

We Listen. We Care.



Distress Centre Halton
Annual Report 2016/17

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Executive Summary

It has been a year of change for the Distress Centre Oakville. Staffing changes occurred at both the Executive Director role and the Administrative Assistant position. With new staff comes fresh opportunities for change. However, what remains consistent is the work and dedication of staff and volunteers in serving those who are vulnerable in our community. Self-reports from thousands of distress callers last year indicated an improved mental health outcome simply by connecting to a non-judgmental and emotionally supportive person. On the mental health continuum of care, Distress Centres are critically important in alleviating the costly burden on the health care system.

It is becoming increasingly more important for human service organizations to collaborate and ensure the strategy they employ is responsive to the needs of their community. The Distress Centre's Oakville and North Halton branches are embarking on an amalgamation process to better serve the complex needs of all residents of Halton. By increasing our strategic capacity, we expect to be able to function in a much more complex world and face significant challenges in the future in a stronger, more concerted way.

The impact of technology has provided us with new and innovative ways to connect with all demographics in the way that best serves them. Moving forward, the Board and Management are committed to investigating and investing in new technology in an effort to best build the volunteer capacity and connect with those who need us most. We are further committed to measuring outcomes and making evidence informed decisions.

The 2016 annual report contains many examples of how our strong community connections helped people live fuller, healthier lives:

- 13,054 call and chat conversations
- 97.5% satisfaction rate with our callers
- 9,502 volunteer hours given
- Over 50 supporters and donors

We would like to extend our sincere appreciation to the staff over the past year and to our donors and supporters. Without your support, we couldn't operate as effectively as we do. A special thank you to our amazing volunteers who really are the heart and soul of this organization.

We are excited as we look ahead to the coming year! We are laser focused on continuing to make a difference in our community and make further meaningful connections in an effort to achieve this goal. We invite you to learn more about how we can work together to create a healthier, more vibrant community by connecting with us through Facebook, LinkedIn or Twitter.



Max Ascenzi,
Chair, Board of Directors



Janice Gardner-Spiece,
Executive Director

Who We Are

Distress Centre Halton has been supporting the Halton region and surrounding communities for over 40 years.

We are a community-based organization that provides support to individuals 24 hours a day, seven days a week. Our service improves the health and wellness of our community and the quality of life of those who are alone, isolated and vulnerable.

Our Mission

Distress Centre Halton supports people in our community to better cope with crisis, loneliness, and emotional stress.

Our Core Beliefs

- ✦ Friendship and relief from isolation is essential for mental well-being.
- ✦ Community is stronger when people can find a meaningful connection in a safe place.
- ✦ Suicide can be prevented.

| Board of Directors and Staff | |
|-------------------------------------|-------------------------------------|
| Executive | Directors |
| Max Ascenzi, Chair | Allison Boyd |
| Jeff Campbell, Treasurer | Richard Darjes |
| Florence Fiorino, Secretary | Sally Fazal |
| | Eric Hotson |
| | Celine Poon |
| Staff | |
| Janice Gardner-Spiece | Executive Director |
| Brenda Buchanan | Manager Volunteer & Client Services |
| Denise Sinclair | Administrative Assistant |

| Our Trainers |
|---|
| Linda Jaklich, Michael Miu, Michael Thornton, Sue Munro |

Client and Volunteer Testimonials

You guys helped me so many times when I've been thinking of suicide. I like calling you when I feel this way because you don't over react and just send police, you talk to me and help me feel better. I don't want to die. I just need to get the feelings off my chest. Thank you so much. You've saved me more times than you know.



Thank you from the bottom of my heart for all you do, not just for me but everyone who needs someone to listen when their world is falling apart and they feel they can't pick themselves up. You guys are part of the reason people like me have the strength to get back up

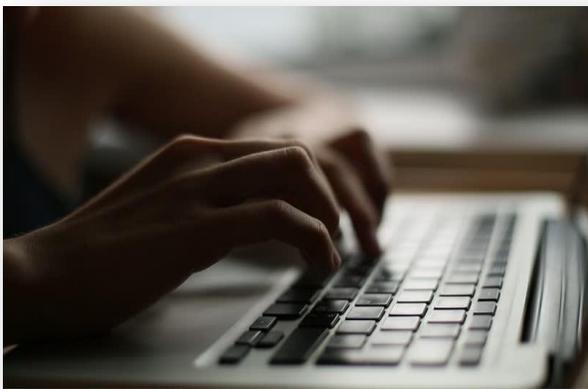
Knowing that I'm making a difference by simply listening to someone else makes me feel so good about what I do. Callers are very appreciative of the work of the volunteers at Distress Centre



What We Do

Distress Lines

People can be in distress at any time of day or night, all year around. We are here to listen because we care. No problem is too small. When you call the Distress Centre, you will be listened to and supported when you need it most. Whether you are in crisis, need to vent, want to explore some options to solve a problem or simply talk to someone, we are here for you. Call 905-849-4541.



Text and Chat

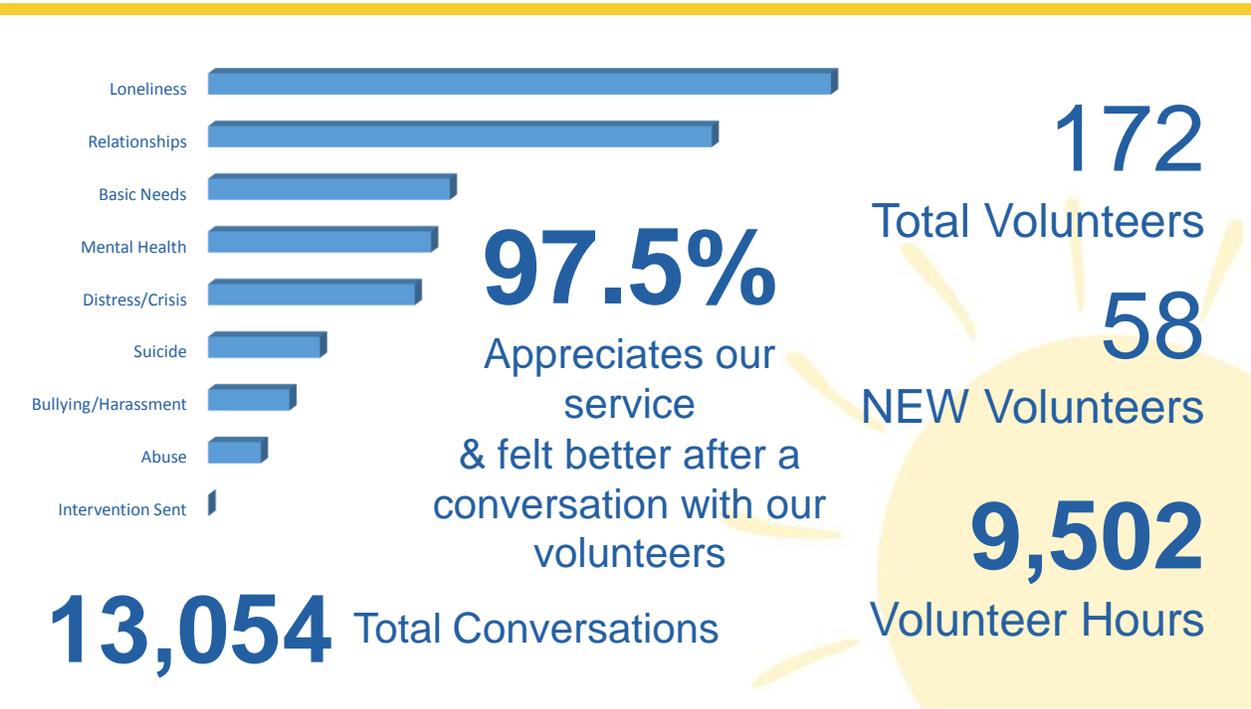
Sometimes people don't want to talk on the phone. Sometimes they can't due to a disability. Text and Chat allows you to reach out to us in your preferred way. You can expect to be listened to and supported in the same way as if you were hearing our voice. Text us at 647-557-6250 or online at www.dchalon.ca/get-help

Telecheck Calls

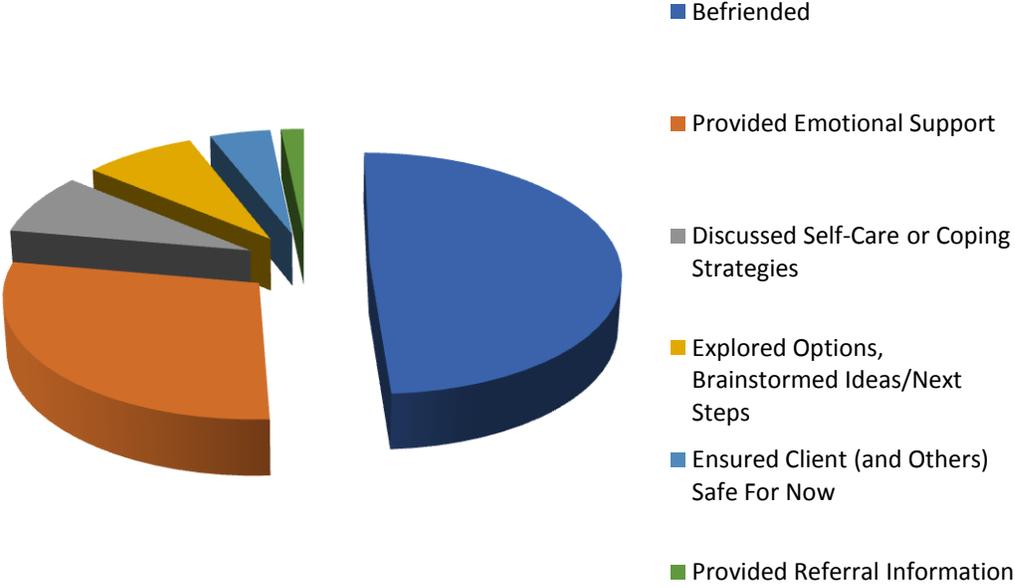
The TeleCheck program provides ongoing telephone support for isolated or at risk clients. Our regular calls provide safety check-in and emotional support. We work together to reduce feelings of isolation and loneliness, provide positive coping skills, offer referrals to community services when needed, and generally keep people safe.



Impact



Supports Offered



Financials

Fiscal 2016/17

Revenue

| | | |
|----------------------|------------------|-------|
| Donation and Funding | \$174,013 | 77.3% |
| Income | | |
| Fundraising Revenue | 50,940 | 22.6% |
| Interest Income | 10 | 0.1 % |
| | \$224,964 | |

Expense

| | | |
|-------------------|------------------|-------|
| Administrative | \$123,980 | 67.7% |
| Communication | 6,641 | 3.6% |
| Contract Services | 3,984 | 2.2% |
| Fundraising | 175 | 0.1% |
| Program | 26,784 | 14.6% |
| Occupancy | 20,400 | 11.1% |
| HST Rebate and | 1,259 | 0.7% |
| Adjustments | 1,259 | |
| | \$183,224 | |

Complete audited financial statements are available through our office, or by calling 905-849-4559.

Recognition

Thank you to our supporters:

| | | |
|-----------------------------------|--|------------------------------------|
| United Way of Halton and Hamilton | Oakville Community Foundation | Knights of Columbus |
| Bell Let's Talk | Rotary Club of Oakville Trafalgar | May Court Club |
| Delta Bingo | St. John's United Church | Yogify My Life |
| Panago Pizza | Knox Presbyterian Church | Glen Abbey Golf Club |
| Oakville Blue Printing | Yellow Robot Creative Marketing and Communications | Cogeco |
| Miss Mix Music | Sinclair Construction | Canadian Mental Health Association |
| Altruists of Oakville | Defeat Depression Campaign | Sheridan College |
| Oakville Optimist Club | IODE Angela Bruce Chapter | |

Thank you to our donors:

- ✚ Andree Cloutier
- ✚ Anne and Michael Brokenshire Lemiski
- ✚ Brenda Kristensen
- ✚ Canada Helps
- ✚ Blue Sea Philanthropy
- ✚ Cindy Gurnham
- ✚ Craig Swatuk
- ✚ David and Mary Lou Sheridan
- ✚ Dale Linton
- ✚ Feeroza Suchak
- ✚ Donald and Martha Rydall
- ✚ James C. Clark
- ✚ Janet and Doug Carnall
- ✚ Gordon and Doris MacLean
- ✚ Jennifer Yellin
- ✚ Joan Marek
- ✚ Jonathon Estrella
- ✚ Julie Rice
- ✚ Lori Laing
- ✚ Lorraine Norkett
- ✚ Lynne Anderson
- ✚ Martha Ellis
- ✚ Mary Stanziani
- ✚ Massimo Ascenzi
- ✚ Paul Mooradian
- ✚ Rebecca Barry
- ✚ Richard Darjes
- ✚ Sue Munro

Call to Action

Donations make it possible for Distress Centre Halton to support people in our community to better cope with crisis, loneliness, and emotional stress. Donations over \$25 are tax deductible, a charitable receipt will be issued. Please give to support those in need in our community.

To Donate go to www.dchalton.ca/donate

Volunteers are the lifeline of our service! Our volunteers make a difference in the lives of those in our community who are lonely, in crisis, or experiencing emotional stress. If you are a good listener, caring, patient and non-judgmental, we need you!

To Volunteer, go to www.dchalton.ca/volunteer

Contact Us:

Distress Centre Halton
PO Box 776
Oakville, ON
L6K 0A9
Oakville: 905-849-4541
North Halton: 905-877-1211
Burlington: 905-681-1488



twitter.com/DCOakville



facebook.com/DistressCentreHalton



<https://www.linkedin.com/company/2596920>



United Way
Halton & Hamilton