

June 2013

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Upcoming Events:

2013 DCO Fall
Networking Days
Sept 19 - 1pm - 5pm
Sept 20 - 9am - 5pm
Novotel Hotel, 3670
Huronario St,
Mississauga, ON

2013 DCO AGM
Friday, Sept 20
5:30 pm (time
approx)
Novotel Hotel, 3670
Huronario St,
Mississauga, ON

2013 SOV
Recognition Dinner
Friday, Sept 20,
6:30 pm

Crisis Workers Society of Ontario 2013 Conference

June 3 and 4, 2013 saw the Crisis Workers Society of Ontario (CWSO)'s conference in Ottawa, combining theory with practical approaches to address issues that confront mental health personnel, police, EMS, and emergency room staff in responding to people in crisis situations:

- Firsthand experience from a family member and from a client;
- How police and mental health professionals approach crisis situations differently, but must work together;
- Coroner's jury recommendations help guide practice and improve safety;
- How and when to share personal health information without consent;
- Best practice for youth and seniors;
- Clinical issues, such as violence risk assessment and medications. [Read more.](#)



Concert by Twilight

By Carrie-Ann Goodfellow,
Resource Development
Manager, Toronto Distress
Centres

The Concert by Twilight, in Support of Distress Centres, is an annual invitation-only event held in June of each year.

On May 29th 2013, nearly 200 supporters of Distress Centres gathered at the beautiful home of Paul and Pamela Austin for a night of music, great food and celebration of the work of Distress Centres Toronto. [Read more.](#)



L - R: Christine Bentley, Paul Austin,
Kathleen Wynne, Jane Rounthwaite

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Novotel Hotel, 3670
Huronario St,
Mississauga, ON

Suicide e-library
DC Toronto
July 2013

New content each
month!
learningforums.ca
Get a password
through your
centre's
volunteer
coordinator.

2013 DCO Committee Meetings:

Board of Directors
Meetings
July 9, noon
(teleconference)
Sept 19, 9 am
(in-person)
Sept 20, following
AGM (in-person)
Nov 13, noon
(teleconference)

Jan 8, 2014, noon
(in-person)
Mar 19, 2014 noon
(teleconference)

Education
Committee
Thursdays, 9:30 am
July 25
August 22
September 26
October 24
November 28

Fall Networking
Days Planning
Committee
July 10, 10:30 am
July 18, 10:00 am

Finance Committee
Meetings at 3:30
pm
July 5
September 13

Distress Centre Oakville Launches Crisis Chat

By Brenda Buchanan, Volunteer
Coordinator

In January 2013, we began the pilot phase of our online Crisis Chat service. We did the research, contacted other Centres currently offering online chat for their input, and did some practice chats with each other in order to work out any technical issues. We were ready to go. Okay, we were a bit nervous, but hopeful that this new venture would reach-out to many in our community who needed to talk, but would never call our distress line.

[Read more.](#)

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Using Skills Analysis Techniques for Successful Volunteer Learning

By Sue Jones
Edited by Leah Morrigan

If your organization is a "pro-learning" culture, it will draw volunteers to training and uncover the skills and knowledge volunteers currently have or are willing to learn by asking questions like:



- Is the training identified, developed and delivered across the organisation?
- Is the volunteer training mandatory or optional?
- Are volunteer skills and development linked to the organisation's aims and objectives?

In this article, we offer suggestions and identify resources to help organizations understand their learning culture and how it applies to successful volunteering training and learning. [Read more.](#)

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2013 Fall Networking Days: Q&A - About Quality Assurance

With changes that are happening at many of our member centres, quality assurance is an important topic. Quality touches every aspect of our operations, from the quality of volunteers on the phones and

November 8

January 6, 2014
March 12, 2014

Governance
Committee
July 18, noon
August 14, 1 pm

SIOM Oversight
Committee
July 19, 11 am

SIOM Working Group
Committee
July 5, 10am

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the quality of training, to the quality of programming, and to what EDs and Boards have to think about. So join us at DCOs 2013 Fall Networking Days and learn about Quality Assurance, and so much more. [Read more.](#)

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Upcoming Member Centre Events

Distress Centre Durham
July 12 - 14th - Whitby Rotary Ribfest
September 7th - Walk for Suicide Awareness
Call 905-430-3511 for more information.

Distress Centre Niagara
September 8th - 8th Annual Suicide Awareness Walk
Visit distresscentreniagara.com for more information.

Distress Centre Windsor-Essex
July 28th - Volleyball FUNdraiser
August 17th - Mini-Golf FUNdraiser
August 25th - Wendy's Community Day
September/October - Fall Training Session
Call 519-256-5009 for more information.

London & District Distress Centre
September 19th, 7 pm
London & District Distress Centre Annual General Meeting
255 Horton Street, London
October 10th - World Mental Health Awareness Day
London & District DC will be hosting daybreak 2013 "Mental Health in the Workplace" from 7 am - 10 am at Best Western Lamplighter Inn, London.
Registration: before Sept 15 - \$40; after \$50
Call 519-667-6542 for more information.

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