

A message from the Board Chair and Executive Director

"I volunteer and do my placement here because not only does it help me improve my skills for my future career, but it feels so good and right to help others who need it. I feel like this is what I was meant for."

NICOLE, VOLUNTEER

2013 was a year of change and of evolution for Distress Centre Durham. We are building our Annual General Meeting and report around the theme of Teamwork. As we reflect upon 2013 we are fortunate to have grown our Board team by three new Directors, and our staff team welcomed Nicole Bolotenko, Director of Programming and Angela DeVries, Director of Program Support.

Our new staff team under the leadership of Victoria Kehoe, Executive Director, set about to build a strategy that would increase volunteer engagement. Thanks to the input from our teams of volunteers, and the dedication and commitment in implementing those ideas, Nicole and Angela were successful in this endeavour.

Our fundraising team did a tremendous job and generated much needed funds for our programs and services. The Walk for Suicide raised \$35,000 thanks to the generosity and commitment of our community supporters. The local Durham Region Real Estate Association made a donation in excess of \$5,000 and helped us with a successful grant application to the Realtors Care Foundation in the amount of \$7,500. These funds translated directly to our ability to provide service via our helpline, support groups, Prideline, and community training to just over 10,000 Durham Region residents. We are exceptionally proud of the efforts expended by our three staff and 140 amazing community volunteers who directly provide our helpline service.

As we look forward to 2014, we are excited to be working with a collaborative partnership of 3 other Distress Centres in Ontario to provide online chat and text support to those in need. Offering a new service delivery access point is important for us so that we can provide support to those who may be hesitant to contact the helpline.

Little could we have imagined when our helpline first opened in October 1970, at four hours per day, that we would be providing a service that is seen as necessary, relevant and responsive to the changing needs of our Region and our society. We are proud to be associated with an organization that helps strengthen the social safety net of Durham Region and we sincerely thank all of our staff, volunteers, funders and community partners for their continued support.

Edward Broderick

Edward Broderick Board Chair

Victoria Kehoe

Victoria Kehoe Executive Director







Bio 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 – Chair of Nominations / Recruitment / Governance Committee

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.

Stacey Leadbetter

Chair - Fund Development 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.

2013/2014 Board of Directors

(continued from previous page)

"I volunteered here because "every life has a story" and we get to help people tell it in their own way, at their own time. What an honour..."

VICTORIA, VOLUNTEER

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

Chair - Marketing Committee

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

Secretary

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 livingin 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.

Sue Green

Board Member

Sue joined the Board of Directors in October 2013. Sue has always been an active community participant and small business owner. When she retired she redirected her energies to her philanthropic passions and decided to give back by becoming a helpline volunteer with Distress Centre Durham and participate in a governance role on the Board of Directors.

Special thanks to:

Janet Traer-Dickson - Retired Sue Duchesnay - Retired







2013 Helpline Statistics

Age Range of Callers:

U-14 years	0%
15-17 years	0%
18-24 years	4%
25-34 years	12%
35-44 years	14%
45-54 years	28%
55-64years	18%
65-74 years	
75-84 years	2%
85+ years	
Unsure	13%

Mental Health Issues

Impulse control	1%
Post Traumatic Stress Disorder	
Paranoia	
Self-esteem/Self-worth	
ADD/ADHD, Childhood Disorder	
Mood Disorder	
Other	4%
Dissociative Disorder	6%
Did Not Self-Identify	6%
Eating Disorder	7%
Personality Disorder	
Schizophrenia/Psychotic Disorder	10%
Depression	
Anxiety/Panic Disorder, Phobias	
Not Applicable	

Outcome for the Caller

Decrease in suicidal intent	1%
Immediate crisis diffused	1%
Decrease in harmful intentions	1%
Increased knowledge of resources	3%
Referred caller to appropriate resources	4%
Action plan explored	6%
Self-esteem, self-control,	
or confidence improved	8%
Increased ability to cope	10%
Unknown	12%
Decrease in isolation and loneliness	22%
Caller says they feel better	16%
Decrease in distress/anxiety level	15%

Total Number of Calls: 7,342





7 Unsure: 1%

Yearly Comparisons

	80	Γ															
_	70	-															
%) S	60	-															
LER	50	_															
NUMBER OF CALLERS (%)	40	_															
ER O	30	_								П							
JMBE	20									П							
ž	10	_								П							
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Caller Status

Unsure	5%
New	15%
Occassional	21%
Ongoing support	58%

Callers Reaction to Call

Caller dissatisfied with call	
Caller not engaging	3%
Made a positive difference	27%
Appreciates service	61%

Suicide Related Calls (17% of all calls were suicide related)

Intervention Initiated - Police/911	1%
Moderate to high risk	3%
Survivor of suicide	8%
Ideation	23%
Prior suicidal behaviour	50%

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

2013 Highlights

"I believe volunteering is so important — lending your own personal time to the community is irreplaceable. We all need a helping hand at some point in our lives and it is a blessing to have so many supports available within the community. In agreement with Victoria's words, what an honour..."

ANGELA, VOLUNTEER

Volunteer Teams

- Trained 45 new helpline volunteers
- Recruited 4 new Suicide Survivor Call-Out Volunteers
- Recruited 5 new Shift Mentors
- Recruited 1 new Feedback volunteer

Quality Assurance

- Developed new process to evaluate mentors
- Trained 50 volunteers in ASIST (Applied Suicide Intervention Skills Training)
- Recruited 1 new Feedback volunteer
- Increased access to skill development training opportunities

Improved Communication

- Increased activity on DCD Facebook
- Increased activity on DCD Twitter
- Increased activity on Prideline Facebook
- Increased activity on Prideline Twitter
- Updated website
- Volunteer newsletter
- Weekly update emails to volunteers
- Feedback/suggestion book in call room

Volunteer Motivation / Support

- Recognized "Crisis and Support Calls of the month"
- Overnight buddies
- Milestone board
- Newsletter
- Use of Call Forward technology to improve coverage

Prideline Durham

• Provided support to 48 callers

2013 Suicide Survivor Program:

Communication / Promotion:

- Developed promotional video for our Survivor Program
- Utilized social media (Facebook and Twitter) to promote our Survivor Program
- Had over 250 people attend our 9th annual Walk for Suicide Awareness



From our promotional video for our Survivor Program

Support Groups:

- Provided 10 Drop In Support Group sessions to 27 attendees
- Provided 3 groups (8weeks each) to a total of 19 participants

Survivor Call - Outs:

 Provided 153 one to one Survivor Call outs to 9 people over several months



Very special thank yous

Sue Duchesnay

Retired Board Member



On behalf of Distress Centre Durham, our volunteers, staff, clients and Board of Directors we would like to take the opportunity to thank Sue Duchesnay for all her immeasurable contributions to Distress Centre Durham during her years as a Board member.

Sue saw the organization through the challenges of the economic downturn, helped us find our new location in Whitby, offered her time and involvement on the Fundraising Committee, always attended networking sessions with Distress Centres of Ontario, and was the biggest proponent and supporter of our online chat and text service viability.

We will miss her warmth, her passion for DCD and her wonderful insight. Best wishes for her in all her future endeavours – we would not be who we are without you! Thank You!

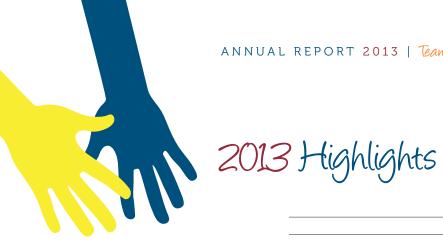
Realtors Care

Distress Centre Durham was selected as Charity of Choice to share in the proceeds from the Durham Region Real Estate Association's silent auction. This generous donation allowed us to apply to the Realtors Care Foundation which made another donation to us for a total of over \$12,000 for our programs and services. We are so grateful for their support.





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



Unrestricted Funds

			2013	2012
	Nevada Account	Core	Total	Total
	\$	\$	\$	\$
REVENUE				
Grants:				
United Way				
Durham Region	_	164,200	164,200	164,200
Greater Toronto Area	_	736	736	599
Government Agencies	_	5,391	5,391	6,909
Donations	_	18,779	18,779	13,674
Service Club Donations	_	3,814	3,814	5,555
Fundraising Events - net (Note 4)	2,918	37,727	40,645	44,471
Special Project Grant	_,	9,341	9,341	
Frillium Grant	-	-	-	-
	2,918	239,988	242,906	235,408
EXPENSES				
Administration	-	6,807	6,807	4,500
Bank Charges and Interest	-	1,146	1,146	1,146
Education and IT Support	-	7,975	7,975	3,083
Employee Benefits	-	12,432	12,432	13,776
Office Equipment and Computer	-	12,708	12,708	5,310
Fees, Travel & Sundry	-	19,448	19,448	19,799
Office Supplies	-	6,387	6,387	8,116
Public Relations	-	10,422	10,422	9,953
Salaries and Purchased Services	-	108,520	108,520	102,128
Telephone and Intervention	-	6,723	6,723	13,430
/olunteers' Expense	-	7,526	7,526	8,568
Special Project Disbursement	-	-	-	621
Rental, Maintenance and Property Taxes	-	34,721	34,721	34,083
	-	234,815	234,815	224,513
Excess of revenue over expenses				
(expenses over revenue)	2,918	5,173	8,091	10,895
nterfund Transfers	(2,918)	(5,173)	(8,091)	(10,895)
Net Assets, beginning of year	-	-	-	-

The review of the Distress Centre Durham Financial Statements for 2012 was conducted by Deloitte and Touche LLP Chartered Accountants in February 2013. The Review Engagement was completed and submitted to Distress Centre Durham on March 8, 2013.

		Restricted Funds				Total		
			2013	2012	2013	2012		
Working Capi	tal (note 3)Tri	llium Grant	Total	Total				
	\$	\$	\$	\$	\$	\$		
REVENUE								
Grants:								
United Way								
Durham Region	-	-	-	-	164,200	164,200		
Greater Toronto Area	-	-	-	-	736	599		
Government Agencies	-	-	-	-	5,391	6,909		
Donations	-	-	-	-	18,779	13,674		
Service Club Donations	-	-	-	-	3,814	5,555		
Fundraising Events - net (Note 4)	-	-	-	-	40,645	44,471		
Special Project Grant	-	-	-	-	9,341	-		
Trillium Grant	-	31,400	31,400	73,205	31,400	73,205		
	_	31,400	31,400	73,205	274,306	308,613		
expenditure								
Administration	-	-	-	-	6,807	4,500		
Bank Charges and Interest	-	-	-	-	1,146	1,146		
Education and IT Support	-	-	-	-	7,975	3,083		
Employee Benefits	-	3,483	3,483	5,300	15,915	19,076		
Office Equipment and Computer	-	-	-	652	12,708	5,962		
Fees - Travel & Sundry	-	835	835	1,277	20,283	21,076		
Office Supplies	-	-	-	-	6,387	8,116		
Public Relations	-	17,789	17,789	1,642	28,211	11,595		
Salaries and Purchased Services	-	22,472	22,472	41,825	130,992	143,953		
Telephone and Intervention	-	266	266	301	6,989	13,731		
Volunteers's Expense	-	5,000	5,000	721	12,526	9,289		
Special Project Disbursement	-	-	-	-	-	621		
Rental, Maintenance and Property Taxes	-	-	-	-	34,721	34,083		
	_	49,845	49,845	51,718	284,660	276,231		
Excess of (expenditure over revenue)								
revenue over expenditure	-	(18,445)	(18,445)	21,487	(10,354)	32,382		
Interfund Transfers	8,091	18,445	26,536	10,895	-	-		
Net Assets, beginning of year	58,911	-	58,911	26,529	58,911	26,529		
Net Assets, end of year	67,002	-	67,002	58,911	48,557	58,911		

Statement of purpose and our values

"I volunteer because...
I was always being told by
friends, people I had just
met or acquaintances these
words: 'I have never told
that to another living soul
before!" or 'I can't believe
I just told you that!'

Thank you, DCD, for giving me the opportunity to listen to our callers' stories and trying to uncover their 'buried truths'"

DEBBIE, VOLUNTEER

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

Integrity

Planning, organizing and implementing every activity honestly and ethically.

Standards of Excellence

Recognizing the need for continuous selfevaluation, 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

CAW Local 1090

Deighton Associates Limited

Distinctive Design Landscaping

Dr. A.M. Azi Medicine Professional Corporation

Durham Region Association of Realtors

Durham Regional Police Services

EHC Canada Inc

Glad Medical Associates of Clarington

Grajenn Property Services

(The Grounds Guys)

H. D. Supply

J. D. Systems

Lear Whitby's Employees

Mark Woitzik Professional Corporation

Mayhew Graphics

Mobridge Properties Inc.

Mount Lawn Memorial Gardens

Oshawa Skilled Trades Council

Power Line

Sobey's Employees

WC Town Funeral Chapel

Welcome to Wellness

Local Businesses, Service Clubs and Community Groups

Almost Perfect, Whitby

Archibald's Estate Winery

Baagwating Community Association

Bowmanville Zoo

Brock's Department Store

Carruther's Creek Golf and Country Club

CAW Family Auxilliary #27

Chatterpaul's Restaurant

Cheeky Girls Inc.

Cocoa Heaven

Deer Creek Golf and Banquet Facility

Durham District School Board -Staff Association

Durham Reading Centre

Enchanted Hands Day Spa

Erin Bosak Events

Forever Friends Bridal Boutique

General Motors Centre

Goodlife Fitness, Whitby

Great Blue Heron Charity Casino

Herongate Barn Theatre

High Fields Country Inn and Spa

Holiday Inn Express Suites, Whitby

Investor's Group, Whitby

IODE Golden Jubilee

Jungle Cat World

Kake Kreations

KX 96 Studios

Luke's Country Store

LuLuLemon, Oshawa Centre

Mark Anthony Salon and Spa

Medieval Times

Moksha Yoga, Brooklin

Mount Lawn Memorial Gardens and

Reception Centre

Optimist Club of Oshawa

Oshawa Little Theatre

Oshawa Zoo

Out Lounge and Eatery

Paris Nails, Oshawa Centre

Pegasus Swimming Lessons

Pickering Town Centre

Pita Pit, Whitby Brock Street Location

Power Yoga Canada, Oshawa Location

Rhythm Dynamix Dance and

Performing Arts

Rick Mercer Show

Rotary Club of Whitby Sunrise

Sacred Quest

Shiny Vibrations

Spa Sedona

Springfield Stables Riding Academy St. Leo's Knights of Columbus Council

Steven and Chris Show

The Brock House

11528

The Cocoa Cakery

The Gate House Salon and Spa

The Marilyn Denis Show

Tony Chuvalo's Acupuncture and

Herb Clinic

Valentino's Grande Salon

W.C. Town Funeral Chapel

Whitby-Oshawa PC Association

Churches/Charities

Andrew Foundation

Distress Centres Ontario

Hyrdo One Employees' & Pensioners' Trust

John Howard Society

Knights of Columbus St. Gregory's

Council 2671

Ontario Trillium Foundation

OPG Employees' & Pensioners' Trust

Pickering Village United Church

Realtors Care Foundation

Rotary Club of Ajax

Rotary Club of Pickering

Simcoe Street United Church

United Way Metro

United Way of Durham Region

Individual Donors

"Volunteering here helps me make a difference in this world. I know that I don't have to be good-looking, wealthy, outgoing, or particularly intelligent to matter to someone. Just by closing my mouth and opening my ears, and really listening, I can be there for someone. I am enough...! No more, no less, and the more I realize that. the more my desire to keep volunteering stays with me, no matter my own personal doubts, hang-ups, problems, and insecurities!"

RACHEL, VOLUNTEER

Abel Zwart
Alic Brabant
Alic Nettiga
Andrea Berkuta
Andrea Silk
Andrew Swindell
Angela Brown
Annette Cudmore
Anonymous
April Patch
Barb & Vic Stevens
Betty Robinson

Barb & Vic Stevens
Betty Robinson
Beverley Earnshaw
Blair Buchanan
Bob Crowells
Bob Verge
Bobbie Bulchardt
Brad Pringle

Brandi Boardman Brenda Howie Brian Nelson C. Woods

Candice Anstey Cathy Fehl Cathy Schenk Charles La Rose

Charles Ryan

Charlie & Betty Milner Cheryl Bateman Cheryl Tigchelaar Cheryl Van Luven Chesney Underhill

Chris Bakarr Christine Foster Colin Currie Craig Axler D Anderson Danielle Gollop

Daryl Bodashetsky

Dave & Cathy Parr
Debbi Guislain
Debbie Lewis
Deborah Bartlett
Deborah Murphy
Debra Waker

Diana Shermet Willimason

Diane Sharp
Dino Tyrovolas
Don Sharp
Donald Bell
Donald Crowe
Doug Anderson
Doug Sinclair
Dr. Durya Ali
Dr. Katharyn Go

Dr. Ratnaryn Go Dr. P. Singh Dr. Phil Smith Dwayne DeVrie Edward Mayled Elizabeth Ireton Elizabeth Lodge Elizabeth Wojcik Enja Cameron

Estate of the Late Jean Warren

Evan Finn
F. Schwarz Jr.
Fleur De Maya
Frances Robertson
Frank & Penny Bannister
Frank Chiodi

Fred Tippins George & Georgie Johnson

George McNulty
Gil Risman
Gina Lachance
Glen & Jackie Pulham
Graham Brown
Gretchen Devlin

Gwen Gay Gwyneth Zylstra Harold Davies Harriet Jackson Heather Hughes Helen Yound

Henry Vanden Heuvel

Hilda LeBlanc Hugh McGreechan

Ian Burns Irma Toyama Isabel Stillman J. Brunton J. Guenther

Jaclyn Van Rhee-Hess Jacqueline Mack Jacqueline Vardell James Brayley Jane Griffiths Jared Risman Jason Jacob Jayne Parry Jenn Martell

Jennifer MacDonald Jim & Marlene Charewicz

Jim Abel
Jo Anne Crew
Jo-Anne Pearson
Jo-lynne Bateman
Joann Wynia
Joanne Farmer
JoAnne Fletcha
Joanne Hosmar
Josie Caruso
Judith Troan
Judy Arcner
Judy Bodner
Judy Smiolstra
Judy Uden





June Harris Justin DeMille K. Burchmore Karen Burns Karen Davis Katherine McGreechan Kathy Campbell

Kathy Haire Katie Sharp Katy Lines Keith Lawrence Kelly Kerstin Ken Hewton Ken Nix Kevin Peel Larry Stortz Lauren Brock Laurie Crew Leo Blanchfield Lesley Chevers Linda Oudyle

Linda Schippens Lisa Roberts Lloyd Trudell Lois Boardman Lori Armstrong-Jezzi Lori Boardman Lorna Harrison LR Brooks Luay Cluff Lynda Powell Lynne Lyall Maggie Jewell

Marco & Donna Rivaletto

Marco Latin

Margaret McCrimmon Margaret Stauffer

Margaret Zinn Marilyn Risman Mark Hewton Martin Frith Martin Kruczek Mat Mirza Matt Fecica Maureen Sloley

Mega Farwell Megan Murray Melanie Godfrey Melissa Michaud Michael Lodge Michelle Merela Mike Brown Mike Laffey Minnie Hiemstra Moria Collelo Nadya Somerville Nadya Somerville Nancy Hamilton Nicole Cabral

Nicole Davis Nicole DeMille Nicole Sharp Nicole Volger Norma Bartlett Norma Bos Norma Moss Norman Young

Nicole D'Amours

Pam Brown Pat Maryke Pat Veldhoen Patricia Bowman Patti VanNieder Paul Sacco

Paula Campbell Peter Ellis

Ralph & Stacey Kunath

Rhea Hewton

Rhonda Vandermeer

Rick Bodner Rick Cameron Risman-Mostowy **Rob Cormier** Rob Engelage Robert Adourian Robert Astley Robert Bridgeo Ron & Marily Nixon Ron Blommesteyn Rosalyn Gough Russ Rak Ruth Berman Sandra McRae Sandra Ricci Sandra Villalta Sara Presson Sarah Manserra Shana Squires Sharon Liriano Shawn McLaughlin Sherrie Swan Sherry Burns Shirley Wiley Sion Hulst Stephanie Dunn Stephanie Tennant

Steve Govostis

Steve Mizur

Steve Moore

Steven Malish

Susan Young

Susanne Fennessey

Susan Kay

Sylvie Nile

Tamara Maile

Tammy Love Ted Boynton

Thom Sloley

Thomas & Debra Allen Tienco Posthumus **Todd Richards** Tom Morris Tony Geraci Tony Sheedy Tricia Brown Trudy Hiemstra Valentina Deek Vanessa Micieli

Wilf Alexander Will Blair

Wendy Fallis

Wendy Richtler

Yvonne Storm

In Memorium/Honour

Ajax Downs

Anonymous & Nathan Jackson

Canadahelps Dale Leadbeater Jennifer Tedford Judy Bodner Katherine O'Regan

Lily Arnold Loretta Bartsch Margaret Murphy Mary Chong MMM Group

My Tribute Gift Foundation

Sun Life Financial Teri MacDonald

Thea, Leslie, Sharon Arscott

2012 Annual Meeting Minutes

"I volunteer because
I have people in my life who
care about me and who have
been there for me. I know
others don't have these people in their lives and I know
it does others a great service
to be people they can talk to
and people they can count
on for support."

BRIAN, VOLUNTEER

The Chair welcomed everyone, declared we had quorum, and called the meeting to order. He then 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 of Distress Centre Durham is considered a member and may vote on all other motions with the exception of the minutes from last year.

He then introduced the 2012 Distress Centre Durham Board of Directors.

He asked that each person stand as he called their name and each member stood as their name was called.

Charles Ryan Edward Broderick
Dane Jeffrey Sue Duchesnay
Tom Morris John Shaw
Jennifer MacDonald Janet Traer-Dickson
Stacey Leadbetter Jim Deatcher (retired)

John Bailey (retired)

Tom moved the following resolution: resolved that the minutes of the last Annual General Meeting of the corporation held on March 24, 2012 be taken as read.

Stacey seconded the motion.

CHAIR asked: All those in favor - Carried All

Chair then announced the financial statements of the Corporation could be found in the Annual Reports on the tables, and he proposed that the Treasurer, Jennifer MacDonald present the Financial Report.

Jennifer declared that our financial business is in order, and asked if the membership had any questions in regard to the Financial Report. Not hearing any questions, she moved to have the 2012 Financial Report be submitted for approval.

John seconded the motion.

CHAIR asked: All those in favor - Carried All

Chair moved to appoint auditors Deloitte and Touche to review our financial statements as stated in our current By-Laws for 2013.

Dane seconded the motion.

CHAIR asked: All those in favor - Carried All

Chair announced that the joint report from the Board Chair and the Executive Director stands as presented in the 2012 Annual Report. He then asked if there were any questions, not hearing any he asked for a motion to accept the report.

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

Tom seconded the motion.

CHAIR asked: All those in favor - Carried All

APPROVAL OF AGENDA

The Chair announced that the agenda for the meeting could be found in the programs on the tables, and he asked for a motion to approve the agenda

Dane moved the following resolution that the Agenda be approved.

Sue seconded the motion

CHAIR asked: All those in favor - Carried All

Chair asked for the consent of the meeting that Jennifer MacDonald act as recorder.

Chair then announced that the minutes of the last annual general meeting were presented in the annual reports found on the tables for review. He then asked for a motion to approve the minutes of the AGM held on Saturday, March 24, 2012.





Chair introduced Past President Sue Duchesnay to introduce the proposed 2013 Board of Directors.

Sue announced:

Charles Ryan: completing a 2 year term
Edward Broderick: completing a 2 year term
Stacey Leadbetter: completing a 2 year term
Tom Morris: completing a 2 year term
Sue Duchesnay: completing a 2 year term
Jennifer MacDonald: completing a 2 year term
John Shaw: completing a 2 year term
Dane Jeffrey: beginning a new 2 year term
Deborah Nanton: beginning a new 2 year term
Roger Eade: beginning a new 2 year term

Deborah made a resolution to accept the 2013 Board of Directors as presented.

John seconded the resolution

CHAIR asked: All those in favor - Carried All

Chair announced that after the AGM the Board of Directors will meet to elect the Executive Committee.

Chair announced:

As per our existing Constitution which was last reviewed and amended in 2010, 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.

A copy of the suggested changes regarding staggering the board executive position terms and the dissolution clause addition regarding lottery funds being distributed only to other organizations who are authorized to accept lottery funds, will be attached to the minutes of this meeting.

Chair then asked that a motion 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.

Jennifer seconded the motion.

CHAIR asked: All those in favor - Carried All

Chair then announced the next item of business was the confirmation of the acts of Directors, he asked that a motion be made to confirm the acts of the Board of Directors.

Roger then moved the following resolution, that all the acts, proceedings, contracts, by-laws, appointments, elections and payments enacted, made, done and taken by the Directors since the last Annual Meeting of Members as recorded in the Minutes of Meetings of the Directors and Members or on the books or records of the Corporation be and the same are hereby approved, ratified and confirmed.

John seconded the motion.

CHAIR asked: All those in favor - Carried All

Chair asked if there was any further business of the corporation. Not hearing anything he asked that someone move that the meeting be terminated.

Deborah moved that the meeting be terminated.

Chair declared the meeting terminated.

