

2011 a year of growth



"helping those in distress to cope..."

2011 annual report

Table of contents

Board of Directors Report	2
Message from Victoria Kehoe	3
2011 Board of Directors	4
2011 Helpline Statistics	5
2011 Highlights	6
PrideLine Durham Highlights	7
2011 Financial Report	8
Statement of Purpose & Our Values	10
Community and Corporate Supporters/Sponsors	11
Individual Donors	12
2011 A.G.M. Minutes	14

Distress Centre Durham Staff Team

Jennifer Tedford
Director of Community Resources

Erica Simpson
LGBTQ Program Director

Delores Peters
Bookkeeper

Victoria Kehoe
Executive Director

Annual Report credits

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Victoria Kehoe, Executive Director

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Board of Directors Report

This was an exciting and productive year for the board as we welcomed three new members while saying farewell to two veterans. We now have 10 active members.

On governance the board:

- Adopted an ethical code to further professionalism
- Continued preparation for full accreditation
- Updated human resources policy
- Implemented workplace harassment/violence protocol
- Formed ad hoc committee to review new “not for profit charities act”
- Completed skills matrix and meeting effectiveness reviews
- Reviewed constitution – no changes required

On committee work the board:

- Enhanced planning structure of fundraising buoyed by overwhelming success of “walk for suicide awareness”
- Facilities were enhanced with new windows upstairs and basement renovations
- Marketing produced concrete plan to ‘expand our revenue base’ while ‘communicating our purpose’ – two of our five priorities
- Finance continued due diligence ensuring cashflow met demands

The board wants to thank first, the staff, who do an amazing job with limited resources and second, the volunteers, without whom there would not be a distress centre.

Message from Victoria Kehoe, Executive Director

2011 can best be described as an unprecedented year of growth for Distress Centre Durham. As you will read throughout our annual report, there have been many highlights ranging from the receipt of an all-time high number of calls (9,349) answered in 2011, the growth and diversity of our Board of Directors, and the launch of the first and only LGBTQ (lesbian, gay, bisexual, transgendered and questioning) crisis and information helpline in the Region - Prideline Durham.

Thanks to funding from the Ontario Trillium Foundation a 3 year collaborative partnership with the LGBTQ Communities Involved Committee, Community Development Council of Durham, the AIDS Committee of Durham and Distress Centre Durham has resulted in the launch of Prideline Durham and the inaugural LGBTQ Community Forum day which brought together over 100 community members, agency staff, educators and students to share in a day that included a panel discussion, information booths, resource discussion and service updates regarding the LGBTQ community of Durham Region. The event was so successful that we are holding another in 2012 to move forward the discussion and planning for a community based response to the unique service needs of the LGBTQ communities both youth and adult.

I would like to personally express my sincerest thanks and appreciation to my dedicated staff. Delores Peters has been our bookkeeper since the early 1990's and her knowledge, integrity and skills continue to make her indispensable to DCD and I consider her my financial mentor! Thank you Delores for your continued support!

Jennifer Tedford is our Director of Community Resources and Jennifer brings to her position a wealth of experience in the volunteer sector, in volunteer management, and presenting / training. These skills coupled with her compassion for our volunteers and clients, and her passion the crisis line movement make Jennifer an incredibly valuable member of our team. We look to her for her continued support of our volunteer team so they can in turn, continue to support the clients of our organization. Thank you for sharing your skills with us Jenn, and supporting us!

"I look forward to the volunteers calling because they are always cheerful. It is so good when I'm having a crummy day to have someone to talk to."

- Call out program testimonial

Erica Simpson is the newest member of our staff team, contracted specifically to develop and implement the Prideline Durham helpline project, Erica brings with her a dedicated and successful volunteer and placement experience with Distress Centre Durham. Her education in the social work field, her enthusiasm for the Prideline project, and her wonderful exuberance made Erica such a natural fit for our staff team! We thank you for continuing to bring forth your unique perspective and talent to our helpline, support group and community education endeavours!

I would lastly like to thank the Board of Directors for their incredible support to DCD and to me personally, as we as an organization continue to grow, partner, and become a visibly recognized member of our community's social safety net.

Together we continue to help those in distress to cope... and save lives.

Victoria

Victoria Kehoe
Executive Director

2011 Board of Directors

Charles Ryan: President

Charles, who joined the Board in 2006, is married to Cheryl, a DCD volunteer since 1992. 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. 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, HR Committee Chair

Edward W. Broderick has been a member of the Board of Directors for Distress Centre Durham since 2006. 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 DCD.

Sue Duchesnay: Past President, Nominations and Recruitment Committee Chair

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 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.

Jennifer MacDonald: Board Member, Secretary, Fundraising Committee Chair

Jennifer joined the Distress Centre Durham board of directors in 2010 and has held the position of Secretary as well as took on the role of Fundraising Committee Chair. Jennifer brings forth her organizational, critical thinking and analytical skills which contribute significantly to the success of board endeavours.

Janet Traer-Dickson

Janet joined the Distress Centre Durham Board of Directors in 2011 and has joined the Fundraising Committee, and has taken on the job of preparing Distress Centre Durham for the requirements of the new Not for Profit Corporations Act. We look forward to her guidance and support.

John Bailey: Treasurer

John Bailey joined the Board of Directors in late 2009. He has held the position of Treasurer, ensuring the financial stability of the organization and has actively worked on the Marketing committee to develop an awareness campaign. He enjoys working with the other members of the board and looks forward to 2012.

Jim Deatcher: Board Member

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. Jim believes in giving back to a community that has given so much to him over the past 39 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 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 recognized for his work with survivors of suicide by receiving the provincial Spirit of Volunteerism award from Distress Centres Ontario.

Stacey Leadbetter: Board Member

Stacey Leadbetter is a litigation law clerk and has over 25 years experience in the legal field. She currently works for one of the largest national law firms in Canada, where she is a senior litigation law clerk dealing with large commercial actions. Stacey has been on the Board of Directors for a food bank and a women's shelter. Ms. Leadbetter is involved in politics and is also involved with a regional environmental group. Ms. Leadbetter joined the board of Distress Centre Durham in 2011 and is looking forward to working on the Fundraising Committee.

Colleen Nadalin: Board Member (Retired)

Nicole Cabral: Board Member, Marketing Committee Chair (Retired)

Thank you for your support and your vision!

2011 Helpline Statistics

Age Range of Callers:

15-17 years	20
18-24 years.....	565
25-34 years.....	1,222
35-44 years	1,867
45-54 years	2,257
55-64 years	1,178
65-74 years.....	1,093
75-84 years.....	35
85 +	3
Unsure.....	588



Caller Issues

Interpersonal.....	5,073
Mental health issues	5,065
Mental health status	2,883
Physical health status	2,390
Physical health issues	1,541
Suicide	1,512
Abuse/violence	1,323
Occupational/finance.....	786
Addictions.....	773
Developmental issues.....	95
Sexuality	90
Legal	85
Elder abuse.....	68
Immigrant/newcomer	15
Emergent issues.....	3

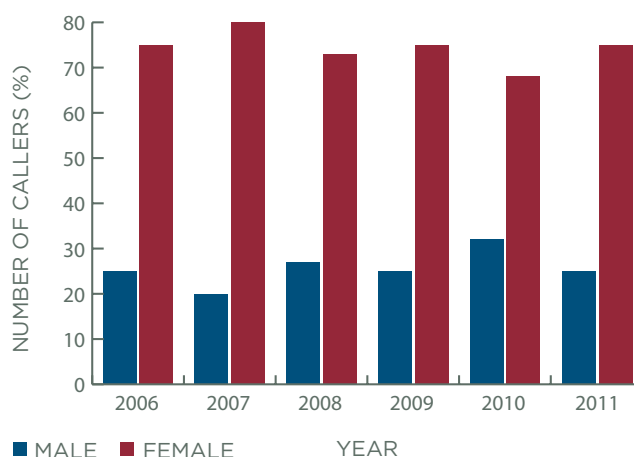
Mental Health Issues

Depression.....	3,415
Not applicable.....	1,780
Anxiety/panic disorder/phobias.....	1,640
Schizophrenia/Psychotic disorder	1,187
Did not self identify	820
Mood disorders	770
Eating disorders	645
Other	624
Dissociative disorder.....	545
Self-esteem/Self-worth	510
Post Traumatic Stress Disorder.....	117
Paranoia	90
Self abuse or harm.....	83
Delirium/Dementia	64
Impulse control.....	44
Sleep disorder.....	37
ADD/ADHD, Childhood Disorder	10

Total Number of Calls: 8,849

 Males: 2,039
  Females: 6,781
  Unsure: 29

Yearly Comparisons



Callers Reaction

Appreciates service.....	6,170
Made a positive difference.....	1,643
Other	750
Caller not engaging.....	355
Caller dissatisfied with call.....	71

Suicide

Ideation	1,618
Prior suicidal behaviour.....	948
Survivor of suicide	304
Moderate to high risk.....	196
Intervention initiated - police/911.....	123
Attempt in progress	20
Follow-up call offered	12

For a full list of the 2011 Helpline Statistics, contact Victoria Kehoe at 905-430-3511

2011 highlights

- Celebrated the launch of our collaborative community initiative, Prideline Durham. Prideline Durham is the first designated helpline focused on supporting the unique needs of the LGBTQ (lesbian, gay, bisexual, transgendered, questioning) community in Durham.
- Offered diverse training opportunities for helpline volunteers that included:
 - a) Prideline Durham helpline training focusing on LGBTQ issues
 - b) Online training vignettes (Learning Forums) available free of charge to all volunteers across the province who are part of Distress Centres of Ontario
 - c) ASIST (Applied Suicide Intervention Skills Training) training workshops free of charge to volunteers
 - d) Motivational Interviewing 4 week webinar series to volunteers
 - e) Dementia training for volunteers to build capacity around supporting caregivers of dementia patients
- Grew our volunteer base by 57 new volunteers in 2011!
- Successfully achieved 80%+ satisfaction rating for the Community Contact Call Out program. Satisfaction was measured by telephone survey conducted in August 2011.
- Grew our Board of Directors to 10 members in 2011!
- Moved to an online call management program ICarol, to capture real time stats and to allow volunteers access to an online scheduling program!

"Listening, helping with options and encouraging me, now I'm getting my confidence back. If it weren't for the program I wouldn't be where I am today. I would love to one day be able to volunteer and give back to Distress Centre Durham what I have received."

- Call out program testimonial

- Enhanced our shift times to add a "staggered" start and end times to ensure greater coverage and to diminish the isolation between volunteers
- Strengthened our relationship with the Distress Centres of Ontario organization by having staff representation on such provincial committees as Education, Volunteer Management, Crisis Worker certification, Canadian Association for Suicide Prevention Conference planning and the Board of Directors.

In 2011, we took an all time high of
8,849 calls!

PrideLine Durham highlights

- October 2010 – LGBTQ Program Director, Erica Simpson was hired for a 3 year contract with Distress Centre Durham
- On September 26th 2011, Prideline Durham hosted a community launch to introduce ourselves, initiatives and goals to the community of Durham Region. With donations from Domino's Pizza (North Oshawa Location), Quickertt's Dairy (Brock Street, Whitby) and Fresh Co. (Brock St Whitby) – our 40+ guests had plenty to eat!

Our guest speaker, Author Vivek Shraya – an author of LGBTQ short stories relating to his own coming out experience shared his humorous and honest perception of his own trials and tribulations of discovering who he really was. His collaboration of short stories is humorously titled “God Loves Hair”
- At 6pm on September 26th, Prideline Durham opened the helpline to the residents of Durham Region. With our committed pool of volunteers and a genuine interest in the forward movement and well-being of our LGBTQ community, we believe that through a concerted effort to understand and address the feelings, issues and barriers in this community that we are acting as leaders in diversity and acceptance within Durham Region.
- In October 2011, Prideline Durham, in collaboration with our community partners, Community Development Council of Durham, PFLAG Durham, Aids Committee Durham Region and the LGBTQ Centre of Durham College, hosted a community forum for an audience of over 200 in Durham College's gymnasium. The day discussed our missions and goals to create a more inclusive community with appropriate resources and referrals for the LGBTQ community, feedback from the community and a short film discussing one family's experience with “Uncle Bill” who was going through a transition to live as a female (“Aunt Barbara”). We look forward to presenting the 10 year follow up film with that family at the next community forum. We are already connected with the producer of the film, Deborah Chasnoff who hopes that it will be complete by the summer 2012.

- Since July 18th 2011, Prideline Durham has trained 50 people to work on the helplines (this number does not reflect the number of volunteers actively working the helpline – but it is encouraging to know that all our helpline volunteers 24 hours and call-outs have the skills and abilities to address LGBTQ issues in Durham Region and have an interest in expanding their knowledge base). We are committed to recruiting and retaining the very best in the volunteer sector. As your Program Director, my focus is on maintaining healthy working relationships with all Distress Centre Durham and Prideline Durham volunteers with a focus on shift coverage, quality training and a commitment to the well-being and empowerment of our callers. We look forward to an even more successful 2012!



"I have no one else to speak to except my dog, when the volunteers call I can air my feelings. I enjoy speaking to the volunteers they have helped save my life, I don't know if I would be here without you all."

– Call out program testimonial

2011 Financial Report

	Unrestricted Funds			
	2011			2010
	Nevada Account	Core	Total	Total
	\$	\$	\$	\$
REVENUE				
Grants:				
United Way				
Durham Region	-	164,175	164,175	-
Oshawa, Whitby, Clarington	-	-	-	53,000
Ajax, Pickering	-	-	-	116,196
Greater Toronto Area	-	935	935	1,756
Government Agencies	-	5,965	5,965	11,886
Donations	-	10,319	10,319	23,167
Service Club Donations	-	1,892	1,892	2,680
Fundraising Events - net (Note 5)	3,283	26,256	29, 539	19,700
Trillium Grant	-	-	-	-
	3,283	209,542	212,825	238,385
EXPENDITURE				
Administration	-	4,500	4,500	6,000
Bank Charges and Interest	-	1,107	1,107	483
Education and IT Support	-	4,963	4,963	291
Employee Benefits	-	14,568	14,568	16,847
Office Equipment and Computer	-	9,804	9,804	369
Fees - Travel & Sundry	-	15,168	15,168	13,215
Office Supplies	-	8,768	8,768	7,584
Public Relations	-	6,707	6,707	6,097
Salaries and Purchased Services	-	104,547	104,547	121,907
Telephone and Intervention	-	11,662	11,662	10,490
Volunteers' Expense	-	5,511	5,511	6,175
Special Project Disbursement	-	-	-	-
Rental, Maintenance and Property Taxes	-	30,534	30,534	29,361
	-	217,839	217,839	219,361
Excess of (expenditure over revenue)				
revenue over expenditure	3,283	(8,297)	(5,014)	9,024
Interfund Transfers	(3,283)	8,297	5,014	(9,024)
Net Assets, beginning of year	-	-	-	-
Net Assets, end of year	-	-	-	-

The review of the Distress Centre Durham Financial Statements for 2011 was conducted by Deloitte and Touche LLP Chartered Accountants in February 2012. The Review Engagement was completed and submitted to Distress Centre Durham on March 13, 2012.

	Restricted Funds				Total	
			2011	2010	2011	2010
	Working Capital (note 4)	Trillium Grant	Total	Total		
	\$	\$	\$	\$	\$	\$
REVENUE						
Grants:						
United Way						
Durham Region	-	-	-	-	164,175	-
Oshawa, Whitby, Clarington	-	-	-	-	-	53,000
Ajax, Pickering	-	-	-	-	-	116,196
Greater Toronto Area	-	-	-	-	935	1,756
Government Agencies	-	-	-	-	5,965	11,886
Donations	-	-	-	-	10,319	23,167
Service Club Donations	-	-	-	-	1,892	2,680
Fundraising Events - net (Note 5)	-	-	-	-	29,539	19,700
Trillium Grant	-	63,518	63,518	34,300	63,518	34,300
	-	63,518	63,518	34,300	276,343	262,685
EXPENDITURE						
Administration	-	-	-	-	4,500	6,000
Bank Charges and Interest	-	-	-	-	1,107	483
Education and IT Support	-	-	-	-	4,963	291
Employee Benefits	-	5,007	5,007	557	19,575	17,404
Office Equipment and Computer	-	5,071	5,071	220	14,875	589
Fees - Travel & Sundry	-	3,737	3,737	13	18,905	13,228
Office Supplies	-	718	718	52	9,486	7,636
Public Relations	-	11,183	11,183	-	17,890	6,097
Salaries and Purchased Services	-	32,000	32,000	8,000	136,547	129,907
Telephone and Intervention	-	151	151	-	11,813	10,490
Volunteers's Expense	-	1,963	1,963	-	7,474	6,175
Special Project Disbursement	-	2,000	2,000	20,800	2,000	20,800
Rental, Maintenance and Property Taxes	-	-	-	-	30,534	29,903
	-	61,830	61,830	29,642	279,669	249,003
Excess of (expenditure over revenue)						
revenue over expenditure	-	1,688	1,688	4,658	(3,326)	13,682
Interfund Transfers	(5,014)	-	(5,104)	9,024	-	-
Net Assets, beginning of year	29,855	-	29,855	16,173	29,855	16,173
Net Assets, end of year	24,841	1,688	26,529	29,855	26,529	29,855

Statement of Purpose & Our Values

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

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.

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

Community and Corporate Supporters/Sponsors

CORPORATE

Class Act Dinner Theatre
Community Focus Sales
Cooperators
Hydro One Employees' & Pensioners Charity Trust
I Want That!
IBM Employee's Charitable Fund
Investors Group Financial Services Inc.
Mac Cosmetics
Maple Leaf Consumer Foods—Port Perry
Missing Peace Yoga
Mount Lawn Memorial Gardens
Ontario Power Generation
OPG Employees' & Pensioners Charity Trust
Oshawa Area Skilled Trades
Roughley Insurance Brokers
Royal LePage Frank Real Estate
Running Room
Stan's Rentals—Oshawa
Toms No Frills—Ajax
Total Aspects
Tripps Auto Recyclers

SERVICE CLUBS AND COMMUNITY GROUPS

Baagwating Community Association
CAW Family Aux #27
Ladies of Harley
Loyal Order of Moose
Rotary Club of Whitby, Sunrise
Student Association @ Durham College & UOIT
Whitby Lioness Club

CHURCHES/CHARITABLE ORGANIZATIONS

The Andrew Foundation
Canadahelps
HRSDC Canada
Hydro One Employees' & Pensioners' Trust
IBM Employees Charitable Fund
John Howard Society
Ontario Trillium Foundation
OPG Employees' & Pensioners' Trust
Pickering Village United Church
Simcoe Street United Church
United Way International
United Way of Ajax, Pickering, and Uxbridge
United Way of Oshawa, Whitby, Clarington, Brock, and Scugog
United Way of Durham Region
United Way of Greater Toronto
Williamsburg Public School

"I can't talk to my family, talking to DCD has helped me build more support in my life and not need to burden my family."

- Call out program testimonial

A very special thank you...

Distress Centre Durham was selected as Charity of Choice to receive a room makeover of our basement meeting space from Sue Pitchforth of Room for Change. This previously unusable – storage space was transformed into a gorgeous, warm and comforting space for us to hold our suicide survivor support groups. We cannot thank Sue and her volunteer team enough!

Individual Donors

Abel Zwart	Betty Robinson	Clayton Jakins	Donna McQuade	Helen Young	Jim Deatcher
Addie Ashley	Bill Vibert	Collen Nadalin	Donna Robinson	Helene Henderson	Jim Deatcher
Adele Klischenko	Blair Buchanan	Craig Oster	Doug Marshall	Hilda LeBlanc	Jim Farwell
Adrian Guta	Brad McCutcheon	Cyndi Hills	Dr. Phil Smith	Hilda Ryan	Jim Mudge
Adrienne Jones	Brandi Boardman	D. Heinz	Duane Holung	Holly MacMurray	Jo-Anne Bailey
Al Bush	Breanna Ayers	Dan Hayes	Ed Rosdobutko	Hope Bailey	JoAnne Crew
Alan Clark	Brenda Borges	Danielle O'Leary	Edna Edmonson	Horace Emanuel	Joanne Lavoie
Alexis Appleby	Brenda Howie	Danielle Proulx	Elisa Ciaucio	Ian Ivany	John Riley
Alicia Wilsch	Brenda Sypher	Danielle Ross	Elizabeth Rumball	Ian Watson	John Sharp
Alison Wraight	Brett Hopkins	Darlen	Ellie Charron	Ineke Van	John Shaw
Amber Bradburn	Brianne Blackman	Bahlmann-Huber	Emily Cassel	Beusekom	Jordie
Amber Lihou	Brie Gill	Darlene	Emily Ogilvie	Irania Ledesma	Hofsted-Barker
Andrea Horne	Brock Layfield	McClatchey	Erica Simpson	Irene Struthers	Josh Beaven
Andrew Farrell	Bruce & Alice Lee	Darrin Musclow	Erin Featherstone	Irene Wraight	Joyce Shannon
Andrew Smith	Buffy Armour	Dave Cavell	Erin Powell	Isabel Stillman	Judith Shaw
Andrew Wood	C K Schulz	Dave Jeffrey	Erin Simpson	J. Fox	Judy Bodner
Angela Wilson	Cara Grossman	Dave Konzelman	Erin Wilkins	J. Guthrie	Justin Burrows
Angie DeBruyn	Carly Howard	Dave Wityszyn	Erwin Melocoton	J. Ollivier	Justin DeMille
Ann Cornish	Caroline Cackette	Dave Young	Eva Guta	Jack Collins	K. Glenn
Ann Tennant	Carolyn	David Roney	Farrah Carter	Jacki Silver	Karen Stonebridge
Annette	Montgomery	David Sharp	Feras Eid	James Bailey	Karin Dawson
MacDonald	Cathie Sloman	Dawn McDermott	Frances Robertson	James MacDonald	Karl Dickhoff
Anonymous	Cathy Basterfield	Debbi Guislan	Frank & Penny	Jan Baker	Kathy Beattie
Anonymous	Chad Osmond	Debbie Chokelal	Bannister	Jan Dorrell	Kathy Dickson
Anonymous	Chantel Connolly	Debbie Lewis	Fred Sherstone	Jan Lovelock	Kathy Haire
Anonymous	Charelen McSwain	Debbie Spence	Gabriela Bertrand	Jane Hutchinson	Katie Sharp
Anonymous	Charles Reiffenstein	Deborah	Gail Webster	Jane McCarthy	Keith Dillworth
Anonymous	Charlie Black	Lambersky	Gary French	Janet Schnitzler	Kelly Ashley
Anonymous	Cheryl &	Debra Gillis	Gerald LeBlanc	Janis St. John	Ken Rumball
Anonymous	Charles Ryan	Debra Walker	Gerald LeBlanc	Jasmica Amaechi	Kennidy Holloway
Anonymous	Cheryl Black	Dee-Dee Thurston	Ginny Ryan Buresh	Jason Lloyd	Kerry Cairns
Anonymous	Cheryl Holloway	Deidre Friedrich	Glen &	Jayne Parry	Kevin Prendergast
Anonymous	Cheryl VanLuven	Denis Paurie	Lynda Pulham	Jeffrey P. Peters	Kevin Williams
Anthony Tedford	Chesney Underhill	Dennis Bradley	Gloria Sorrentino	Jeffrey Salter	Kim Collier
Anton Radman	Chris Bakarr	Denyce McKeen	Gwen Gay	Jennie McEwan	Kim Shannon
April Moore	Chris Bolotenko	Diana Boot	Gwen Humphreys	Jennifer	Kimber Tessier
Arlene Cole	Chris Darling	Diana De Soto	Gwen MacDonald	MacDonald	Kirsten Schmidt-
Ashleigh Deacon	Chris Pudleiner	Diana Shermet	Hailey Cameron	Jennifer Morreau	Chamberlain
Ashley McLeigh	Chrisite Johnson	Diane Sharp	Harold Brown	Jenny Qian	Kristian McComb
Aynsley Whalen	Christina Loughrini	Dianne Gallo	Heather Brooks	Jesse Forbes	Kristy Tennant
B. Boardman	Christine Elliott	Dick Budel	Heather Frize	Jessica	Kyle Agnew
Barbara Cowie	Christine	Don Sharp	Heather Hamilton	Couperthwaite	L. Prill
Bernice Lewis	McCormack	Don Pittman	Heather Hughes	Jim & Marlene	Larry Byrnes
Beth Carr	Christine Traynor	Don Walker	Helen Hywarren	Charewicz	Larry Pelley
	Claire Dennison	Donna Chrisp		Jim Coutts	

Laurel Coish	Mark Basterfield	Paul Stillaway
Lauren Brock	Mark Wittgen	Paula Beaven
Lauren Hancock	Marna Collins	Paula Matte
Laurie Crew	Martha Perry	Penny Flaro
Laurie Holmes	Martin Emanuel	Rachel Fuller
Laurie White	Mary Barrand	Rachel Griffin
Lee Elliott	Mary Lou Proulx	Rachel Jaggernaut
Leena Vranichidis	Matt Ash	Ralph Dell'Osso
Len Isenor	Matt Redshaw	Ralph French
Lesley Eisel	Matthew Fletcher	Randy Moore
Lindsay Morton	Maureen Lee	Randy Short
Lisa Holmes	Maureen Verboom	Rebecca
Lisa Mountain	May Ramdial	McCaughy
Lisa Whitsitt	Megan Farwell	Rick Grassman
Liz Schillings	Melany Godfrey	Rick Peckman
Lois Boardman	Melissa Ellis	Rita Edwards
Lorena Welsh	Melissa Whitefield	Rob Scott
Louise Cabral	Michelle McIntosh	Rob Shannon
Louise DeHaas	Mike Bossio	Robbie
Louise Doucette	Mike Laffey	Bradley-Combs
Lyn Featherstone	Mike Lath	Robert Lewis
Lynda Ashton	Mike Smith	Roberta Middleton
Lynda Harley	Missy McDougall	Ron Hasledon
Lynn Wright	Morgan Holloway	Ron Whalen
M. Bennett	Nadine Fitzpatrick	Ron Yuzark
M. Vanden Heuvel	Nadya Somerville	Ronit Fabro
Mae Bodner	Nancy Traves	Rosemary Hayes
Mandi Theberge	Natalie Turley	Russell Rak
Mandy Wallis	Natasha Milecki	Ruth Chung
Manon Lesage	Nichole McGee	Ruth Latimer
Marc Comeau	Nicole Cabral	Ryan Clumpus
Marc D'Heureux	Nicole Cabral	Ryan Nunn
Marg Philp	Nicole Larda	Sam Rogers
Margaret Glaab	Nynke Kramer	Sandra &
Margaret Stauffer	Pat Schwartzenhaur	Mark Johnson
Margaret Zinn	Pat Young	Sandra
Marie Cockburn	Patrice Anderson	Bedard-Rysnik
Marie Turley	Patricia Kirk	Sandra Brunner
Mariela Pacheco	Patrick Berry	Sandra McCormack
Marilyn Hasledon	Patti & Peter Nesbitt	Sandra Moss
Marilyn Yuzark	Patty Bush	Sarah Klages
Marion Gushue	Paul Cassel	Sarah White
Marion Wallace	Paul French	Scott White
		Shanna Van Luven

"When a family member passed away the volunteers helped me with my grieving. DCD is the reason I am here, it stops me from harming myself, and gives me someone to talk to. Sometimes I feel like I don't know what I am going to do, then I talk to DCD."

- Call out program testimonial

Shannon Clarke	Teri Macdonald	Ward Robinson
Shannon McComb	Terri Carrers	Wayne Hutchinson
Sharon Dionne	Theresa Douglas	Wes &
Sharon Knights	Thom Sloley	Heather Wardell
Sharon Ross	Tiffany Lindsay	William &
Shawn McKenna	Tim Lyons	Mary Bailey
Shawna Fujiki	Tina Cameron	William Foden
Sheila Mae Foronda	Tina Gillogly	Zachary de Lima
Sherrilyn McCready	Todd Richards	Zachary Souch
Sheryl Ash	Tom Kelly	Zane Caplansky
Shirley Daniel	Tom Morris	
Shirley Wiley	Tom Rolfe	
Stephanie Tennant	Tony Delgaddo	
Stephanie Westfall	Tony Schyndel	
Stever Raper	Tracey Morris	
Sue Duchesnay	Tracy Shaban	
Sue Duchesnay	Trevor MacIsaac	
Sue MacMaster	Tricia Brown	
Sue Pitchforth	Tricia Martel	
Sundus Subzwart	Tricia Seifert	
Susan Frank	Tyler Ayers	
Susan Green	Valene Barnard	
Susan Hallihan	Vanessa Chan	
Susan Hasledon	Veronica Furtado	
Susan Hastings	Vicki Davis D'Abreu	
Susan Houston	Vince Tripp	
Tami Waters	Virginia Pollard	
Tammy Abramczuk	Vivienne Saumur	
Tara Frew	Wanda Bickle	
Tara Salano	Wanda Gay	
Teresa Wallace	Wanda LeBlanc	

2010 Annual General Meeting Minutes

CHAIR: Welcomed everyone to the annual meeting of Distress Centre Durham. He stated that we had quorum and, called the meeting to order. He stipulated 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 was permitted to vote on all other motions with the exception of the minutes from last year.

He took a moment to introduce the group of individuals who volunteered their time in a governance role by participating on the 2010 Distress Centre Durham Board of Directors.

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

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

APPROVAL OF AGENDA

CHAIR: He stated that the agenda for the meeting would be found in the annual reports on the tables, and asked 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 favor -
carried by all

CHAIR: asked for the consent of the meeting to appoint Sue Duchesnay to act as recorder

CHAIR: Stated that the Minutes of the last annual general meeting were presented on the tables for review and made a motion for the minutes of the AGM held on Saturday, March 28, 2009 be approved

Tom - Moved the following resolution: resolved that the minutes of the last Annual General Meeting of the corporation held on March 27, 2010 be taken as read.

Jim - Seconded the motion

CHAIR: All those in favour -
carried by all

CHAIR: I propose the Treasurer John Bailey present the Financial Report

John - Our financial business is in order. Does the membership have any questions in regard to the Financial Report? I move to have the 2010 Financial Report be submitted for approval.

Nicole - I second 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 2011.

Jim - Seconded the motion

CHAIR: All in favour -
carried by all

CHAIR: Stated that the joint report from the Board Chair and the Executive Director stands as in the 2010 Annual Report. He then asked for any questions and for a motion to accept the joint report.

Tom - Moved the following resolution. That the joint report from the Board Chair and the Executive Director be accepted as given.

John - Seconded the motion.

CHAIR: All those in favour -
carried by all

CHAIR: Introduced the Past President - Sue Duchesnay to introduce the proposed 2011 Board of Directors.

Sue -

Charles Ryan -
beginning new 2 year term

Edward Broderick -
beginning new 2 year term

Jim Deatcher -
completing 2 year term

Nicole Cabral -
beginning new 2 year term

Tom Morris -
beginning new 2 year term

Sue Duchesnay -
completing 2 year term

John Bailey -
completing 2 year term

Jennifer MacDonald -
beginning 2 year term

Colleen Nadalin -
beginning 2 year term

Nicole - Made a resolution to accept the 2011 Board of Directors as presented.

John - Seconded the resolution

CHAIR: All those in favour -
carried by all

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

CHAIR: Explained that as per the existing Constitution, which was last reviewed and amended in 2008, more than 30 days notice was given to the membership of Distress Centre Durham regarding the suggested amendments to the Constitution. A copy of the current Constitution and a page of suggested amendments was made available for review by the membership. The Chair then asked for a motion to be made to accept the suggested amendments to the Constitution.

Tom - Moved the following resolution that the suggested amendments to the Distress Centre Durham be accepted as presented.

Nicole - Seconded the motion

CHAIR: All those in favour -
carried by all

CHAIR: Asked if there was any further business and asked for someone to move that the meeting be terminated

Sue - Moved that the meeting be terminated

CHAIR STATED: I declare the meeting terminated.

2011 a year of growth

"Hearing a friendly voice Monday to Friday makes me feel like things don't build up. Thank you for this program."

- Call out program testimonial



"helping those in distress to cope..."

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