

THE VOICE ON THE OTHER END OF THE PHONE



519-667-6711



519-661-2273



519-433-2023

In this Issue:

[Day Break](#)

[Crisis Response Line](#)

[Make a Difference](#)

[Diva Day](#)

[We're Moving](#)

[Brian Young Award](#)

[Volunteer Service Awards](#)

[Crisis Line Coordinator](#)

[Board of Directors](#)

[United Way Events](#)

[Call Statistics](#)

[Thank You](#)

[Staff](#)

[How to Donate](#)

Day Break Awareness Event Fall 2011

The London and District Distress Centre and Mind Your Mind bring together youth experts to discuss mental health issues facing youth and their families, as well as helpful strategies to cope with these issues.

Watch for tickets online. Visit:
<http://www.londondistresscentre.com/events.html>

Crisis Response Line

On June 30, 2011 Distress Centre volunteers began answering the Crisis Response Line, previously answered by the London Mental Health Crisis Service. "Better use of community resources for those struggling with a mental health crisis is the goal of this partnership", says Michael Petrenko Executive Director of the Canadian Mental Health Association London Middlesex.

The partnership allows the Distress Centre to provide more consistent support to callers. If people who call in on the distress line need access to resources of the Crisis Service, they will be able to do so seamlessly, which previously could not be done. London Mental Health Crisis workers will be redirected to increase face-to-face support, crisis planning and after-care support for people experiencing a mental health crisis. This is great news for our community!

People in the community who call either line will continue to receive exceptional telephone support. Both the Distress Line and the Crisis Line phone numbers remain the same so that callers will experience minimal change. Strong linkages between the two agencies will ensure that the best support possible is provided to people in our community who experience a mental health crisis.

Make A Difference!

Are you the person your friends and colleagues often call when they have problems and need someone to listen? Do you find you naturally provide support to those you know without judging them?

The London and District Distress Centre is looking for new individuals to accept a challenging and rewarding volunteer role.

Call volunteers provide supportive listening to callers who are worried, sad, scared overwhelmed or in crisis. Comprehensive training is provided in the areas of active listening, crisis management, suicide intervention and community resources. **The role includes a commitment of 16 hours per month for a full year.** Learn more at www.londondistresscentre.com or call the Trainer and Volunteer Coordinator at 519-667-6710.



Save the Date for Diva Day 2012!

The London and District Distress Centre presents the 9th Annual *Diva Day* **Sunday, March 4, 2012** at Windermere Manor. Diva Day is an opportunity for Divas to spend an entire afternoon de-stressing and sampling numerous wellness and personal therapy techniques while supporting a great cause.

For more information please e-mail diva@londondistresscentre.com

Thank you 2010-2011 *Diva Day* Committee!

Chair: Sarah Muto
Staff Advisor: Bobbi-Jo Gardiner

Allison Tisdale, Erin Rothenburger, Amanda Logan, Heather Travis, Angie Wiseman, Julia Cook, Catriona Pypka, Melanie McDonald, Esther Goldberg, Michelle Foote, Vicki Ng, Wendy Horton, Melissa McLeod



We're on the move!

[Back to Contents](#)

Stay tuned for details on when and where we will be moving!



The Brian Young Award

This year, the London and District Distress Centre was honoured to be the recipient of the Brian Young Award for exceptional work in supporting older adults who experience abuse, neglect and feelings of isolation in their community. The majority of this work is accomplished on an ongoing basis by our amazing Call Volunteers.

The Seniors Helpline was a vision of Brian Young's which originated in 2002 as a recommendation from Project S.E.N.I.O.R. The Seniors Helpline gives seniors in London and Middlesex County an opportunity to question and report abuse, neglect and instances of fraud.

The award is presented annually to an individual or organization that supports a collaborative, community based approach to dealing with the abuse and neglect of older adults, engages in proactive strategies, works towards creating an atmosphere which removes the barriers faced by older adults accessing service and increases awareness and community education.

Staff and several volunteers attended the presentation of the award on June 15, 2011.



Ontario Volunteer Service Awards

Through the Ontario Volunteer Service Awards, the government recognizes and thanks volunteers for active and ongoing service to the same group for 5 or more continuous years, or 2 continuous years for youth. The awards are given in appreciation of the fact that volunteers are vital in the building of diverse, vibrant, safe, caring and strong communities.

This year, the following Distress Centre volunteers were recipients of the award: Sandra Collier, Alice Cox, Ray Gibson, Sandra Musclow, Bob McBride, Pauline Reid, and Jessica Kao.

Great job, volunteers! Your dedication is inspiring.

Meet Lori Otte!

I am happy to have joined the Distress Centre team as Crisis Line Co-ordinator. My role includes providing a link between the London and District Distress Centre and the London Mental Health Crisis Service to ensure callers receive appropriate support and follow up. I also help in training volunteers and offering guidance and support as needed. I have a passion for crisis work and hope to utilize my knowledge, experience and enthusiasm in this new partnership. I bring with me 28 years of front line mental health experience, the last 14 of which was with the Crisis Service, where I continue to lead the Mobile Crisis Team.

I am so impressed at the dedication of the Distress Centre volunteers, their positive attitude towards this new part of their role and their willingness to participate in the additional training required. I believe this partnership is a step towards improving our challenged mental health system by having Distress Centre volunteers continue to provide telephone support and allowing Crisis Service staff more opportunity to intervene in crisis situations.

[Back to Contents](#)

Our 2010-2011 Board of Directors

Greg Clark- Chair
Corinne Marshall- 1st Vice Chair
Kim Newman- 2nd Vice Chair
John Humphrey- Treasurer
Adrienne James- Secretary

Joan Seabrook Esther Goldberg
Paulina Dysko Ryan Lovell
Sarah Muto Kate Leslie
Evan Russell Jessica Kao
Dana Lowry Bill Diver



United Way Upcoming Events

Sept. 14- 3M Harvest Lunch Campaign
Kickoff 11:30 am – 1:30 pm @ John
Labatt Centre

Oct, 15- Rainbow Movie-A-Thon 11:00
pm – 11 am @ Rainbow Cinemas

Nov. 3- Stair Climb 6:00 am – 9:00 pm
@ One London Place

Call Statistics 2010:

Number of Calls	17689	Suicide Calls	421
New Callers	2415	London CARES	2315
Seniors HelpLine	860		

THANK YOU to all our volunteers for all of your dedication and care in helping our callers every day! You are amazing!

[Back to Contents](#)

Staff

Executive Director
Bill Diver
519-667-6709

Trainer and Volunteer
Coordinator
Charlene Foster
519-667-6710

Crisis Line Coordinator
Lori Otte
519-667-6543

Community
Development
Coordinator
Bobbi-Jo Gardiner
(on parental leave)
519-667-6585

Administration and
Program Assistant
Emily Wilton
519-667-6542

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

