

# It takes more than a bandage...

**1,476** crisis/information/  
support calls answered  
including texts or emails

**9** visits from the Tooth Fairy

**10** loaves of bread per week  
eaten in our shelter

**64** women received family court  
support

**52** children called DASO  
"home"

*Our 2016/2017  
Impact on the  
Community*

**252** people and  
organizations  
donated money

**65** pounds of fruit consumed  
every month in our shelter

**5** boxes of diapers per week

**1** visit from the Easter Bunny

**114** women accessed our  
sexual assault counselling  
program

**1,641** kms driven to reach  
rural women

*daso*

*Changing lives and  
inspiring hope  
since 1974*

DOMESTIC ABUSE SERVICES OXFORD  
protection | prevention | possibilities

**41** movie and popcorn  
evenings in the shelter

# It takes more than bandage solutions

The theme of our 2016 Christmas fundraising campaign, *It takes more than a bandage to help*, reflects our vision for Domestic Abuse Services Oxford as we head into our 44th year of service. For we know that bandages alone won't help abused or homeless women, children and adolescents. They need:

- **Protection** in our 24/7, 21-bed high security shelter, a safe haven and Oxford's ONLY year-round shelter for women and their dependents impacted by domestic abuse and/or homelessness. Help is only a phone call or text message away through DASO's 24-hour crisis/information/support line.
- **Prevention** through our wide range of effective residential and community-based programs including counselling, transitional housing and court support, in addition to comprehensive risk assessments and safety planning for all who use our services.
- **Possibilities** are explored and offered through our workshops, individual and group programming and referrals to many community services and supports.

Whilst all these programs and services are vitally important – and all are offered free of charge and confidentially – we are aware that they are often bandage solutions to the complex societal issues of domestic abuse and homelessness.

Every program is well attended and highly regarded. But are we having an impact and are we making a difference? During the coming year we will be renewing our strategic plan and through this process we will have discussions around key issues – such as how to truly break the cycles of domestic abuse and homelessness – that will inform our work as we approach a half century of offering help and hope.

Domestic abuse is the number one health issue facing many Canadian women and the costs associated with this type of violence are enormous. A decade-old federal government study revealed that the hidden costs of domestic abuse – health, court, police, subsidized housing, loss of productivity and time off work, etc. – amount to \$3.8 billion every year to Canadians. These shocking numbers demonstrate the extent of the problem and the attendant damage to the innocent victims. This must change and every day at DASO we work to do our part.

Every day we become better, more informed and educated, more effective and more efficient at providing appropriate services. We listen, we comfort and we help women make choices for themselves and for their children. We continue to see service users with complex substance use and/or mental health issues. We continue to see women dealing with the added challenges of poverty, illiteracy, the lack of affordable and safe housing, inadequate transportation in the County, the inability to access affordable child care and difficulties navigating court and legal systems. This list is long and discouraging. And the cycles of domestic abuse and homelessness continue. We are busier and busier every year.

But in the midst of this we see hope, we see resiliency, we see courage and determination. Every day we witness the miracle of women, children and teens healing and moving forward into healthy, violence-free lives.

It does take more than a bandage to help. To truly make a difference it takes time, energy, money and resources. It takes the commitment of our volunteer Board of Directors and the community. It takes compassionate care and patience, education, trained staff and clinical interventions to truly stop the intergenerational cycle of violence and homelessness.

**56** families made the transition to safe housing and healthier, happier lifestyles

**59** moms and 80 children/teens participated in our exposed to domestic violence programs

It will take all of us, working together, to end domestic abuse and to build communities that are safe, healthy and empowering for all.

Mary Roberts  
Chair, Board of Directors

Rhonda Hendel  
Executive Director

## Evaluation and accountability: *Challenges and lessons learned*

**D**ASO's Board of Directors and management team strongly support the principles of accountability. It is one of our agency's core values and we have comprehensive policies and procedures which emphasize our belief in accountability, whether this be to our funders, our donors or our stakeholders.

There are many tangible ways we demonstrate our accountability value principle. In 2015, DASO successfully achieved accreditation from Focus Accreditation for 2015-



2019. Accreditation evaluates all aspects of our work and agency according to 14 domains (such as Ethical Practices, Outcomes for Service Users, Organizational Learning, Leadership, Records Management and Finance) with 184 rigorous standards.

An important component of accreditation is ongoing quality improvement. While our agency results from our first accreditation were very impressive (we scored 97%!) we continue to learn and evaluate our work and processes.

We believe there is always room for improvement. We believe that if we are not changing then we are stagnant. An example of this quality improvement was a recommendation from the accreditation process which highlights accountability: *That we compare data collected from stakeholder feedback with our organizational goals as outlined in our Strategic Plan.*

Our response to this recommendation was to:

- Develop an agency-wide Logic Model that evaluated all our programs and services with emphasis on outputs and success indicators.
- Create an Organizational Learning and Quality Improvement Committee which has developed an "evaluation matrix" to review all our current and proposed programming.

Another way we are accountable is through the biannual Ministry of Community and Social Services Risk Assessment Tool. DASO has consistently been graded at the best possible level of "low risk." DASO's Executive Director prepares a monthly report to the Board of Directors which outlines the Board's legal and legislated requirements along with any potential risks to the agency. Risk mitigation strategies are also presented, such as DASO's excellent leadership succession plan.

## Domestic Abuse Services Oxford Financial Report

For the fiscal year April 1, 2016 to March 31, 2017

### Revenue

Ministry of Community and Social Services	\$927,104
Ministry of Health (LHIN)	\$24,080
Donations / Grants / Foundations	\$148,663
<b>Total</b>	<b>\$1,099,847</b>

### Expenditures

Residential domestic abuse and homeless programs	\$774,892
Community Outreach including counselling, and group programs for women, children and adolescents; transitional and housing support	\$296,164
<b>Total</b>	<b>\$1,071,056</b>

For a copy of our audited financial statement, please call 519-539-7488 ext. 236

**103** women lived in our high security shelter

### Service users tell us about our impact

*"this place is magical"*

*"I will never forget any of you and the help you gave me and my family"*

*"you were here when I needed you"*

*"for the first time in years, I see hope for me and my children"*

*"I want the world to know that everyone at DASO is great!"*

**18** birthday cakes with ice cream



**1** Alice in Wonderland themed shelter dinner



**21** volunteers gave us their valuable time and expertise



**13** tasty soups prepared for the 6th annual SoupStock



**100s** of gifts and items gratefully received from the community during the holiday season

## 2016/2017 Board of Directors

Mary Roberts, Chair  
 Nino DeLuca  
 Phyllis Eastlake  
 Karen Greenham  
 Pam Hagen  
 Margaret Long\*  
 Liam McEnery

Francine Paquette  
 Marci Shelton  
 Kirsty Thomson  
 Jaime-lyn Thorne  
 Paula Walton

## Management Team

Rhonda Hendel, Executive Director  
 Jen Weicker, Residential Services Manager  
 Karen Moritz, Business Manager  
 Heather Werby, Executive Assistant

## Staff Team

Sarah Brown  
 Brittany Campbell\*  
 Christina Crawford  
 Sarah Fenton  
 Jodie Flisak  
 Kim Kane  
 Allison Leger  
 Laura McCreery  
 Jenny Martin  
 Tanya Nielsen\*  
 Carole Page  
 Alex Patton  
 Marcy Stocking\*  
 Samantha White  
 Natalie Wood

*Contract therapist:*  
 Karen Bourdeau

Our staff team is strengthened by the contributions of our amazing students and volunteers, who this year included Betty, Diane, Leslie, Mary Lynne, Lynn, Lindsay, Mary Anne, Marianne, Jean, Kathryn and Barb.

Many thanks for your time and help!

*\*resigned during the year*

*daso*

*Changing lives and  
 inspiring hope  
 since 1974*

DOMESTIC ABUSE SERVICES OXFORD  
 protection | prevention | possibilities

975 James Street, Woodstock, Ontario N4S 0A5

24-Hour Crisis/Information/Support Line:  
**519-539-4811** or **1-800-265-1938**  
 Text **519-788-9993**

All other calls: **519-539-7488**

Website: [www.daso.ca](http://www.daso.ca)

Email: [info@daso.ca](mailto:info@daso.ca)

Facebook: **Domestic Abuse Services Oxford**

Charitable registration no. 10821 9767 RR0001