

# THE VOICE ON THE OTHER END OF THE PHONE



*"Serving the community - one call at a time."*

## **In this Issue:**

[Volunteer Training](#)

[Climb of the Penguins](#)

[Diva Day](#)

[Strategic Planning Update](#)

[CanadaHelps](#)

[Volunteer Banquet](#)

[Call Statistics](#)

[New Year's Party](#)

[A Thank You...](#)

[New Staff](#)

[Board of Directors](#)

[How to Donate](#)

[2010 In-service Dates](#)

[Staff](#)

## **Volunteer Training- builds confidence and inspires people!**

The primary **goal** of the training program of the LDDC is to prepare potential volunteers with the necessary skills, attitudes and knowledge to provide non-judgmental, confidential support and crisis intervention to callers with a wide variety of problems.

The **objectives** of the training program are:

1. To acquaint the volunteer with the philosophies and practices of the London and District Distress Centre.
2. To provide the volunteer with a working knowledge of the listening skills required.
3. To provide volunteers with the theoretical framework and practical tools to accurately assess crisis situations.

## **Recently trained volunteers' comments on training sessions:**

"The training was extremely useful. I felt like I have learned a tremendous amount of knowledge and will be learning more when pursuing my volunteer work. It was also a great opportunity to get to know, work with and be familiar to other volunteers who will be my future coworkers!"

"[The training] helped me see some of my assumptions when assessing a call."

"[Charlene is] a very effective, perceptive trainer who builds confidence and inspires people."

*If you are interested in learning more about volunteering, please call 519-667-6710, or email [training@londondistresscentre.com](mailto:training@londondistresscentre.com)*

## **Agency Mission**

*The London and District Distress Centre 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.*

[Back to Contents](#)

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## United Way Climb of the Penguins

Hundreds of people took part in one cool adventure - The Climb of the Penguins at One London Place, November 5.

Hundreds of teams and individuals raised pledges and climbed 472 steps to the top of One London Place. This year United Way raised \$150,184!

Thank you to all our climbers; Carol, Gidget, Cindy and Bobbi-Jo, and to those people who pledged.

The London and District Distress Centre raised \$351.00!



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## Join Us for *Diva Day* 2010

London District Distress Centre presents the 7<sup>th</sup> Annual *Diva Day*, March 7, 2010 at Windermere Manor. *Diva Day* is an opportunity for Divas to spend an entire afternoon sampling numerous wellness and personal therapy techniques while supporting a great cause.

Once again, Divas will enjoy an afternoon of pampering a special goodie bag with treats to continue that feeling of being spoiled even after the day is done. Prima Divas will also enjoy lunch at Windermere, special parking and a special Prima Diva Goodie Bag in addition to all the other benefits of *Diva Day*.

Divas can also bid on select items during the Silent Auction and Live Auction at the end of the afternoon. New this year is the "Ultimate Diva" contest and Early Bird Draws for those who buy their tickets early.

To buy tickets or donate a Silent Auction item, please e-mail [bobbijo@londondistresscentre.com](mailto:bobbijo@londondistresscentre.com).

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## 2009-2010 *Diva Day* Committee

Sarah Westlake – Co Chair  
Heather Bishop – Co Chair  
Bobbi - Jo Gardiner – Staff

Allison Wentzell            Wendy Horton  
Erin Rothenburger        Jen Lanno  
Kerry Blackwell            Jody Learn  
Laurie Kornmuller        Shawna Harkes  
Debbie Duplan

[Back to Contents](#)

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## Strategic Planning Update

The LDDC Strategic Plan Project will take place over the next 10 months. For the first five months of the project we will be gathering information from all of our key stakeholders, including our volunteers.

We will be sending out on-line surveys, conducting phone interviews, holding focus groups and looking at best practices in other helpline/crisis lines.

If you would like more information please contact our consultant, Jennifer Kirkham, at [jenkirkham02@gmail.com](mailto:jenkirkham02@gmail.com).

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## CanadaHelps Great Canadian Giving Challenge!

The CanadaHelps Great Canadian Giving Challenge is a 4-week long competition starting, November 23<sup>rd</sup> that gets Canadians to use the power of social networking to help raise \$5000 for their favourite charity. Visit the LDDC Giving Page at <http://www.canadahelps.org/gp/5829> to make a secure donation with a credit card!

Promote the CanadaHelps Great Canadian Giving Challenge to your supporters, contacts and friends and ask them to set up a GivingPage to raise funds London & District Distress Centre.

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## Upcoming Volunteer Awards and Appreciation Banquet

The London and District Distress Centre has experienced an increase in the number of calls we have received this year. In fact, we have received more calls than we have ever had in our 41 year history! To honour and celebrate your success we will be hosting the Annual Volunteer Awards and Appreciation Banquet on March 30, 2010, with guest speaker, Sean R Noguera, Senior Counsel, Law Department - London, and past Chair London and District Distress Centre Board of Directors.

More details to follow. Thank you and keep up the good work.

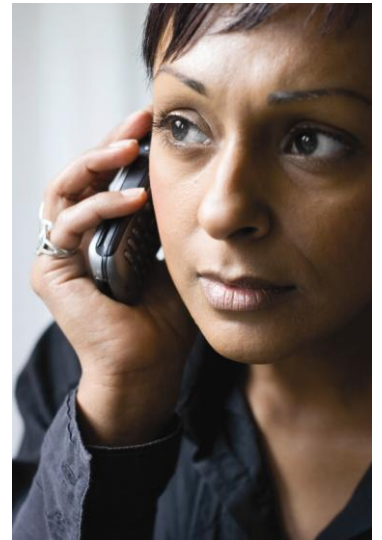
Thank you for your inspiring dedication and tremendous dedication.

[Back to Contents](#)

Distress Line  
519-667-6711

Seniors  
HelpLine  
519-667-6600

London  
CAREs  
519-661-CARE



## Call Statistics 2008:

Number of Calls	14621
New Callers	2067
Seniors HelpLine	861
Suicide Calls	486
London CAREs Calls	675

## OUR ANNUAL VOLUNTEER'S - *New Year Celebration*

Mark your calendars for January 7, 2010 to celebrate another year of great achievement.

Organizing Committee: Bobbi-Jo, Jessica, Rachel and Navid  
Who: All Call Volunteers, Diva Day Committee, Board and Staff  
What: To celebrate another successful year  
When: January 7, 2010 from 7:00 pm to 8:30 pm

There will be food, stories, games and prizes! Please RSVP to Bobbi-Jo by December 25th

Wishing you and all those close to you a joyous holiday season, a new year of happiness, and hope for a world at peace!

## New Staff Member joins Our TEAM



Many of you may have already met Bobbi-Jo, the Centre's new Community Development Coordinator. She comes from a diverse background ranging from United Way and Big Brothers Big Sisters South Huron and the Norfolk General Hospital Foundation.

Her role at the London & District Distress Centre will be to coordinate the development and organization of external relations, community outreach, special events, fundraising appeals and grant proposals, and assist with volunteer support and development.

Bobbi-Jo with her husband Corey, and their two cats, just moved back to Southwestern Ontario after spending three years in the Ottawa area.

Please give her a warm welcome!

[Back to Contents](#)

## Please Welcome Our 2009-2010 Board of Directors

Greg Clark - Chair  
Kelly Ziegner - Past Chair  
Corinne Marshall - 1st Vice Chair  
John Humphrey - Treasurer  
Kim Newman - Secretary

### Directors:

Adrienne Paquette      Connie Morrison  
Paulina Dysko          Jody Learn  
Sarah Corrigan         Joan Seabrook  
Evan Russell             Bill Diver

**The LDDC would like to  
THANK all of the  
volunteers who helped  
out during the LTC  
strike.**

**We couldn't have  
survived without you!**

## Upcoming Volunteer In-service for 2010

January 25, 2010 - Overview and input workshop to the Centre's strategic planning project - It's critical we know your thoughts and comments about what we've done in the past, how we could improve and how we can change to serve the community better. Please mark the date in your calendar and plan to attend.

[Back to Contents](#)

## Staff

Executive Director  
**Bill Diver**  
519-667-6709

Trainer & Volunteer  
Coordinator  
**Charlene Foster**  
519-667-6710

Community  
Development  
Coordinator  
**Bobbi-Jo Gardiner**  
519-667-6585

Charitable Number:  
0362152-09

## How to Donate

### 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.



*Privacy statement: We do not sell or share mailing information. If at any time you wish to be removed from our charitable mailing list, please let us know and we will honour your request.*

Charitable Number: 0362152-09

