

**Distress  
Centre**  
HALTON

**Distress Centre Halton  
Annual Report 2017/18**

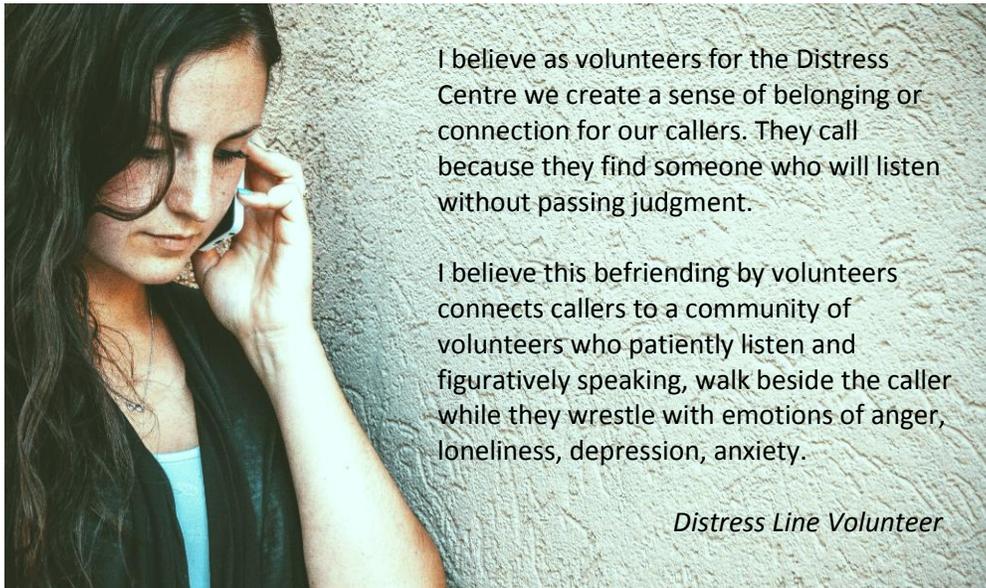
Annual General Meeting  
Wednesday, October 24, 2018



**United Way**  
Halton & Hamilton

## Table of Contents

Executive Summary .....	page 3
Who We Are .....	page 4
Client Feedback .....	page 5
What We Do .....	page 6
Impact .....	page 7
Financials .....	page 8
Our Supporters .....	page 9
Call To Action .....	Page 10



## Executive Summary

We have been moving forward in several areas this year, our community supporters and donors were generous, we pursued funding opportunities to expand our services, and we have completed the work that has led to the amalgamation vote at this meeting.

As always, what remains consistent is the work and dedication of staff and volunteers in serving those who are vulnerable in our community. We continue to receive self-reports from thousands of distress callers that they feel an improved mental health status simply by connecting to a non-judgmental and emotionally supportive person. We know Distress Centres are a critically important part of the mental health service continuum. And it is this fact that motivates our staff, our board of directors and our over 140 volunteers this year.

The 2017-18 annual report contains many examples of how our strong community connections helped people live fuller, healthier lives:

- 15,516 call and chat conversations
- 95% satisfaction rate with our callers
- 8,272 volunteer hours given
- Over 60 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.

Each year brings its own opportunities and challenges. As always, we are committed to making a difference in our community. We encourage 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.



Richard Darjes  
Chair, Board of Directors



Janice Gardner-Spiece  
Executive Director

## Who Are We

Distress Centre Halton is a community-based organization that provides telephone and online 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.

## 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

Richard Darjes	Chair
Florence Fiorino	Treasurer
Sally Fazal	Secretary
Allison Boyd	Director
Eric Hotson	Director
Celine Poon	Director

## Staff

Janice Gardner-Spiece	Executive Director
Brenda Buchanan	Manager, Volunteer & Client Services
Denise Sinclair	Administrative Assistant

## Trainers

Brenda Buchanan	Feeroza Suchak
Linda Jaklich	Michael Thornton
Michael Miu	Kathie Tourangeau
Sue Munro	



## Client Feedback



"The Distress Center is always there for me and has literally saved my life many times. When I'm in crisis you've been there to help talk me down."

"I think everyone that works there is amazing, thank you for listening to me and making me feel heard"

"Thank you so much. I don't know what I would do without you guys, I am so alone and nobody to help me."

"I can't believe how much you care, I'm really glad I called"

"This service has been a life saver for me, I would have given up but the volunteers helped keep me going and I'm still here thanks to you."

"I don't feel so desolate after speaking with you, thank you for helping me."

"Thanks for listening, I struggle with my thoughts so it is great that you can listen to them all"

"It's nice to have someone to talk to and cheer you up every once and a while. Thank you."

"Thank God you picked up the phone. Talking to you about it I feel better already. I haven't shared my story with that many people, so thank you. You've restored my inner strength."

"I don't know where I would be without you guys. Thank you for your kind words."

"Thank you for your time, the Distress Line does a lot of good prevention work."

"Thank you very much, it was lovely talking to you. I feel much better now. I just needed someone to listen and you really helped."

"I already feel better talking with you and I will keep this number in my pocket and call you again"

"Thank you so much for reminding me to keep myself safe, mentally and physically. This is wonderful. Thank you, I feel so much better. This is so gorgeous and generous of you guys to do this."

"I'm very grateful for this service, it helps me to gather my thoughts and get on with my day in a positive way."

"Calling the Distress Centre makes me feel better because I can get my feelings out".

"I love being able to have you guys there, it's great what you do. Thank you for listening."

"Thank you for talking with me. That's why Distress Centers are good, because sometimes you need to talk and you don't have people in your life you can talk to"



## What We Do



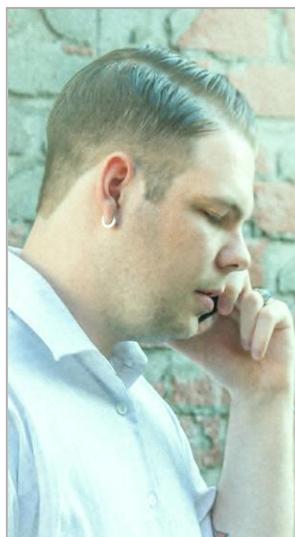
**Distress Line**

The telephones at Distress Centre Halton are staffed by trained volunteers ready to listen. Our volunteers are taught skills such as: assessing and de-escalating suicidal crisis situations; using the active listening model to respond to concerns expressed by callers without offering judgement or advice; and being a friendly voice on the line who listens but keeps the caller's information confidential. To speak with a volunteer call, 905-849-4541



**Text & Chat**

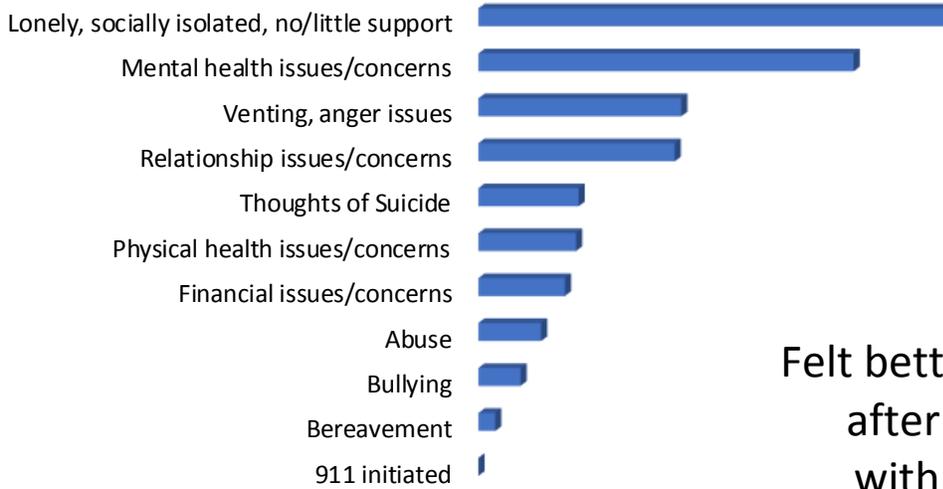
Sometimes people don't want to talk on the phone. Text & Chat is a service that allows people to connect with trained Distress Centre Halton volunteers either through the chat portal on our website, [www.dchalton.ca](http://www.dchalton.ca); or by texting a dedicated phone number, 647-557-6250.



**TeleCheck**

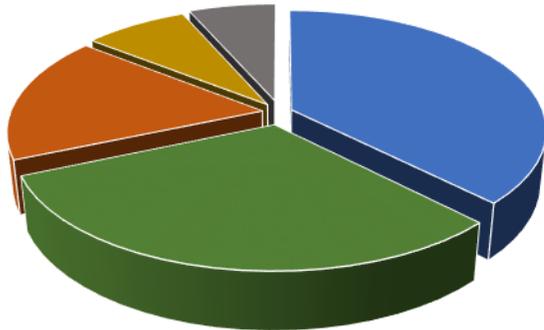
The TeleCheck program provides ongoing telephone support for isolated or at-risk clients. Distress Centre Halton volunteers make calls to people who have requested a regularly scheduled call. Our calls provide safety check-ins and emotional support. To learn more about the program contact our office at 905-849-4559.

## Impact



**95%**  
Felt better able to cope  
after a conversation  
with our volunteers

## Supports Offered



- Listened, befriended, provided emotional support
- De-escalated the situation, ensured client safe
- Let caller vent, get things off their chest
- Discussed self-care, coping strategies
- Explored options, next steps

**141**  
Total Volunteers

**8,272**  
Volunteer Hours

**1,293**  
Average Conversations  
Per Month

## Financials – Fiscal 2017/18

### Revenue

Donation and Funding Income	\$ 171,096	82.9%
Fundraising Revenue	35,269	17.1%
Interest Income	<u>30</u>	0.0 %
	<b><u>\$206,395</u></b>	

### Expense

Administrative	\$ 153,312	71.0%
Communication	7,703	3.6%
Contract Services	8,813	4.1%
Fundraising	6,918	3.2%
Program	16,713	7.7%
Occupancy	20,400	9.5%
HST Rebate and Adjustments	<u>2,013</u>	0.9%
	<b><u>\$ 215,873</u></b>	

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

## Our Supporters

Distress Centre Halton is a United Way Funded Agency. We also receive donations from service clubs, churches, local businesses, and individuals.

Your donations allow us to support the people of Halton to better cope with crisis, loneliness, and emotional stress.

### Thank you!

#### **FUNDERS**

- United Way Halton & Hamilton
- The Knights of Columbus Oakville
- Rotary Club of Oakville Trafalgar
- Altruists of Oakville

#### **PARTNERS**

- Distress & Crisis Ontario
- Delta Bingo Oakville
- Canadian Mental Health Association
- St. John's United Church
- Halton Suicide Prevention Coalition

#### **DONORS**

- MacDonald Family Foundation (a fund held within the Oakville Community Foundation)
- CIBC Children's Foundation
- YellowRobot
- Members of Rattlesnake Golf Club
- Sunlife Financial
- Sinclair Construction Inc.
- Atlas Van Lines Canada
- Glen Abbey Golf Club
- YogafyMyLife
- Panago Pizza
- Oakville Blueprinting
- Cogeco
- Knox Presbyterian Church
- Individual Donors

## 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](http://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: [dchalton.ca/volunteer](http://dchalton.ca/volunteer).

### Distress Centre Halton

PO Box 776  
Oakville, ON L6K 0A9

Website: [www.dchalton.ca](http://www.dchalton.ca)

Office: 905-849-4559

Fax: 905-849-7569

Email: [info@dchalton.ca](mailto:info@dchalton.ca)



[twitter.com/DCOakville](https://twitter.com/DCOakville)



[facebook.com/DistressCentreHalton](https://facebook.com/DistressCentreHalton)



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