

THE VOICE ON THE OTHER END OF THE PHONE

DISTRESS LINE: 519-667-6711

SENIORS HELPLINE: 519-667-6600



“Serving the community—
one call at a
time.”

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The LDDC: A Service Driven by Diversity

“I feel proud volunteering with an organization that really represents the community. These people really are London.” —Rachel

The London and District Distress Centre belongs to the culturally diverse community of London and area, and in order to best serve our callers, the LDDC takes great care to make sure our volunteers reflect that diversity. When we are looking to recruit new volunteers, we search for people with a diversity of experience, skills, interests, physical abilities and of various ethnic, cultural and socio-economic backgrounds.

Just taking one look at our current volunteer photo board in the Call Room shows just that: we are proud to have 87 volunteers join us from all areas of the London community, representing the very people that they are giving their time to help. These volunteers commit to 16 hours a month for a minimum of a year, after first completing over 30 hours of training.

The calls we receive are just as diverse as the volunteers; calls can include emotional support for those living with a mental illness, exploration of services in the community for London’s homeless, or those struggling with major life stresses or thoughts of suicide.

Our volunteers are what really drives the LDDC: last year alone, volunteers answered over 14646 phone calls, with support given to the community 24 hours a day, 365 days a year. Without them, none of what we do would be possible.

If you are interested in learning more about volunteering, please call 519-667-6710, or email training@londondistresscentre.com

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Our New Website

The London and District Distress Centre is pleased to announce the launching of our new website at www.londondistresscentre.com. We have given ourselves a fresh new look and are very excited about the changes! The LDDC would like to thank the Jack and Barbara Hay Foundation of London for their generous funding for our new website!

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Strategic Planning Project

The London and District Distress Centre has recently received a \$10,000 grant from the Ontario Trillium Foundation toward an overall cost of \$25,000 to review and research a new Strategic Plan for the LDDC. The project is critical to the sustainability and growth of the LDDC, both in the services we provide as well as our financial needs.

The LDDC has accepted 3 consultant applications and has started working this month with the Strategic Plan Advisory Committee to determine the appropriate candidate for the project.

The consultant and Advisory Committee will begin their research on a new Strategic Plan for the LDDC in early September of this year.

The Brian Young Award

In London on June 15 of this year, a committee called Project S.E.N.I.O.R. (Stop Elder Neglect and abuse In Our Region) awarded the first ever Brian Young Award for exceptional work in our community towards combating elder abuse.

The committee oversees organizations that work with seniors in our community. These organizations coordinate with seniors to help them understand services available, as well as identify gaps in service and dealing with elder abuse issues. The committee was instrumental in the establishment of the Senior's Helpline (519-667-6600), one of three phone lines here at the LDDC.

The recipient of the first Brian Young Award was Patrick Fleming who is a Social Worker with the Geriatric Mental Health Program at LHSC. He is a part of Project S.E.N.I.O.R. and he is also the Chair of C.A.N.E., Committee on Abuse and Neglect of the Elderly.

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Volunteer In-Service Sessions

The London and District Distress Centre believes in, and is committed to, the continuous education of its volunteers: we go beyond the 30 hours of initial training and provide In-Services on specific issues we see on the phone lines every day. Here is a list of In-Services we have held and are planning to hold in 2009:

February 11th: Presentation by Addiction Services of Thames Valley discussing types of addictions and resources available

March 26th: Volunteer Appreciation Dinner with Guest Speaker Steve Giustizia, from City of London

June 23rd: Presentation by the Regional Sexual Assault & Domestic Violence Treatment Centre discussing sexual assault

August 7th: Volunteer Barbeque Social

August 27th: A review and update for the London CAREs line to address volunteer concerns and questions

September 17th: Annual General Meeting

October 7th: A presentation by the Brian Young Award recipient, Patrick Fleming, on Elder Abuse in the community

October 26th: Optional Focus Group Session on CRISIS Partnership Overview

November 10th: TBA

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London CAREs

The London and District Distress Centre was approached by the City of London in 2008 to launch the 24/7 telephone response line component of London CAREs. London CAREs is an integrated strategy to address the needs of individuals living with the effects of poverty, homelessness, addiction and mental illness in the downtown core.

Our volunteers, including those who have been with us for over ten years, had to learn an additional phone line, with new policies and procedures, and in October of 2008 we began receiving calls. In the first month we only received 3 phone calls, but now it averages at close to 60 calls a month!

We are proud to be a part of a team that includes four safe havens, several outreach workers, and a mobile van. All partners in London CAREs have come together to find alternatives ways to help the homeless, the addicted, and those with mental illness. For further information, please read the [London CAREs brochure](#).

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Diva Day

The sixth annual Diva Day was held this year March 8th, and yet again it was a smashing success! Diva Day offers an opportunity for individuals to spend an entire afternoon de-stressing and sampling numerous wellness, spa and personal therapy techniques.

This year we raised over \$23,000 for the LDDC. Congratulations to the Diva Day Committee for another Diva Day well done! Diva Day 2010 is scheduled for March 7th. Check out our [website](#) for more information and sponsorship opportunities!

Call Statistics –Jan. to June 2009

Hours on Phone.....	1494.15
Number of Calls.....	8050
Distress Line.....	6949
Seniors HelpLine.....	741
London CAREs.....	356
Emotional Support Given.....	4807
Referrals Given.....	531
New Callers.....	1184

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Staff

Executive Director
Bill Diver
519-667-6709

Trainer & Volunteer
Coordinator
Charlene Foster
519-667-6710

Community Relations
Coordinator
Vacant
519-667-6585

Charitable Number
0362152-09

Agency Mission

The LDDC is a community-based agency that provides individuals in need with short-term empathetic listening and confidential telephone support, operated 24 hours a day by highly trained and caring volunteers.

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Answering the Call

London and District Distress Centre Inc.

P.O. Box 801, Stn. B, London, ON N6A 4Z3

Yes! *I/We would like to make a difference in our community.* Your contribution towards the recruitment, training and support of our amazing Call Room Volunteer Team is 100% tax deductible. Your thoughtfulness and generosity is greatly appreciated.

Name: _____

Address: _____ City/PC: _____

Email: _____ Phone Number: _____

Donation Amount: \$50 \$100 \$250 \$ Other: _____

OR, to make a donation by credit card please visit our [website](#) for more information, or visit CanadaHelps.org and enter our charity.



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