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Understanding the Good, the Bad, and the Ugly of Stress for Crisis Line Workers

Our new four-part learning series is open to DCO staff and volunteers to provide Crisis Line Workers with a clearer understanding of how stress impacts us physically, emotionally and mentally both in our crisis line work and our ‘regular’ life. You’ll learn the signs and symptoms of stress, burnout and compassion fatigue and how to address them. Read more.

Performance Appraisals that Perform

From the Adecco Knowledge Centre

At any organization, performance appraisals are crucial in driving a performance-based culture. Regardless of whether your organization conducts appraisals quarterly, semi-annually, or annually, it is important to...
remember that the goal of an appraisal is to provide feedback on an employee's performance not only in relation to their position and its requirements, but also in relation to your organization's goals and values. Read more.

Emphasizing the Personal and Professional Benefits of Service: Encouraging Volunteers to Ask, "What's in it for me?"
By Erin L. Barnhart
Edited by Leah Morrigan

As practitioners in the field of volunteer engagement, we are all intimately familiar with the extraordinary impact volunteers have on our diverse communities. Volunteers do amazing things from the hands-on work of building healthy communities to the encouragement and inspiration volunteers embody and demonstrate to others on a daily basis. We are, in many ways, facilitators of proactive altruism, responsible for helping well-meaning individuals with a desire to give and do good find an appropriate place to help make a difference. Read more.

Not-for-profits As Businesses Owners: A Strategy for Sustainability?
By Tim Plumptre
Edited by Leah Morrigan

The first years of this new century has revealed little to justify optimism. Major corporations have collapsed due to corruption and governance incompetence, and debt, unemployment, and collapsing economies threaten us. There is less money around. Government and corporate funds for social and cultural causes have been reduced, while demands for stronger governance and more accountability abound.

While some stress on accountability is desirable, its current overemphasis diverts money away from not-for-profits' programs and into overly detailed reports to funders. Read more.
Welcome Cheryl Legate, London and District's new ED!

The London and District Distress Centre is pleased to announce the appointment of Cheryl Legate as their new Executive Director effective November 26, 2012.

For the past six years, Cheryl has been employed with Victim Services of Perth County as Executive Director and has developed strong working relationships with a number of social agencies, treatment facilities, and support services throughout London, Middlesex and Perth counties. She has considerable experience working in frontline Social Services for more than 18 years in varied capacities, including crisis intervention with immediate response, information and referral services for mental health, case management, community outreach and advocacy, organizational development, volunteer recruitment, and fundraising.

We know you'll welcome Cheryl to the DCO family.