



Distress Centre Durham  
Admin Office & Resource  
Centre

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Visit:  
distresscentredurham.com

Proud to be a  
United Way



## STATEMENT OF PURPOSE

*Distress Centre Durham helps people in distress to cope, by providing emotional support, crisis / suicide management and community education.*

### VALUES

Our values provide the philosophical foundations for all that we do, collectively and individually, with service users, volunteers, staff and our communities.

#### INTEGRITY

Planning, organizing and implementing every activity honestly and ethically.

#### STANDARDS OF EXCELLENCE

Recognizing the need for continuous self-evaluation, innovation and ongoing training (education) in order to maintain best practices in service delivery.

#### BEING SERVICE - DRIVEN

Ensuring that every decision puts the service user's issues first.

#### VOLUNTARISM

Embracing and supporting the spirit of philanthropy and the value of voluntary action toward the enrichment of the community and individual lives.

#### EMPOWERMENT

Supporting individuals in taking ownership of personal choices and aiding in the development of coping skills to manage their lives in a healthful manner.

#### RESPECT FOR ALL PERSONS

Treating everyone with dignity and without judgement and using the power of our roles appropriately.

#### ACCOUNTABILITY

Delivering on our commitments.

#### FELLOWSHIP

Maintaining and growing linkages with complementary agencies and/or community members.

#### RESPONSIVENESS

Providing appropriate and timely service in an empathetic manner which serves the best interests of the service user.

#### BEING COMMUNITY - BASED

Ensuring that services and programs are relevant and responsive to individual community needs trends and gaps in service.

#### CONFIDENTIALITY

Respecting and incorporating this principle as a fundamental component of our service delivery, unless it is waived by the caller, or unless life and / or personal safety are at risk.

#### DIVERSITY

Creating and celebrating an inclusive environment where everyone is treated with dignity & respect, regardless of background, ethnicity, language, culture, religion, sexual orientation, gender, gender identity, age, disability or economic status.

#### CONNECTEDNESS

Aiding individuals in the development of support networks, which build on personal coping skills to include resource information for relevant community organizations / agencies.

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# Annual Report

2008



*"helping those in distress to cope..."*



Proud to be a  
United Way  
Funded Agency!

Annual General Meeting  
March 28, 2009

## Message From the Executive Director & Board Chair

We would like to take this opportunity to thank our helpline volunteers, our support group volunteers, our speakers bureau volunteers, our event volunteers and our Board of Directors for another year of dedicated service to those in need in our community. We would also like to acknowledge our staff team lead by our Executive Director - Victoria Kehoe, our Director of Community Resources - Jennifer Tedford and our Director of Program Support - Karen Goddard for their tireless efforts to support the volunteers in their service delivery and to have worked together so brilliantly as a team dedicated to supporting one another . . . you exemplify the heart of our mission, and we thank you all!

In 2008, in addition to the traditional issues discussed on our helplines, we heard from those who had lost jobs and those who were in fear of losing their jobs. They called and talked about their feelings of loss; anger, frustration, helplessness and fear. The volunteers who answered their calls offered empathy, encouragement, and community resource information when requested.

In 2008 our community, Durham Region was significantly impacted by the global economic downturn. Our helplines saw another dramatic increase in use as our call volume grew 15% from 6700 calls in 2007 to an all time high of 7600 calls in 2008. The struggling economy has impacted on the not for profit sector in our community and it has been a challenging year for fundraising. We thank and commend the United Ways of Ajax Pickering Uxbridge and Oshawa Whitby Clarington Brock & Scugog for their stellar job in raising much needed funds for our local agencies during such a difficult year.

We once again offer our thanks and appreciation to all our community partners whose hard work and dedication have contributed to the achievement of our mandate—to help those in distress . . . cope.

In 2009 we look forward to an anticipated year of further struggle but hope that it will also bring with it a return to calm and confidence in our futures. As a community we succeed and suffer together. It is our pledge that Distress Centre Durham will continue to offer a listening ear, a comforting and supportive voice to help those in distress to cope with whatever struggles we encounter within our community and within ourselves.

Charles Ryan - Board Chair

*Charles Ryan*

Victoria Kehoe - Executive Director

*Victoria Kehoe*

## 2008 Board of Directors

The 2008 Board of Directors included-

- |                 |                    |
|-----------------|--------------------|
| ✳ Charles Ryan  | ✳ Edward Broderick |
| ✳ Sue Duchesnay | ✳ Nicole Cabral    |
| ✳ Jim Deatcher  | ✳ Judy Bodner      |



## Partners in Success: Individual Donors to Distress Centre Durham - 2008

Colleen Baxter	Aubrey Dale	William Briant	Yaga Norblin	Leslie Mills	Jennifer Tainol
Jill Rowe	Marilyn Wallace	Tom Morris	Natasha Hinds	Alice Visconti	Diana Boot
Meaghan Densault	Deb Prue	Paula Densault	Mariola Chronowski	The Buresh Family	
Cary Booth	Brenda Wray	Mary Houghton	Peter Ryan	Rusty & Tricia Seibert	
Gregg Salter	Shen McCoy	Joan Pearson	Mark & Lorraine Scanlon	Charlie Ryan	
Lynn Dodd	Mike Chappelle	Pam McCall	Peter Tedford	Tina Chiodo	Ed Rosdobotko
Susan Smyth	Laurie Crew	Joanne Crew	Rick Widman	David Roth	Brenda Sypher
Judy Archer	Mae Bodner	Amand Harrison	Blair Buchanan	Allan Smelko	Susan Jane Frank
E. Jane Griffiths	Heather J. Hamilton	BethannCorfe	Pat Odgers	Margaret Zin	Nancy McConnell
Mandi Burslaw	Boudura Labreque	Jackie Foster	Niecy Linton	Cindy Kerr	Dave Wityszyn
Mae Hill	Ron Sternberg	Mike Benz	Annette Smith	Bonnie Vella	Jody Ramsden
Anne Marie Peters	Doug & Gail Higgers		Brad Chesla	Chris Tyrovolas	
Merrie Mercer	David & Sara McAllister		Jim & Diana Chant	Alex & Marie Bolotenko	
Susan Picard	Carlo Rodriguez	Erika Ibboston	C. Hodgins	Louise & Laurino Abrial	
Kelly Crosswell	Peter Ellis	Brian Fawcett	Amarcin Kryczek	Mary Lou Toop	Juliet Lubiran
Grace Fawcett	Angela McCrudden		Jennifer Toutant	Heather Gisconde	
Barb McCrudden	Tania Mills & David Mills		Amber Thorpe	Darren Bailey	Gerardo Oudri
Mallorey McGrath	Frances Robertson		Kim Abel	Gerry Ivanski	Sandy Boland
Paul Robertson	Danielle Gray	Elizabeth Byers	Ron & Jackie Galant	Debbie Smith	
Matthew Gray	Jennifer Iles	Leighann James	Susan MacDonald	Rhonda Bisset	Ulla Jensen
Vivienne Saumur	Angela Jubenville		Karen Kuehn	Irma Mantey	Delores Peters
Sandra McCormack	Anne Molton		Ralph Dell'Osso	Kathy Kickson	Heather Rivet
Marcia & Paul Guthenburg	Evan Exarhakos		Jeannette Morey	N. Holloway	Tom Moriarty
Lynda Wyatt	Debbie Hargreaves	Maureen Hamelin	Catherine Martin	Bev Ewen	Emily Rogers
Sarah Hely	D. Brandt	Grace Hartins	Lynda Reid	Anne Marie Kaskens	
Teri Harrell	Maureen Verboom		Sandy Kaskens	Maureen Cormier	Donna Doran
Robert & Barbara Clarke	Brigid Phelan		George Murray	Dave Mackenzie	Kirit Patel
Doreen Hume McKenna	Madeline Haynes		Farida Akbari	Norm Martin	Mary Martin
Kelly Muendi	Kerri Sutherland	Elaine Miller	Marion Wallace	Jacque Lays	Alfred Pfeiffer
Brett Ulman	B. Rutherford	Jim Deatcher	Beth Carr	Linda Barrett	Dave Johnston
Roger Cripps	Roma Dobby	Fred Boyden	Andrea Lauzon	Deidrey Francois	Kim Smith
Michelle Blair	Tammy Dignan	Lori Hooper	Christine McCormack	Ivor Pitt	Margaret Elliott
Tom J. Clarke	Jeanne Cormier		Amanda McAfferty	Angela Dabideen	
Glen & Lynda Pullham	Betty Robinson		Cheryl Ryan	J.P. Cruz	Gary French
Todd Richards	Jeff Brackett	Wendy Robinson	Tania Fawcett Dennis	& Shirley Hood	
Kathy Haire	Alidra McRae	Teresa McCrae	Melody Woodman	Ineke VanBuesekom	
Barb Morgan	Izabela Ballentine	Mary Baylis			
Helen Brady	Peter & Andrea Roberts				
Denise Goulet Jackson	Alice Lee	Marian Brady			
Deidre & Chris Brady	Maureen Lee	Chris Lepik			
Carol Fox	Irena Storic	Bobby Stergiou			
Maya Mahabir	Camille Meikle	Ron Whalen			
WHP Lynn Wright	Jerry & Frances Whalen				
J. Lauresen	James Nightengale	Angie Debrun			

*"We are so grateful to the generous individuals in our Region that support the mandate of Distress Centre Durham through their volunteer time, event participation or through financial contributions. Together, we're changing lives!"*

**A VERY SPECIAL THANK YOU TO ALL  
THE INDIVIDUALS WHO DONATED TO  
DISTRESS CENTRE DURHAM IN 2008!**

## Partners in Success: Community & Corporate Donors to Distress Centre Durham - 2008

### Corporate Donors

OPG Employees' & Pensioners Charity Trust  
IBM Employee's Charitable Fund  
Lear Canada - Whitby  
Lear Canada - Ajax  
Total Aspects  
Royal LePage Frank Real Estate - Whitby  
Toms No Frills—Ajax  
Mac Cosmetics  
Everlasting Memories Bridal Shop—Port Perry

Hydro One Employees' & Pensioners Charity Trust  
I Want That!  
Bend It  
Class Act Dinner Theatre  
Investors Group Financial Services Inc.  
Tim Hortons Maple Street—Whitby  
Maple Leaf Consumer Foods—Port Perry  
Carolyn's Beauty Supply  
Stan's Rentals—Oshawa

### Service Clubs & Community Groups

Ladies of Harley  
Whitby Lioness Club  
Baagwating Community Association

Loyal Order of Moose  
Rotary Club of Whitby Sunrise  
Durham Eastenders British Car Club

### Community Funders, Churches, Charities & Foundations

Simcoe Street United Church  
The Andrew Foundation  
HRSDC Canada  
**United Way of Oshawa Whitby Clarington Brock & Scugog**

Pickering Village United Church  
United Way International  
United Way of Greater Toronto  
**United Way of Ajax Pickering Uxbridge**

### A Very Special Thank You!

Despite their incredible efforts—The Carly Centre for Grieving Children was forced to close its doors due to unsustainable funding in 2008. Their founder, Carol Byvelds and generous Board of Directors agreed to forward their remaining funds in the form of a donation to Distress Centre Durham. We thank them so much and will do our best to continue to offer emotional support to Durham Region residents through our crisis support services and 24 hour helpline.

#### CHARLES RYAN:

Charles, who joined the Board in 2006, is married to Cheryl, a DCD volunteer since 1992. Cheryl and Charles have three grown children and four active grandchildren. They love spending time with their family frequently traveling to Iowa to see their youngest grandchildren. Charles, who first served as Treasurer, became President in 2007 bringing with him a wealth of knowledge from his experiences at Grandview Children's Centre and Foundation as well as Oshawa General Hospital and the Research Institute at Lakeridge Health. Charles's interests include golf, woodworking, traveling, home improvement and volunteering. Currently Charles serves as Volunteer Chair of the General Motors United Way campaign, sitting on the Oshawa-Whitby-Clarington-Scugog and Brock United Way Cabinet. He is also on the Finance Committee at Parkwood. He is very proud to be a member of the DCD team as it grows to meet the challenges in our community.



#### EDWARD BRODERICK:

Edward Broderick has been a member of the Board of Directors for Distress Centre Durham since 2006. Edward holds an Honors Bachelor of Commerce Degree and an MBA. His career has been spent in various roles in the area of Human Resources. While Edward leads the DCD Human Resources Committee and serves as Vice-President of the board, he is also the Manager of Employee Relations and Health & Safety for Community Lifecare Inc. In his spare time he likes to work out, do minor home improvements, read and spend time with his dog Willistead who he rescued from the side of the I-96 in Detroit Michigan.



#### SUE DUCHESNAY:

Wanting to give back to the community she lived in, Sue joined Distress Centre Durham in 1997 as a helpline volunteer. She became a shift supervisor in 1998 and a board member in 2000. Sue has served 2 terms as president in 2002 and 2005. Her dedication and enthusiasm has continued to grow and Sue has been active with the Fundraising Committee and Nominations and Recruitment this year. Sue feels she has benefited from her association with the centre as it has helped her to be more responsive to her clients in her real estate business at Royal LePage. Sue looks forward to the challenges and rewards to come in the year ahead.



#### NICOLE CABRAL:

Nicole Cabral started at Distress Centre Durham 2 years ago as a volunteer helpline worker and placement student from Sir Sanford Fleming College. While on placement, she developed the Community Contact Call-Out program Procedures Manual and received rave evaluations from her supervisor for her placement roles and responsibilities. In 2008 she was recruited to join the Board of Directors, and assumed the role of Treasurer in March of 2008. She received her Social Service Worker diploma and is currently working towards her Bachelor of Social Work degree, while working as a Support Worker for Community Living in Oshawa.



## 2008 Board Member Biographies



### JIM DEATCHER:

Jim joined the DCD in Feb. 2003 and served on the helpline and as a shift supervisor. He became Treasurer of the Board in January 2005, and V.P. of the Board in March 2006 and is currently chairing the Fund Raising Committee. Jim is a self-employed computer consultant specializing in accounting software, installation, support and training. Born in Scotland, Jim immigrated with his family to Canada, and accepted a work transfer to Durham Region in 1972. He currently resides in Enniskillen, with his 'favourite' wife Shirley and has one daughter and three wonderful granddaughters. Jim's interests include squash, golf, baseball (where he is President of the Durham Media Lobbball League) hockey, gardening, woodworking. Jim believes in giving back to a community that has given so much to him over the past 35 years. He sees the DCD as a great venue full of wonderful caring people, and he is proud to be part of it.



### JUDY BODNER:

Judy has lived in the Durham region for the past 30 years while raising her son and daughter. She is a Community Health Nurse and retired early from the former City of Scarborough Health Dept. She continues independent practice in health education and promotion. She is an avid traveler, enjoys yoga, hiking and community involvement. She attended the suicide survivor's group in 2007 when her son died. She has a strong commitment to giving back for what she believes in and was excited to be accepted as a Board member at Distress Centre Durham in 2007.



### MARY—ANNE VANDERPLUYM: (RETIRED)

Mary – Anne Vanderpluym has been a volunteer with Distress Centre Durham since October of 1993. She began as a telephone volunteer, for several years, took a hiatus from the Centre, and returned to provide volunteer support to the Board of Directors. Mary-Anne obtained an undergraduate degree in Psychology from York University, and a Master's Degree in Counselling Psychology from the Adler School of Professional Psychology, in Chicago. Mary-Anne has utilized her skills in the fields of individual, relationship and family counseling. She has also worked with children and youth, providing counseling, play therapy, and systemic interventions. She currently resides in Oshawa with her husband Brian and works as a Community Crisis Worker in the field of adult mental health.



### DIANNE GALLO: (RETIRED)

Dianne Gallo joined Distress Centre Durham in 2008 and served on the Board of Directors until November 2008 at which time she resigned to focus on the changing demands of her career with the Business Development Bank of Canada and her daughters dance career. Dianne brought her financial expertise and her belief in the Distress Centre mission to the table at each meeting and event. We thank her for all her contributions and wish her well in her future endeavours.

## THE DISTRESS CENTRE OF DURHAM REGION INC.

Statement of operations and changes in net assets year ended December 31, 2008 (unaudited)

### UNRESTRICTED FUNDS

	2008			2007
	Nevada Account	Core	Total	Total
	\$	\$	\$	\$
<b>Revenue</b>				
Grants:				
<i>United Way</i>				
<i>Oshawa Whitby Clarington</i>	-	56,000	56,000	64,887
<i>Ajax Pickering</i>	-	98,650	98,650	105,278
<i>Greater Toronto Area</i>	-	1,815	1,815	1,107
Government Agencies:	-	9,156	9,156	3,000
Special Project Grants:	-	-	-	8,490
Donations:	-	9,259	9,259	5,743
Service Club Donations:	-	2,600	2,600	2,050
Fundraising events - net (note 4):	7,772	19,679	27,451	25,024
Other Revenue	-	3	3	-
	<b>7,772</b>	<b>197,162</b>	<b>204,934</b>	215,579
<b>Expenditure</b>				
Administration	-	4,025	4,025	3,057
Bank Charges and Interest	135	97	232	220
Education and IT Support	-	2,227	2,227	1,733
Employee Benefits	-	15,676	15,676	14,916
Office Equipment and Computer	-	1,091	1,091	4,274
Fees Travel and Sundry	-	15,502	15,502	16,465
Office Supplies	-	6,673	6,673	6,351
Public Relations	-	6,631	6,631	6,535
Salaries and Purchased Services	-	117,738	117,738	114,030
Telephone and Intervention	-	8,781	8,781	7,304
Volunteers' Expense	-	5,399	5,399	6,410
Rental, Maintenance and Property Taxes	-	42,355	42,355	43,284
	<b>135</b>	<b>226,195</b>	<b>226,330</b>	224,579
Excess of (expenditure over revenue) revenue over expenditure	<b>7,637</b>	<b>(29,033)</b>	<b>(21,396)</b>	(9,000)
Interfund Transfers	<b>(7,637)</b>	<b>29,033</b>	<b>21,396</b>	9,000
Net Assets, beginning of year	-	-	-	-
<b>Net Assets, end of year</b>	-	-	-	-

The Review of the Distress Centre Durham Financial Statements for 2008 was conducted by Deloitte and Touche LLP Chartered Accountants in January 2009. The Review Engagement Report (as seen on pages 12 and 13 of this annual report) was completed and submitted to Distress Centre Durham, March 19, 2009.

	RESTRICTED FUNDS			Total
	2008	2007	2008	2007
	<b>Working Capital (note 3)</b>			
	\$	\$	\$	\$
<b>Revenue</b>				
Grants:				
<i>United Way</i>				
<i>Oshawa Whitby Clarington</i>	-	-	<b>56,000</b>	64,887
<i>Ajax Pickering</i>	-	-	<b>98,650</b>	105,278
<i>Greater Toronto Area</i>	-	-	<b>1,815</b>	1,107
Government Agencies:	-	-	<b>9,156</b>	3,000
Special Project Grants:	-	-	-	8,490
Donations:	-	-	<b>9,259</b>	5,743
Service Club Donations:	-	-	<b>2,600</b>	2,050
Fundraising events - net (note 4):	-	-	<b>27,451</b>	25,024
Other Revenue	-	-	<b>3</b>	-
	-	-	<b>204,934</b>	215,579
<b>Expenditure</b>				
Administration	-	-	<b>4,025</b>	3,057
Bank Charges and Interest	-	-	<b>232</b>	220
Education and IT Support	-	-	<b>2,227</b>	1,733
Employee Benefits	-	-	<b>15,676</b>	14,916
Office Equipment and Computer	-	-	<b>1,091</b>	4,274
Fees Travel and Sundry	-	-	<b>15,502</b>	16,465
Office Supplies	-	-	<b>6,673</b>	6,351
Public Relations	-	-	<b>6,631</b>	6,535
Salaries and Purchased Services	-	-	<b>117,738</b>	114,030
Telephone and Intervention	-	-	<b>8,781</b>	7,304
Volunteers' Expense	-	-	<b>5,399</b>	6,410
Rental, Maintenance and Property Taxes	-	-	<b>42,355</b>	43,284
	-	-	<b>226,330</b>	224,579
Excess of (expenditure over revenue) revenue over expenditure	-	-	<b>(21,396)</b>	(9,000)
Interfund Transfers	<b>(21,396)</b>	(9,000)	-	-
Net Assets, beginning of year	<b>78,435</b>	87,435	78,435	87,435

## Volunteers: The Heart & Soul of DCD!

Distress Centre Durham is unique in many ways, one such way is in regards to its engagement of community resources (volunteers!). The service delivery volunteers of Distress Centre Durham do not assist staff in delivering services rather, the staff train and support the volunteers in delivering our programs and services!

In 2007, the theme for the volunteer program was "Accessibility" to our 24 hour helpline. This was accomplished by implementing our Call-Out program to great success! We received a record 6700 calls in 2007.

In 2008, the theme for the volunteer program was "Accountability". We implemented a scheduling program for the volunteers and a sliding commitment scale to accommodate the

diverse volunteer population. This contributed once again to a record high 7700 number of calls.

Jennifer Tedford, the Director of Community Resources has selected the theme for 2009 to be one of "Visibility". This will help ensure our continued ability to serve greater numbers of callers and clients in the Region.

To achieve increased visibility there will be a focus on networking & partnering with other local agencies and diversifying our recruitment strategies for volunteers.

Since 1970, Distress Centre Durham has engaged community volunteers to answer its 24 hour telephone helplines. These volunteers participate in an intensive training course to become certified to answer

our lines., and train future helpline volunteers.

Since 2003, volunteer peer facilitators for our Suicide Survivor Support Groups have also given of themselves and shared their personal struggles with others to provide hope. Traditional volunteer opportunities such as Board / committee members, special event and public education are also available.

This diverse group of caring, compassionate and empathetic individuals remain anonymous and do their amazing work "behind the scenes" yet clearly, on the frontlines.

Their commitment and dedication is second to none.

**Without the skills, talents, and participation of our volunteers, Distress Centre Durham would cease to exist...**

## 2008 Provincial "Spirit of Voluntarism" Award Winner

Distress Centres of Ontario established the first annual Spirit of Volunteerism Award in 2008.

*"The Distress Centre volunteers across Ontario nominated for the award have shown a commitment to listening with empathy as they support Ontarians in*

*emotional distress. They also demonstrate creativity, cooperation, leadership and enthusiasm in advancing the ideals of the distress line movement."*

Cheryl Ryan, a long time volunteer with Distress Centre Durham was one of 3 winners of the award. Cheryl is regarded as a

leader, nurturer, and role model to helpline volunteers, trainers and staff.

While she is caring and giving Cheryl also has healthy boundaries and models excellent self-care. The volunteers, staff and Board congratulate Cheryl on this honour!



From left: Jennifer (staff), Volunteers: Melanie, Donna, Eva, Back row: Victoria (staff), Volunteers: Horace, Marion at 2008 Walk for Suicide Awareness - Sept. 13, 2008



Volunteers covering the registration table at the 2008 Walk for Suicide Awareness Sept. 13, 2008. From left: Volunteers: Melanie, Donna, Eva, Christine, Horace



Durham College Human Services placement student Amanda, updating materials in the DCD Resource Centre



From Left: Jennifer Tedford (staff) Charles Ryan (Board Chair & Award nominee) Cheryl Ryan (Award winner) Sue Duchesnay (Past Chair) Back Row Victoria Kehoe (staff)



## 2008 Board Committee Reports

### Fundraising Committee Report:

Submitted by Chair: Jim Deatcher - Board Member

As chair of the Fund Raising Committee, I would like to thank my extremely hard working, supportive team. Thank you, Sue Duchesnay, Louann Walker, Victoria Kehoe, and Sandra Jean Allen for your time, ideas, and dedication. Together you raised \$14,946 (net), for our beloved DCD, making 2008 the best year 'yet' for our Fund Raising Committee. Congratulations!

### Nominations and Recruitment Committee Report:

Submitted by Chair: Sue Duchesnay - Past President

This has been a fairly steady year for the committee, we said goodbye to Mary-Anne Vanderpluym a long time DCD volunteer and Cheryl Swan. We wish them well in their new endeavors and hope to see them back for future events. We have been busy spreading the word that the board is looking for volunteers and have several new members coming on board for 2009.

### Finance Committee Report:

Submitted by Chair : Nicole Cabral - Treasurer

Last year our revenue was \$204,934, for the year and our expenditures were \$226,330. At the end of the year, Distress Centre Durham has \$25,000 for their Reserve for Working Capital. This year DCD's expenditures budget is more conservative because of our United Way funding cuts. Last year United Way was able to allocate 179,804, but with the economy and General Motors we have been allocated 170,000 which is much better than we anticipated. Our Nevada fundraising also brings in \$18,000, but the store that used to operate these lottery tickets for us closed. The Board will be working diligently to re-establish a Nevada location and further its fundraising efforts, and work the Executive Director in further lowering expenses. These efforts have already helped us balance our 2009 budget while maintaining a reserve for working capital.

### Human Resources Committee Report:

Submitted by Chair: Edward Broderick - Vice President

In 2008 we undertook the task of reviewing and updating our Human Resources policies. This process was one of engagement with input from the committee and the Executive Director. The committee will continue this process by annually reviewing the policies and making suggested changes. I want to thank the committee members and the Board for their support in this endeavour.

### Governance Committee Report:

Submitted by Chair: Judy Bodner - Board Member

As a result of the organizational needs assessment completed by United Way in 2006, it was identified that the evaluation of programs and services presented as an opportunity for development. The staff and the committee embarked on reviewing and updating the basic training self assessment, training evaluations, the call out program survey, and the support group evaluation to better reflect the full range of stakeholders in the evaluation process.

## Highlights - 2008 The Year in Review

- ✦ 2008 saw an all time high number of calls to the helplines at 7600.
- ✦ Distress Centre Durham staff and volunteers recruited, trained and supported over 80 volunteers in 2008 who along with the team of helpline volunteers who gave of themselves and answered nearly 7600 calls.
- ✦ 15 people attended and participated in our Suicide Survivor Support Groups in 2008 and 3 of those individuals are now supporting Distress Centre by becoming support group co facilitators, or by attending our events, or by joining our Board committees. We thank them for their dedication and support!
- ✦ The 2008 Walk for Suicide Awareness held in conjunction with World Suicide Prevention Day was attended by more than 90 individuals who helped raise awareness of the impact of suicide on families, and communities and helped raise nearly \$10,000 for Distress Centre Durham. We thank all our participants for lending their voice to help us raise awareness and funds that support our crisis services.
- ✦ The 2008 Suicide Prevention Conference held in February once again, brought together frontline crisis workers, educators, volunteers and suicide survivors who have lost someone to suicide to share information and resources and learn from one another how best to support individuals across the continuum of suicide from prevention to intervention to postvention and loss. We thank all our attendees and presenters for donating their time and skills to help us create an informative and powerful conference programme.



Seasoned supervisory helpline volunteers supporting the newest recruits!



Karen Goddard:  
Support Group Leader



Walk Day Volunteers      Balloons released with messages of love



Jennifer Tedford:  
Staff Presenter

Conference Day  
Volunteers

# 2008 Annual General Meeting Agenda

Call to Order and Declaration of Quorum

Introduction of 2008 Board of Directors

Approval of Agenda

Approval of Minutes of 2007 AGM – March 29, 2008

Presentation of Financial Statements for 2008

Appointment of Auditing Firm for 2009 Fiscal Year

Joint Board Chair and Executive Director's Report

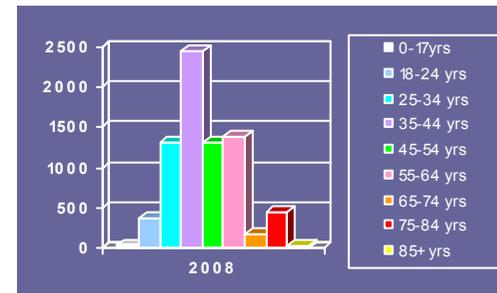
Election of Board of Directors for 2009

New Business

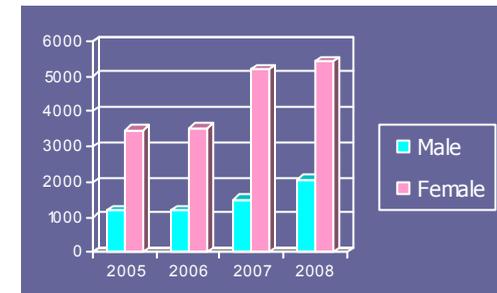
Adjournment



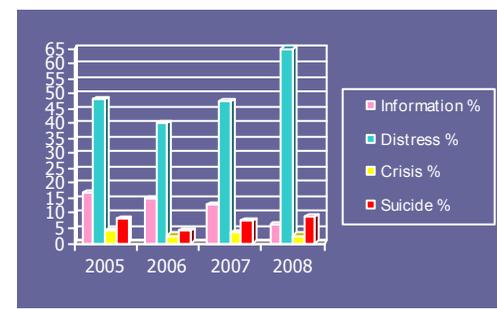
## 2008 Helpline Statistics



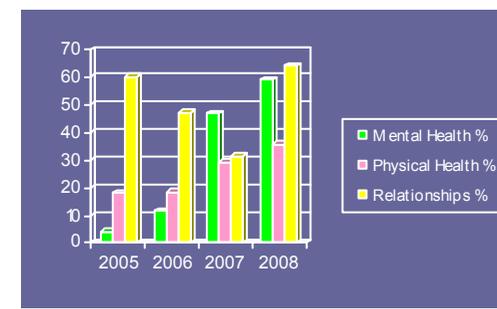
The greatest number of callers to the 24 hour help line were identified as 35 - 44 years of age.



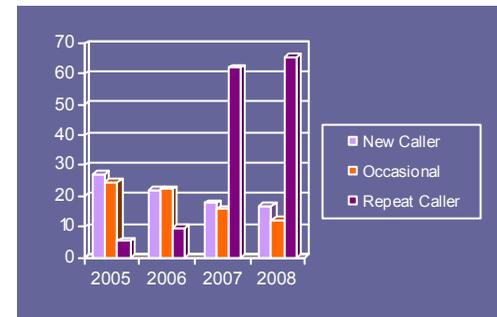
2008 saw a dramatic 39% increase over 2007 in the number of male callers to our helplines.



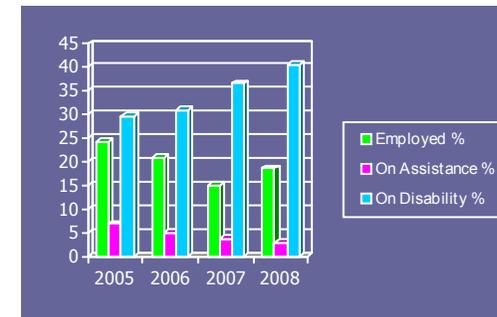
Though crisis calls decreased, distress calls and calls related to suicide issues increased in 2008.



Relationship issues, and mental health issues were discussed more than any other on our lines in 08



The number of repeat callers increased another 4% in 2008 after a dramatic jump of 53% in 2007.



The number of callers who were employed grew 4% as well as those on disability grew 4% in 08.

## 2007 Annual General Meeting Minutes - March 28, 2008

**CHAIR:** Jim Deatcher acting as Chair for the meeting, welcomed everyone to the annual meeting of Distress Centre Durham. He declared there was quorum and called the meeting to order. ONLY the voting members with a voting card were asked to approve the minutes of 2006 annual general meeting. He declared that any volunteer or staff or client of Distress Centre Durham is considered a member and may vote on all other motions with the exception of the minutes from 2006.

### APPROVAL OF AGENDA

**CHAIR:** Asked for a motion to approve the agenda

Cheryl Swan moved the resolution that the Agenda be approved.

Edward Broderick seconded the motion

**CHAIR:** Motion carried

**CHAIR:** Asked for the consent of the meeting that Mary Anne Vanderpluym to act as recorder

**CHAIR:** Declared that the Minutes of the 2006 annual general meeting were available on the tables for review. A motion for the minutes of the 2006 AGM held on Saturday, March 31, 2007 would be approved

Edward Broderick moved the following resolution: resolved that the minutes of the 2006 Annual General Meeting of the corporation held on March 31, 2007 be taken as read.

Nicole Cabral seconded the motion

**CHAIR:** Motion carried

**CHAIR:** Proposed that the Treasurer Ms. Cheryl Swan present the Financial Report

Cheryl Swan explained that the Distress Centre Durham financial business was in order, and asked if the membership had any questions in regard to the Financial Report. Ms. Swan moved to have the 2007 financial Report be submitted for approval.

Judy Bodner seconded the motion.

**CHAIR:** Motion carried.

**CHAIR:** Moved to appoint auditors Deloitte and Touche to review the DCD financial statements as stated in our current By-Laws for 2008.

Edward Broderick seconded the motion.

**CHAIR:** Motion carried.

**CHAIR:** Stated that the joint report from the Board Chair and the Executive Director stands as in the 2007 Annual Report, and asked if there were any questions. Chair asked for a motion to accept the joint report.

Nicole Cabral moved the following resolution. That the joint report from the Board Chair and the Executive Director be accepted as given.

Cheryl Swan seconded the motion.

**CHAIR:** Motion carried.

**CHAIR:** Introduced the Executive Director – Victoria Kehoe to introduce the 2007 Board of Directors.

**VICTORIA** Introduced the outgoing Board of Directors for 2007

Charles Ryan	Edward Broderick	Jim Deatcher
Mary-Anne Vanderpluym	Sue Duchesnay	Judy Bodner
Dianne Gallo	Cheryl Swan	Tom Morris
Heather Butt	Richard Philpot	

**CHAIR:** Announced that In a meeting following the AGM the Executive would be elected for the 2008 Board of Directors from the following:

Charles Ryan	Edward Broderick	Nicole Cabral
Mary-Anne Vanderpluym	Sue Duchesnay	Jim Deatcher
Judy Bodner	Dianne Gallo	

Jim Deatcher made a resolution to accept the 2008 Board of Directors as presented.

Cheryl Swan seconded the resolution

**CHAIR:** Motion carried.

**CHAIR:** Stated that during the last twelve months the Board conducted a thorough review of the constitution. He thanked Sue Duchesnay for leading the review group. Basically the constitution has been modernized with revised wording and tightening of certain sections. For example our fiscal year, in the past was October, it is now December.

The constitution has been changed accordingly. In that we followed the prescribed notification period with *before* and *after* copies of the constitution available to the members, he asked for a resolution that "the suggested changes made to the DCD Constitution be accepted."

Edward Broderick seconded the resolution

**CHAIR:** Motion carried.

**CHAIR:** Asked if there was any further business, and called for a motion for the meeting to be terminated

Judy Bodner moved that the meeting be terminated.

**CHAIR** **DECLARED THE MEETING TERMINATED**