



**Children's  
Aid Society**  
Of Oxford County

# 2024 - 2025 Annual Report





# Land Acknowledgement

We acknowledge that we are on aboriginal land that has been inhabited by Indigenous people from the beginning.

As settlers, we are grateful for the opportunity to live and meet here. We thank all the generations of people who have taken care of this land for thousands of years.

Long before today, as we gather here, there have been peoples who have been the stewards of this place. In particular, we acknowledge the Anishnabek, Haudenosaunee (Iroquois), Ojibway/Chippewa peoples.

We recognize and deeply appreciate their historic connection to this land. We also recognize the contributions of First Nations, Métis, Inuit, and other Indigenous peoples, both in shaping and strengthening this community, our province and our country as a whole.

As settlers, this recognition of historic importance must also be clearly connected to our collective commitment to make the challenge of Truth and Reconciliation an authentic and ever present reality in our community.



# Mission, Vision & Values

## What we do

Together with our community, we help children, youth, and families be safe, strong and connected.

## Why we do what we do

Safe children and youth, strong families, caring communities.

## What is important to us



### Collaboration

We believe in the strength of working together.



### Advocacy

We promote the voice of children, youth and families.



### Relationships

We nurture respectful relationships that enable change, safety, and meaningful connection.



### Inclusivity

We champion equitable access to opportunities and resources for all.



### Accountability

We approach the responsibility entrusted to us with integrity, transparency, and care.





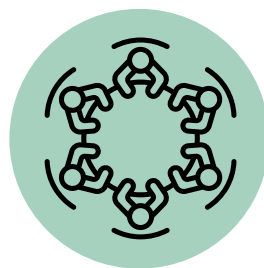
# Our Strategic Pillars

Through a collaborative strategic planning process, we engaged our Board of Directors, staff, volunteers, and community partners to shape a vision that prioritizes service, strengthens our community in Oxford County and builds a future where we can thrive together. This plan is a testament to the collective dedication and thoughtful contributions of everyone involved. We are deeply grateful for the meaningful insights, high engagement, and unwavering commitment to children, youth, and families throughout this journey. This plan is a reflection of our shared purpose and aspirations.

## Exceptional Service



## Connected Communities



## Thriving Together



Our full Strategic Plan 2025-2029 can be found [here](#).



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# Meet our Board of Directors



## Executive and Governance Committee

Catherine Leclair, Chair

Jeannette Van Lagen, Vice-Chair & Secretary

Tami Murray, Director

Robert Kates, Treasurer

## Directors

- Fred Freeman
- Tracey Thompson
- Rod Wilkinson
- Jo-Ann Hanson
- Tammy Hewson
- Igor Bubic
- Darrel Stubbe
- Erin Harvey\*
- Derek Sarluis\*

\*Resigned mid-year



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# A message from our Board Chair and CEO

As we close another year, we want to take a moment to reflect on our collective efforts, acknowledge our challenges, and celebrate our successes in serving children, youth, and families in Oxford County.

This year, we remained steadfast in our commitment to advancing the safety, well-being, and inclusion of children, youth, and their families. As the world around us continues to change, so too do the needs of those we serve. In response, our organization is dedicated to staying adaptable, empathetic, and focused on achieving the best possible outcomes for every child, youth, and family. We strive to create a space where everyone feels seen, heard, and valued.

This work would not be possible without the dedication of our staff, volunteers, and community partners. We are deeply grateful for your compassion, resilience, and unwavering commitment. We extend heartfelt appreciation to our Board members, who volunteer their time, leadership, and expertise to help shape and carry forward our vision for a future with safe children and youth, strong families, and caring communities.

Looking ahead, we embrace new opportunities to strengthen our services, expand collaborations, and support initiatives that will drive meaningful positive change. With renewed commitment, we continue working toward a future where every child, youth and their family can be safe and thrive.

Together with our community, we help children, youth, and families be safe, strong, and connected.

Sincerely,

*Catherine Leclair*

Catherine Leclair, Board Chair

*Tina Diamond*

Tina Diamond, Chief Executive Officer  
MSW, RSW, MBA, CHRL



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# Service Statistics

**1,922**

PHONE CALLS RECEIVED

**750**

CHILD PROTECTION  
INVESTIGATIONS COMPLETED

**182**

FAMILIES RECEIVED  
ONGOING SERVICES

**52**

CHILDREN AND YOUTH  
PLACED WITH KIN

**24**

PARTNERSHIPS WITH FOSTER  
CARE PROVIDERS AND FORMAL  
CUSTOMARY CARE HOMES





# 41

CHILDREN AND YOUTH IN CARE ON  
MARCH 31, 2025

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# 6

YOUTH AGED 16 AND 17 RECEIVED  
VOLUNTARY YOUTH SERVICES

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# 24

YOUTH AGED 18-23 RECEIVED  
READY, SET, GO, SERVICES



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# Family Feedback Survey

**85%** OVERALL SERVICE  
RECIPIENT SATISFACTION

The majority of service recipients who responded to our Family Feedback Surveys communicated that their worker:

- ☒ **Listened** in a way that showed they wanted to **understand** their family. (89%)
- ☒ **Followed through** by doing what they said they would do. (88%)
- ☒ **Noticed** what was **working well** regarding the care, safety and well-being of their children. (92%)
- ☒ Was **transparent** about how they saw the worries about their family situation. (80%)
- ☒ **Involved** them when making plans about what to do. (78%)
- ☒ Was **child-centered** by spending time with their children, listening to what the children said about the worries, and what needed to happen. (89%)
- ☒ Ensured that their child(ren) fully **understood** what was being being done to help them. (80%)





# Connected we Thrive

As reflected in our mission, we understand that helping children and youth be safe, strong and connected, can only be accomplished together as a community.

We are proud that over the past year, we have been a part of over 12 community tables and teams, alongside partners and colleagues who are aligned in commitment and purpose.

## COMMUNITY TABLES

- Child and Youth Planning Table
- Situation Table of Oxford County
- Youth Support Table
- Femicide Prevention Table
- Domestic Abuse Resource Team (DART)
- Safe and Well Oxford Steering Committee
- Oxford Situation Table Steering Committee
- Member of Oxford Housing Action Collaboration
- Oxford Addictions and Mental Health Action Coalition
- CYMH Lead Agency Priorities Steering Committee
- Mayor's Task Force
- Oxford Ontario Health Team

## Caring Dad's Community of Practice



We continued collaborating with community partners to enhance our work with men and fathers, which included our support of the Caring Dad's Community of Practice.

## Early Help Initiatives



We supported early help initiatives through community outreach, parenting instruction programs, and our participation in the Child and Youth Planning Table which, in collaboration with The Hospital for Sick Children, pursues infant mental health initiatives.



# Celebrating support that makes a difference

## GRANTS

We are grateful to have been awarded grant-based funding to broaden and enhance the supports available in our community. We received a Safe at Home grant from the Children's Aid Foundation of Canada to pursue Mother's in Mind (MIM), a complimentary program to the Caring Dad's program. MIM is a trauma-informed, therapeutic group designed to meet the needs of mothers who have experienced family violence, childhood abuse, neglect or sexual assault, and have children under the age of four. Further, due to funding Rapid Response funding from the City of Woodstock, we were able to enhance our support for youth in crisis.



We are proud to have been presented with the **Power of Collaboration** Award by Victim Assistance Services of Oxford County (VASOC), in recognition of our work with victims and survivors of crime in the community.



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# Learning Together, Growing Together.



## Education and Awareness

Over the past year, our agency has offered free informational sessions to the community and service partners regarding the duty to report under the *Child, Youth, and Family Services Act*, 2017. These sessions help those who may work with children or youth learn about:

- their duty under the CYFSA;
- what happens once a referral is made to a Society; and
- how Children's Aid works with families in the community.

## Volunteers and Support for Families

The Children's Aid Society of Oxford County is grateful to have outstanding volunteers support our mission. During the past year, the volunteers collectively:

DROVE

**337,702**

KILOMETERS

&

DEDICATED

**5,342**

HOURS OF THEIR TIME

We are thankful for the contributions of these remarkable individuals.

Further, our exceptional staff who are Certified Passenger Safety Technician's (CPST), supported families in Oxford County by hosting free car seat clinics where they completed over **64** car seat checks.



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# Family Violence Counselling Program

In the past year, the Family Violence Counselling Program (FVCP) continued to provide vital services supporting individuals and families affected by domestic violence through counselling, collaborative partnerships, and specialized group programs.

## INDIVIDUAL AND GROUP COUNSELLING PROVIDED TO:

**144**

WOMEN

**9**

TEENS

**49**

CHILDREN

**Men Accepting Responsibility for Change (MARC)** and the **Partner Assault Response (PAR)** groups provided mandated services to:

- 106 men and 29 women who have used violence in relationships.
- 25 men who have used violence in relationships or parenting participated in the Caring Dads group. As a result, the lives of 24 partners and 37 children were impacted.



In partnership with Ingamo Homes, Domestic Abuse Services Oxford, and Victim Assistance Services of Oxford County, court support services were provided to **390** survivors of domestic abuse.



**FAMILY VIOLENCE**  
COUNSELLING PROGRAM  
of Oxford County



# Statement of Operations

	AMOUNT \$	PERCENTAGE %
<b>REVENUES</b>		
Child Welfare	\$13,666,703	91.3%
Other Province of Ontario Programs	\$640,957	4.3%
Other Income and Recoveries	\$614,865	4.1%
Children's Aid Foundation of Canada	\$51,410	0.3%
<b>TOTAL REVENUES</b>	<b>\$14,973,935</b>	<b>100.0%</b>
<b>DIRECT SERVICE EXPENSES</b>		
Salaries & Wages	\$7,395,728	44.3%
Employee Benefits	\$2,232,509	13.4%
Foster & Boarding Home Payments	\$4,104,357	24.6%
Targeted Subsidies	\$400,545	2.4%
Client Personal Needs	\$280,952	1.7%
Travel	\$318,416	1.9%
Emergency Assistance	\$111,595	0.7%
Health and related Expenses	\$101,843	0.6%
Professional Services for Clients	\$55,752	0.3%
Training	\$13,905	0.1%
Program Expenses	\$1,872	0.0%
<b>TOTAL DIRECT SERVICE EXPENSES</b>	<b>\$15,017,474</b>	<b>90.0%</b>
<b>ADMINISTRATIVE EXPENSES</b>		
Building Occupancy	\$862,030	5.2%
Technology Expenditures	\$112,820	0.7%
Miscellaneous Expenditures	\$351,958	2.1%
Office and Administration Expenditures	\$226,575	1.4%
Professional Services (Non-Client)	\$114,027	0.7%
Promotion and Publicity	\$4,968	0.0%
<b>TOTAL ADMINISTRATIVE EXPENSES</b>	<b>\$1,672,378</b>	<b>10.0%</b>
<b>TOTAL EXPENSES</b>	<b>\$16,689,852</b>	<b>100.0%</b>
MCCSS SURPPLUS (DEFICIT)	-\$1,715,917	
Funds Transferred from BBF with MCCSS	\$396,334	
<b>NET SURPLUS (DEFICIT)</b>	<b>-\$1,319,583</b>	







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COUNSELLING PROGRAM**  
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