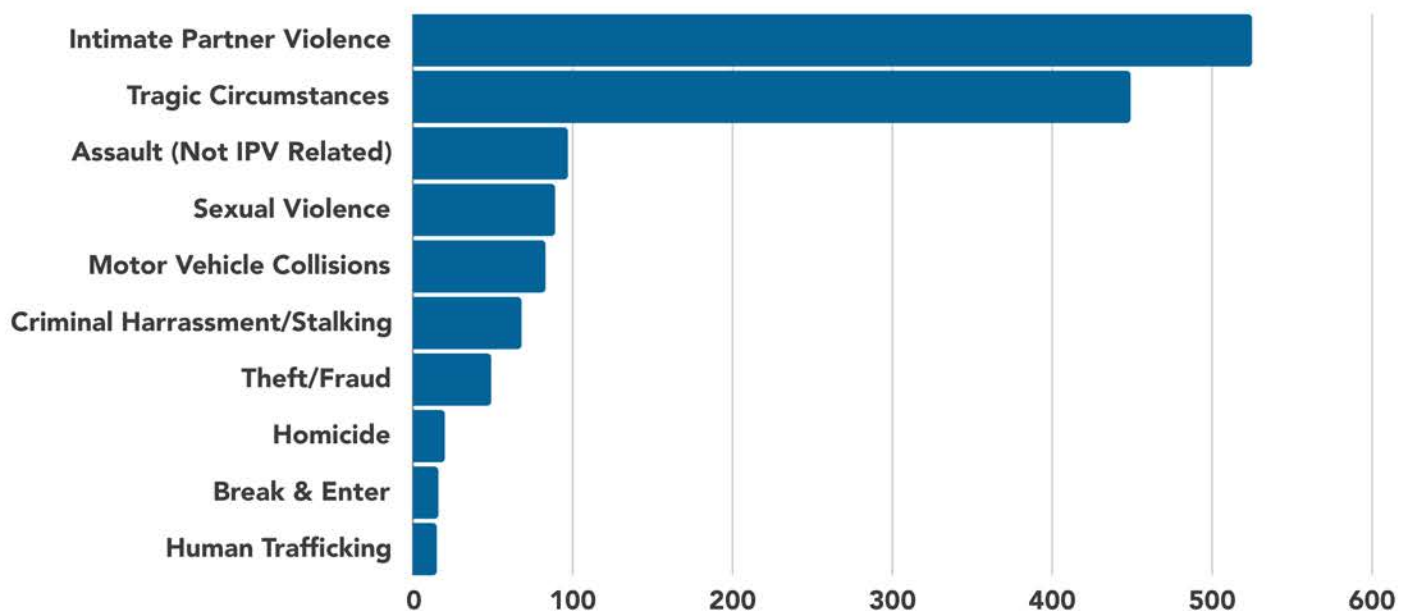


STATISTICS

NUMBER OF CLIENTS SERVED PER AREA IN 2023

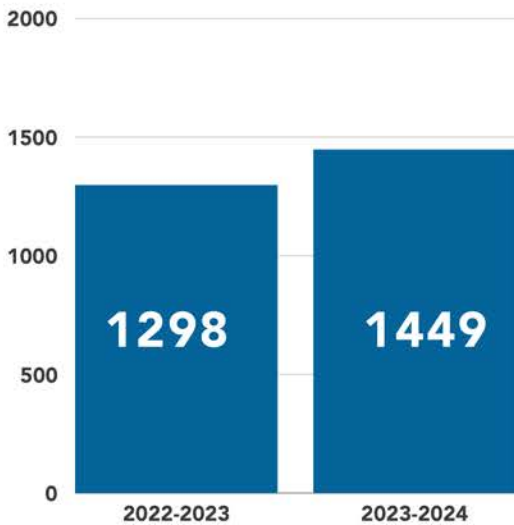


TOP 10 OCCURRENCE TYPES IN 2023



STATISTICS

NEW CLIENTS SERVED

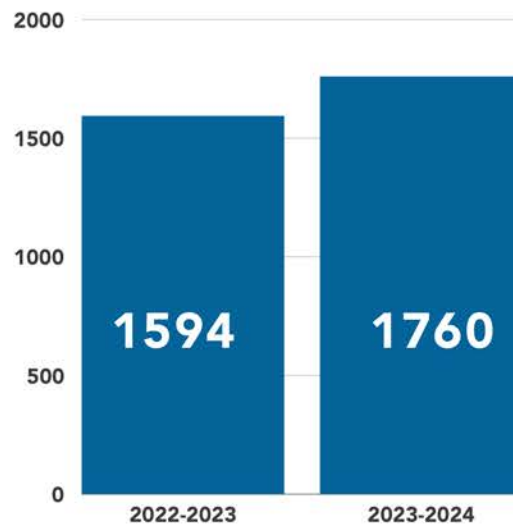


11.6%
INCREASE

\$187,700

VQRP+ PROGRAM DOLLARS THAT
ASSISTED CLIENTS IN CALEDON
AND DUFFERIN AREAS

SAFETY CONCERNS ADDRESSED



10.4%
INCREASE



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

"We're very grateful that you are out there and available for people who need help"

"I was glad you called as I felt alone, embarrassed and confused before"

"Thank you for your call and for giving me the resources to move forward"

"Thanks for listening to my issues, I feel better talking about it"

"I was happy you called as I felt lost"

"I appreciate being heard"

"I feel a lot better having spoken to you"

"I was so glad you called because I did not know where to start"





Thank You!

TO OUR

DONORS!

Thank you for helping us to continue to make a difference.

Amazon Canada

Canadian Tire

Cardinal Woods-Master
Creek Social Committee

Carol Tipson

Gary Bluestein Charitable
Foundation

Giant Tiger

John Boeckh

Lesley Bolton

Lorraine Wagner

Mary Boughen

OPP

PetSmart

Project Linus - Christine
Taylor

Robert Ward

Stephanie Laramy

The PAC Project

Walmart Canada Corp.

Wayne Davis

Westminster United Church -
The Purse Project

and others that wished to
remain anonymous....



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 live or work in Caledon and Dufferin and have 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 individuals for their tireless efforts, we nevertheless wish to say....

THANK YOU!

Thank You!

TO OUR
FUNDERS!



Ministry of Children,
Community and
Social Services



This Report is not complete without the 2023-2024 Audited Financial Statements