



Distress Centre Durham  
Admin Office  
&  
Resource Centre

306 Brock St. N.  
Whitby, ON L1N 4H7

Phone: 905 - 430 - 3511  
Fax: 905 - 430 - 1381

dcd@distresscentredurham.com

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

2009



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



Proud to be a  
United Way  
Funded Agency!



Annual General Meeting  
March 27, 2010

## Message From the Executive Director

I 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. I would also like to acknowledge our staff team our Director of Community Resources - Jennifer Tedford and our Director of Program Support - Karen Goddard and our bookkeeper Delores Peters for their contributions to the achievement of our mandate, each one sharing their unique skills and talents . . . I thank you all!

In 2009 our community, Durham Region was still trying to cope with the effects of the global economic downturn. Our helplines saw another dramatic increase in use as our call volume grew from 7600 calls in 2008 to another all time high of 7800 calls in 2009. 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 the board and staff took a proactive approach to cost cutting and reducing our expenses to ensure we could continue to provide our much needed services. As a result, we were fortunate enough to find a new home that was a significant cost savings in our overall budget and allowed us increased visibility. The move to Brock St. in Whitby occurred in June 2009 and I want to thank all the staff, volunteers, Board and community partners who helped make that move a reality. As the financial picture continues to be a challenge for us, we will do our best to 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.

Victoria Kehoe - Executive Director  
*Victoria Kehoe*

## 2009 Board of Directors

The 2009 Board of Directors included-

✳	Charles Ryan	✳	Edward Broderick	✳	Tom Morris
✳	Sue Duchesnay	✳	Nicole Cabral	✳	Jim Deatcher
✳	Judy Bodner	✳	Sandra Allen	✳	John Bailey



## Partners in Success: Individual Donors to Distress Centre Durham - 2009

Beth Carr	Christine Cieslar	Susan Stocks	Katherine Hicks	Jo-Anne Daynard
Jennifer Tedford	Sandra Allen	Delores Peters	Maureen Verboom	Bill & Terry Crawford
Marilyn Wallace	Tom Morris	Heather Hughes	Glen & Lynda Pulham	Emily Bisset
Florence Spencer	F. Cacciotti	Carol Marshall	Frank Muto	Martin Kruczek
D.M. Langley	The Medeiros Family	Heather Seombe	Ivor Pitt	Isabel Stillman
Chris Baharr	J. Guenther	Cheryl Van Luven	Shann Van Luven	Helen & Murray Kelly
Maureen Cormier	Ellie Murphy	Sue Bass	Carole Bass	Pat Murphy
Barb Murphy	Lynn Wright	Maya Mahabir	Irena Storic	Phillip Gennis
Bruce & Alice Lee	Maureen Lee	Carol Fox	Linda Williams	Rose Nadon
Ron Whalen	Sharon Jenner	Lorraine Howe	Betty Theobald	Angie Bruyn
Noreen Khalio	Tom Kelly	Ralph Dell'Osso	Todd Richards	Theresa McRae
Michael Czop	Wilma Adams	Susan Bloxam	Stephen Haare	Roger Sararas
Ted Cybulski	Wendy Robinson	Barb Morgan	Dwayne Lafreniere	Bill Brunt
Michael Yeats	Corrada Iosco	Ken McAlister	Elwin Toombs	Walter Crow
J. Cooper	N. Batten	The Seifert Family	Carrie Zwart	Jim Mudge
Diana Boot	Fred O'Neil	Chris Leaverton	Bonny McIntyre	Nancy Germain
Cheryl Ryan	Charles Ryan	Kristen Ryan	David Beeby	Jim Deatcher
Rose Cusack	Beth Pudhuh	Sandra Chase	Marion Gushue	Allison Charlebois
Heather Rivet	Pat & Jan Carey	Roger Davidson	Peter Pepper	David Roney
Dena Secard	Yvonne Pankrac	Debbi Guislan	Roberta Middleton	Susan Frank
Debbie Lewis	Cheryl Betson	Peter Babin	Barry Mount	Margaret Zinn
Sue Duchesnay	Brad Chesla	Allen Smelko	Guy Polley	Steven Frank
Tina Marie Schaaf	Scott White	A. Frank	Christien Logocombe	Niecy Linton
Bonnie Vella	Norm Martin	Betty Robinson	Del Bruce	Don & Kathy Mosely
Nicole Shorey	Terry & Maureen Dunne	Dan & Linda Taillefer	Gerry & Lorna Bates	Bob & Margaret Young
Derek & Carole Busby	Colin & Lucille Sexstone	Merle & Mary Ellen Cole	Iain & Jennifer Dewar	Tony & Betty Bingham
Mike & Jean Gable	Angela Sandor	Carolyn Dufour	George Papadopoulos	Sandy Getz
Simon Asmus	Edwina Burns	Martina Kirkwood	Andrew Klischenko	Gilda Gillard
Justin Mark	Fadi-Abou Ali	Xiuqing (shue) shi	LesliAnne Bagg	Nancy Lenarduzzi
Bruce Lambshead	Muriel Jeffery	Gary Sooklal	Norman Charlebois	Jennifer Charlebois
Joanne Crew	Tracy Campbell	Laurie Crew	F. Bannister	Ron Robertson
Jennifer Robertson	Mary Martin	Stacy Van Dyk	Loretta Tanner	Peter Tedford
Rhonda Bisset	Karen Kuehn	Katharine Bourgon	Brett Ullman	Donna McQuade
Karen Goddard	Jim Coutts	Marlene Hall	E.H. Perley	Rosie Yu
Mark Fong	Grace Fong	William Fong	Ricardo Federico	Mildred McIvor
Carol Goheen	Grant McBride	Jose Taguilaso	Nicole Cabral	Leili Deneen
Wayne Thomas	Andrea Miller	Kim Mitchell	Jennifer Russell	Susan Farmer
Lisa Locke	Roxanne Seaward	Valerie Malhoa	Melani Donnelly	Ramona Pearson
Melanie Rosa	Michael MacDonald	Maria Rosa		

## A Very Special Thank You!

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

## Partners in Success: Community & Corporate Donors to Distress Centre Durham - 2009

### Corporate Donors

OPG Employees' & Pensioners Charity Trust  
IBM Employee's Charitable Fund  
Bend It  
Total Aspects  
Royal LePage Frank Real Estate - Whitby  
Toms No Frills—Ajax  
Mac Cosmetics  
Stan's Rentals—Oshawa  
Jack Astors - Whitby  
Whiskey John's Bar and Grill—Oshawa  
Goodlife Fitness  
McGraw Hill  
Allison Spratt  
Telus  
Chidley Glen Developments Limited  
Sheri Jackson

Hydro One Employees' & Pensioners Charity Trust  
I Want That!  
Class Act Dinner Theatre  
Investors Group Financial Services Inc.  
Tim Hortons Maple Street—Whitby  
Maple Leaf Consumer Foods—Port Perry  
Carolyn's Beauty Supply  
Hardsand  
Applebees—Ajax  
Swiss Chalet—Oshawa  
Bin There Dump That!  
Wright Hand Packaging  
Janis St. John  
The Benack Group  
Jill Cooke

### Service Clubs & Community Groups

Loyal Order of Moose  
Baagwating Community Association

Whitby Lioness Club  
Durham Eastenders British Car Club

Rotary Club of Whitby Sunrise

### Community Funders, Churches, Charities & Foundations

Simcoe Street United Church  
The Andrew Foundation  
HRSDC Canada  
City of Oshawa  
OPG Employee and Pensioner's Trust  
**United Way of Oshawa Whitby Clarington Brock & Scugog**

Pickering Village United Church  
United Way International  
United Way of Greater Toronto  
The Carly Centre for Grieving Children  
IBM Employees Charitable Fund  
**United Way of Ajax Pickering Uxbridge**

### A Very Special Thank You!

As part of our relocation to Whitby, we were fortunate enough to receive support and assistance from a group of volunteers from McGraw Hill who helped us clean up and prepare our new both inside and out! We couldn't have done it without your help! We also needed to dispose of a fair amount of waste as we moved in—Bin There Dump That! donated the use of a bin to dispose of our garbage and our new home looks terrific! Thanks to everyone who helped!

#### 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 soon to be five 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 Frank. 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.



## 2009 Board Member Biographies



### JIM DEATCHER:

Jim joined the DCD in Feb. 2003 and served on the help line, becoming a shift supervisor 6 months later. He became Treasurer of the Board in January 2005, and V.P. of the Board in March 2006. He 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, originally residing in St. Catharines, ON. He accepted a work transfer to Durham Region in 1972 and currently resides in Enniskillen. He is married to his 'favourite' wife Shirley and has one daughter and three wonderful granddaughters. Jim's interests include squash, golf, baseball, hockey, gardening, woodworking. Jim believes in giving back to a community that has given so much to him over the past 38 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.



### TOM MORRIS:

Tom Morris lives in Whitby with his wife Marilyn and his 2 cats. He joined the Distress Centre Durham Board of Directors in 2007. He is retired Manager from the Co-Operative Housing sector. He believes passionately in the mission of Distress Centre Durham.



### JOHN BAILEY:

John Bailey joined the Board of Directors in late 2009. He joined General Motors of Canada in 1979 after graduating from Northwood University in Midland Michigan where he attained his Bachelor's of Business Admin and Associates Degree in Automotive Marketing. John has held several field operation positions (Sales and Service) in Regina, Vancouver and Ontario. In addition he was the Truck Marketing Manager for GM Canada in 1992 and subsequently Zone Manager for the Prairies and then Zone Manager for Ontario until 1997. He was then relocated to General Motors Europe in Russelsheim Germany as European Brand Manager for Commercial Vehicles. Following this he was appointed to the position of Regional Managing Director for the Nordic Region based in Stockholm, Sweden and was responsible for Sweden, Norway, Finland, Denmark and Ireland. In 2002, John returned to GM Canada as General Director of Sales, responsible for all regional field operations including Dealership network performance and planning. On October 1, 2008 was appointed to General Director of Service and Parts Operations for General Motors of Canada. John is married to Cindy with 4 children.

## THE DISTRESS CENTRE OF DURHAM REGION INC.

Statement of operations and changes in net assets year ended December 31, 2009 (unaudited)

### UNRESTRICTED FUNDS

	2009			2008
	Nevada Account	Core	Total	Total
	\$	\$	\$	\$
<b>Revenue</b>				
Grants:				
<i>United Way</i>				
<i>Oshawa Whitby Clarington</i>	-	56,000	56,000	56,000
<i>Ajax Pickering</i>	-	101,978	101,978	98,650
<i>Greater Toronto Area</i>	-	2,157	2,157	1,815
Government Agencies:	-	9,866	9,886	9,156
Donations:	-	15,934	15,934	9,259
Service Club Donations:	-	2,000	2,000	2,600
Fundraising events - net (note 4):	532	19,908	20,440	27,451
Other Revenue	-	-	-	3
	<b>532</b>	<b>207,863</b>	<b>208,395</b>	204,934
<b>Expenditure</b>				
Administration	-	5,829	5,829	4,025
Bank Charges and Interest	143	226	369	232
Education and IT Support	-	4,742	4,742	2,227
Employee Benefits	-	17,166	17,166	15,676
Office Equipment and Computer	-	7,868	7,868	1,091
Fees Travel and Sundry	-	21,927	21,927	15,502
Office Supplies	-	8,474	8,474	6,673
Public Relations	-	5,473	5,473	6,631
Salaries and Purchased Services	-	119,319	119,319	117,738
Telephone and Intervention	-	9,885	9,885	8,781
Volunteers' Expense	-	5,328	5,328	5,399
Rental, Maintenance and Property Taxes	-	42,881	42,881	42,355
	<b>143</b>	<b>249,118</b>	<b>249,261</b>	226,330
Excess of (expenditure over revenue) revenue over expenditure	389	(41,255)	(40,866)	(21,396)
Interfund Transfers	(389)	41,255	40,866	21,396
Net Assets, beginning of year	-	-	-	-
<b>Net Assets, end of year</b>	-	-	-	-

The Review of the Distress Centre Durham Financial Statements for 2009 was conducted by Deloitte and Touche LLP Chartered Accountants in January 2010. The Review Engagement Report (as seen on pages 14 and 15 of this annual report) was completed and submitted to Distress Centre Durham, March 19, 2010.

	RESTRICTED FUNDS			Total
	2009	2008	2009	2008
	Working Capital (note 3)			
	\$	\$	\$	\$
<b>Revenue</b>				
Grants:				
<i>United Way</i>				
<i>Oshawa - Whitby Clarington</i>	-	-	<b>56,000</b>	56,000
<i>Ajax Pickering</i>	-	-	<b>101,978</b>	98,650
<i>Greater Toronto Area</i>	-	-	<b>2,157</b>	1,815
Government Agencies:	-	-	<b>9,886</b>	9,156
Donations:	-	-	<b>15,934</b>	9,259
Service Club Donations:	-	-	<b>2,000</b>	2,600
Fundraising events - net (note 4):	-	-	<b>20,440</b>	27,451
Other Revenue:	-	-	-	3
	-	-	<b>208,395</b>	204,934
<b>Expenditure</b>				
Administration	-	-	<b>5,829</b>	4,025
Bank Charges and Interest	-	-	<b>369</b>	232
Education and IT Support	-	-	<b>4,742</b>	2,227
Employee Benefits	-	-	<b>17,166</b>	15,676
Office Equipment and Computer	-	-	<b>7,868</b>	1,091
Fees Travel and Sundry	-	-	<b>21,927</b>	15,502
Office Supplies	-	-	<b>8,474</b>	6,673
Public Relations	-	-	<b>5,473</b>	6,631
Salaries and Purchased Services	-	-	<b>119,319</b>	117,738
Telephone and Intervention	-	-	<b>9,885</b>	8,781
Volunteers' Expense	-	-	<b>5,328</b>	5,399
Rental, Maintenance and Property Taxes	-	-	<b>42,881</b>	42,355
	-	-	<b>249,261</b>	226,330
Excess of (expenditure over revenue)				
revenue over expenditure	-	-	<b>(40,866)</b>	(21,396)
Interfund Transfers	<b>(40,866)</b>	(21,396)	-	-
Net Assets, beginning of year	<b>57,039</b>	78,435	57,039	78,435
Net Assets, end of year	<b>16,173</b>	<b>57,039</b>	<b>16,173</b>	<b>57,039</b>



## 2009 Board Committee Reports

### Fundraising Committee Report:

Submitted by Chair: Jim Deatcher - Board Member

2009 was a difficult year for fund raising. Folks did not have as much disposable income as in prior years as a result of a slowing global economy. Yet my determined committee continued worked very hard on all of our four major events. The Suicide Awareness Conference and Dinner Theatre Evening in February, the Martini Manicure in May and the Suicide Walk in September combined to a gross funds raised of \$17591 and a net of \$12151 (after expenses). I want to personally thank, Sandra Jean Allen, Nicole Cabral, Sue Duchesnay, Barb Geraghty and Victoria Kehoe for all of your hard work and dedication during a difficult year. The DCD is fortunate to have all of you on the Fund Raising Committee.

### Nominations and Recruitment Committee Report:

Submitted by Chair: Sue Duchesnay - Past President

2009 was a busy year for the committee as we tried to increase the size of the board. We welcomed Tom Morris back after a leave of absence and a new director John Bailey. We said goodbye to Dianne Gallo and Sandra Allen and thank them for their contribution to the board. Judy Bodnar took a leave of absence however, we will be welcoming Judy back for 2010. We continue to spread the word that the Board is actively seeking membership and hope to increase the membership in 2010.

### Finance Committee Report:

Submitted by Chair : Nicole Cabral - Treasurer

2009 was a challenging year for Distress Centre Durham as the economic downturn continued to impact on our fundraisers, and United Way funding. As a way to reduce expenses, Distress Centre Durham moved locations from a traditional office complex in Oshawa to a less expensive, visible storefront location just north of downtown Whitby. To ensure continued provision of our services, Distress Centre Durham is continuing to secure our financial future, together the board and staff, are taking on new fundraising initiatives and are working diligently toward receiving a Trillium Grant for our partnership endeavour—a helpline designated to supporting the LGBTQ community (lesbian, gay, bisexual, transgendered, questioning).

### Human Resources Committee Report:

Submitted by Chair: Edward Broderick - Vice President

In 2009 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. We look forward to the Accreditation process we will be undertaking in 2010 / 2011.



## 2009 Board Committee Reports - cont'd

### Governance Committee Report:

Submitted by Chair: Charles Ryan - Board Chair

In 2009, evaluations of basic training, the call out program, the support groups, Board effectiveness and staff performance were conducted during the year in accordance with our constitution. Distress Centres Ontario have initiated an accreditation process that evaluates the overall proficiency of operations at each Distress Centre. After an initial assessment our centre has been selected as a lead centre and will become one of the first to be accredited in Ontario. In the fall the Board, staff and several volunteers participated in a day long "Strategic Planning" session. As a result five strategic priorities were established: Manage Sustainable Growth; Build Partnerships; Expand Revenue Base; Prepare for Diversity; and Communicate Purpose. These priorities will be the cornerstone of our activities in 2010 and we will review progress monthly.



### RIBBON CUTTING CEREMONY: DAY OF CELEBRATION!



On October 20, 2009, the staff, Board, many volunteers and community partners joined together to officially open the Distress Centre Durham Resource Centre to 306 Brock St. N. in Whitby. We would like to extend our thanks to the distinguished guests from the offices of:

**The Honourable Jim Flaherty MP**  
**The United Way of Ajax / Pickering / Uxbridge**  
**Durham Mental Health Services**

**Whitby Mayor, Pat Perkins**  
**Whitby Chamber of Commerce**  
**The Y's Wish shelter**

In June, 2009, Distress Centre Durham officially moved its Resource Centre and Administration offices to Whitby and since, have received such a warm welcome from the Whitby community. Entering into our 40th year of service as of October 2009, we are so fortunate to be in such a visible location as Brock St. in Whitby. We are looking forward to participating in such community events as the Whitby Santa Claus Parade and Whitby Heritage Days.



## Highlights: 2009 - The Year in Review

- ✦ 2009 saw an all time high number of calls to the helplines at just under 7800.
- ✦ Distress Centre Durham staff and volunteers recruited, trained and supported over 60 active volunteers in 2009 who along with the team of helpline volunteers who gave of themselves and answered nearly 7800 calls.
- ✦ 17 people attended and participated in our Suicide Survivor Support Groups in 2009.
- ✦ The 2009 Walk for Suicide Awareness held in conjunction with World Suicide Prevention Day was attended by more than 75 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.



Preparing to walk . . .



The perfect day to walk . . .



Balloons released in unison

- ✦ The biggest highlight of 2009 took place in June when Distress Centre Durham relocated its offices from Oshawa to a prime Whitby location. Our new location is literally a lovely older home. French doors, hardwood floors, moldings and even a brick fireplace—make up our new offices! We are thrilled to have a visible storefront location.
- ✦ In June, volunteers, board and staff took part in relocating our offices to Brock St. in Whitby, making us part of Whitby's historic downtown.
- ✦ We love our new home and thank everyone who helped make our move possible! The volunteer crew from McGraw Hill, Two Men and a Truck, Bin There Dump That! And our Board of Directors who took on the role of facilities support!



## 2009 Annual General Meeting Agenda

Call to Order and Declaration of Quorum

Introduction of 2009 Board of Directors

Approval of Agenda

Approval of Minutes of 2008 AGM – March 28, 2009

Presentation of Financial Statements for 2009

Appointment of Auditing Firm for 2010 Fiscal Year

Executive Director's Report

Election of Board of Directors for 2010

New Business

Adjournment



## 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 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 7600 number of calls.

Jennifer Tedford, Director of Community Resources selected the theme for 2009 to be one of "Visibility". Intended to

help ensure our continued ability to serve greater numbers of callers and clients in the Region. In 2009 our helpline saw yet another increase to a record high 7800 calls.

As part of our focus on increased visibility we moved our location to one that is a much more visible storefront on Brock St. N. in Whitby.

We also have created a successful partnership with other volunteer organizations to provide shared training opportunities and a partnership with the Communities Involved Committee to provide a designated helpline for the LGBTQ community to begin in 2010 upon successful funding applications.

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.



Volunteers: Chris and Sue help man the display at the 2009 Ride for Suicide Awareness by local



Volunteer, Charles paints the bathroom in our new location in May 2009.



Volunteers, (from left) Hilsha, Amanda, and Lori taking break on Move Day! June 10/09!



Volunteer group headed up by Connie Ciulla from McGraw Hill helping us prepare for move day!



Nicole Cabral: Distress Centres of Ontario 2009 Spirit of Voluntarism Award recipient

## 2009 Provincial "Spirit of Voluntarism" Award Winner

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

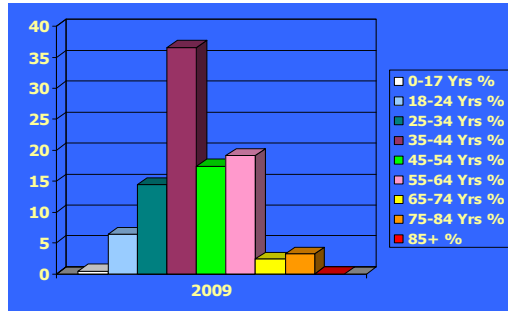
*"The Distress Centre volunteers across Ontario nominated for the award have shown a commitment to listening with empathy as they support Ontarians in*

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

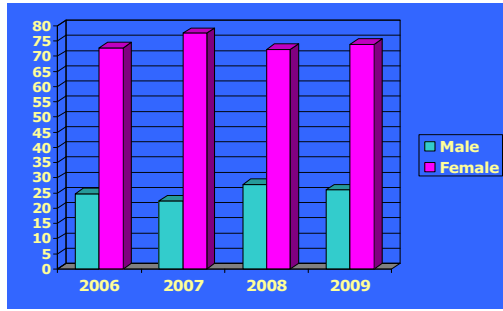
Nicole Cabral has been a volunteer, placement student, and Board Member (Treasurer) with Distress Centre Durham since 2006

and in that time has garnered the support and respect of her fellow volunteers and the Distress Centre Durham staff: "Nicole is the kind of volunteer who is imbued with enthusiasm, commitment, passion and compassion for DCD and it always shows!" Congratulations Nicole!

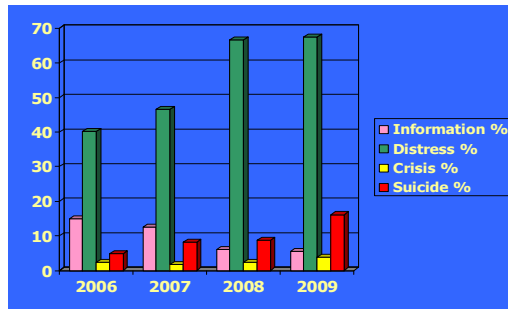
# 2009 Helpline Statistics



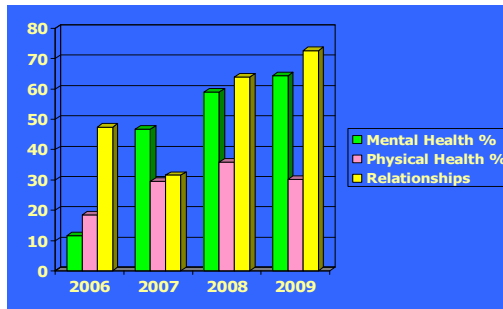
The greatest number of callers to the 24 hour helpline were identified as 35 - 44 years of age.



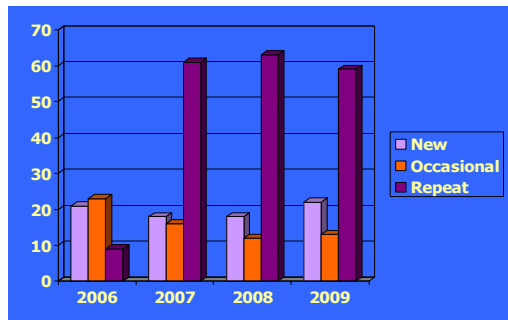
2009 saw the percentage of male callers to our helpline remain above 26%.



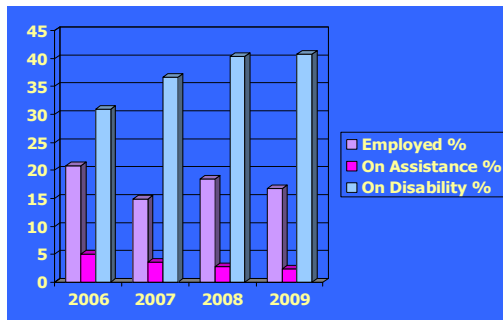
The number of suicide related calls increased nearly 50% in 2009.



Relationship issues, and mental health issues were discussed more than any other on our lines in 09



The number of new callers increased 4% in 09, due to increased accessibility from our Call - Out program.



The statistics involving employment stayed quite static in 2009 very little movement over 2008.

and then moved to have the 2008 Financial Report be submitted for approval. There were no questions from the membership.

Sue Duchesnay 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:** Made a motion to appoint auditors Deloitte and Touche to review our financial statements as stated in our current By-Laws for 2009.

Jim Deatcher seconded the motion.

**CHAIR:** The joint report from the Board Chair and the Executive Director stands as in the 2008 Annual Report. The Chair asked if anyone had any questions. There were no questions. Chair made a motion to accept the joint report.

Sue Duchesnay seconded the motion.

**CHAIR:** Motion carried.

**CHAIR:** Introduced Past President—Sue Duchesnay to introduce the proposed 2009 Board of Directors.

Sue Duchesnay read the names of the Board Members and their length of term.

Charles Ryan: beginning a new 2 yr term	Edward Broderick: beginning a new 2 yr term
Jim Deatcher: completing a 2 yr term	Nicole Cabral: beginning a new 2yr term
Judy Bodner: completing a 2 yr term	Tom Morris: beginning a new 2 yr term
Sue Duchesnay: completing a 2 yr term	

Judy Bodner made a resolution to accept the 2009 Board of Directors as presented.

Nicole Cabral seconded the motion.

**CHAIR:** Motion carried.

**CHAIR:** Announced that after the AGM the Board of Directors would meet to elect the Exec. Committee.

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

Edward Broderick moved that the meeting be terminated.

**CHAIR DECLARED THE MEETING TERMINATED**



## 2008 Annual General Meeting Minutes - March 28, 2009

**CHAIR:** Charles Ryan, Chair of Board of Directors, welcomed everyone to the annual meeting of Distress Centre Durham. He confirmed that there was quorum and called the meeting to order. He announced that ONLY the voting members with a voting card would be asked to approve the minutes of the 2007 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 last year.

He introduced the group of individuals who volunteered their time in a governance role by participating on the 2008 Distress Centre Durham Board of Directors.

He asked that each person stand as he called their name.

Charles Ryan	Edward Broderick	Jim Deatcher	Sue Duchesnay
Judy Bodner	Nicole Cabral	Dianne Gallo (retired)	
Mary—Anne Vanderplyum (retired)			

### APPROVAL OF AGENDA

**CHAIR:** Pointed out that the agenda was on page 10 of the Annual Report as well as on the viewing screen and asked for a motion to approve the agenda.

Jim Deatcher moved the resolution that the Agenda be approved.

Sue Duchesnay seconded the motion

**CHAIR:** Motion carried

**CHAIR:** Asked for the consent of the meeting that Judy Bodner would act as recorder.

**CHAIR:** Declared that the Minutes of the 2007 annual general meeting were available on the tables for review. A motion for the minutes of the 2007 AGM held on Saturday, March 29, 2008 was asked for approval.

Edward Broderick moved the following resolution: resolved that the minutes of the 2007 Annual General Meeting of the corporation held on March 29, 2008 be taken as read.

Jim Deatcher seconded the motion

**CHAIR:** Motion carried

**CHAIR:** Requested that Treasurer Ms. Nicole Cabral present the Financial Report

Nicole Cabral announced that the Distress Centre Durham financial business was in order. She showed 3 financial slides that demonstrated the 2008 Revenue, 2008 Expenses and a 2008 Comparison with breakdown of largest revenue sources and largest expense areas for the corporation. She asked if the membership had any questions in regard to the Financial Report,

Distress Centre Durham Resource Centre  
306 Brock St. N., Whitby, ON L1N 4H7

Phone: (905) 430 - 3511 Fax: (905) 430 - 1381  
Email: [dcd@distresscentredurham.com](mailto:dcd@distresscentredurham.com)  
Website: [www.distresscentredurham.com](http://www.distresscentredurham.com)



## Training Workshop Information 2009

*Distress Centre Durham Workshops are designed to maximize the potential of the adult learner and focuses on encompassing a variety of teaching techniques & methods that best suit individual learning styles.*



Our workshops are delivered on a sliding fee scale from free for a training workshop about Distress Centre Durham programs & services up to \$1000.00 for a full day customized workshop delivered anywhere in the province.

**Contact us today to discuss your customized workshop!**

### ■ Active Listening & Effective Communication

This workshop will define communication and barriers to effective communication and will discuss methods of communication (focus on unique challenges of telephone communication) The Active Listening Process will focus on: trust building, identifying different types of questioning, collecting information, clarification techniques, building support networks and options exploration.

### ■ Suicide Risk Assessment

This workshop will identify and focus on: Suicide Myths versus Facts, Suicide Risk Factors Suicide Risk Assessment Model, the Development of a Support Network and will explore the concept of self – care.

### ■ Grief and Loss: Dealing with Significant Life Changes

This workshop will focus on identifying the different types of losses and the behaviours and emotions associated with each, it will examine the grieving process, define "normal" versus complicated grief. We will explore and provide a support network model and engage the participants in the development of a plan for self – care.