



# 2014 Gratitude Report



**To the women who have called our lines, we extend our sincere gratitude and appreciation, as you place your trust in our services and share your lives with us every day of the year.**

## **Thank YOU**

This is the fourth issue of the Gratitude Report, and we continue to recognize the generous support received by individual donors, community organizations, corporate sponsors, the Board of Directors, staff and volunteers who work together to help ensure the Assaulted Women's Helpline remains relevant, viable and responsive.





## Assaulted Women's Helpline Statistics:

Fiscal year ended March 31, 2014

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

### Type of Abuse Experienced by Our Callers:

**41%** of all callers identified experiencing emotional or psychological abuse.

**7%** of all callers identified experiencing physical abuse.

**11%** of all callers identified experiencing sexual abuse.

**12%** of all callers identified experiencing threats from an abuser.

**8%** of all callers identified experiencing some form of harassing behaviour.

**6%** of all callers identified experiencing childhood sexual abuse or incest.

**15%** of all callers identified experiencing economic abuse.

The following statistics will not add up to 100% as many callers faced multiple barriers:

### Additional Barriers to Getting Help:

**46%** of all callers identified poverty or homelessness as an additional barrier.

**24%** of all callers identified cultural or linguistic issues as an additional barrier.

**16%** of all callers identified disability as an additional barrier.

**18%** of all callers identified racism as an additional barrier.

**9%** of all callers identified sexism as an additional barrier.

**15%** of all callers identified heterosexism or homophobia or transphobia as an additional barrier.

### By Area Code

**24,384**

Calls from the 416/647

**23,765**

Calls from the 519,613,705,  
807 & 905

**81 %**

Callers with children

**9,503**

Calls requiring usage of the  
Language Line



## Other Problems and Issues Identified:

- 12% of all callers identified custody & access issues as another problem they were dealing with.
- 54% of all callers identified economic issues as another problem they were dealing with.
- 37% of all callers identified housing issues as another problem they were dealing with.
- 33% of all callers identified inadequate affordable counselling as another problem they were dealing with.
- 47% of all callers identified isolation as something they were facing.

## 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

### The top 10 languages utilizing the language line are:

Farsi	17%
Mandarin	13%
Spanish	12%
Russian	9%
Tamil	6%
Polish	6%
Cantonese	6%
Arabic	3%
Portuguese	3%
Urdu	2%
Other Languages	23%

### Other Languages:

Albanian, Armenian, Bengali, Berber, Bulgarian, Burmese, Chichewa, Cree, Croatian, Czech, Dari, Ganda, German, Greek, Gujarati, Ilocano, Italian, Hebrew, Hindi, Hungarian, Japanese, Khmer, Korean, Kurdish, Laotian, Napali, Nubian, Oromo, Pashto, Santali, Serbian, Sinhalese, Somali, Swahili, Tagalog, Tigrinya, Thai, Tibet, Tsonga, Turkish, Twi, Ukrainian Urdu, Vietnamese and Zulu.



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## About the Assaulted Women's Helpline

The Assaulted Women's Helpline is a confidential, anonymous and free 24-hour telephone and TTY crisis line available to women in the province of Ontario who have experienced any form of abuse.

We provide free crisis counselling, safety planning, emotional support, information and referrals and is accessible 7 days a week, 365 days a year in 154 languages.

[www.awhl.org](http://www.awhl.org)

Since 1985, the Assaulted Women's Helpline has helped more than 728,000 women.

Charitable registration #127624443 RR0001

**Crisis Line (Toll-free):** 1-866-863-0511

**TTY Crisis Line (Toll-free):** 1-866-863-7868

**GTA Crisis Line:** 416-863-0511

**Mobile:** #SAFE (#7233) (*Free on Rogers, Bell, Telus or Fido*)

