

AWHL Byline

Autumn 2003



Special points of interest:

- Message from the Board
- Training, Research and Outreach at AWHL
- AWHL and DAWN Ontario
- Our Votes Count
- Fund Development at AWHL
- Introducing our Board of Directors

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A Message from the Board of Directors

It has been extremely busy with much change and much growth for the Assaulted Women's Helpline since the Helpline goes province wide. The preparation and the launching of the Province Wide Helpline brought many rewards and challenges. After the six months of preparation, the Helpline officially extended its core services to all women across the province of Ontario on April 10th, 2002.

The core of our service is to provide province-wide crisis line service that addresses the diverse needs of women in Ontario, especially women with disabilities, aboriginal women, immigrant women, women of color, lesbian and bisexual women, rural and northern women. Our goal is to work cooperatively with existing crisis line services, support services and shelters province wide to lessen gaps and barriers for abused women. Additionally, we educate the general public about the various effects of women abuse, and ways that they can help to eradicate violence against women.

The Help line's Board of Directors, management and staff, in consultation with our community partners, have been working diligently to look at ways to make our programs and services correspond to the needs of the women across Ontario. We also unveiled a new logo and revamped all of our collaterals to mark a new chapter of the Assaulted Women's Helpline. We would like to take this opportunity to acknowledge all the community support across the province that we have received over the

last year. The support, guidance, and input you have offered made a great and positive impact on the service. We look forward to strengthening these relationships as we continue to serve the women of Ontario.

The strength of the agency lies with the commitment of the staff and we are proud to have one of the most devoted and highly skilled group of women. We also would like to give our deep appreciation to our volunteers, individuals, organizations and businesses that have generously contributed their time and resources to the AWHL. Without the dedications, time and resources of our supporters, the Helpline would not have been able to provide service to over 250,000 women in the past seven-teen years.

To all the women who call the crisis line, your strength, courage and determination continues to ground us in this very important work. We stand committed to meeting the needs of the women who use our service, and advocating for women's human rights within our mandate. We will continue to stand firm in doing our part to eradicate violence against women.

Best regards,
Margaret Haynes
Chair – Board of Directors

Community Partners

The success of the Assaulted Women's Helpline depends on our community partner's timeless guidance, input and sharing of their expertise ensuring our programs and services correspond to the needs of the women across Ontario. We are grateful for their dedication.

Action Ontarienne Contre La Violence Faite Aux Femmes
Alliance of Canadian Second Stage Housing Programs
(Ontario Caucus)
Canadian Women's Foundation

DAWN Ontario
D.W.A.V.E.
(Deaf Women Against Violence Everywhere)
Education Wife Assault
OAITH (Ontario Association of Interval and Transition Houses)
OCRCC
(Ontario Coalition of Rape Crisis Centres)
Women Abuse Council Of Toronto
Kenora Sexual Assault Centre

Community Partners Spotlight

Submitted by Barbara Anello

The Disabled Women's Network (DAWN) Ontario was invited by Assaulted Women's Helpline in early 2001 to participate, as a community partner, in the provincial expansion of AWHL's services. Our involvement in the process has resulted in mutual benefits to both our organizations.

One of the benefits to DAWN Ontario was the opportunity for us to connect/reconnect with other equality-seeking Women's groups working in violence against women, and be partnered in the process.

Since then, DAWN Ontario, armed with a greater awareness of legislation such as the Domestic Violence Protection Act, participated in consultations organized by the Attorney General's office. DAWN provide a critical analysis of the DVPA and the implications to Women with disAbilities, particularly those of us living in rural communities.

DAWN Ontario, based in North Bay, also assisted in the planning of a local stakeholders meeting during the Outreach phase of the expansion, where 43 community mem-

bers participated. This has increased our visibility in the community and has created positive steps in local coalition work.

We have shared resources with AWHL developed by and for Women with disAbilities and AWHL staff has continued to be a vital resource to DAWN Ontario and our membership.

It has been a privilege to work together with AWHL, a feminist organization that truly exemplifies the principles of equality, access and inclusion.

Congratulations to the board and staff of the Assaulted Women's Helpline for a great year!

*The Disabled
Women's Network
(DAWN) Ontario*

Barbara Anello
Acting Chair
DAWN Ontario: DisAbled Women's Network Ontario
Email: dawn@thot.net
URL: <http://dawn.thot.net>

The Assaulted Women's Helpline is a non-profit agency funded by the Ministry of Community, Family and Social Services, and City of Toronto.

AWHL is a charitable organization and gratefully accepts donations.

Charitable # 127624443 RR0001.

Message from the AWHL staff team

We are a multi-disciplinary team of women committed to providing exceptional, respectful and appropriate service to women who have and are experiencing violence or the effects of violence, crisis and abuse. We are a diverse, dedicated group, striving to be part of the solution to eradicate all forms of violence against women, first and foremost through the provision of the crisis line service. The Helpline staff team is also committed to working in a coordinated way with community partners and sister agencies towards bridging gaps in service and identifying emerging issues or trends relevant to the women we work with.

Responding, acting, forging change!

Staff Team, Assaulted Women's Helpline

Training, Resource and Outreach

We are the “behind the scenes” department and we are a small team of women who work very closely with the crisis line team. As our name suggests we provide in-house training as well as training in the community for the non-profit and private sector. We provide the crisis line staff with current resources and referrals through the database that we maintain and we do outreach into a variety of communities around the province.

Staff development is very important to us here at the Helpline and to ensure that the crisis line team are up to date on the latest information our department coordinates a series of training throughout the year. Recent training has included suicide risk assessment, Transgendered issues and women living with mental health issues to name a few. In the last year we have also provided training in the community. Some agencies that we have worked with are OWD [Ontario Women's Directorate], WACT [Women's Advisory Committee on Training Access] and Having A Baby Drop-In through York Community Services.

Aside from training we also maintain a database that contains over 2000 resources and referrals for women who call our crisis line. We have listings for a range of services all across the province. We have listings for agencies such as shelters, women's centres, legal services, sexual assault services, counselling agencies, Aboriginal services, animal shelters, addiction services and the list goes on – in total we have over 65 different types of services available at the counsellors' fingertips 24 hours, 7 days a week. Our department also has a resource library that is available to counsellors. The library has a number of books and films on an assortment of topics such as anti-oppression, ritual abuse, incest survivors, stories from women from diverse backgrounds and their experiences of violence etc.

Outreach is also a very important aspect of our department. In our attempt to promote the Helpline, we try and attend a variety of conferences, community information events such as Mayfest – a festival for the deaf and hard of hearing, festivals such as the

Canadian Aboriginal Festival, Take Back the Nights and Prides as possible. This past summer we recently attended Mayfest, Toronto and Halton Pride as well as the Wikwemikong Powwow on Manitoulin Island. Outreach is an opportunity to network with other agencies and organizations, but most importantly it lets women know who we are, what services we offer and what we can do for them.

As you can see, all three areas of the department—the training, the resources and the outreach—are linked together and play an extremely important role in the functioning of the department and, more importantly, the crisis line. So next time you're out and you see us at an event, please drop by the table and say hi.



Suzanne, Pushpa, Charlene, Huong and Percy at Halton Pride day



Suzanne and Sattie working our outreach booth at Toronto Pride Day



Outreach table at Wikwemikong Pow wow on Manitoulin Island

The Silver Lining Society

This group of dedicated men and women has been organizing a boat cruise to raise funds for the Helpline for the past 4 years.

Thank you for your Support!



Fund Development at AWHL

In addition to all of the other exciting news, we are proud to report that The Assaulted Women's Helpline is entering into fund development in a focused way for the first time!

My name is Sandra Diaz and I am the new Fund Development Coordinator at AWHL. I hold a deep respect and conviction for the work of the Helpline, having previously served as a volunteer on the board of directors from 1998-2000. During that time I had the pleasure and privilege to work along side dedicated board volunteers and to see the commitment and hard work of our two astounding co-directors who took our organization from a deficit position to financial health and lay the ground work for the province wide line launch. Now that we have achieved those goals one of the next big challenges for AWHL is to enter the arena of fundraising. While we receive most of our funding from the government, we need to rely on our own resources to raise additional funds to ensure no call goes unanswered. There is a lot of work to be done but it is matched with the enthusiasm to do it!

All good fund raising plans have one thing in common: they show a diverse number of sources for their income. Our focus will be on methods of fundraising and marketing that are the most efficient use of the limited financial and human resources available to AWHL. In addition to corporate, foundation, and community group solicitation, we are preparing to send out a Direct Mail package to build awareness and our donor base. We are also looking at events, on-line fundraising and many other initiatives.

Do you have creative ideas for raising money for the Assaulted Women's Helpline? Are you able to run a special event or donate goods or services that help us raise awareness of AWHL for women across the province? Does the company you work for give to the community? Do you have time to volunteer at one of our events? Please do let us know!

As a friend of The Assaulted Women's Helpline, we ask you to consider a donation to our 2003 /2004 fundraising drive. Your contribution goes a long way...

Your gift of \$25 provides emergency cab fare for a woman fleeing violence

Your gift of \$50 provides valuable resources and training material to assist counsellors in providing the best possible service to women experiencing violence

Your gift of \$100 provides a full day of Language Line Interpretation service for women whose first language is not English.

Your gift of \$500 provides a full day of crisis line service



Our outreach booth at Halton Region Pride Day

Donor Appreciation

Financial Donors--

Scotiabank
The F.K. Morrow Foundation
Zellers
David Kung
JJ Barnicke
Ericsson
Edward Jones
Grand and Toy
Bank of Montreal

Media and In-Kind Donors--

Body Shop
Whirlpool Canada
Today's Parent
Ottawa Citizen

Country Connection Magazine
Mommy Queerest
Daily Miner News
The Brantford Expositor
The Sarnia Observer
The Midland Free Press
Petawawa Post
The Simcoe Reformer
Style at Home Magazine
Canadian House and Home Magazine
Natural Life Magazine
The London Free Press
The Guelph Mercury
The Thunder Bay Chronicle Journal
Roger's Community Channels
(12 regions)

Cogeco Community Channels (22 regions)
Aurora Cable
Exclusive Advertising
Canadian Association of Family Resource Programs
Canadian Naturopathic Association
Ontario Association of Naturopathic Doctors
Canadian Mental Health Association
WXN - on their associations website
Association of Ontario Health Centres
Ontario Medical Association
Canadian Counselling Association
The Canadian Psychological Association
Black Business Professionals
The Canadian Physiotherapy Association
The Registered Practical Nurses Association



Having fun on the boat cruise organized by the Silver Lining Society

Get Involved in Our Fundraising!

Do you have creative ideas for raising money for the Assaulted Women's Helpline?

Are you able to run a special event or donate goods or services that help us raise awareness of AWHL for women across the province?

Can you organize a successful concert, a dinner, or an auction? Please call us to discuss your idea.

Here are some examples of the fundraising projects that groups or individuals can carry out successfully:

- a sports event where the gate proceeds are donated to Assaulted Women's Helpline
- a benefit bring-your-own-dish international dinner
- serving food, prepared by group members, from the cuisine of different countries
- a raffle of a donated prizes such as a lavish cake or a travel voucher
- a garden party or outdoor fair combining music, food, games and entertainment
- a public auction of used items (pens, books, furniture) donated by writers, political figures, and other celebrities
- a sale of local art, donated antiques or second-hand books
- an event in which the participant is sponsored to walk, run, ride, skate, swim or even bowl in aid of AWHL

Assaulted Women's Helpline Board of Directors

Jane Bakewell

Denise Brown

Kim Donlan

Margaret Haynes, Chair

Sherry Lewis

Martha Ocampo, Treasurer

Dawn Phillips

Sharon Simpson

Erin Lee-Todd, Chair - Province Wide Liaison Committee

Our Votes Count!

Ontarians are going to the polls on October 2, 2003 to elect their Member of Provincial Parliament (MPP). In the past few weeks, we have been bombarded by the media with messages from all three parties. Each party makes campaign promises. They all want to gain our trust and confidence that they will work hard for us once elected. They all want our vote. These politicians theoretically work for us - the people. They will bring forward our concerns. They will speak on our behalf. They will be the people's voice. More importantly, they will make decisions which will affect our lives for the next four or five years.

In Ontario today

- 64% of women are employed at minimum wage.
- On average, women still make 72 cents for every dollar a man earns.
- Women and children are the fastest growing group of the homeless.
- 50% of abused women are staying in abusive households because they can not find affordable housing or are on waiting lists.
- Since women form the majority of the poor in Ontario, we are at greater risk of being in poor health.
- Violence is a major cause of injury to women, ranging from cuts and bruises to permanent disability or death.
- An increasing in the number of women killed at the hands of their partners and ex-partners.

There are many times when women speak up on issues that affect our lives including: child care, education, health care, poverty, housing and the eradication of violence against women. In these cases we are labeled as "special interest groups". Perhaps, our politicians should learn from U.S. Senator Eugene McCarthy:

"As long as the differences and diversity of mankind exist, democracy must allow for compromise, for accommodation and for the recognition of differences."

Candidates need to understand that women experience life differently than men. We need to find ways of ensuring that women's voices are included, with equal weight, in the decisions that affect Ontarians' lives. We need to make sure that women's needs are met and that women's experiences are appropriately reflected in public and social policy. After all, we women make up 51 % of the electorate in Ontario. If we all vote, we will no longer be seen as "special interest groups". Perhaps, then, politicians will see us as citizens. We are grandmothers, mothers, sisters, aunts and daughters and when we come together, we have the power to alter the political direction in Ontario.

This coming election is an opportunity for women to get involved. Find out who your candidates are and talk to them about the issues you care about. Ask them what they will do if elected. Attend an all-candidates' debate and ask the important questions. We need to make sure that the candidates we send to represent us in the legislative assembly understand the issues and demands of women and that they are accountable to their campaign commitment. **But most importantly: Vote...because our votes count!**

Voting is one of the most fundamental processes of democracy. It is our voice. We need to make that voice heard.

"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has." - Margaret Mead.

In Sisterhood,
Huong Pham
Assaulted Women's Helpline

Information Corner

Get Ready to Vote

To vote in the upcoming provincial election, you must be:

- ✓ 18 years or older:
- ✓ a Canadian citizens:
- ✓ a resident of Ontario

Are you on the List of Voters?

To vote, your name must be on the List of Voters.

The Returning Officer for your riding can tell you if you are on the List of Voters.

The Returning Officer for your riding can help you get your name on the List of Voters if you are a qualified voter and you are not listed.

A Returning Officer will be available to answer your questions as soon as the date of the election is announced.

To find the phone number and address of your Returning Officer, call:

Elections Ontario: 1-888-ONT-VOTE
1-888-668-8683

For more information on the elections, you may get information from the following websites:

Elections Ontario:
www.electionsontario.on.ca

Progressive Conservative Party Platform, The Road Ahead:
www.ontariopc.com/theroadahead/contents-policy_papers.htm

Liberal Party Platform and Election Information:
www.ontarioliberal.on.ca/en/

NDP Election Platform and Election Information
www.publicpower.ca/our_platform/

The Ontario Federation of Labour on Violence against women
www.ofl-fto.on.ca/peoplescharter/index.htm

Assaulted Women's Helpline Statistics for the year of 2002-03

43,250 Calls

AWHL statistics are a reflection of the issues that have been raised by women who call our crisis line.

Children

45% of the all callers to the Helpline had children.

Additional Barriers to getting help

- 36% of all callers identified poverty or homelessness as an additional barrier.
- 28% of all callers identified cultural or linguistic issues as an additional barrier.
- 14% of all callers identified disability as an additional barrier.
- 8% of all callers identified racism as an additional barrier.
- 7% of all callers identified sexism as an additional barrier.
- 7% of all callers identified heterosexism or homophobia as an additional barrier.

Other problems and issues identified

- 11% of all callers identified custody and access issues as another problem they were dealing with.
- 32% of all callers identified economic issues as another problem they were dealing with.
- 18% of all callers identified housing issues as another problem they were dealing with.
- 9% of all callers identified inadequate affordable counseling as another problem they were dealing with.

- 30% of all callers identified isolation as something they were facing.

Type of Abuse experienced by our callers

- 35% of all callers identified experiencing emotional or psychological abuse.
- 26% of all callers identified experiencing physical abuse.
- 9% of all callers identified experiencing sexual abuse.
- 12% of all callers identified experiencing threats from an abuser.
- 5% of all callers identified experiencing some form of harassing behaviour.
- 5% of all callers identified experiencing childhood sexual abuse or incest.
- 8% of all callers identified experiencing economic abuse.

Other forms of abuse identified by callers include but are not limited to the following:

- Elder abuse
- Child abuse
- Immigration related
- Property damage
- Ritualized abuse
- Stalking

ASSAULTED WOMEN'S HELPLINE

P.O. Box 369, Station B
Toronto, Ontario
M5T 2W2

Crisis Line

GTA: (416) 863-0511

Toll Free (Ontario):

1-866-863-0511

Toll Free TTY (Ontario):

1-866-863-7868

Administration

Tel: (416) 364-4144

Fax: (416) 364-0563



NAME
STREET ADDRESS
CITY, PROVINCE ZIP

Mission Statement

The Assaulted Women's Helpline offers a 24-hour telephone crisis line to all women who have experienced abuse.

We provide counseling, emotional support, information and referrals.

We recognize abuse as one example of women's social, political and economic inequality in the world. The Helpline is dedicated to working towards equality for all women.

*We're on the
Web!
www.AWHL.org*