

# 2011- 2012 Gratitude Report

Assaulted Women's Helpline



**It is your human right to live free from abuse.**

# THANK YOU

## FOR SUPPORTING THE ASSAULTED WOMEN'S HELPLINE

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We extend our sincere gratitude to each woman who has called the **Assaulted Women's Helpline**, who share their lives and place their trust in us every day of the year.



Within this report we also recognize our extraordinary network of individual donors, corporate sponsors, community organizations, Board of Directors, staff and volunteers who work together to help ensure the Assaulted Women's Helpline continues to evolve our critical life-saving services each year.

**Together, we **are** making a difference in the women and their children affected by abuse each year.**

## **With thanks...**

A woman called and shared that she calls us every year on January 13th. She explained that day marks the 12th anniversary since she left her abusive husband. Through tears she expressed that life is now much better for herself and for her children. She also stated 'thank you for making a difference in our lives' and 'I know you are helping so many women and please continue your good work.' I teared up too and expressed gratitude for her taking a moment to mark this significant anniversary with us- celebrating her strength and moving forward in her life. She then asked me to please relay her gratitude to the whole team--and so I am.

Thank you, everyone.

***Charlotte- Assaulted Women's Helpline Crisis Line Counsellor***

## Assaulted Women's Helpline Statistics: 2011-2012

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:**

**30%** of all callers identified experiencing emotional or psychological abuse.

**18%** of all callers identified experiencing physical abuse.

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

**13%** of all callers identified experiencing threats from an abuser.

**11%** of all callers identified experiencing some form of harassing behaviour.

**9%** of all callers identified experiencing sexual abuse.

**4%** of all callers identified experiencing childhood sexual abuse or incest.

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

### **Additional Barriers to getting help:**

**42%** of all callers identified poverty or homelessness as an additional barrier.

**31%** of all callers identified cultural or linguistic issues as an additional barrier.

**15%** of all callers identified racism as an additional barrier.

**11%** of all callers identified disability as an additional barrier.

**9%** of all callers identified heterosexism or homophobia or transphobia as an additional barrier.

**6%** of all callers identified sexism as an additional barrier.

**Other problems and issues identified:**

**42%** of all callers identified economic issues as another problem they were dealing with.

**38%** of all callers identified isolation as something they were facing.

**25%** of all callers identified housing issues as another problem they were dealing with.

**18%** of all callers identified inadequate affordable counseling as another problem they were dealing with.

**14%** of all callers identified custody and access issues as another problem they were dealing with.

**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

**68% of callers have children**



**23,997 Calls**  
from the 416/647 area code

**23,874 Calls**  
from the 519,613,705,807 and 905 area code(s)

**Breakdown by telephone area code/region:**

Area Code	% of call received
905 (Toll Free Line)	30
519	26
613	23
705	15
807	5
Out of Province	1

**The top 10 languages utilizing the language line (other than English):**

Farsi	16%	Arabic	4%
Spanish	13%	Portuguese	3%
Mandarin	10%	Polish	2%
Russian	7%	Other languages	32%
Cantonese	5%		
Tamil	4%		

**Other Languages:**

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

**The Assaulted Women's Helpline is proud to list our generous supporters. Each and every one helps us to raise critical funds and awareness.**

*Fiscal year April 1 2011- March 31, 2012*

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Thank you for your commitment in the work of **ending violence against women.**

## About the Assaulted Women's Helpline

The Assaulted Women's Helpline has served as a confidential and anonymous 24-hour telephone and TTY crisis line to all 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 accessible 7 days a week, 365 days a year in up to 154 languages. [www.awhl.org](http://www.awhl.org).

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



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

Crisis Line (Toll-free): 1-866-863-0511  
TTY Crisis Line (Toll-free) 1-866-863-7868  
Mobile: #SAFE (#7233)



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