

DISTRESS CENTRE DURHAM

# 2010 ANNUAL REPORT



40 YEARS TO CELEBRATE



## TABLE OF CONTENTS

Message from the Board Chair..... 3 and Executive Director	
2010 Board of Directors..... 4	
Committee Reports..... 6	
2010 Helpline Statistics ..... 8	
40 Year History – Did You Know?... 9	
Statement of Purpose and ..... 10 Our Values	
2010 Financial Report ..... 12	
Community and Corporate ..... 14 Supporters/Sponsors	
Individual Donors ..... 16	
2009 A.G.M. Minutes ..... 18	

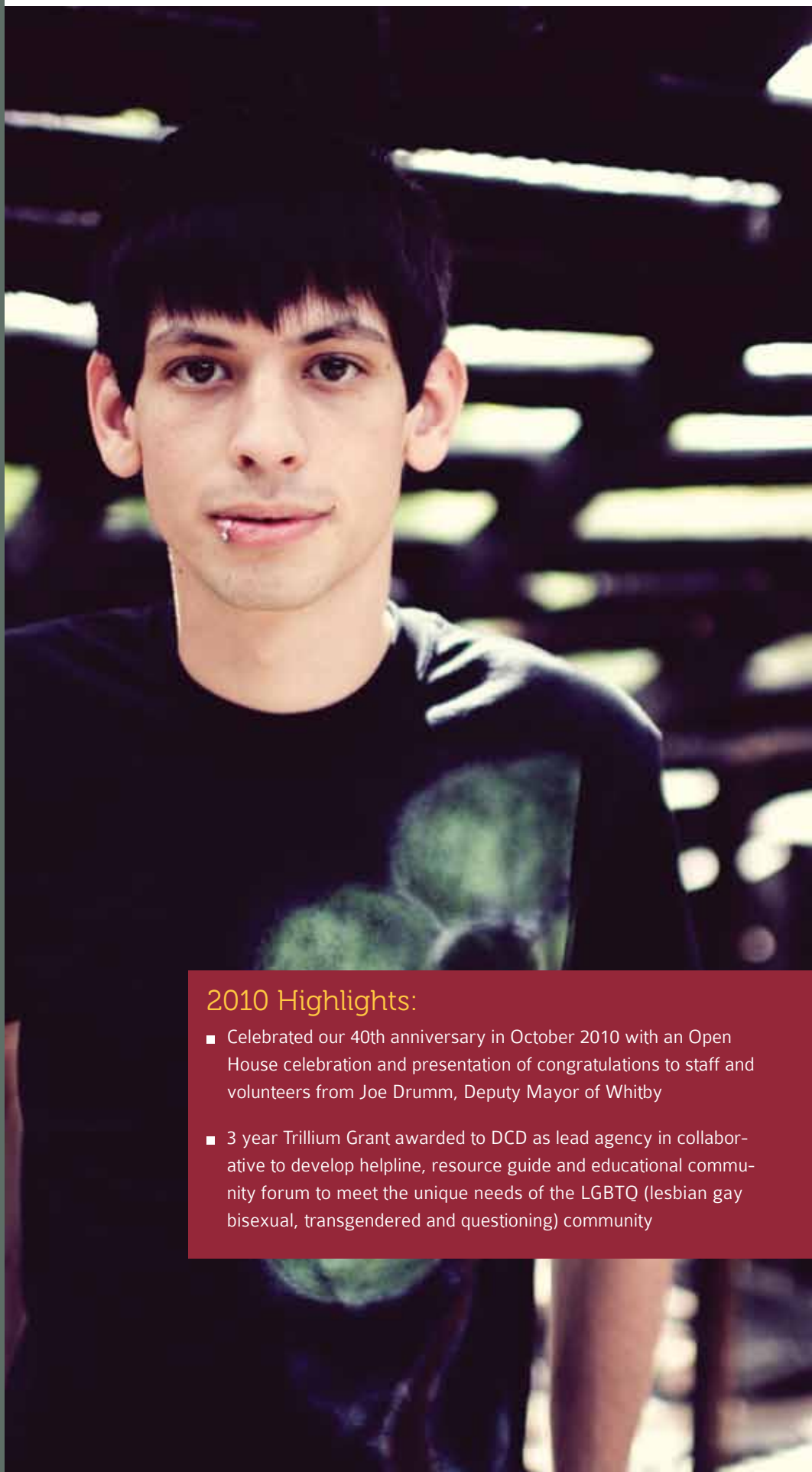
## ANNUAL REPORT CREDITS

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### 2010 Highlights:

- Celebrated our 40th anniversary in October 2010 with an Open House celebration and presentation of congratulations to staff and volunteers from Joe Drumm, Deputy Mayor of Whitby
- 3 year Trillium Grant awarded to DCD as lead agency in collaborative to develop helpline, resource guide and educational community forum to meet the unique needs of the LGBTQ (lesbian gay bisexual, transgendered and questioning) community



## Message from the Executive Director & Board Chair

We approached 2010 with excitement as it represented our 40th anniversary of service to Durham Region. Upon reflection, the year 2010 seems to have been one of extremes.

Early 2010 saw a reduction in United Way funding that resulted in cost cutting measures including a staff reduction and elimination of all non essential expenditures to ensure continuation of services.

The leadership of Distress Centre Durham worked diligently together to not only meet but surpass our fundraising goals for the year to ensure the sustainability of the organization.

This amazing team effort resulted in a record year for donations and an unprecedented number of 3rd party individuals and groups that came forward to hold fundraisers on our behalf, resulting in over \$11,000 added to our fundraising for the year. We could not have ended 2010 with such stability were it not for these 3rd party groups and individuals. We are so grateful for the support!

In March of 2010 we reached out to our local Durham Region businesses for support with the launch of our 100 for 100 campaign which asked 100 local businesses to contribute \$100 each to raise \$10,000. In answer to that call for support we raised nearly \$4000! We gratefully acknowledge their support and offer our sincere thanks.

As well, our signature fundraising and awareness event, the Walk for Suicide Awareness, was held in September 2010 and raised in excess of \$11,000.

The highlight of the year surely came in late June 2010 when we were awarded a 3 year Trillium grant as lead agency of a collaboration of community partners to develop a 3 year, 3 pronged project which included a LGBTQ (lesbian, gay, bisexual, transgendered and

questioning) specific helpline, a resource guide, and the development of a community forum to engage the volunteer sector in learning more about how to meet

the unique needs of the LGBTQ community. Distress Centre Durham was tasked with developing the helpline and will launch Prideline Durham in late summer 2011.

The entire year was focused on team work and our Board team, staff team and volunteer team answered the call to action to offer their time, dedication, and even their financial support where possible to help DCD.

We would also like to take the opportunity to recognize and thank our incredible staff team, Jennifer Tedford – Director of Community Resources and Erica Simpson – LGBTQ Program Director for their dedication, enthusiasm and positivity during this challenging year. At a time when our clients and our volunteers were struggling, the staff team offered emotional support, encouragement, and reassurance to our DCD family. We cannot thank you enough for your immeasurable contributions.

So, a year that started out extremely stressful and unstable, finished with financial stability, exciting new projects to develop and a reinvigorated team of individuals working together as we enter our 41st year of service to Durham Region. We thank everyone for their continued support of our mandate and commitment to making 2011 our most exciting year yet!

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*Victoria*

VICTORIA KEHOE  
Executive Director

*Charles*

CHARLES RYAN  
Board Chair

## 2010 Board of Directors

### Charles Ryan, PRESIDENT

Charles, who joined the Board in 2006, is married to Cheryl, a DCD volunteer since 1992. Cheryl and Charles have three grown children and 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 Durham Region 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 of our ever changing and diverse community.

### Edward Broderick, VICE-PRESIDENT

Edward W. Broderick has been a member of the Board of Directors for Distress Centre Durham since 2006. Edward holds an Honours Bachelor of Commerce Degree and an MBA. His career has been spent in various roles in the area of Human Resources, predominantly in the field of Employee/Labour Relations. While Edward leads the DCD Human Resources Committee and serves as Vice-President of the board, he is also a staff member of the Human Resources Department at the Municipal Property Assessment Corporation (MPAC), Head Office, where he is responsible for Employee Relations and Health & Safety. Through the Centre, Edward hopes to make a positive difference in the lives of the people in Durham Region as well as serve the dedicated Staff and Volunteers at the DCD.

### Sue Duchesnay, PAST PRESIDENT

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, and has been very excited about the 2 new board members that have been recruited to join the board in 2011. 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. Distress Centres Ontario also recognized Sue with a provincial Spirit of Volunteerism in 2010. Congratulations Sue!

### Nicole Cabral, BOARD MEMBER

Nicole Cabral started at Distress Centre Durham in 2007 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 Marketing Committee Chair in 2010 after serving as Treasurer in 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.

### **Jim Deatcher, FUNDRAISING COMMITTEE CHAIR**

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.

### **Tom Morris, BOARD MEMBER**

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 and was awarded the provincial Spirit of Volunteerism award from Distress Centres Ontario for his work on the Board of Distress Centre Durham and his work with survivors of suicide. We congratulate Tom!

### **John Bailey, TREASURER**

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.

### **Blair Upton, BOARD MEMBER (RETIRED)**

Blair Upton joined the Board of Directors in fall 2010 and eagerly took on a role researching funding support to renovate our basement space into usable training space. Blair regretfully tendered his resignation in December 2010 as he relocated to British Columbia to accept a job promotion. We wish him the best of luck in his future endeavours.

### **A Very Special Thank You!**

Distress Centre Durham would like to extend their thanks to the 2010 Board of Directors for their continued support & dedication. Their guidance has been instrumental in our continued success. Your leadership has helped to create a strong foundation for the next 40 years.

## Board of Directors – Committee Reports

### Fundraising Committee Report

SUBMITTED BY JIM DEATCHER

2010 was yet another difficult year for fundraising. Still, with a lot of hard work from our very dedicated committee we were able to raise an all time high of \$33,491 through our fundraising efforts. What helped us break the \$30,000 mark was our Suicide Awareness Walk which raised a record high of just over \$11,000. Special thanks to Sue Duchesnay, Nicole Cabral, Karen Goddard, Erica Simpson, Jennifer Tedford and of course Victoria Kehoe for organizing and supporting all of our events. Your efforts were much appreciated and resulted in a very successful year of Fund Raising. Thank you.

### Nominations & Recruitment Committee Report

SUBMITTED BY SUE DUCHESNAY

2010 was a busy year for the committee as we tried to increase the size of the board. We welcomed a new director, Blair Upton in fall and regretfully he tendered his resignation in December due to a relocation out of the province. We thanked him for his great work and welcomed him back should he find himself once again living in the Durham Region. We also said goodbye to Judy Bodner who withdrew from the Board but took on the Chair of the Accreditation Committee to begin in 2011. As well we look forward to recruiting 2 new board members in early 2011. We thank all the board members for their wonderful dedication and commitment demonstrated throughout 2010.

### Human Resources Committee Report

SUBMITTED BY EDWARD BRODERICK

In 2010 we began the process of reviewing our existing HR policies and procedures to determine our readiness to begin the Accreditation process. We are continuing this process into 2011 and are looking forward to developing a full scale Health and Safety manual for our organization that focuses on both physical and emotional health of our staff and volunteers. I want to thank the members of the board for their support in this initiative and I look forward to working with the staff into 2011.

### Finance Committee Report

SUBMITTED BY JOHN BAILEY

The first half of 2010 was a challenging year for Distress Centre Durham as the economic downturn continued to impact on our fundraisers, and United Way campaign. Distress Centre Durham took assertive cost cutting measures and even had to lay off a staff person. Thankfully, the second half of 2010 was a strong one! Thanks to a concerted effort on behalf of the Board of Directors, volunteers and staff DCD met their fundraising and donation goals. As well lead agency of a collaboration of partner agencies we received a three year Trillium grant focused on developing a helpline and resource guide to support the LGBTQ (lesbian, gay, bisexual, transgendered, questioning) community in Durham Region. We look forward to continuing to meet our funding goals in 2011.

### Governance Committee Report

SUBMITTED BY CHARLES RYAN

In accordance with the constitution, evaluations of all key programs (training, call out, support groups) as well as Board effectiveness and staff performance were conducted. Having been asked by Distress Centres Ontario to be a lead centre in beginning the process of Accreditation readiness, the Board struck a subcommittee with Judy Bodner as Chair. Much work is involved, but we are well positioned to meet the accreditation criteria. The five identified strategic priorities were the cornerstone for our activities this year with monthly updates on progress towards each. 2011 will see further accomplishments in this area. A complete review of our Constitution was accomplished with amendments relayed to our stakeholders for approval.





"Distress Centre has been there to support me through many losses, and even when I am having a good day the volunteers are there as a friendly voice on the line."

- CALL OUT PROGRAM MEMBER

### 2010 Highlights:

- Successful partnerships with Community Development Council of Durham, AIDS committee of Durham Region, PFLAG Durham, LGBTQ Communities Involved Committee, Alzheimer's Society of Durham Region, Distress Centres of Ontario – we are so grateful to the community partners with whom we have worked so closely and hope to continue these relationships throughout 2011.

## 2010 Helpline Statistics

### Total Number of Calls: 7601

 Males: 2409 (32%)  Females: 5188 (68%)

### Caller Status:

New Caller	1559	(21%)
Occasional Caller	1723	(23%)
Repeat Caller	3879	(51%)

### Age Range of Callers:

15 years and younger	7	(0.1%)
16 to 17 years	27	(0.4%)
18 to 24 years	330	(4.3%)
25 to 34 years	1292	(17%)
35 to 44 years	2851	(38%)
45 to 54 years	1756	(23%)
55 to 64 years	1026	(14%)
65 to 74 years	254	(3%)
75 years +	55	(0.7%)

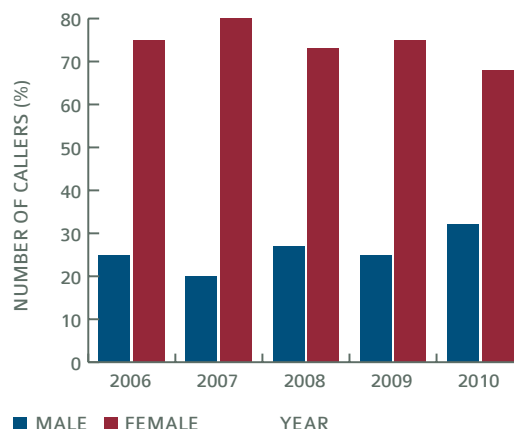
### Marital Status of Callers:

Single	3798	(50%)
Separated/Divorced	1865	(26%)
Widowed	614	(8%)
Married/Partnered	797	(11%)

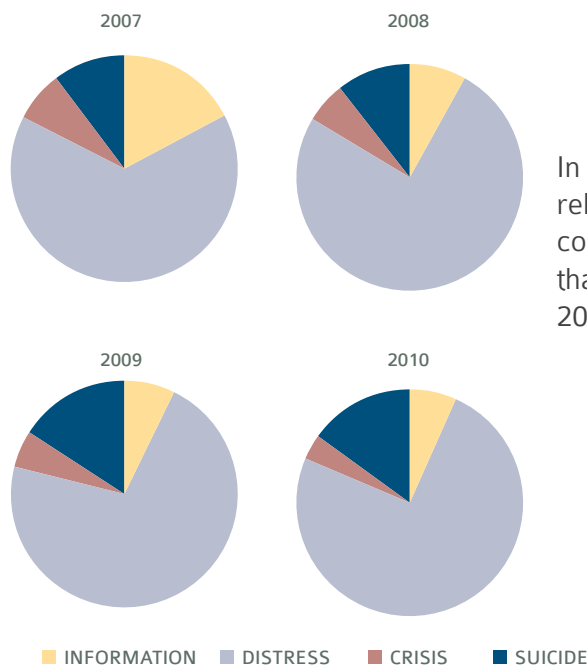
### Living Alone:

Yes	4298	(61%)
No	2693	(39%)

### Yearly Comparisons



For the first time in 5 years, the percentage of male callers increased to over 30% of our total calls.



In 2010 suicide related calls were considerably higher than in 2007 and 2008.

For a full list of the 2010 Helpline Statistics, contact Victoria Kehoe at 905-430-3511



## 40 Year History - Did You Know?

- Oshawa Helpline opened on October 20, 1970 operating 4 hours a day
- In 1974, the Helpline became available 24 hours, 7 days a week in order to serve all of Durham Region
- There have been nearly 1700 community volunteers recruited, trained and supported by us
- Over 280,000 volunteer hours have been contributed to our volunteer program – the equivalent of 1 full year of full time employment by 140 people
- There have been in excess of 150,000 calls made to our helpline
- We have had 7 Executive Directors:  
Shirley Lewis  
Margaret Arnold  
Nancy Mutch  
Nan Einarson  
Karen Turchetto  
Barb Hiff  
Victoria Kehoe

We would not have been able to continue our services without the incredible dedication and commitment of our volunteers and staff. Today, we would like to thank everyone for their contributions over the past 40 years. In 40 years, we have heard many things that changed the way we see things.

### A Very Special Thank You!

To celebrate our 40th Anniversary, we held an open house on October 29, 2010. Staff, board members, and volunteers from the past 40 years joined us in the celebration!

We would like to thank Joe Drumm, Deputy Mayor of Whitby, for presenting us with a certificate of congratulations from the Town of Whitby.

Beth Carr was awarded with Life-time Membership to Distress Centre Durham in celebration of her 20 year volunteer commitment to our organization.



### 2010 Highlights:

- Erica Simpson, joined the staff as LGBTQ Program Director to develop our LGBTQ helpline – Prideline Durham which will launch in 2011.

## Statement of Purpose & Our Values

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

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Our values provide the philosophical foundation 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 issue first.

### **Voluntarism**

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

### **Empowerment**

Supporting individuals in taking ownership of personal choices and aiding in the development of personal 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 interest 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.



"It is a nice feeling to have people interested in what I am doing and it makes me feel important."

- CALL OUT PROGRAM MEMBER

### 2010 Highlights:

- Grew our Community Contact Call – Out program by 24% by making over 1415 calls to members registered in the program for on-going support.
- Developed new volunteer opportunities for remote service delivery to address changing needs of volunteers resulting in a significant percentage of volunteers delivering Call – Out service from their homes by using new technology.

## 2010 Financial Report

	Unrestricted Funds			
			2010	2009
	Nevada Account	Core	Total	Total
	\$	\$	\$	\$
<b>REVENUE</b>				
Grants:				
United Way of Oshawa/Whitby/Clarington	-	53,000	53,000	56,000
United Way of Ajax/Pickering	-	116,196	116,196	101,978
United Way of Greater Toronto	-	1,756	1,756	2,157
Government Agencies	-	11,886	11,886	9,886
Donations	-	23,167	23,167	15,934
Service Club Donations	-	2,680	2,680	2,000
Fundraising Events - net (Note 4)	2,216	17,484	19,700	20,440
Other Revenue	-	-	-	-
	2,216	226,169	228,385	208,395
<b>EXPENDITURE</b>				
Administration	-	6,000	6,000	5,829
Bank Charges and Interest	19	464	483	369
Education and IT Support	-	291	291	4,742
Employee Benefits	-	16,847	16,847	17,166
Office Equipment and Computer	-	369	369	7,868
Fees - Travel & Sundry	-	13,215	13,215	21,927
Office Supplies	-	7,584	7,584	8,474
Public Relations	-	6,097	6,097	5,473
Salaries and Purchased Services	-	121,907	121,907	119,319
Telephone and Intervention	-	10,490	10,490	9,885
Volunteers's Expense	-	6,175	6,175	5,328
Special Project Disbursement	-	-	-	-
Rental, Maintenance and Property Taxes	-	29,903	29,903	42,881
	19	219,342	219,361	249,261
Excess of (expenditure over revenue)				
revenue over expenditure	2,197	6,827	9,024	(40,866)
Interfund Transfers	(2,197)	(6,827)	(9,024)	40,866
Net Assets, beginning of year	-	-	-	-
Net Assets, end of year	-	-	-	-

The review of the Distress Centre Durham Financial Statements for 2010 was conducted by Deloitte and Touche LLP Chartered Accountants in February 2011. The Review Engagement was completed and submitted to Distress Centre Durham on March 6, 2011.

	Restricted Funds				Total	
			2010	2009	2010	2009
	Working Capital (note 3)	Trillium Grant	Total	Total		
	\$	\$	\$	\$	\$	\$
<b>REVENUE</b>						
Grants:						
United Way of Oshawa/Whitby/Clarington	-	-	-	-	53,000	56,000
United Way of Ajax/Pickering	-	-	-	-	116,196	101,978
United Way of Greater Toronto	-	-	-	-	1,756	2,157
Government Agencies	-	-	-	-	11,886	9,886
Donations	-	-	-	-	23,167	15,934
Service Club Donations	-	-	-	-	2,680	2,000
Fundraising Events - net (Note 4)	-	-	-	-	19,700	20,440
Other Revenue	-	34,300	34,300	-	34,300	-
	-	34,300	34,300	-	262,685	208,395
<b>EXPENDITURE</b>						
Administration	-	-	-	-	6,000	5,829
Bank Charges and Interest	-	-	-	-	483	369
Education and IT Support	-	-	-	-	291	4,742
Employee Benefits	-	557	557	-	17,404	17,166
Office Equipment and Computer	-	220	220	-	589	7,868
Fees - Travel & Sundry	-	13	13	-	13,228	21,927
Office Supplies	-	52	52	-	7,636	8,474
Public Relations	-	-	-	-	6,097	5,473
Salaries and Purchased Services	-	8,000	8,000	-	129,907	119,319
Telephone and Intervention	-	-	-	-	10,490	9,885
Volunteers's Expense	-	-	-	-	6,175	5,328
Special Project Disbursement	-	20,800	20,800	-	20,800	-
Rental, Maintenance and Property Taxes	-	-	-	-	29,903	42,881
	-	29,642	29,642	-	249,003	249,261
Excess of (expenditure over revenue)						
revenue over expenditure	-	4,658	4,658	-	13,682	(40,866)
Interfund Transfers	9,024	-	9,024	(40,866)	-	-
Net Assets, beginning of year	16,173	-	16,173	57,039	16,173	57,039
Net Assets, end of year	25,197	4,658	29,855	16,173	29,855	16,173



## Community and Corporate Supporters/Sponsors

### CORPORATE

Albright Electric Co. Ltd.  
 Aleksandr G. Bolotenko  
 Allison Spratt  
 Award Marketing  
 The Benack Group  
 Bin There Dump That  
 Carolyn's Beauty Supply  
 The Career School of Hair Design  
 CAW Skilled Trades Council  
 Chidley Glen Developments Limited  
 CRCS Disaster Kleanup  
 Desjardins Credit Union  
 Dietrich Professional Corporation  
 Durham Dodge Chrysler  
 Fairmont Hotels and Resorts  
 Fever Resort and Cruise Wear  
 Gibraltar Solutions Inc.  
 Happy Inside Tutoring (Marie Nelson)  
 Hardsand  
 HG Roughley Insurance  
 Hydro One Employees' & Pensioners' Charity Trust  
 I Want That!  
 IBM Employees' Charitable Fund  
 Investor's Group Financial Services Inc.  
 Janis St. John  
 Jill Cooke  
 Johnston Excavating & Recreational  
 Justin Barry Optical  
 MAC Cosmetics  
 Maple Leaf Consumer Foods – Port Perry  
 Master Mechanic  
 McGraw Hills  
 Michael Ambler/Swish Maintenance  
 Minet Lacing Technology Canada (MLT) Ltd.  
 Mount Lawn Memorial Gardens  
 Multitech Graphics Inc.

OPG Employees' & Pensioners' Charity Trusts

Oshawa PUC Networks Inc.  
 Quantrill Chevrolet Buick GMC  
 RBC - Harmony & Taunton  
 RGR Landscaping  
 Royal LePage Frank Real Estate  
 Sheri Jackson  
 Shoeless Joe's  
 SSQ Financial Group  
 Stan's Rentals - Oshawa  
 Telus  
 Tim Horton's Maple Street – Whitby  
 Tom's No Frills – Ajax  
 Total Aspects  
 Wilmot Creek Auxillary  
 Wright Hand Packaging

### SERVICE CLUBS AND COMMUNITY GROUPS

Baagwating Community Association  
 Caesarea Firefighters Association  
 CAW Canada Local 222  
 CAW Family Auxillary #27  
 Class Act Dinner Theatre  
 Durham Eastenders British Car Club  
 Evening of Hope  
 Kinsmen Club of Pickering  
 Knights of Columbus St. Gregory's Council #2671  
 Loyal Order of Moose  
 OPSEU Joint Trusted Benefit Fund  
 Oshawa Little Theatre  
 Rotary Club of Whitby Sunrise  
 Whitby Lioness Club

### CHURCHES/CHARITABLE ORGANIZATIONS

The Andrew Foundation  
 Baagwating Community Association  
 Durham District School Board  
 HRSDC Canada  
 Hydro One Employee's & Pensioners Trust  
 IBM Employees Charitable Fund  
 Maxwell Heights Secondary School  
 The Ontario Trillium Foundation  
 OPG Employees' & Pensioners' Trust  
 Oshawa Little Theatre  
 Pickering Village United Church  
 Simcoe Street United Church  
 United Way International  
 United Way of Ajax/Pickering/Uxbridge  
 United Way of Greater Toronto  
 United Way of Oshawa/Whitby/Clarington/Brock/Scugog  
 United Way of York Region

### IN MEMORIAM/HONOR

Alison Wendt  
 Community Life Care Inc.  
 Diana Boot  
 Duncan Campbell  
 Francine Doyle  
 Hannah Semple  
 Karron Hinde  
 Miriam Vanden Heuvel  
 William Little

### 100 FOR 100 CHALLENGE

To date, the following businesses & individuals are helping us achieve our \$10,000 goal, \$100 at a time!

Albright Electric Co. Limited

Aleksandr G. Bolotenko: Barrister and Solicitor

Amanda Cabral

Award Marketing Inc. – Whitby

Bill Brunt

Blair Buchanan

CAW Family Auxiliary #27 – Oshawa

CAW Local 222 – Retired Workers Chapter

Clinic Eyewear – Oshawa

CRCS Disaster Kleanup – Oshawa

Desjardins Credit Union – Whitby

Dr. Talvi C. Maimets

Durham College UOIT – Practical Nursing Program

Durham Jeep Chrysler – Oshawa

Edmond Vanhaverbeke – Newcastle

H. R. Roughley Insurance

H. R. Roughley Insurance

Happy Inside Tutoring – Marie Nelson

J. Peter Barrett

Johnson Excavating and Recreational

Justin Barry Optical

Knights of Columbus St. Gregory's Council #2671

Mike Ambler – Swish Maintenance Ltd.

Mike Ambler – Swish Maintenance Ltd.

Minet Lacing Technology Canada (MLT) Ltd. – Whitby

MULTITECH Graphics

OPSEU Joint Trusteed Benefit Fund

Oshawa PUC Networks

Quantrill Chevrolet Buick GMC Cadillac

Reginald A. Barrett

Rotary Club of Whitby Sunrise – Whitby

SSQ Financial Group

The Kinsmen Club of Pickering – Pickering

Wilmot Creek Auxiliary – Bowmanville

### A Very Special Thank You!

We would like to thank the CAW Skills Trades Council for their generous donation of \$4000 towards our volunteer program and services. Your commitment to community participation is well demonstrated and we could not be more appreciative.

We would like to thank Miriam VanderHeuvel who held a fundraising event to support the Distress Centre Durham Suicide Support Services raising nearly \$2800 in support of our prevention education and suicide survivor support groups. Thank you for your generosity Miriam.

We wish to thank Hannah Semple who held a fundraising event to support Distress Centre Durham Suicide Support Services and donated \$1000 in memory of her dear friend. Thank you so much Hannah.



### 2010 Highlights:

- Both Tom Morris and Sue Duchesnay, Distress Centre Durham Board Members, were provincially recognized with the Distress Centres of Ontario Spirit of Volunteerism Award in 2010
- Grew our volunteer base by 71 new volunteers

## Individual Donors

A. MacDonald	Cathy Acerra	Diana Shermet	Jayne Goldberg	Lauren Fuentes
Aaron Griffiths	Cathy Fenn	Diane Airdrie	Jeanette Charbonneau	Lee Hutchinson
Adam Riggins	Cathy Parr	Dianne Meulemeester	Jeannie Marcoux	Lila Aiyar
Aimee Bird	Cathy Smith	Don Jennings	Jenn Polak	Linda Fitzgerald
Alban San Vicente	Charles Ryan	Donna Flamminio	Jennifer Fajarczuk	Linda Hopkins
Alex Dimilo	Charles Ryan	Donna Zorbas	Jennifer Tedford	Linda Mowat
Alexandra Bailey	Cheryl Betson	Doug & Gail Higgins	Jessie Ball	Linda Williams
Alice Lee	Cheryl Van Luven	Doug & Wendy Marshall	Jill Johnston	Lindsay Holland
Alizabet Shtelman	Chris Bakarr	Dr. Talvi Maimets	Jim & Marlene Charewicz	Liz Wallis
Allison & David Clarke	Chris Bolotenko	E. Jane Griffiths	Jim Deatcher	Loretta Tanner
Amanda Cabral	Chris Carter	Edmond Vanhaverbeke	Jimme Michael	Lori Salter
Amberlea Anderson	Chris Darling	Elizabeth Marim	Joan Blackburn	Louise & Laurino Cabral
Amy Lewis	Chris Tyrovolas	Elsbeth Ford	Joanna Horobin	Lynn Adams
Andrew Ferreira	Christie Johnson	Eric Boivin	Joanne Bailey	Mae Bodner
Andrew Wood	Christina Stone	Fidel Trujillo	Joanne Key	Marc Adams
Angie Debruyn	Christine Cieslar	Florence Belanger	Johanna Rienstra	Marg Philp
Angie Santelli	Christine Weston	Fran Giancone	Jonathon Carter	Margaret Stauffer
Annette Smith	Colleen Gourley	Frank Bannister	Joshua Graham-Benninger	Marie Cockburn
Anthony Vella	Colleen Nadalin	Frank Kovacic	Joyce Shannon	Mariels Haan
Badan Fong	Connie Rolland	Fred O'Neil	Joyceln Teno	Marilyn Portelance
Barb & Roy Clarke	Corey Jong	G. Pearson	Judy Bodner	Marilyn Wallace
Barb Morgan	Craig Henry	Glen & Lynda Pulham	Julie Williamson	Marion Gushue
Barbara Wylde	Craig Zimmer	Greg Campbell	Justin Kelly	Marlene Blacklock
Beth Carr	Dale Blackburn	Gregg & Janet Taylor	Karen & Guy Charpentier	Martin Kerruish
Beth Carr	Daman Bailey	Heather Dunn	Karen Tacchi	Mary Hollohan
Beth Carr	Dan Doucet	Heather Hughes	Katherine Dickson	Mary Louise Labarre
Betty Robinson	Danielle Ross	Holly McLeod	Kathy Haire	Mary Martin
Bev Bailey	Darlene Gibson	Ian Bailey	Katy Zaidman	Maureen Cormier
Bill Foden	Dave Mackay	Ian Watson	Kendall-Jessica Shelton	Maureen Lee
Bill Snoeks	Dave Young	Ineke Van Beusekom	Kevin Henders	Maureen Nunes
Blair Buchanan	David & Sara McAllister	Isabel Stillman	Kevin Pypker	Maureen Verboom
Blair Buchanan	David Johnston	J. Guenther	Kim Dennis	Melissa Ellis
Bob McClelland	David Roney	J. Myers	Kim Shannon	Michelle McIntosh
Bob Verge	Debbie Lewis	Jackie Azzopardi	Kimberly Fowlie	Michelle Roberts
Bonnie Vella	Debbie Spence	James Hodge	Kristen Ryan	Mike Carter
Brenda Dalzell	Debra Walker	Jane McCarthy	L. P. Ryan	Mike Gray
Brent Robinson	Denyse Diaz	Jane Noonan	Laura Benninger	Mike King
Carla Pessoa	Diana Boot	Janis St. John	Laurance Rose	Mike Pittman

Miriam Vanden Havel	Rob Wilkins	Ted Boyton
Mr. & Mrs. Seiferts	Roman Malanczyj	Terri Healy
Nancy Cripps	Ron Whalen	Terry Crawford
Nancy Delaurier	Ronit Fabro	Terry Mlynek
Nancy Hamilton	Rose Cusack	Tim Lyons
Naureen Khalid	Rose Givelas	Tom Kelly
Neil Blackburn	Rose Naden	Tom Morris
Nicole Cabral	Rose Zimmer	Tom Morris
Niecy Linton	Rosemary Chung	Tom Morris
Norm Martin	Ross MacEachern	Tracy Ann Fardy
Norma Blackburn	Ross Mackie	Vicky Garbutt
Norma Hoyland	Ruth Latimer	Walter Cruickshank
Omari Wright	Sabrina Haseldon	Wanda Magrys
Pat Gourley	Sabrina Khandi	William Brunt
Pat Shannon	Sandra Perfetti	Yvonne Pankrac
Pat Young	Sandy Kennedy	
Patricia Lowe	Sandy Kusken	
Paul D'Aurelio	Sarah Rabjohn	
Paul Wraight	Scott White	
Penny Bannister	Sebastian Dimartino	
Perry Sisson	Shanna Van Luven	
Pete Vanden Havel	Sheila McLaren	
Peter & Hilda Ryan	Sheila Smith	
Peter Banner	Shelley Mercer	
Peter Barrett	Sherry Stephenson	
Peter Letnion	Sinead O'Brien	
Peter Nesbitt	Steve Stockdale	
Peter Tedford	Sue Driver	
R. Powell	Sue Duchesnay	
Rachel Paterson	Sue Hastings	
Ralph Dell'Osso	Sue Todd	
Rebecca Drory	Susan Budinsky	
Reginald Barrett	Susan Frank	
Renee Rocheleau	Susan Howells	
Rhonda Bisset	Susan Stocks	
Rick Bulmer	Sylvie Bougon	
Rick Cameron	Tamara Maile	
Rob Shannon	Ted Beavis	

## 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!



## 2010 Highlights:

- Offered unprecedented training opportunities for helpline volunteers that included:
  - a) Online training vignettes (Learning Forums) available free of charge to all volunteers across the province who are part of Distress Centres of Ontario
  - b) ASIST (Applied Suicide Intervention Skills Training) training workshops free of charge to volunteers
  - c) Motivational Interviewing 4 week webinar series to volunteers
  - d) Dementia training for volunteers to build capacity around supporting caregivers of dementia patients

## 2009 Annual General Meeting Minutes

**CHAIR:** Welcomed everyone to the Annual Meeting of Distress Centre Durham. He declared that we had quorum and the meeting was called to order. The chair explained that ONLY the voting members with a voting card will be asked to approve the minutes of last years meeting. 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.

Chair introduced the group of individuals who volunteered their time in a governance role by participating on the 2009 Distress Centre Durham Board of Directors.

Chair asked that each person stand when their name was called.

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

### APPROVAL OF AGENDA

**CHAIR:** Informed attendees that the agenda was displayed on the projection screen and asked for a motion to approved the agenda for a motion to approve the agenda.

Jim moved the following resolution that the Agenda be approved.

Sue seconded the motion

**CHAIR:** All those in favour - Carried By All

**CHAIR:** announced that with the consent of the meeting Lori Lazaros would act as recorder.

**CHAIR:** Announced that Minutes of the last annual general meeting were available on the tables for review. A motion for the minutes of the AGM held on Saturday, March 28, 2009 to be approved was requested.

Edward moved the following resolution: resolved that the minutes of the last Annual General Meeting of the corporation held on March 28, 2009 be taken as read.

Jim seconded the motion

**CHAIR:** All those in favour - Carried By All

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

Nicole stated that the DCD financial business was in order, and asked if anyone from the membership had any questions in regard to the Financial Report. Upon no questions being asked, she moved to have the 2009 Financial Report be submitted for approval.

Sue seconded the motion.

**CHAIR:** All those in favour - Carried By All

**CHAIR:** Moved to appoint auditors Deloitte and Touche to review our financial statements as stated in our current By-Laws for 2010.

Jim seconded the motion

**CHAIR:** All those in favour - Carried By All

**CHAIR:** Announced that the joint report from the Board Chair and the Executive Director stands as in the 2009 Annual Report. Chair asked for any questions regarding the report. Upon no questions being asked he asked for a motion to accept the joint report.

Judy moved the following resolution. That the joint report from the Board Chair and the Executive Director is accepted as given.

John seconded the motion.

**CHAIR:** All those in favour - Carried By All

**CHAIR:** Introduced Past President - Sue Duchesnay to introduce the proposed 2010 Board of Directors.

**CHARLES RYAN:**  
completing a 2 year term

**EDWARD BRODERICK:**  
completing a 2 year term

**JIM DEATCHER:**  
beginning a new 2 year term

**NICOLE CABRAL:**  
completing a 2 year term

**JUDY BODNER:**  
beginning a new 2 year term

**TOM MORRIS:**  
completing a 2 year term

**SUE DUCHESNAY:**  
beginning a new 2 year term

**JOHN BAILEY:**  
beginning a new 2 year term

Nicole made a resolution to accept the 2010 Board of Directors as presented.

John seconded the resolution

**CHAIR:** All those in favour - Carried By All

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

**CHAIR:** Asked if there was any further business, upon no response he asked if someone would move that the meeting be terminated

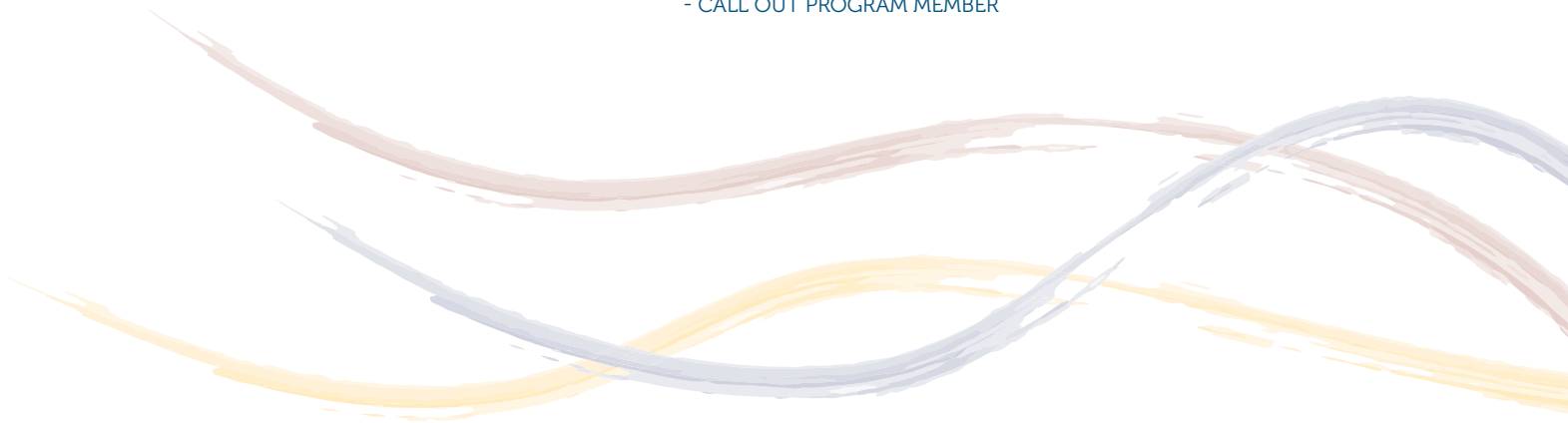
Edward move that the meeting be terminated.

**CHAIR:** Declared the meeting terminated



"The Call-Outs make me feel less isolated since I have no family to talk to because of the stigma attached to my mental illness. The program is helping me with my social phobia because I am forced to speak to a new volunteer each time which helps me build those social skills."

- CALL OUT PROGRAM MEMBER



## DISTRESS CENTRE DURHAM

In **40 years** we have heard many things  
that have changed the way we see things.



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