

Caledon\Dufferin Victim Services

“ Caledon\Dufferin Victim Services offers a 7 day a week, 24 hour a day crisis support, practical assistance and an information\referral program to victims of crime, tragic circumstance and disaster.”

Address:	Caledon (Head Office): 18 Mill Street Bolton, ON L7E 1C1	
	Dufferin: 390 C Line Orangeville, ON L9W 3Z8	203 Main Street East Shelburne, ON L0N 1S0
Area served:	County of Dufferin and Town of Caledon	
Accessibility:	Walk-in service provided.	
Hours:	24 hours/day, 7 days/week, 365 days/year	
Telephone:	24 hour crisis line: (905) 951-3838 or 1-888-743-6496	

Services

Caledon\Dufferin Victim Services (CDVS) will provide service to:

- Anyone whose personal rights have been violated by criminal, violent or aggressive acts.
- Anyone whose life has been affected by trauma, tragedy or disaster regardless of severity.
- Secondary victims (family, friends, and witnesses) of persons who have been victims of crime or persons injured/killed as a result of a serious accident or as a result of crime.

Caledon\Dufferin Victim Services (CDVS) will provide the following services:

- 24 hour crisis support – on scene or by telephone.
- Walk-in support and outreach services.
- Critical incident stress debriefing.
- Emotional support, including an opportunity for the victim to vent.
- Validation of the victim’s emotions and reactions.
- Options and choices at a time when the victim may need guidance and direction.
- Support of the victim’s choices.
- Information about available resources and services.
- Practical assistance.
- Transportation and accompaniment to local shelters or hospitals.
- Transportation and accompaniment to Toronto-area trauma centres (family).
- Court support and accompaniment.
- Personal safety planning.
- DVERS (Domestic Violence Emergency Response System) alarms.
- SupportLink wireless cell phones (Caledon only)

- Victim Quick Response Program – *immediate financial assistance*
- Advocacy.
- Education and awareness.
- A resource library – lending of written materials, videos and DVDs.

Caledon\Dufferin Victim Services (CDVS) will provide the following measures of accountability:

1. Commitment

We will, within the mandate of our services:

- Ensure the highest possible standard of service for our clients and community.
- Provide service to individuals who reside in or are victimized while in the Town of Caledon and the County of Dufferin.
- Provide free of charge, inclusive, effective and efficient crisis services.
- Provide equal treatment for all people accessing our services.
- Be sensitive to race, ethnicity, gender, age, sexual orientation, socio-economic status and/or abilities of individuals.
- Be safety-sensitive and considerate of the many issues facing victims of partner assault.
- Commit to assisting victims in gaining knowledge and understanding.
- Collaborate and network with other social service agencies in the area of violence against women to enhance, complement and provide a continuum of services to victims of domestic violence.

2. Confidentiality

CDVS is committed to respecting and maintaining the confidentiality of victims with the following exceptions: when the victim is homicidal or suicidal, when there are child protection concerns or when agency occurrence reports are subpoenaed.

Although CDVS works in partnership with the Caledon and Dufferin detachments of the Ontario Provincial Police, and the Orangeville and Shelburne Police Services. CDVS does operate separately and independently of police and is therefore able to deliver a service that respects victim confidentiality.

3. Complaints resolution

Clients have the right to address concerns and/or make complaints to the agency serving them. Complaints/concerns regarding the quality or nature of the services provided can be addressed to the Executive Director of Caledon\Dufferin Victim Services. If there is failure to satisfactorily resolve a grievance, the Executive Director will report an appeal of the grievance and all pertinent information to the Board of Directors for further mediation and resolution.

Responsibilities Re: DART Agencies

Intake Procedures for Victims of Domestic Violence

- Provide front line, immediate, crisis response 24/7.
- Provide one-on-one practical assistance.
- Assess the safety of the victim and victim's children.
- Encourage police involvement.
- Encourage the victim to seek medical attention, if necessary.
- Provide transportation to a shelter or local hospital if the accused is in custody.
- Allow the victim to express feelings.
- Validate the victim's emotions and reactions.
- Provide options and support the victim's choices.
- Assess client suitability for SupportLink and DVERS protection programs.
- Assess client suitability for Victim Quick Response Program (VQRP)
- Notify the CDVS Program Assistant of possible DVERS/SupportLink clients.
- Notify the CDVS Program Manager of possible VQRP clients.
- Assist with personal safety planning.
- Disseminate information about local resources that provide longer term support and assistance.
- Encourage the client to contact the resources provided.
- Provide follow-up telephone contact to ensure the victim has successfully connected with appropriate resources.
- Encourage the victim to access the CDVS Resource Library.

SupportLink Program (Caledon only - No Fee)

Victims considered at high risk of domestic violence, sexual assault and/or stalking may be eligible for a SupportLink wireless cell phone in the Town of Caledon. These phones are preprogrammed to dial 911 in an emergent situation, allowing the victim quick and easy access to emergency services. This gives the victim a greater sense of safety and increased mobility.

DVERS Home Alarms (No Fee)

Domestic Violence Emergency Response System alarms are provided to victims at very high risk of domestic violence, sexual assault and stalking. Home alarms are provided by ADT at no cost and are hard wired to the home telephone system. The victim wears a pager and presses it to summon immediate Police response.

Victim Quick Response Program (VQRP)

Caledon\Dufferin Victim Services, in conjunction with the Ministry of the Attorney General, Ontario Victim Services Secretariat, will consider 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 through other sources.

We are committed to collaboration within the

Domestic Assault Review Team