

August 2014

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Upcoming Events:

World Suicide Prevention Day  
September 10th,  
2014

DCO 2014 Fall  
Conference

## Connecting Canada While Supporting Individuals' Emotional and Mental Health

The Mental Health Commission of Canada (MHCC) extends an invitation to attend *Connecting Canada While Supporting Individuals' Emotional and Mental Health*, the seventh webisode in a free webinar series on suicide prevention, intervention, and postvention.



Mental Health  
Commission  
of Canada

Commission de  
la santé mentale  
du Canada

This webisode is taking place at a special time and date: September 10 at 2 p.m. EST, in recognition of World Suicide Prevention Day (WSPD). The national theme for WSPD is "Connecting Canada". Registration will open on Tuesday, September 2nd through the MHCC website. [Read more.](#)

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## Will Comparable Salary, Wage and Benefits Information Help Your Organizational Planning?

2014 marks the inaugural year for the Distress/Crisis/Helpline Compensation and Benefits Survey, an independent Bramm Research Survey sponsored by Distress Centres Ontario. We are hoping all DCO member centres will participate fully.

What are the benefits of participation? Your centre will be able to explore comparators in the helpline sector as well as place you within the correct segment based on organizational size, volume of telephony-based services, and geography. [Read more.](#)



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## DCO 2014 Networking Conference

October 2 - 3, 2014  
Four-Points by Sheraton Toronto  
Airport

With fall fast approaching, school starting, and vacations ending we start

October 2 - 3, 2014  
Four-Points by  
Sheraton Toronto  
Airport, 6257 Airport  
Road, Mississauga

Annual General  
Meeting &  
SOV Recognition  
Dinner  
October 2 , 2014  
Four-Points by  
Sheraton Toronto  
Airport, 6257 Airport  
Road, Mississauga

New content each  
month!  
[learningforums.ca](http://learningforums.ca)  
Get a password  
through your centre's  
volunteer coordinator.

New Release:  
August 2014:  
Understanding  
Trauma

Upcoming Releases:  
September 2014:  
Workplace  
Harassment

October 2014:  
Identifying and  
Supporting At-Risk  
Youth

## 2014 DCO Committee Meetings:

ONTX Collaborative  
Meeting  
September 3  
September 10  
September 24



to think about our current situations and if there is any way to improve them. In our business environments, those thoughts often center around organizational effectiveness. Could we improve what we are doing? Is our service effective? Are our practices enhancing overall operations? Are we inadvertently putting our organization at risk?

Our Fall Conference theme, *Making the Pieces Fit: Enhancing Organizational Effectiveness*, sets the stage to answer those questions. With presentations around sound Human Resource practices in smaller organizations and Fundraising 201, along with sessions on utilizing Learning Forums resources effectively, the results and findings from the Salary/Wages and Benefits Survey, updates on the ONTX (on-line and text services project) and additional sessions on Trauma Informed Support, the two days will be packed with thought-provoking information.

An added benefit this year is the low room rate of \$95.00 per night (single or double occupancy) which will help centres bring more personnel to the conference. We have secured complimentary parking and free Wi-Fi in the guest rooms as well.

Also, we have invited members of the Canadian Distress Line Network to spend some additional time in Ontario (they are meeting on Tuesday and Wednesday that week) and join us at this conference. More ideas....more opportunities for network!!!

Watch your email in-box for the full Conference Program and Registration information.

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## PTSD or Anxiety? Support for Self-Identifying Callers

By Leah Morrigan

This summer, an unprecedented number of first responders have taken their own lives. These suicides have been linked to PTSD, post-traumatic stress disorder, a mental illness commonly associated with the military and with first-responder professionals, but an illness

that can affect the lives of ordinary people, bringing the horrors of past traumas to life, wreaking havoc in the minds and lives of all that it touches. [Read more.](#)



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## Is Gambling Really a Problem?

By Laura Donatelli, DCO Learning and  
Development Coordinator

In a two-part video series on gambling, DCO

Education Committee  
September 25  
October 23  
November 27

Board of Directors  
Meeting  
September 17  
(teleconference)  
October 2  
(in person)  
November 12  
(teleconference)  
January 14, 2015  
(teleconference)  
March 11, 2015  
(in person)

Join Our Mailing List!

Learning Forums (LF) highlights the difficult side of what has become a common leisure activity for many Ontarians. With casinos strategically located in some major centres and providing easy access for people in several Ontario communities, gambling has become a familiar recreational experience for people of all ages. Distress and crisis line workers need to be aware of the issues related to gambling that may find their way to a helpline. Both presentations were given by Brenda Teasell, therapist and trainer at the Problem Gambling Institute of Ontario, a branch of the Centre for Addiction and Mental Health. (CAMH). [Read more.](#)

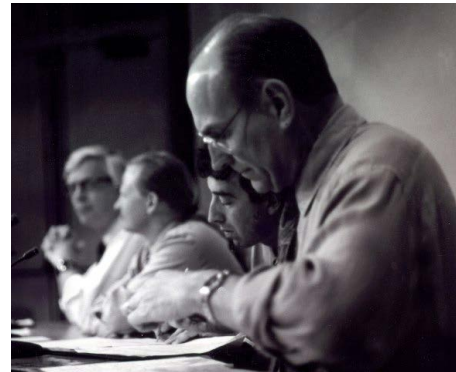


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## Five Perennial Not-for-profit Management Issues

By Kim Jonker and William F. Meehan III  
Excerpted from the Stanford Social  
Innovation Review  
Edited by Leah Morrigan

The challenges that every not-for-profit organization faces, we believe, involve the need for improved execution in five areas of fundamental concern: mission focus, fundraising and development, board governance, succession planning, and performance measurement. When we have seen well-performing not-for-profits lose their way, usually one (or more) of these five perennial issues lies at the root of the problem. [Read more.](#)



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## Distress Centres Ontario Notice of Annual General Meeting

The 2013/14 Annual General Meeting of Distress Centres Ontario takes place at the Four Points by Sheraton, 6257 Airport Road, Mississauga, Ontario, on Thursday, October 2nd, 2014 at 5:00 pm. All DCO member centres, their staff, board members, and volunteers are welcome to attend.



Each member centre receives one vote to be exercised by the Chair of the Board of the member centre or their proxy. If your centre needs a proxy form, please contact Jackie Grigsby at 416-486-2242 x 362 or by email at [jgrigsby@dcontario.org](mailto:jgrigsby@dcontario.org).

For any member centre who is unable to attend the AGM in person, the meeting will be made available by teleconference. Please RSVP by noon on Monday, September

22nd, 2014 to let us know if you will be attending in person or by teleconference.

The AGM will be followed by the SOV Recognition Reception and Dinner, and takes place during the DCO's Fall Conference (October 2nd and 3rd).

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## 2014 Spirit of Volunteerism Recognition Reception and Dinner

We invite you to join us as we celebrate our 2014 Nominees and Recipients of the 7th annual Volunteerism Recognition with a special reception and dinner at 6 pm on Thursday, October 2nd, 2014.



Following a full day of programming at the Fall Conference, we extend an invitation to all to join us at the DCO Annual General Meeting at 5:00 pm. Once business is over, the celebration of our volunteers begins with a reception at 6:00 pm and a special dinner with award presentations at 6:30 pm.

All are invited to join us at the Four Points by Sheraton, 6257 Airport Road, Mississauga, as we acknowledge and celebrate the wonderful volunteers we have in our association. Tickets are available at \$35.00 for DCO member centres and for family and friends of our nominees and recipients. Non-members and friends or supporters of DCO and our member centres are welcome to join us for \$55.00.

A link to purchase tickets will be sent to SOV nominees and recipients as well as to our member centres next week. If you need any further information, call 416-486-2242 x 362 or email [jgrigsby@dcontario.org](mailto:jgrigsby@dcontario.org).

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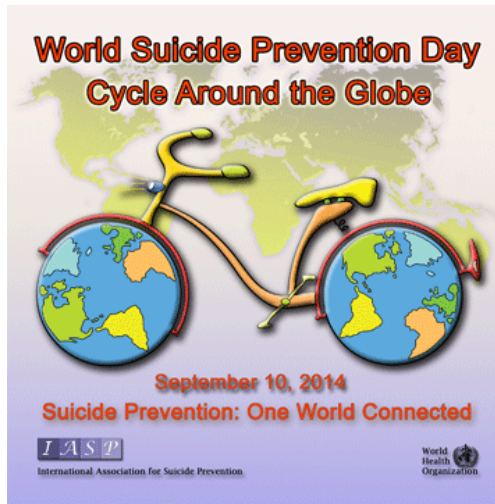
## Member Centre News & Upcoming Events

Distress Centres Ontario is pleased to offer our member centres a place to share their news and upcoming events. If your centre has news or would like to promote an event, please contact Jackie Grigsby at [jgrigsby@dcontario.org](mailto:jgrigsby@dcontario.org) or at 416-486-2242 x 362.



World  
Suicide  
Prevention  
Day  
September  
10, 2014

Telecare  
Cambridge  
will host  
the region's  
first annual  
[World](#)



[Suicide Prevention Day Vigil](#) on September 10, 2014,

in their effort to bring peace to families who have been affected by suicide, and awareness of the many resources in the region that are available for people that may have suicide on their minds.

Distress Centre Durham's 10th Annual Walk for Suicide Awareness takes place Saturday, September 6 at Heydenshore Park. Walkers and/or runners can collect pledges to participate in the 5km walk/run. There is a free BBQ afterwards for participants, and the event concludes with a balloon releasing ceremony where people can attach small letters to loved ones they have lost. [More details here.](#)

Distress Centre Niagara hosts their 9th annual Suicide Awareness Walk in recognition of World Suicide Prevention Day. [More details here.](#)

Distress Centres Oakville and North Halton will commemorate World Suicide Prevention Day with [Safe TALK](#), a training session about suicide to help identify people with thoughts of suicide, and highlight the importance of suicide prevention programs and activities is being planned for Thursday, Sept. 18 in Milton.

Distress Centres Toronto's theme for this year's World Suicide Prevention Day is "Connecting". A video is to be released and other initiatives are being finalized. Once again, the CN Tower will be lit up in recognition of World Suicide Prevention Day. For further information on DC Toronto's initiatives, please see their [website](#).

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