



ANNUAL REPORT 2022/23

Annual General Meeting
Wednesday, June 21, 2023



**Distress
Centre**
HALTON



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Message from Halton Regional Chair Gary Carr

On behalf of Regional Council, I would like to express my sincere gratitude to Distress Centre Halton for hosting their Annual General Meeting, and extend a warm welcome to all those attending today.

This meeting recognizes the unwavering dedication and hard work of Distress Centre Halton's team and volunteers. For nearly 50 years, the Centre has provided critical support to those facing crises, loneliness or emotional stress. The services provided strengthen our community, helping individuals to establish meaningful connections and seek assistance in a safe environment.

During the 2022 fiscal year, Distress Centre Halton received over 33,622 connections from both inbound and outbound calls, an increase from the 27,935 connections made last year. It is with great appreciation that we acknowledge the Centre's volunteer base who continuously step up to support the growing needs of our community.

Whether through Distress Centre Halton or any of the local services available across the region, I encourage everyone to continue to have conversations about mental health with family, friends and colleagues. Thank you, Distress Centre Halton, for your commitment to enhancing the quality of life in our community. Your efforts to improve the mental health and well-being of our residents help keep Halton a great place to live, work, raise a family and retire.

Sincerely,

A handwritten signature in black ink, appearing to read "Gary Carr".

Gary Carr
Halton Regional Chair



Regional Municipality of Halton

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EXECUTIVE SUMMARY

A Message from the Executive Director and Board Chair

It is hard to believe with the world now operating at the 'new normal' that we had only had our first gathering of community display tables since December of 2019... in April of 2022! Our new fiscal year was boldly launched! Once again, we could not be prouder of how Distress Centre Halton reached out to support our community.

Observing early that as the Covid Pandemic was decreasing our mental health pandemic was increasing, we realized we would need to step up even more to provide our crucial part of the continuum of mental health support. Pandemic scars were left with each generation, and our focus was to streamline our operations, grow and engage our incredible volunteer base even more, and expand further into our communities to support anyone of any age at any time.

We would like to thank the United Way Halton & Hamilton for the recognition of the Champions of Change Award 2023- and change we did! However, with our vision and strategic plan continually moving ahead, what remains consistent is the truly dedicated work of our small but mighty staff, the strategic eye of our board, and the unstoppable empathy of our tireless volunteers committed to serve the most vulnerable in our communities.

We started the year with our successful application to the Trillium Foundation to help us further expand support into the Hamilton area .Our recruitment strategy was to support the universities and colleges with both emotional support to the students and with the opportunity to gain valuable and rewarding volunteer experience with us. We thank McMaster, Mohawk and Sheridan for the collaborations and virtual job fairs!

We would also like to thank our funders Halton Region, Bell Let's Talk, and UWHH for supporting our growing TeleCheck program, which we have seen grow exponentially, from 1,258 calls in 2019 to 16,451 calls this past year. With the help of all our community contributors, we supported an unprecedent total of 33,622 connections, with our inbound and outbound programs, accomplished with over 14,658 volunteer hours. Truly remarkable.

Our statistics show an improved mental health outcome by connecting to a non-judgmental and emotionally supportive person. Never has the need for Distress Centres been greater than in our post-Covid world. It is through volunteer listeners that so many people feel a connection with their community, experience kindness, and their hope to cope is fanned to support their overall mental health and wellbeing.

Our favorite quote through the years has been Margaret Mead's, "never doubt that a small group of thoughtful, committee citizens cannot change the world, indeed it is the only thing that ever has." To our generous funders, amazing donors, and incredible volunteers, it is with tremendous heartfelt gratitude we thank you for being part of this dedicated group which has created incredible change. - **Dara & Gail**



ABOUT US

Distress Centre Halton is a non-profit charitable organization that provides telephone support to people 365 days of the year. We are a unique service in that we train volunteers for front-line work providing emotional support, befriending, and suicide risk assessment to people in distress or crisis.

Our service improves the health and wellness of people in our community and the quality of life of those who are feeling alone, isolated, and vulnerable.

Our Mission

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

History

Distress Centre Halton is an amalgamation of 3 small Centres that originated in the 1970s – Distress Centre Oakville, Distress Centre North Halton, and Telecare Burlington. In April 2019 the Centres legally amalgamated and officially became Distress Centre Halton.

Originally volunteers answered the phone lines on Friday and Saturday nights only. As the demand for the service grew, the hours were extended to 24/7, 365 days of the year. In 2022/23 we responded to 33,622 conversations.

Board of Directors: April 2022-March 2023

Gail Cartwright, Chair
 Richard Darjes, Acting Treasurer
 Craig Redick, Secretary
 Jodi Dwyer
 Izabela Kvesic
 Sue Munro
 Feeroza Suchak

Staff: April 2022-March 2023

Full Time

Dara Eisner Clancy - Executive Director
 Brenda Buchanan - Manager, Distress & Crisis Program
 Kathleen Bontigao-Legaspi - Senior Manager, TeleCheck Program
 Mark Howarth – Senior Manager, Administrations & Operations
 Victoria Bello – Coordinator, Volunteer Services

Part Time

Linda Jaklich - Supervisor, Calendar & Shift Management
 Rose Ford - Donations Management & Communications
 Katica Juric - TeleCheck Support

Volunteer Trainers: April 2022-March 2023

Dan Kaloutsky
 Feeroza Suchak
 Michael Miu
 Michael Thornton
 Nicole Frost
 Riley Foerster



OUR SERVICES

DISTRESS LINE – available 365 days of the year

Oakville: 905-849-4541

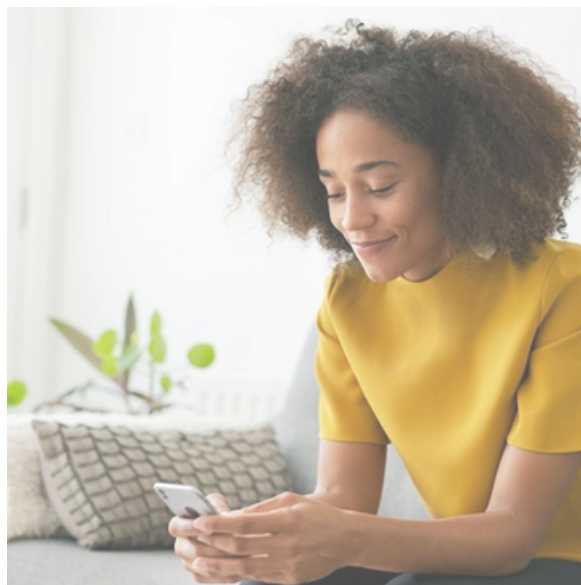
Burlington: 905-681-1488

Halton Hills: 905-877-1211

Hamilton: 905-561-5800

People call for lots of reasons, including:

- Feelings of loneliness
- Relationship issues
- Thoughts of suicide
- Bullying
- Bereavement
- Addictions
- School or work issues
- And many more ... no issue is too big or too small



TELECHECK – available Monday to Friday, 9am-5pm

Distress Centre Volunteers will call you at a scheduled time to:

- Check on your safety & well-being
- Provide medication or appointment reminders
- Provide respite to caregivers

Calls can be once a week, several times a week, or daily. You can cancel anytime, or stop and restart as needed.

For more information contact us at 905-849-4559 or telecheck@dchalton.ca

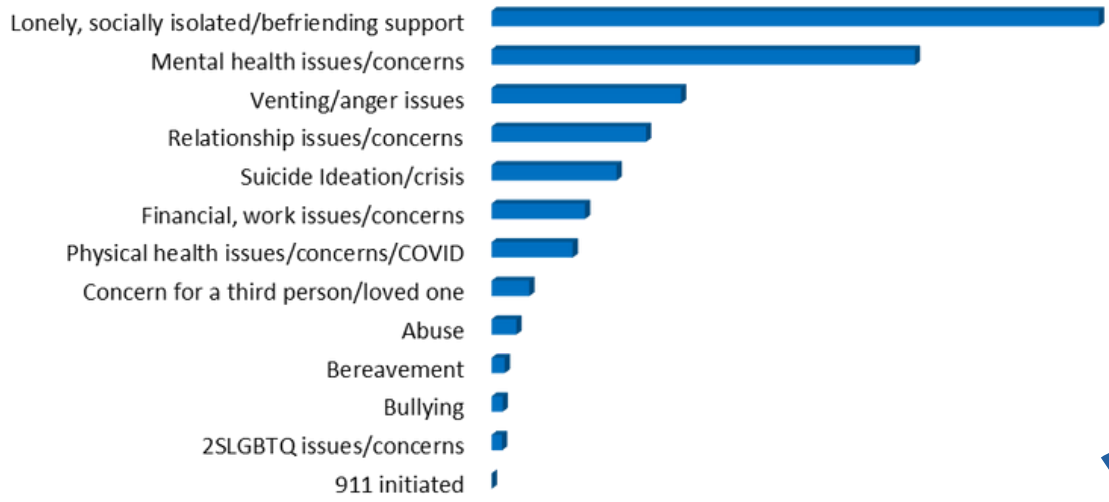
“LISTENING IS AN ART THAT REQUIRES
ATTENTION OVER TALENT, SPIRIT OVER
EGO, OTHERS OVER SELF. ”

— DEAN JACKSON



OUR IMPACT

ISSUES ADDRESSED



232

Total Volunteers

14,659

Volunteer Hours

33,622

Total Conversations

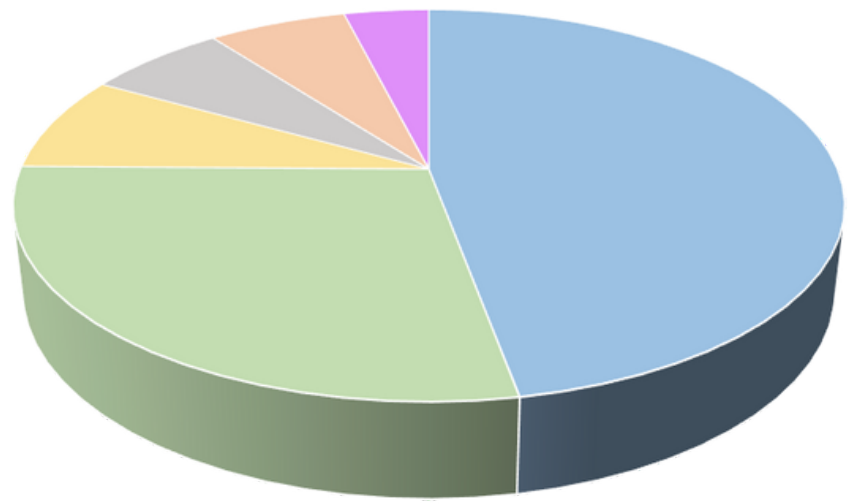
2,802

Average Conversations Per Month

97%

Of callers felt better able to cope after a conversation with our volunteers

SUPPORTS OFFERED



- Listened, befriended, emotional support
- Let caller vent, get things off their chest
- Discussed self care, coping strategies
- Explored options, next steps, pro/con list
- De-escalated the situation/caller
- Ensured client (and/or others) safe for now

“JUST BECAUSE NO ONE ELSE CAN HEAL OR DO YOUR INNER WORK FOR YOU DOESN'T MEAN YOU CAN, SHOULD, OR NEED TO DO IT ALONE.”

— LISA OLIVERA



FINANCIALS

Fiscal 2022/2023

Revenue

Donation and Funding Income	\$ 437,694	80%
Fundraising Revenue	109,404	20%
Interest Income	246	0%
	\$547,344	

Expense

Administrative Expenses	\$ 461,869	85%
Communication Expenses	31,661	6%
Contract Services	7,245	1%
Fundraising Expenses	125	0%
Program Expenses	11,250	2%
Occupancy Costs	31,500	6%
HST Rebate and Adjustments	1,891	0%
	\$ 545,541	

Excess of revenue over expense

\$ 1,803

“THE STRONGEST PEOPLE ARE NOT
THOSE WHO SHOW STRENGTH IN
FRONT OF THE WORLD BUT THOSE
WHO FIGHT AND WIN BATTLES
THAT OTHERS DO NOT KNOW
ANYTHING ABOUT.”

— JONATHAN HARNISCH



CALLER FEEDBACK



"Thanks for great talk, I needed someone to reset my compass and you helped me with that."

"Thank you for letting me get all of that off my chest. It's great that you do these calls as a volunteer out of your own time, I really appreciate it."

"The volunteers make such a difference in this world. I've talked to my MP about Distress Centre Halton being the front line of mental health."

"Thank you for the call it's always really helpful, it's good to know when you need help good people are there."

"I'm having a really hard time and I know it is normal but it's so nice that you people from Telecheck keep calling me. It does help and it's nice to have someone to talk to. It helps me keep going."

"You really cheered me up and made me see things in a different way. Thank you for taking the time to talk with me and help me when I needed it."

These calls are therapeutic and calming and help a lot. I feel like I am swimming in the ocean and you are the dock that keeps me grounded.

This was heart warming. When you let me tell my story, I hear it inside me.

"I'm so happy to have someone to talk to who understands what I'm saying and doesn't judge me."

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 and Hamilton to better cope with crisis, loneliness, and emotional stress. **Thank you!**

Funders:

Public Health Agency of Canada (PHAC)
 Backman Family Foundation
 Burlington Community Foundation
 The Graeme Moffat Memorial Fund
(a fund held within the Oakville Community Foundation)
 Halton Region Community Investment Fund
 Hamilton Community Foundation
 The MacDonald Family Foundation
(a fund held within the Oakville Community Foundation)
 The May Court Club of Oakville
 Oakville Community Foundation
 Ontario Trillium Foundation
 United Way Halton & Hamilton

Partners:

Burlington Chamber of Commerce
 Canadian Mental Health Association
 Crisis Services Canada – Now Talk Suicide
 Distress & Crisis Ontario
 Delta Bingo Oakville
 Halton Hills Chamber of Commerce
 Halton Suicide Prevention Coalition
 Hamilton Chamber of Commerce
 HeyRay
 Milton Meals on Wheels
 Oakville Meals on Wheels
 Norval United Church
 St. John's United Church
 "VintageBeef" aka Daniel M

Donors:

100 Women Who Care Burlington
 100 Women Who Care Oakville
 Abbey Park High School
 Alex Irish Management Company
 The Audrey and Donald Campbell Foundation
 B2C Georgetown
 Bell Let's Talk Community Fund
 Community Foundation of Halton North
 Civitan Club of Oakville
 Cotiviti Cares
 Crystal Homes Corp.
 The Georgetown Bridge Club
 Fidelity Investments Canada
 The Furnace Room Brewery
 The John Dax Charlton Foundation
 Knights of Columbus Oakville, Marian Council
 Lion's Club of Oakville
 Magna International Inc. - Magna Karmax
 Norval United Church Women
 Oakville Shrine Club
 P.V. & V. Insurance Centre Ltd.
 Rattlesnake Golf Club
 St. John's United Church Women
 Sweets for a Cause
 Individual Donors



Thank
you!



GET INVOLVED

Volunteer

Volunteers are the lifeline of our service! No prior experience is needed, we provide the training. For more information about volunteer requirements and upcoming training dates, visit our website:

www.dchalton.ca/volunteer.

Donate

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. Donations can be made online here:

www.dchalton.ca/donate.

Connect with Us

Follow us on our Social Media channels to keep up with the latest news and events. Like and share posts to help us spread the word about our services.



Distress Centre Halton

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