

NEW Learning Forums Webinar! The Often Hidden Influence of Neurological Disorders on Distress and Crisis Support and Suicide Prevention. This online four-week certificate Learning Forums webinar series begins on Wednesday, November 4th at 7:00 pm. [Click here](#) for more information, and [here](#) to register.

October 2015

Saving Your Culture after a Workplace Event

Workplace culture was the focus of a keynote address at the most recent DCO Fall Conference in Toronto. The session, designed for DCO member centre leadership, emphasized the importance of building strong workplace cultures and highly engaged employees and volunteers to help deliver high quality service.

Laura Williams, founder and principal of Williams HR Law and Williams HR Consulting made a compelling presentation



[Read more...](#)

Learning Forums: Native Cultural Sensitivity

A recent addition to the Learning Forums video line up is a very interesting presentation that helps viewers better understand the issues facing aboriginal people. Help line call responders provide support with sensitivity to the needs and conditions of callers, and this sensitivity involves being open and accepting of a person's culture, background, values, and experiences, and being aware that their circumstances are not necessarily of their own doing. Culture is the learned, shared, and transmitted values, beliefs, norms, and lifeways of a particular group that guide the group's thinking, decisions, and actions in patterned ways.



[Read more...](#)

8th Annual Spirit of Volunteerism: Introducing our Recipients

DCO welcomed 64 guests to the 8th Annual SOV Recognition reception and dinner to celebrate the dedication and accomplishments of all the recipients and nominees. The event held on Friday, September 27th at the Holiday Inn, Yorkdale, included a video

presentation that included all volunteer nominees and the awarding of certificates and trophies by Board Chair, Karen Letofsky.



In upcoming months, you will learn about all the deserving nominees, while this month, we would like to introduce you to the 2015 SOV recipients...

[Read more...](#)

Fundraising: Conduct Your Research

Continuing with our fundraising series, it's important to look at your organization's current donor base when planning for fundraising goals. Use the following sample questions when conducting interviews with your supporters, and keep in mind that depending on your supporter type, not all questions may apply. Feel free to choose specific information appropriate to each kind of supporter.



[Read more...](#)

Six Ways to Give Millennials the Mentorship They Want

Millennials, now the largest generation in today's workforce, think mentoring is the most effective and most desired type of career development training, however, millennials generally aren't satisfied with corporate training programs, including mentor opportunities. Companies need to be more creative when structuring formal programs and also encourage their millennials to seek both internal and external mentorships.



[Read more...](#)

SIOM - Summary of 2014 Data

DCO member distress and crisis services across Ontario provided support to over 282,800+ callers in 2014. On average, each caller will explore four concerns with the responder per call.

DCO has aggregated the call statistics and related information from its member centres for many years. It's been an intensive exercise to combine all the information from differing databases with different names for similar information. For calendar 2014, call data was submitted by 85 percent of Distress and Crisis Ontario's members. We continue to work with the remaining 15 percent of our membership to align their reporting formats so that we can include their statistics in future aggregate reporting.



We are pleased to share a summary of the results of our 2014 data. Click below for the full SIOM 2014 Summary brochure.

[Read more...](#)

DCO Upcoming Events and Schedule of Meetings

DCO 2016 Spring Conference
March 23-24, 2016

Board of Directors
November 11
January 13
March 16

Education Committee
November 26

Finance Committee
November 9
January 11

ONTX Steering Committee
November 10
November 24
December 6

Learning Forums
November Lunch and Learn
November 12 at 12:00 Noon
Topic: CRA Charity Audits - What You Need to Know
[Click here for more information](#), and [here to register](#).

The Often Hidden Influences of Neurological Disorders
Four-week Certificate Series Webinar
November 4, 11, 18, and 25
7:00 pm - 8:00 pm
[Click here for more information](#), and [here to register](#).

Upcoming Learning Forums Videos
October: Epilepsy Part 1 - Understanding Epilepsy
November: Epilepsy Part 2 - Epilepsy, Its Impact on Family
December: All About Anxiety
January: Hoarding or Collecting



News from our Member Centres

Distress Centres Toronto
The Grief Journey: Reaching Out and Connecting
An evening of connection and conversation for survivors in the aftermath of a loss by suicide will be held Monday, November 16 at 7 p.m. to 9 p.m. in rooms 308 and 309 in Metro Hall, 55 John Street, Toronto.



As part of International Survivors of Suicide Loss Week, we will view and discuss a specially-produced documentary on suicide loss and its impact on families. To RSVP or for more information, please contact Survivor Support Program's Manager, Alex Shendelman at 416-595-1716 or alex@torontodistresscentre.com.

Distress Centres Toronto Raises the Flag to Recognize Survivors of Suicide
On November 19th please join Distress Centres at 10 Trinity Square at 11:30 a.m. as we meet to reflect on our losses and our healing journey. All those assembled will then walk together to City Hall at noon to raise a flag in honour of the lives of those lost to suicide and to acknowledge the journey of healing made by those left behind.

The flag raising takes place at noon at the Upper Mezzanine flag pole, City Hall, 100 Queen Street West, in Toronto. For further information, please contact Alex Shendelman at 416-595-1716 or email alex@torontodistresscentre.com.

Distress Centre Ottawa and Region

Save the Date for Chocolate! The 9th annual **Chocolate Affair Gala** to support Distress Centre Ottawa & Region is scheduled for April 28th, 2016. Tickets go on sale January 15th, 2016. Contact Leslie Scott at 613-238-1089 x222 or at lscott@dcottawa.on.ca. More details coming soon.

Nunavut Kamatsiaqtut Helpline

Nunavut Kamatsiaqtut Helpline is pleased to announce that they will be hosting the **2016 CASP Conference** in Iqaluit, Nunavut on October 27, 28 and 29, 2016. Details to come.

Please [email](#) us to share your centre's news and upcoming events in *e-News & Views*.

Distress and Crisis Ontario | Centres de Détresse et des Crises d'Ontario
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