

2025-26



Children's
Aid Society
Of Oxford County

Annual Report

712 Peel Street Woodstock, ON
519.539.6176
www.casoxford.on.ca



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.

Board of Directors



Executive and Governance Committee

Jeannette Van Lagen, Chair

Catherine Leclair, Past Chair

Tami Murray, Vice Chair

Robert Kates, Treasurer



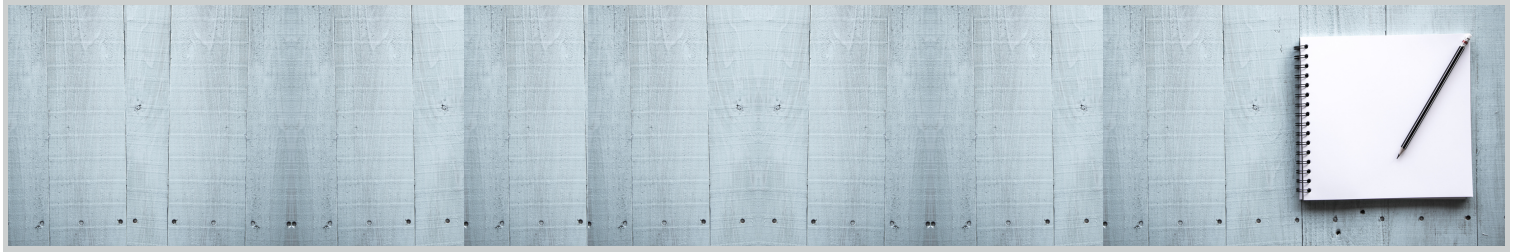
Directors

- Igor Bubic*
- Jo-Ann Hanson
- Darrel Stubbe
- Tracey Thompson
- Fred Freeman
- Tammy Hewson
- James Taylor
- Rod Wilkinson*

*Resigned mid-year



A message from our CEO & Board Chair



As we reflect on the past year, we are reminded that the work of protecting children, strengthening families, and supporting communities is both challenging and deeply meaningful. Every day, the staff, caregivers, volunteers, and partners of the Children's Aid Society of Oxford County demonstrate an unwavering commitment to improving outcomes for children, youth, and their families.

The past year brought both opportunities and challenges across the child welfare sector. Rising service demands, increasing complexity of family needs, and financial pressures required thoughtful decision-making and careful stewardship of resources. Through it all, our focus remained unchanged: ensuring that children and youth are safe, supported, and connected to the people and communities that matter most to them.

We are incredibly proud of our staff, caregivers, volunteers, and community partners. Their dedication, professionalism, and genuine care for others continue to make a meaningful difference in the lives of children and families. Whether supporting families through difficult circumstances, helping youth prepare for independence, or working collaboratively with community partners, their work reflects the values at the heart of our organization.

We also recognize the importance of strong partnerships. The outcomes we achieve are made possible through collaboration with Indigenous communities, service providers, schools, healthcare organizations, municipal leaders, foster and kinship caregivers, donors, and many

others who share our commitment to the well-being of children and families. Together, we continue to build a strong network of support across Oxford County.

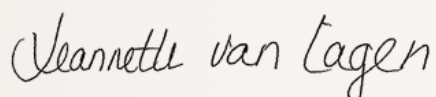
As a Board and leadership team, we have continued to focus on governance excellence, accountability, and long-term sustainability. We understand the importance of ensuring that public resources are used responsibly while maintaining the services that children and families rely upon. Although the challenges facing our sector remain significant, we are committed to working collaboratively with our staff, community partners, and Ministry stakeholders to identify innovative solutions and opportunities for the future.

Most importantly, we remain inspired by the children, youth, and families we serve. Their strength, perseverance, and hope motivate us every day. It is a privilege to walk alongside them during important moments in their lives and to support them as they build brighter futures.

On behalf of the Board of Directors and the leadership team, we extend our sincere gratitude to our staff, caregivers, volunteers, donors, community partners, and supporters. Your dedication, advocacy, and belief in our mission make a lasting difference in the lives of children and families throughout Oxford County.

Together, we will continue creating safe children and youth, strong families, and caring communities where every child and youth has the opportunity to grow, belong, and reach their full potential.

Sincerely,



Jeannette Van Lagen
Board Chair



Tina Diamond
Chief Executive Officer

Service Statistics



1,901 PHONE CALLS RECEIVED

843 CHILD PROTECTION INVESTIGATIONS COMPLETED

290 FAMILIES RECEIVED ONGOING SERVICES

60 CHILDREN AND YOUTH PLACED WITH KIN

21 PARTNERSHIPS WITH FOSTER CARE PROVIDERS
AND FORMAL CUSTOMARY CARE HOMES

39 CHILDREN AND YOUTH IN CARE ON
MARCH 31, 2026

1 YOUTH AGED 16 AND 17 RECEIVED VOLUNTARY
YOUTH SERVICES ON MARCH 31, 2026

25 YOUTH AGED 18-23 RECEIVED READY,
SET, GO, SERVICES ON MARCH 31, 2026

Family Feedback Survey



83%

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. (88.3%)
- ☒ **Followed through** by doing what they said they would do. (80.3%)
- ☒ **Noticed** what was **working well** regarding the care, safety and well-being of their children. (81.6%)
- ☒ Was **transparent** about how they saw the worries about their family situation. (84.2%)
- ☒ **Involved** them when making plans about what to do. (80%)
- ☒ Was **child-centered** by spending time with their children, listening to what the children said about the worries, and what needed to happen. (90.8%)
- ☒ Ensured that their child(ren) fully **understood** what was being being done to help them. (77.9%)



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 advanced early intervention efforts through community outreach, parenting education programs, and active participation in the Child and Youth Planning Table. In collaboration with the Infant and Early Mental Health Promotion initiative offered through the SickKids Learning Institute at The Hospital for Sick Children, this work helps support and strengthen infant mental health initiatives.

Supporting Youth



Over the past year, the Education Liaison role has become increasingly integrated with the development and implementation of the Youth Support Table, reflecting a shared commitment to coordinated, youth-centered service delivery. By embedding educational planning and school engagement within this multi-sector approach, we have strengthened our ability to support vulnerable youth through a single, collaborative pathway.

In this role, the Education Liaison supported students, many of whom faced complex barriers affecting their educational engagement and overall well-being. The Youth Support Table, housed within the Oxford County Youth Wellness Hub, brings together community partners to support youth aged 16–17 who are disconnected from services, at risk of homelessness, experiencing mental health challenges, or facing barriers across multiple areas of their lives. Through this integrated approach, youth receive coordinated support to reconnect with education, access housing and mental health resources, strengthen natural supports, and work toward their personal goals.

By further aligning the Education Liaison and Youth Support Table functions, we are reducing service gaps, improving access to coordinated supports, and helping young people build the stability, connections, and skills needed for a successful transition to adulthood.



Learning Together, Growing Together



Education and Awareness

Over the past year, our agency has continued to build community awareness and understanding of child welfare through free educational presentations and information sessions for community members and service partners regarding the duty to report under the Child, Youth and Family Services Act, 2017.

These sessions help individuals who work with children and youth better understand:

- Their duty to report under the CYFSA;
- What happens when a referral is made to a Children's Aid Society; and
- How Children's Aid works collaboratively with children, youth, and families in the community.

We are grateful for opportunities to engage directly with community partners and future professionals. During the year, agency staff were invited to provide presentations and training to several groups, including camp counsellor training programs, Oxford Community Child Care, and a Civics class at College Avenue Secondary School. These opportunities help strengthen community knowledge, build partnerships, and ensure that children and youth are supported by informed and responsive adults throughout Oxford County.

Further, our staff who are Certified Passenger Safety Technician's (CPST) hosted 2 free car seat clinics where they completed 50+ car seat checks, helping caregivers in Oxford County ensure children are travelling safely and securely.

Volunteers and Support for Families

The Children's Aid Society of Oxford County is fortunate to be supported by an exceptional group of volunteers who contribute their time, energy, and dedication to children, youth, and families across our community.

Over the past year, volunteers collectively:

DROVE
283,344
KILOMETERS

&

DEDICATED
4605
HOURS OF THEIR TIME

We are grateful for the contributions of these remarkable individuals and the difference they make every day.

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.

918 HOURS OF INDIVIDUAL AND GROUP COUNSELLING PROVIDED TO:

229 WOMEN

63 CHILDREN & YOUTH

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

- 157 men and 46 women who have used violence in relationships.



In partnership with Ingamo Homes, Domestic Abuse Services Oxford, and Victim Assistance Services of Oxford County, court support services were provided to **456** survivors of Intimate Partner Violence, and assistance was provided to **125** children and youth in preparation for court as a victim or witness in criminal court.

Statement of Operations



REVENUES	AMOUNT \$	PERCENTAGE %
Child Welfare	\$13,384,497	90.8%
Other Province of Ontario Programs	\$707,905	4.8%
Other Income and Recoveries	\$591,813	4.0%
Children's Aid Foundation of Canada	\$51,410	0.3%
TOTAL REVENUES	\$14,735,607	100.0%
DIRECT SERVICE EXPENSES		
Salaries & Wages	\$7,368,627	41.1%
Employee Benefits	\$2,398,521	13.4%
Foster & Boarding Home Payments	\$5,478,851	30.6%
Targeted Subsidies	\$339,480	1.9%
Client Personal Needs	\$167,271	0.9%
Travel	\$299,977	1.7%
Emergency Assistance	\$253,668	1.5%
Health and related Expenses	\$165,216	0.9%
Professional Services for Clients	\$90,952	0.5%
Training	\$13,197	0.1%
Program Expenses	\$2,550	0.0%
TOTAL DIRECT SERVICE EXPENSES	\$16,489,011	92.0%
ADMINISTRATIVE EXPENSES		
Building Occupancy	\$821,141	4.6%
Technology Expenditures	\$133,797	0.7%
Miscellaneous Expenditures	\$251,129	1.4%
Office and Administration Expenditures	\$181,187	1.0%
Professional Services (Non-Client)	\$41,287	0.2%
Promotion and Publicity	\$4,014	0.0%
TOTAL ADMINISTRATIVE EXPENSES	\$1,432,555	8.0%
TOTAL EXPENSES	\$17,921,566	100.0%
MCCSS SURPLUS (DEFICIT)	-\$3,185,959	
Emergency Funding	\$3,178,356	
Emergency Funding applied to 2024-25 Deficit	-\$1,374,591	
Emergency Funding applied to 2023-24 Deficit	-\$28,365	
NET SURPLUS (DEFICIT)	-\$1,410,559	



**Children's
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FAMILY VIOLENCE
COUNSELLING PROGRAM
of Oxford County