



LEADERSHIP

2012 ANNUAL REPORT

BOARD CHAIR & EXECUTIVE DIRECTOR MESSAGE

If 2011 was a year of unprecedented growth for Distress Centre Durham, 2012 was a year of unprecedented leadership. In reflecting upon 2012, Leadership kept standing out for us as a focus. We also chose this theme for our 2012 Volunteer Awards event and luncheon.

"Leadership is unlocking the people's potential to become better." Bill Bradley

Both the Board of Directors and the organization have benefitted from exceptional leadership – however it is important to note that this leadership we speak of does not reference merely 1 or 2 individuals but rather it represents the breadth and width of our service delivery volunteers in leadership roles, our staff in the execution of their duties, and the Board of Directors in their governance role.

The Board of Directors engaged in a Strategic Planning session with the staff and volunteers to help set the direction of Distress Centre Durham through 2015. The strategic priorities include:

- Building Community Awareness and Support
- Maintaining and Expanding Revenue Base
- Managing Volunteer Resources
- Building Partnerships and Collaborations to Enhance Service Delivery

The staff and volunteers are enthusiastic about the future direction of the organization and having the opportunity to operationalize these strategic directions.

We thank our service delivery leadership volunteers for developing the idea of the Group Leader peer support program, for facilitating our suicide survivor support groups, and providing community training and education. Without our volunteers, nearly 8,000 callers a year suffer in silence and for some the suffering ends in suicide – devastating families and communities. Thank you for your commitment to those most in need.

To our Board of Directors we thank you for your leadership as it transcended merely governance but your participation in the many board committees helped us achieve our fundraising goals and build partnerships with potential future funders and partners. You also supported the Executive Director in every way asked of you!

Finally we would like to thank the staff of Distress Centre Durham. Both Jennifer Tedford and Erica Simpson retired in 2012 and we could not more sincerely thank them for their dedication and commitment to DCD and wish them all the best in their future endeavours.

Nicole Cabral, Director of Programming and Angela DeVries, Director of Program Support joined the staff team in late 2012. The wonderful support they are offering the volunteers, students and the clients of Distress Centre Durham is without measure, and it is their commitment to and compassion for the organization and its stakeholders that elicit the respect and honour of Victoria Kehoe, Executive Director. It is a privilege to work with this amazing team!

We also want to thank all those amazing community and corporate volunteers who came forward and offered their skills, talents, time and money to support us in the fulfillment of our mandate.

It is because of you, we are able to help others!

Edward

Edward Broderick, Board Chair

Victoria

Victoria Kehoe, Executive Director

2012/2013 BOARD OF DIRECTORS

Edward W. Broderick, President

Edward W. Broderick has been a member of the Board of Directors for Distress Centre Durham since 2006. Edward holds an Honors Bachelor of Commerce Degree, an MBA and is a Certified Human Resources Professional (CHRP). His career has been spent in various roles in the area of Human Resources, predominantly in the field of Employee/Labour Relations. While Edward serves as President of the board, he is also a staff member of the Corporate Services Department at the Municipal Property Assessment Corporation (MPAC), Head Office, where he is the Manager of Employee-Labour 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.

Tom Morris, Vice President

Tom Morris has been a member of the Board of Directors for Distress Centre Durham since 2006 and currently serves as Vice President. He first attended DCD's Suicide Survivors' course in 2005 following the death of his wife and has been a peer facilitator at DCD's 8-week survivor course as well as a Call - Out volunteer to those recently impacted by a suicide loss.

He is co-chair of the Facilities Management Committee and a member of the annual Walk for Suicide Awareness committee. A former Manager of co-operative housing, he now serves as vice president of Homestarts Inc. Ontario's largest co-operative housing organization. As a beneficiary of DCD's Suicide Survivor program, Tom recognizes the dramatic positive help they provide and is determined to assist others in our Region affected by crisis.

Charles Ryan, Past President

Charles, who joined the Board in 2006, is married to Cheryl, a DCD volunteer since 1992. Charles has been both Treasurer and President. He calls on his experience on various Boards in Durham Region to assist in making DCD the best it can be. He notes that the only constant in this life is change and DCD has to be, and is, well positioned to meet the challenges of this changing world.

Jennifer MacDonald, Treasurer

Jennifer joined the Distress Centre Durham board of directors in 2010 and has held the position of Secretary as well as Fundraising Committee Chair. Midway through 2012 Jennifer took on the role of Treasurer. Jennifer is retired from General Motors and enjoys using her organizational, critical thinking and analytical skills to optimize the success of Distress Centre Durham.

Sue Duchesnay, Secretary

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.

Janet Traer-Dickson, Chair, Marketing Committee

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.

Stacey Leadbetter, Chair, Fundraising Committee

Stacey Leadbetter joined the Board of the Distress Centre Durham in 2011. She is currently the Fund Raising Chair. Community is very important to Stacey and she believes that everyone has an equal place in our community. Stacey participates and volunteers with other not-for-profits and agencies within Whitby and Durham Region associated with ending violence against women, AIDS/HIV, electoral reform and environmental issues. Stacey is a senior law clerk with over 25 years experience in commercial litigation, currently employed at one of Canada's largest national law firms.

2012/2013 BOARD OF DIRECTORS

John Shaw, Chair, HR Committee

John Shaw joined the Board of Directors in January 2012 and is a Human Resources professional who is employed by General Motors of Canada. John brings to his role extensive knowledge and expertise in Human Resources management and fully supports the mandate of Distress Centre Durham.

Dane Jeffrey, Board Member

Dane Jeffrey joined the Board of Directors in September 2012 and is a Residential Counselor with Durham Mental Health Services and wanted to contribute to his community in a meaningful way by donating his time, skills and perspective to Distress Centre Durham.

Deborah Nanton: Board Member

Deborah has been volunteering at the Distress Centre in Durham as a telephone volunteer, joining the Board of Directors in January, 2013.

Deborah was formerly on the Board of Directors at the New Haven Learning Centre, the premiere Canadian education facility for autistic children. Her prior community work has included Board membership for Reach for the Rainbow, a Toronto based charitable organization devoted to assisting developmentally challenged children. In addition she has volunteered at the Distress Centre Peel as a phone consultant.

Deborah moved to Brooklin, Ontario (north Whitby) in 2010 after living in the west end of the GTA for over 15 years.

Roger Eade: Board Member

Roger joined Distress Centre Durham in 2009 as a helpline volunteer and was quickly recruited to become a shift mentor and has shown a strong ability to be a leader, committed volunteer and he was recruited to the Board of Directors to share his skills, knowledge and perspective with the Board while maintaining a helpline commitment.

Special thanks to:

John Bailey – Retired

Jim Deatcher – Retired

“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 CALLER

2012 HELPLINE STATISTICS

Age Range of Callers:

0-14 years	0%
15-17 years	0%
18-24 years	8%
25-34 years	13%
35-44 years	16%
45-54 years	27%
55-64 years	16%
65-74 years	10%
75-84 years	1%
85+ years	0%
Unsure	9%




Mental Health Issues

Paranoia	1%
Self-esteem/Self-worth	2%
Post Traumatic Stress Disorder	3%
Other	4%
Mood disorders	5%
Did not Self Identify	5%
Eating disorders	6%
Personality disorder	7%
Dissociative disorder	7%
Schizophrenia/Psychotic Disorder	9%
Depression	26%
Anxiety/Panic Disorder, Phobias	13%
Not Applicable	11%

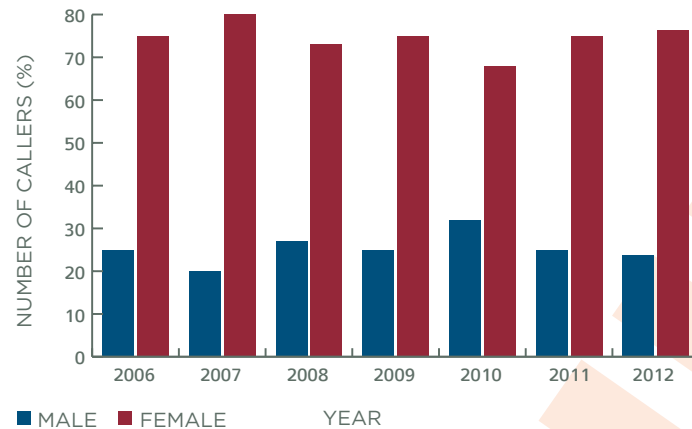
Outcome for the Caller

Unknown	1%
Immediate crisis diffused	1%
Decrease in suicidal intent	1%
Decrease in harmful intentions	2%
Referred call to appropriate resources	2%
Increased knowledge of resources	3%
Action plan explored	6%
Self-esteem, self-control or confidence improved	11%
Increased ability to cope	12%
Caller says they feel better	16%
Decrease in isolation and loneliness	25%
Decrease in distress/anxiety level	21%

Total Number of Calls: 7,934

 Males: 22%
  Females: 78%
  Unsure: 1%

Yearly Comparisons



Caller Status

Unsure	5%
New	10%
Occasional	16%
Ongoing support	69%

Callers Reaction to Call

Caller dissatisfied with call	0%
Caller not engaging	0%
Appreciates service	46%
Made a positive difference	54%

Suicide Related Calls - 17% of all calls were suicide related

Moderate to high risk	2%
Survivor of suicide	15%
Ideation	32%
Prior suicidal behaviour	50%

For a full list of the 2012 Helpline Statistics, contact Victoria Kehoe at 905-430-3511

2012 HIGHLIGHTS

- 8th Annual Walk for Suicide Awareness generated the most revenue of any Distress Centre event in our history – just under \$35,000. However, the most significant aspect to this event was the stunning outpouring of generosity and meaning by those who braved the most horrible rainstorm of the season to not only stand in line to register for the walk but also walk with us.
- We were thrilled that Nicole Cabral joined our staff as the new LGBTQ Program Director as Erica Simpson retired to pursue another opportunity with the Durham Regional Police. We wish Erica all the best and thank her for her hard work.
- We were thrilled that Angela DeVries joined our staff as the new Director of Program Support. Jennifer Tedford resigned to pursue another opportunity with Durham Hospice in palliative care. We wish Jennifer all the best and thank her for hard work.
- As a way of continuing to foster a team environment and peer support for our amazing helpline volunteers – a Group Leader program was developed and launched to great success.
- The Canadian Association for Suicide Prevention conference was held in Niagara Falls in October 2012 and thanks to wonderful support Durham Region service clubs, we were able to send 6 volunteers to this national conference along with our staff.

“DCD always seems to be there to understand the pain and struggle.”

– CALL OUT PROGRAM CALLER



- Held the 1st annual Community Forum bringing together the voluntary sector, educators, social service providers and the LGBTQ community for a day of information sharing and engagement in discussion of how to best serve the unique needs of LGBTQ youth and adults. The forum was held at Durham College / UOIT and was attended by over 100 individuals including approx. 30 high school students who actively participated in sharing concerns and experiences within their schools.

VERY SPECIAL THANK YOU'S!

- The Baagwating Community Association generously donated \$10,000 to Distress Centre Durham in response to our funding proposal that included the purchase of a brand new telephone system. We are so grateful for their continued support!
- An introduction to a very special woman named Sue Pitchforth of Room for Change – truly changed our lives here at DCD! Sue and her business partner Debbie of Let's Do Lunch invited Distress Centre Durham to be the charity of choice for their semi-annual charity luncheon. This event raised in excess of \$1200.00 for Distress Centre Durham but that was only the beginning. Sue also provided us the following:
 - Recruited volunteers to clean, paint, decorate and organize our unused basement space, and the call centre and lounge for the volunteers.
 - Helped us promote our services to the community by engaging her local media contacts to film the transformation and highlight DCD.
- Connected us with such wonderful and generous community volunteers who continue to contribute their time and efforts on behalf of our office space, including Home Depot – who provided us with a new fully accessible washroom including building, donation of fixtures and painting.

We could not be more grateful for her efforts on our behalf.

- We are also so grateful for the Rotary Club of Whitby Sunrise who continue to be a financial supporter of DCD but who also answered our call to help us finish the basement space with the donation of both labour and materials to build a room to house our server and phone system and to install a door to the space, trim out the entire room with baseboard and clean up the drop ceiling that was in serious need of repair. They are also sending in another group of volunteers to add the final touches and do the painting. We truly felt fortunate to be the recipients of such generosity and continued goodwill.



A wonderful volunteer team from BMO spent a cold day raking leaves and helping organize at DCD! Thanks!

2012 FINANCIAL HIGHLIGHTS

Unrestricted Funds

	2012			2011 (Note 2)
	Nevada Account	Core	Total	Total
	\$	\$	\$	\$
REVENUE				
Grants:				
United Way				
Durham Region	-	164,200	164,200	164,175
Greater Toronto Area	-	599	599	935
Government Agencies	-	6,909	6,909	5,965
Donations	-	13,674	13,674	10,319
Service Club Donations	-	5,555	5,555	1,892
Fundraising Events - net (Note 5)	2,712	41,759	44,471	29,539
Trillium Grant	-	-	-	-
	2,712	232,696	235,408	212,825
EXPENSES				
Administration	-	5,121	4,500	4,500
Bank Charges and Interest	-	1,146	1,146	1,107
Education and IT Support	-	3,083	3,083	4,963
Employee Benefits	-	13,776	13,776	14,568
Office Equipment and Computer	-	5,310	5,310	9,804
Fees - Travel & Sundry	-	19,799	19,799	15,168
Office Supplies	-	8,116	8,116	8,768
Public Relations	-	9,953	9,953	6,707
Salaries and Purchased Services	-	102,128	102,128	104,547
Telephone and Intervention	-	13,430	13,430	11,662
Volunteers' Expense	-	8,568	8,568	5,511
Special Project Disbursement	-	-	621	-
Rental, Maintenance and Property Taxes	-	34,083	34,083	30,534
	-	224,513	224,513	217,839
Excess of revenue over expenses (expenses over revenue)	2,712	8,183	10,895	(5,014)
Interfund Transfers	(2,712)	(8,183)	(10,895)	5,014
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	
	2012		2011		2012	2011
			(Note 2)			(Note 2)
	Working Capital (note 4)	Trillium Grant	Total	Total		
	\$	\$	\$	\$	\$	\$
REVENUE						
Grants:						
United Way						
Durham Region	-	-	-	-	164,200	164,175
Greater Toronto Area	-	-	-	-	599	935
Government Agencies	-	-	-	-	6,909	5,965
Donations	-	-	-	-	13,674	10,319
Service Club Donations	-	-	-	-	5,555	1,892
Fundraising Events - net (Note 5)	-	-	-	-	44,471	29,539
Trillium Grant	-	73,205	73,205	63,518	73,205	63,518
	-	73,205	73,205	63,518	308,613	276,343
EXPENDITURE						
Administration	-	-	-	-	4,500	4,500
Bank Charges and Interest	-	-	-	-	1,146	1,107
Education and IT Support	-	-	-	-	3,083	4,963
Employee Benefits	-	5,300	5,300	5,007	19,076	19,575
Office Equipment and Computer	-	652	652	5,071	5,962	14,875
Fees - Travel & Sundry	-	1,277	1,277	3,737	21,076	18,905
Office Supplies	-	-	-	718	8,116	9,486
Public Relations	-	1,642	1,642	11,183	11,595	17,890
Salaries and Purchased Services	-	41,825	41,825	32,000	143,953	136,547
Telephone and Intervention	-	301	301	151	13,731	11,813
Volunteers's Expense	-	721	721	1,963	9,289	7,474
Special Project Disbursement	-	-	-	2,000	621	2,000
Rental, Maintenance and Property Taxes	-	-	-	-	34,083	30,534
	-	51,718	51,718	61,830	276,231	279,669
Excess of (expenditure over revenue)						
revenue over expenditure	-	21,487	21,487	1,688	32,382	(3,326)
Interfund Transfers	10,895	-	10,895	(5,014)	-	-
Net Assets, beginning of year	26,529	-	26,529	29,855	26,529	29,855
Net Assets, end of year	37,424	21,487	58,911	26,529	58,911	26,529

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 & CORPORATE SPONSORS

CORPORATE

1828679 Ontario Ltd.
Bowiss Cartage Inc.
Canada Rubber Group Inc.
Capital One
CAW Canada Local 1090
EllisDon Corporation
General Motors of Canada Ltd.
Grajen Property Management
H. D. Supply
J. D. Systems
Lear Canada Whitby
Leo's No Frills
Memorial Gardens Canada Limited
Mount Lawn Memorial Gardens
Multitech Graphics Inc.
Oshawa Whitby This Week
Out Lounge & Eatery
Phil Bouchard & Sons Ltd.
Roger Swan Auto Centre
Roughley Insurance Brokers Ltd.
Royal LePage Frank Real Estate
Sobey's
Sobey's Employees
Swimzone Inc
Welcome To Wellness

SERVICE CLUBS AND COMMUNITY GROUPS

Baagwating Community Association
Canadian Progress Club Durham South
Club Loreley
Durham District School Board - Staff Association
Kinsmen Club of Ajax
Laureate Epsilon Rho -
Durham Chapter of the Beta Sigma Phi Sorority
Rotary Club of Whitby Sunrise

CHURCHES/CHARITABLE ORGANIZATIONS

Andrew Foundation
Canadahelps
Durham College
Hydro One Employees & Pensioners Trust
John Howard Society
Municipality of Clarington
Ontario Trillium Foundation
Ontario Trillium Foundation
OPG Employees & Pensioners Trust
OPG Employees & Pensioners Trust
OPG Employees & Pensioners Trust
Pickering Village United Church
Simcoe Street United Church
United Way of Durham Region
United Way of Greater Toronto

"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 CALLER

INDIVIDUAL DONORS

A. Sarginson	Betty Anne Platt	Curt & Trisha Atwood	Elizabeth Power	Janet Grech
Adrian Betts	Betty Robinson	Dale Dickson	Elizabeth Scott	Janet Rice
Adrian Guta	Beverly Jagger	Dan Ricker	Elyse Rosamond	Janice Dickey
Alanna Hill	Bibi Bacchus	Dan Sutherland	Erik Dickhoff	Jarrett Hooper
Alex & Susan Kreider	Bob Verge	Dan Walters	Francine de Belchoir	Jay-Cee Simpson
Alex Zavaglia	Bonnie Vella	Dan Willett	Frank & Penny Bannister	Jayne Goldberg
Allison Hanna	Brad McNealy	Danielle O'Leary	Fred Shannon	Jeanne Beneteau
Althea Archibald	Brandi Boardman	Darlene Bahlmann-Huber	Gareth Payne	Jeff Chambers
Amanda Foster	Brandon Duque	Darlene Childs	Gary Foreman	Jeff Salter
Amber Lihou	Brea Horne	Dave Konzelman	George Dietrich	Jeff Salter
Amy Myles	Brent Arnold	Dave Ross	George McNulty	Jenn Drummond
Amy Rukaruck	Brian Ansley	David & Jane McCabe	Gerald Daniel	Jennifer Hess
Andra Horne	Brian Davidson	David Gunn	Gordon Bowman	Jennifer MacDonald
Andrew & Adele Klischenko	Brian Nicklee	Dean Gillham	Greg Kentris	Jennifer Myles
Andrew Brown	Brian Winacott	Debbie Guiry	Greg Stallard	Jennifer Nadon
Andrew Childs	Brie Gill	Debbie McCord	Gwen Gay	Jennifer Richardson
Andrew Cunning	C. Woods	Debra Gillis	H. Vanden Heuvel	Jennifer Velardi
Andrew Rice	Carmen Fraser	Debra Waker	Haley Tilling	Jess Johnston
Andrew Swindell	Carol Brown	Delia Pulca	Harold Brown	Jessica Cassel
Angela Mountjoy	Carol De Waard	Denise Smith	Harold Mountjoy	Jessica Couperthwaite
Angeline Roach	Carol Secord	Devorah Garland	Harriet Jackson	Jill Curzon
Angie Ciampaglia	Carol Slute	Diane Archer	Heather Frize	Jim & Marlene Charewicz
Anja Cameron	Caroline Zwart	Diane Sharp	Heather Giscombe	Jim Barchard
Ann McCullough	Carrie Shaw	Diane Shermel Williamson	Heather Hughes	Jim Coutts
Anna Martelli	Cathy & Dave Parr	Don Macleod	Helen Young	Jim Coutts
Anna Mason	Cathy Ash	Don Sharp	Hilda LeBlanc	Joan Hoard
Anne Somers-Mountjoy	Cathy Edison	Donald Crowe	Hilda Ryan	Joan Hoard
Anonymous	Charlene McSwain	Donna Harfman	Hillary Jones	Joanne Hart
Anthony Tedford	Cheryl Ryan	Donna Idems	Holly MacMurray	Joanne Heffring
April Moore	Cheryl VanLuyen	Donna Jackson	Ian McMillan	Jocelyn Featherstone
Armand Breton	Chesney Underhill	Donna Osborne	Ian Winterborn	Jodi Brawn
Ashley Badurina	Chris Baharr	Doris Godfrey	Ilda Sharp	John Bailey
Ashley Wright	Chris Drummond	Doug Sinclair	Ineke Van Beusekom	John Espiritu
Ayda Taghizadeh	Chris Montgomery	Drea D Deroo-Shea	Irania Ledesma	John Sharp
B. Boardman	Christine Lihou	Ed Hohmann	Isabel Stillman	John Westover
Barb Loughlean	Christy Spear	Edward Healey	J. Bell	Jonty Hart Sharp
Barb Morgan	Cindy Robinson	Ed Nunn	J. Hurlburt	Josh Anthony
Barb Przysiezny	Cindy Shaw	Eleanor MacDonald	Jaclyn Van Rhee	Judith Shaw
Barney Tzalazidis	Cindy Watson	Eleanor MacDonald	Jacqueline Logan	Judith Shaw
Becky Sherren	Coleen Lundeen	Elinor Dutcher	Jacque White	Judy Bodner
Bernice Hartshorn	Coleen Richardson	Elise Grenier	James McCable	Judy Fitzgerald
Beth Padduh	Courtney & Chris Folco	Elizabeth Hawkley	Jane Robbie	Julia Hutchings
Betty & Charlie Milner	Craig Chapman		Janet Battersby	Julie Hayward
	Craig Wilson		Janet Giles	

Julie McNab	Linda Bailey	Melissa Henderson	Peter Soares	Steve Kreider
Julie Mephram	Linda Johnston	Melony Godfrey	Rachael Nicholls	Steve Thorpe
Julie Powers	Linda Maloney	Michael Ambler	Rachel Jagger	Sue Green
Kara Stonebridge	Linda Schippers	Michel Savoie	Randy Tutt	Susan Frize
Karen Davis	Linda Sorichetti	Michele Kenn	Reka Seekely	Susan Green
Karen Gerwe	Lindsasy Lucas	Micheline Borris	Rhea Reeve	Susan Hasledon
Karen Longwell	Linsay Adams	Michelle Chambers	Richard Brown	Susan Hastings
Karen Moline	Lisa Brown	Michelle George	Rick Bodner	Susan Young
Karen Moody	Lisa March	Mike McLinton	Rob Best	Susanne Fennessey
Karen Nutter	Lisa Nomm	Mike Mead	Robert Gayton	Tamara Maile
Karl & Barb Smith	Lois Richards	Mike Morris	Robert Shannon	Tany Rocca
Katherine Dickson	Lori Boardman	Monica Donahue- Ostrowski	Ron & Linda Bull	Ted Boynton
Katherine Hicks	Lori Lazaros	Monica Johns	Ron Armstrong	Teresa Williams
Kathryn Hoover	Lorraine McLinton	Monique Skelton	Ronit Fabro	Terry Black
Kathy Haire	Luanna Bell	Monique Thibault	Rory Scully	Terry Proctor
Kathy Lines	Lynda Ashton	Mr. & Mrs. Crim	Rose & Maurice Cusack	Theresa Robinson
Keith & Devon Bedford	Lynne Grosjean	Nadya Somerville	Rose Massey	Thom Sloley
Kelly Penfold	Mae Bodner	Nancy Hamilton	Rosemary Wityszyn	Tim Lyons
Ken Nix	Malcolm Crowe	Nancy Meyer	Russ Powell	Tim Whittaker
Ken Pearson	Mandy Wallis	Nelson Cao	Russ Rak	Tom Barrie
Kendra Vanden Havel	Marcelle Ouellet	Nelson Tellis	Ryan Galick	Tom Morris
Kerry Cairns	Marco Latin	Nichole Dickhoff	Ryan Nunn	Tracey Bialecki
Kevin Marques	Margaret Stauffer	Nick Evelyn	Sabrina Byrnes	Tracey Campbell
Kim Armour	Margaret Zinn	Nicole Slavin	Sal Crim	Umar Goolab
Kim Collier	Marie Cockburn	Norm Mayhew	Sandra Chase	Valentina Deek
Kim Shannon	Marie Lance	Norma De Boo	Sandra Evelyn	Wanda Gay
Kim Stewart	Marion Gushue	Norma Hoyland	Sandra Manley	Wendy McCormick
Kimberly Castellani	Mark Hammann	Norma Payne	Scott Piper	
Kirby Crosby	Mark Scanlan	Paige Wadden	Seema Thorpe	IN MEMORIUM/ HONOUR
Kristine Kelly	Mark White	Pam Martino	Shana Squires	Andrew Bradley
Kristyn Zaffino	Mark Wittgen	Pat Donaldson	Sharon Quested	Marco & Donna Rivaletto
Kurt Dickhoff	Marty Vanden Havel	Patricia Lowe	Sharon Sikorski	Russell & Lynn Rak (Kevin Dwyer)
Kyla Strotmann	Mary Clare Platt	Patricia Proctor	Sharon Turkovich	
Larry Byrnes	Mary Hollohan	Patricia Slute	Sheila Jakowec	
Laura Peel	Mary LaChappelle	Patrick Lesage	Shelley Drennan	
Laura Savoy	Mary Lou Toop	Paul Cassel	Shelley Mercer	
Laurel Coish	Mary Menzies	Paul Hastie	Sheryl Ash	
Lauren Brock	Matthew Apedaile	Paul Rellinger	Shirley Daniel	
Lauren Hancock	Maureen Cormier	Paul Tutert	Shirley Wiley	
Laurie Kere	Maye Taylor	Paula Campbell	Stefanie Drigus	
Leanne Floyd	Megan Farwell	Pete Vanden Havel	Stephanie Porter	
Leo Blanchfield	Meghan Haley	Peter Liriano	Stephen Badal	
Leonard McConnell	Melissa & Ian McWilliam		Steve & Robin Colton	

2011 AGM MINUTES

CHAIR: Welcomed everyone to the annual meeting of Distress Centre Durham. He declared there was quorum and called the meeting to order. The Chair pointed out that ONLY the voting members with a voting card would be asked to approve the minutes of the 2010 AGM held on March 19, 2011. He also announced 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.

The Chair introduced the group of individuals who volunteered their time in a governance role by participating on the 2011 Distress Centre Durham Board of Directors.

He asked that each person stand as his / her name was called.

Charles Ryan
Edward Broderick
Jim Deatcher
Sue Duchesnay
John Bailey
Tom Morris
Jennifer MacDonald
Janet Traer-Dickson
Stacey Leadbetter
Colleen Nadalin (retired)
Nicole Cabral (retired)

APPROVAL OF AGENDA

CHAIR: announced that the agenda for the meeting could be found on the tables, and asked for a motion to approve the agenda.

Jim - "I move the following resolution that the Agenda be approved."

Sue - "I second the motion"

CHAIR: All those in favor - *carried by all*

CHAIR: announced that with the consent of the meeting Jennifer MacDonald would act as recorder.

CHAIR: announced that the Minutes of the last annual general meeting could be found in the Annual Reports on the tables for review. He then asked for a motion for the minutes of the AGM held on Saturday, March 19, 2011 to be approved.

Tom - "I move the following resolution: resolved that the minutes of the last Annual General Meeting of the corporation held on March 19, 2011 be taken as read."

Janet - I second the motion"

CHAIR: All those in favour - *carried by all*

CHAIR: proposed that 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? Upon hearing no questions - I move to have the 2011 Financial Report be submitted for approval."

Jennifer - "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 2012.

Jim - "I second the motion"

CHAIR: All in favour - *carried by all*

CHAIR: announced that the report from the Board Chair stands as in the 2011 Annual Report. He asked if there were any questions and then moved to have his report accepted.

Tom - "I move the following resolution. That the report from the Board Chair be accepted as given."

John S. - "I second the motion."

CHAIR: All those in favour - *carried by all*

CHAIR: announced that the report from the Executive Director stands as in the 2011 Annual Report. He asked if anyone had any questions and then moved to have the E.D. report accepted.

Stacey - "I move the following resolution. That the report from the Executive Director be accepted as given."

Janet - "I second the motion."

CHAIR: All those in favour - *carried by all*

CHAIR: introduced the Past President - Sue Duchesnay to introduce the proposed 2012 Board of Directors.

Sue -

Charles Ryan
completing 2 year term

Edward Broderick
completing 2 year term

Jim Deatcher
beginning a new 2 year term

Tom Morris
completing 2 year term

Sue Duchesnay
beginning a new 2 year term

John Bailey
beginning a new 2 year term

Jennifer MacDonald
completing 2 year term

Janet Traer-Dickson
completing 2 year term

Stacey Leadbetter
beginning 2 year term

John Shaw
beginning 2 year term

Stacey - "I would like to make a resolution to accept the 2012 Board of Directors as presented."

Jennifer - "I Second 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 were any further business? Hearing none, he asked that someone move that the meeting be terminated

John S. - "I move that the meeting be terminated."

CHAIR: "i declare the meeting terminated."

“Living alone is not easy, it’s helpful having someone to listen when a person holds it all in, it is stressful and hard.”

- CALL OUT PROGRAM CALLER

“It has helped me be more outgoing, less shy and improved my self esteem.”

- CALL OUT PROGRAM CALLER

“The Call-outs help me put my feelings into words, it is so helpful to have a sympathetic ear and good suggestions that I can try or not.”

- CALL OUT PROGRAM CALLER





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