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# 2011 Gratitude Report

Assaulted Women's Helpline



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It is your Human Right to live free from abuse.



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## Thank You.

We would like to express our sincere gratitude to the women who call us and who share their lives with us each day, placing their trust in our support.

We would also like to acknowledge and celebrate the generosity and support of our extraordinary network of individual donors, corporate sponsors, community organizations, Board of Directors, staff and volunteers who work to help ensure that the **Assaulted Women's Helpline** continues to evolve our critical life-saving services each year.



## 2011 Gratitude Report - Assaulted Women's Helpline

### AWHL Statistics:

Type of Abuse experienced by our callers:

**32%** of all callers identified experiencing emotional or psychological abuse. **19%** 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.

**11%** of all callers identified experiencing some form of harassing behaviour. **5%** of all callers identified experiencing childhood sexual abuse or incest. **12%** 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:

**38%** of all callers identified poverty or homelessness as an additional barrier. **32%** of all callers identified cultural or linguistic issues as an additional barrier. **12%** of all callers identified disability as an additional barrier.

**12%** of all callers identified racism as an additional barrier.

**5%** of all callers identified sexism as an additional barrier.

**11%** 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.

**38%** of all callers identified economic issues as another problem they were dealing with. **22%** 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.

**35%** 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

### **In 2010-2011, we received:**

**23,811 calls**  
from the 416/647 area code

**23,988 calls**  
from the 519, 613, 705, 807 and 905 area code (s)

## 2011 Gratitude Report - Assaulted Women's Helpline

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