

- 1968:** Council of Churches of the Inner City of London identifies a need for a crisis suicide intervention service
- 1971:** Founding member of Distress Centres Ontario (DCO)
- 1975:** Crisis lines become operational 24 hours/day, 365 days/year
- 1977:** Incorporation on May 18, 1977. A constitution was adopted by the membership and a Board of Directors was formed
- 1984:** Approved as a member of the United Way of Greater London
- 1987:** Contact Crisis Centre name changed to London and District Distress Centre
- 1989:** Youth Crisis Line was established
- 1998:** United Way of London & Middlesex approves multi-year funding
- 1999:** Spanish Line piloted
- 2001:** LDDC and Project S.E.N.I.O.R. launch Seniors Helpline
- 2006:** LDDC relocates operations
- 2006:** United Way approves a 2<sup>nd</sup> multi-year funding request
- 2007:** Chaos Organized software makes its debut
- 2007:** Ontario Trillium Foundation funds 2 year, Promotions and Awareness Campaign
- 2008:** London CAREs response line piloted in October
- 2009:** New LDDC website goes "Live" in July
- 2010:** LDDC develops 3-year Strategic Plan including a new vision and strategic objectives for 2010-2013
- 2010:** In October, LDDC launches an annual awareness event called Day Break: A New Beginning breakfast event
- 2011:** LDDC volunteers begin to answer the Crisis Response Line on June 30, in partnership with the London Mental Health Crisis Service.



**2010-2011**

**ANNUAL REPORT**

**SEPTEMBER 15TH, 2011**

**OUR VISION**

**"A HEALTHY COMMUNITY  
THROUGH CARING AND  
CONNECTION."**



## OUR 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.*

## 2010 – 2011 BOARD OF DIRECTORS

Chair: Gregory Clark

1st Vice Chair: Corinne Marshall

2nd Vice Chair: Kim Newman

Treasurer: John Humphrey

Secretary: Adrienne James

Directors:

Joan Seabrook

Paulina Dysko

Sarah Muto

Evan Russell

Dana Lowry

Esther Goldberg

Ryan Lovell

Kate Leslie

Jessica Kao (ex-officio)

Bill Diver (ex-officio)

On June 30, 2011 London and District Distress Centre volunteers began answering the London Mental Health Crisis Service – Crisis Response Line 24 hours a day, 7 days a week. The Distress line focuses on supporting people who are worried, overwhelmed, sad, stressed or scared. The Crisis line focuses on supporting people who are experiencing a mental health crisis.

“Volunteers at the London and District Distress Centre participate in a comprehensive training and coaching program that equips them to provide excellent telephone support to people in our community who are in distress or experiencing a mental health crisis” explains Bill Diver, Executive Director of the London & District Distress Centre.

“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.

Now that the London and District Distress Centre is answering the Crisis Line, the London Mental Health Crisis Workers will be redirected to increase face-to-face 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.

*“As the Crisis Line Coordinator, I am honoured to be part of this exciting new partnership which combines the strengths of both agencies to offer enhanced services to the community.” - Lori Otte*

## STAFF 2010 – 2011

**Bill Diver**

Executive Director

**Charlene Foster**

Trainer and Volunteer Coordinator

**Bobbi-Jo Gardiner**Community Development Coordinator  
(parental leave - May 2011)**Lori Otte**

Crisis Line Coordinator

**Alice Cox**

Statistician and Database Maintenance

**Emily Wilton**

Administration and Program Assistant

2010–2011 *Div* *Day* COMMITTEE

Chair : Sarah Muto

Staff: Bobbi-Jo Gardiner

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

It is again with great pleasure that we are able to share in the success of our community. This year, with the help of our volunteer team, we launched the new *Crisis Response Line* on June 30th, after a two-year review and study of the community dynamics between the London Mental Health Crisis Service and ourselves. The new Crisis Response Line brings together the best resources for telephone support available for anyone in London and Middlesex County who is struggling with a mental health crisis.

Over 125 dedicated, committed, caring volunteers give annually, over 11,000 hours of their time to answer our help lines 24/7, 365 days a year.

Our new *Strategic Plan 2010-2013* worked wonders to keep us on track. The formation of a community helpline forum led us to formalizing a possible new joint training approach with Sexual Assault Centre London, Women's Community House and the Women's Rural Resource Centre in Strathroy. A collaborative application was submitted to Ontario Trillium Foundation, which could see the development of a new mix of training resources and vehicles, shared amongst these agencies.

We continued to work closely with the United Way of London and Middlesex for all individuals dealing with mental health and mental illness issues, providing early front-line help and intervention.

One of the community's biggest challenges remains tearing down the stigma of mental health distress and illness and we have made some ground. Our Call Volunteers, Board of Directors and staff are relentless champions of mental health. In October, we hosted a first-time awareness event, *Day Break*, for practitioners, survivors of suicide and families to speak directly about the stigma and grief of suicide.

We want to thank the Distress Centre team, United Way, CMHA, the City of London and our supporters and donors for all the support, assistance and guidance as we help strengthen the resilience of individuals, families and caregivers dealing with mental health concerns.

## JUST THE FACTS

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2010

**17689** Total Calls Received

**7922** Callers had a diagnosed mental illness

**2415** New callers used our lines

**1558** Callers felt isolated in their community

**860** Seniors Helpline calls answered

**518** Calls related to employment

**421** Suicide Crisis Calls

**2315** London CAREs calls

## FINANCIAL HIGHLIGHTS

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& PARTNERSHIP REVIEW

### FINANCIAL HIGHLIGHTS

**Revenue - \$220, 746**

United Way - 63%

Fundraising and one time Grants – 19%

City of London - 18%

**Expenses - \$219, 274**

### LDDC RECEIVES THE BRIAN YOUNG AWARD

On June 15, the London and District Distress Centre was recognized as the recipient of the 2011 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 call volunteers, who answer hundreds of calls a year on the Seniors Helpline.

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 the London and Middlesex County a first opportunity to question and report abuse, neglect and instances of fraud.

In the spirit of Brian's vision, the Brian Young Award is presented annually to an individual or organization that deals with the abuse and neglect of older adults through a collaborative community based approach, engaging in proactive strategies, working toward creating an atmosphere which removes the barriers faced by older adults accessing service and increasing awareness and community education.