



Annual Report 2012-2013

QUICK FACTS

*Number of calls received
at DCO Centres in 2012:*

240,000

Our callers keep coming back:

43% callers seeking ongoing support

25% occasional callers

14% first-time callers

Percentage of callers discussing interpersonal issues who feel lonely or are looking for social contact:

THIRTY-TWO

37% of callers are referred by friends of family members

Gender split of our callers:

64% FEMALE 36% MALE

We're referring our callers to:

16% counselling services

14% mobile crisis units

9% community & gov't agencies

7% hospital/ER

7% doctors or psychiatrists

Chair of the Board's Report



*DCO staff, Centre Leaders
and Victoria Kehoe
discussing strategic
directions.*

As I write my final report as President of the Board of Directors for Distress Centres Ontario, I am honoured and privileged to have worked with such a dedicated and committed team. Our board mosaic has been a wonderful collection of skilled and talented Distress Centre leaders, former leaders, and community members.

Each individual brought a unique perspective, a sincere desire to move the organization forward toward a common vision, a spirit of cooperation and the strength of his / her convictions.

It was this blend of passion and pragmatism that supported the move from a traditional association model to a blend of traditional association and a Shared Collaborative.

The board's role in this new blended model included such highlights as:

- the expansion of our governance committee to work on the development of the framework of a shared collaborative model of future programs & services
- the launching of a full by law review that will resume into our next year
- the creation of the Shared Collaborative Oversight Committee that will help facilitate the implementation of the new model

Absolutely none of the great work done by the board would have been possible were it not for the incredible leadership of our Executive Director, Elizabeth Fisk. Liz and her staff team provided infrastructure support, guidance, and kept us all on track – and that is no small feat!

It has been such a meaningful experience for me to have worked closely with Liz and over the past 2 years have developed a working relationship that is built on trust, respect, and support. I sincerely thank you Liz for all your immeasurable contributions to the Board and the membership of Distress Centres of Ontario.

I wish to thank Charles Laframboise on his retirement from the board, for his years of service to the Board of Directors as he brought much knowledge experience and enjoyment to the board in his roles as member, Vice President, President and Past President. Thank you so much Charles! Best wishes.

I look eagerly forward to continuing my role as a board and committee member with this wonderful organization and I wish the incoming President Karen Letofsky all the best in her new role and offer my support in any way needed.

A handwritten signature in black ink that reads "Victoria Kehoe". The signature is fluid and cursive.

Victoria Kehoe
Chair, Board of Directors

Executive Director's Report

2012/2013 was as busy a year as any with the added impact of hosting over 450 people at the CASP National Conference and having almost 100 crisis and distress centre personnel from around the country join our Fall Networking Days which DCO hosted under the name of the Crisis/Distress Centre Conference.



As can be imagined, an event such as a National Conference involves considerable planning, preparation and volunteer hours to be a success. We thank all members of the DCO community who helped in the planning and execution of CASP 2012 and especially the team who developed a wonderful program for the Crisis and Distress Line attendees. The evaluations highlighted the very informative and topical nature of all the presentations and the sense of commitment to our work that everyone exhibited.

The keynote address from the Rt. Honorable Bob Rae set the tone for the following four days and helped distress and crisis line staff and supporters understand that the very important work they do in suicide prevention and crisis support is recognized and appreciated at the most senior levels. It was particularly enjoyable to follow Mr. Rae's tweets following his presentation. We are important to maintaining the health of the social fabric of our nation.

It was also gratifying to remember the five years of volunteers who were recognized through our Spirit of Volunteerism Recognition program. The individual contributions are as varied and special as the people who volunteer and the humble and giving nature of these volunteers is always heartwarming. The October event held in Niagara Falls was extremely well attended and encouraged our association to continue with this recognition into the future.

The 'behind the scenes' work to prepare for a provincial 1-800-suicideOntario network continued during the year. The setting of standards and completion of readiness reviews insures that when the appropriate funding is secured the project will be ready to proceed within a few months. Our education and training program continues to be appreciated and proves helpful to our membership and their staff and volunteer call-takers. Of particular note is the considerable contribution of Lynn Brewin to the program over the past three years. Lynn's personal experience as a distress line volunteer enhanced her understanding of how best to provide in-service training support to the 1,800+ volunteers through-out the province. Though Lynn has moved with her husband to be closer to her family in another province, we were pleased that she provided continuity support to our new Learning and Development Coordinator. Thank you Lynn and best wishes in your new pursuits.

We also experienced a significant change in our Board of Director's composition this year. Mid-year we said good-bye to Gilles Bideau, Sheena Carpenter and Rahel Eynan. Their contributions during their tenure were significant and we thank them for all their support and direction. Our three new Board members have already committed significant time and effort in moving our association forward. Their insightful participation on the various committees have helped strengthen DCO and position us for the coming decade with a new vision for the association and a Shared Collaborative model.

While reading the Annual Report you will learn in greater detail about the association's efforts on behalf of its membership and special thanks to the staff and coordinators who make up the DCO family. It is their hard work and dedication that makes so much possible. Thank you also to Victoria Kehoe who has been both a friend and business partner during the past two years. Victoria's commitment to community support and development was evident in all that she did and the association was very well served by her leadership.

It's been a great year for our association and we continue to look forward into the future.

Elizabeth (Liz) Fisk
Executive Director

Canadian Association for Suicide Prevention 2012 Annual Conference



canadian association for
suicide prevention



association canadienne pour la
prévention du suicide

national conference

CASP/ACPS

conférence nationale

**stepping out of the darkness
sortir des ténèbres**

Distress Centres Ontario along with dedicated suicide prevention specialists hosted the CASP 2012 conference STEPPING OUT OF THE DARKNESS in October 2012. The effort involved was significant and DCO staff balanced the work with the daily commitments. The conference was very well received and 426 registrants attended the event over the five days, while a support staff of 15 volunteers assisted DCO personnel in making things run smoothly.

Awareness, Attention and Action was the focus of discussions, symposia, networking presentation and workshops designed to help attendees tap into the growing openness regarding suicide prevention. Keynote speakers on each day helped support the high attendance figures and insure that there were topics of interest for everyone.

After the final accounting for the conference, CASP received a contribution of \$16,088 and the return of their \$5,000 seed funding. These dollars will help fund their advocacy efforts in the coming year. DCO also benefited with a contribution of \$16,088 which the Board of Directors has dedicated to a Strategic Reserve Fund.

Some interesting facts about the conference. 312 of the Registrants were from Ontario, 65 individuals hailed from the Prairies and British Columbia, 5 visited from the US and the balance were evenly spread throughout the other Canadian provinces and territories.

CASP2012 hailed a partnership with educators in Ontario with 67 individuals attending the Youth Suicide Prevention Program sessions and another 70 educators attending the special session in the Educator's stream at the conference.



*Co-Chair Dr Jenn Brasch
presenting a session.*



*Attendees checking out the silent
auction at the Gala Dinner.*



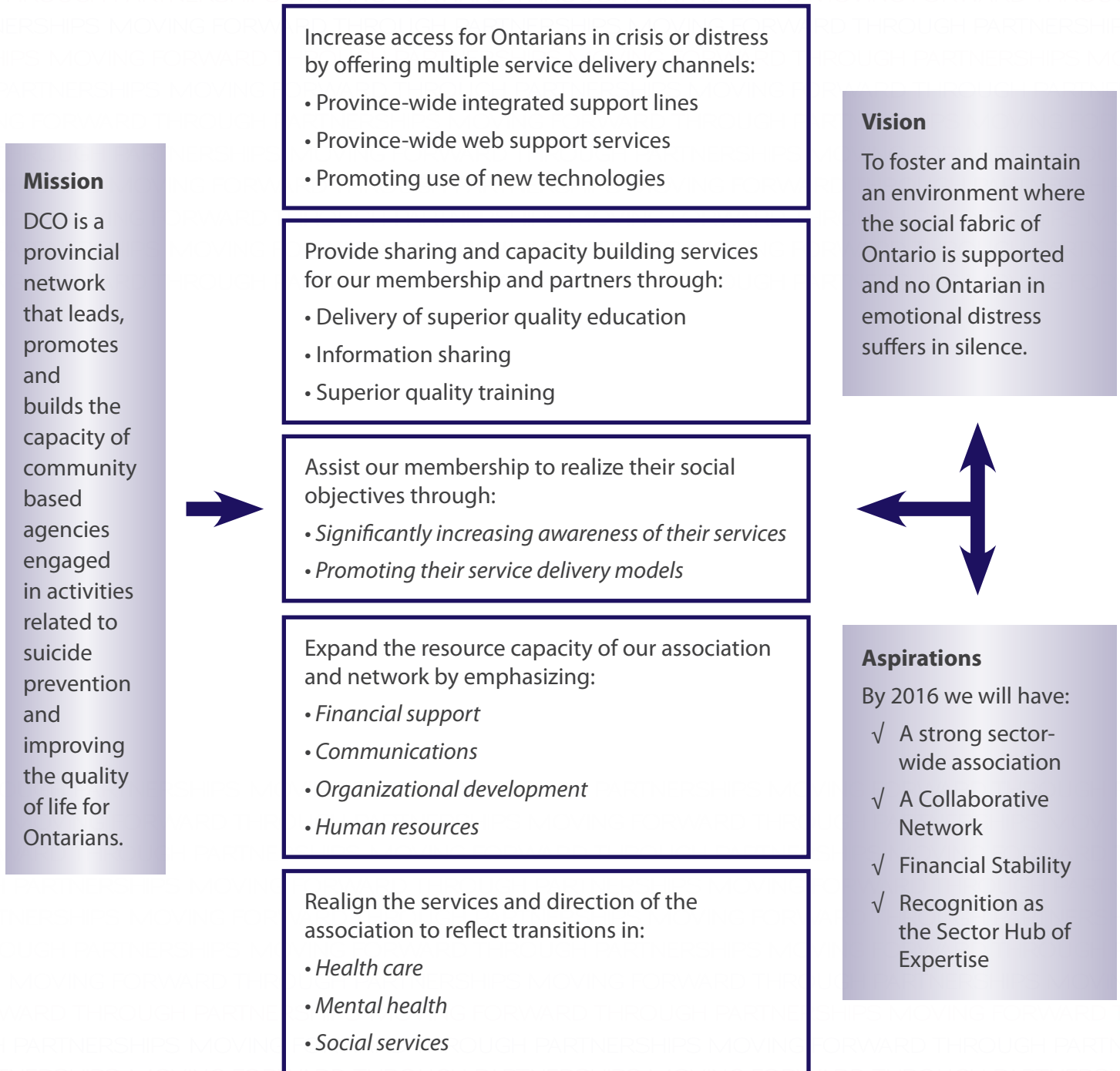
Time for socializing and networking.



*Attendees showing appreciation
following one of the sessions.*

Strategic Priorities 2013-2016

After a series of member and stakeholder consultation and facilitated visioning sessions, the DCO Governance Committee on behalf of the Board and Membership prepared the Strategic Priorities for the 2013 – 2016 timeframe. They also clearly articulated where The Ontario Association of Distress Centres wishes to be in several years by defining our Aspiration.

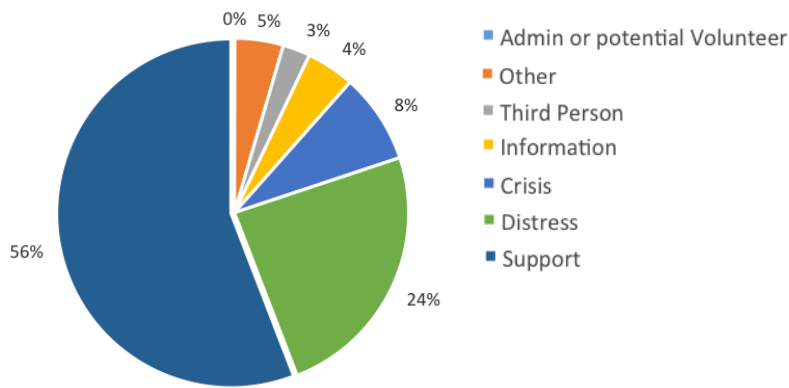


Statistics, Information and Outcome Measures (SIOM) Report

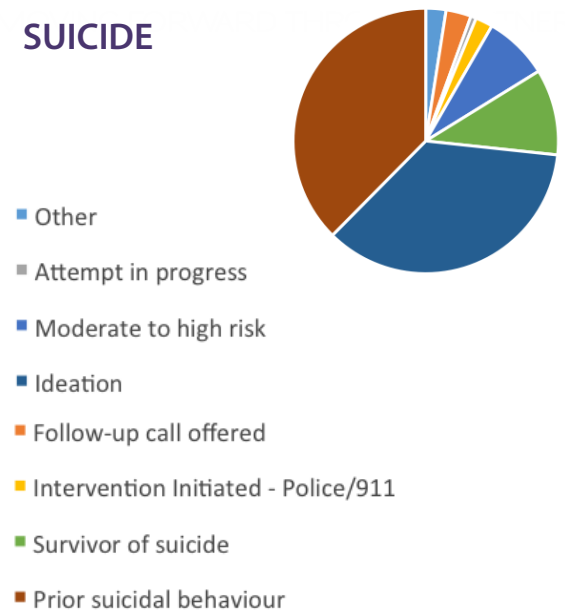


The Statistics, Information and Outcome Measures (SIOM) program aims to paint a picture of the psychosocial landscape of distress/crisis line calls province-wide. This process of providing Ontario with a deeper understanding of who is reaching out to our local agencies and how these organizations benefit the community at large is accomplished through the aggregation of data from call reports throughout the membership. Through 2012-2013, the SIOM program has focused on the review of current call reporting schema at individual centres, the development of policies and protocols and the unification of data going forward. An assessment of call reports from 15 of our member centres allowed us to have a better understanding of the similarities and differences in our data collection. The formation of a SIOM Working and SIOM Oversight committee who aim to explore and discuss various areas around information sharing has provided this program with many perspectives to draw from and clear vision of collaboration as we move towards the next phase. The 2012 aggregated report is our first look into how our centres positively impact their local regions and how as an association we bring support, empowerment and information to the people of Ontario.

CONTENT OF CALL



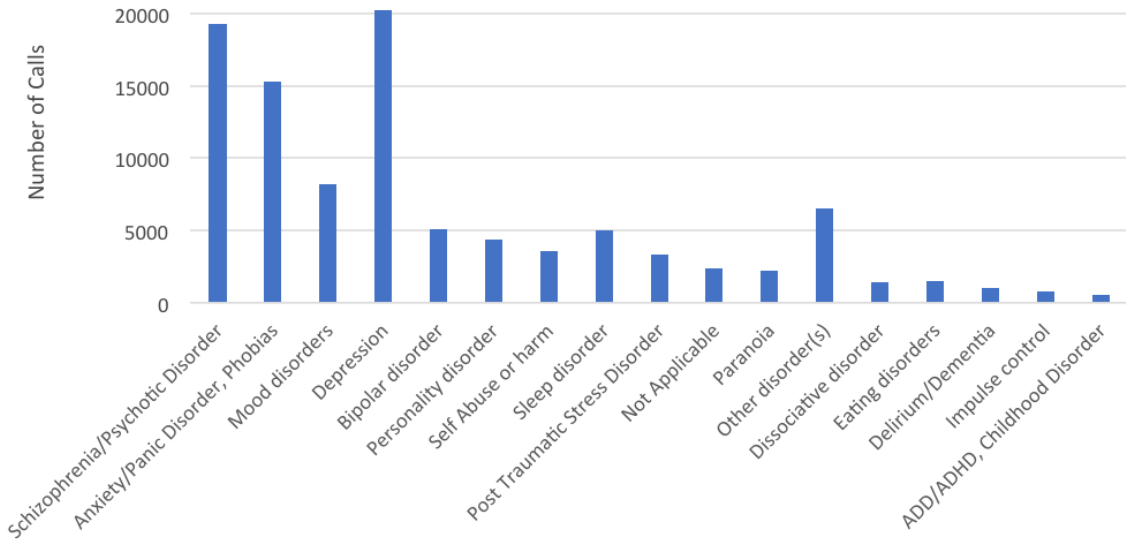
SUICIDE



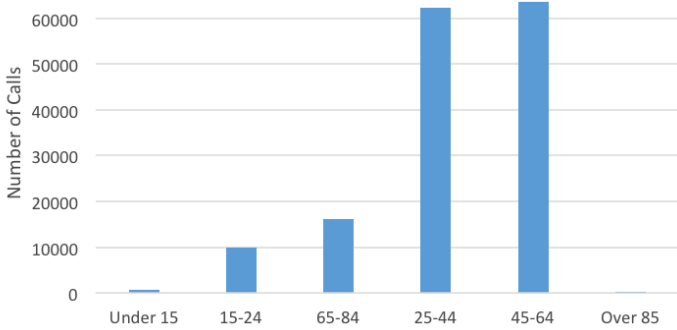
CALL ISSUES



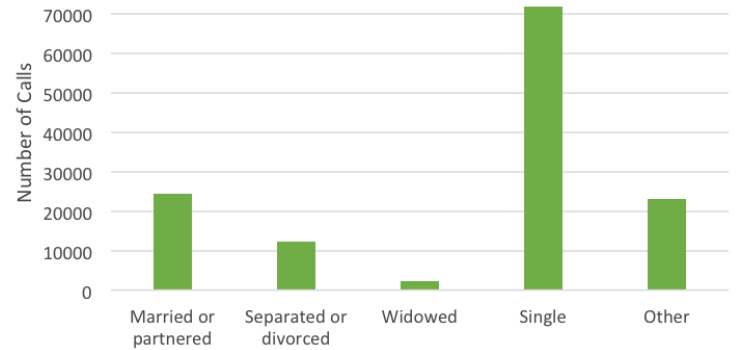
MENTAL HEALTH ISSUES



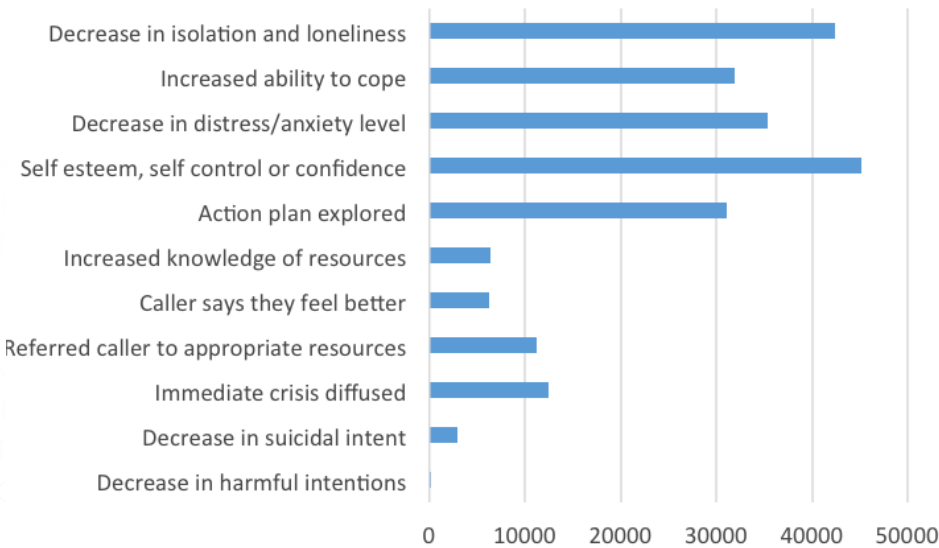
AGE RANGE



MARITAL STATUS



OUTCOME FOR CALLER

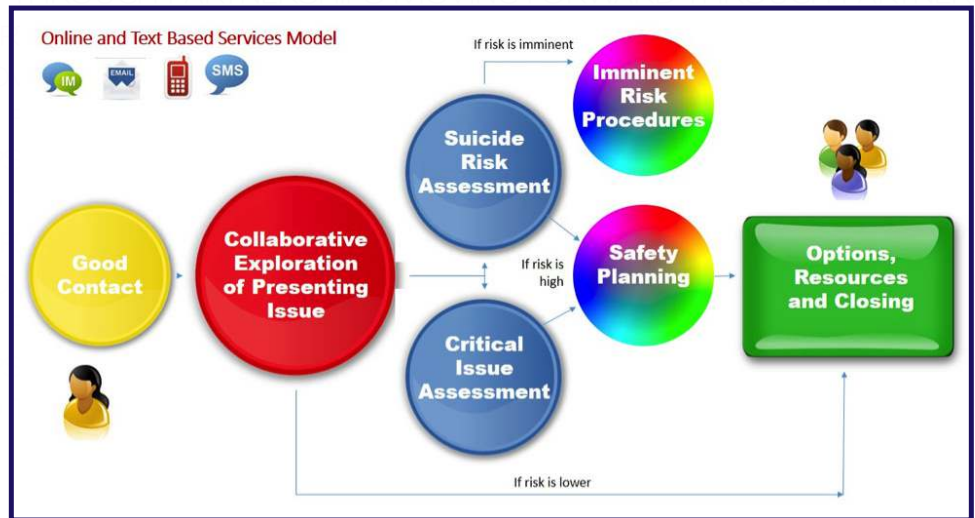


Online and Text Crisis Services: Increasing Access to Support and Keeping Pace with Telehealth Trends

Distress Centers Ontario is creating the infrastructure necessary to provide crisis support to Ontarians through chat, text, email and Facebook. These online and text services will increase access to support for many people who otherwise will not reach out for help in any other way.

Online and text services are exciting and relevant because they serve whole new populations not served by traditional phone-service including:

- Teens and young people under thirty years old.
- People of all ages who prefer text communications.
- People with hearing impairments.
- Agoraphobics and others with anxiety disorders that make verbal communications difficult.
- Victims of domestic violence who need to access help in a non-verbal manner.



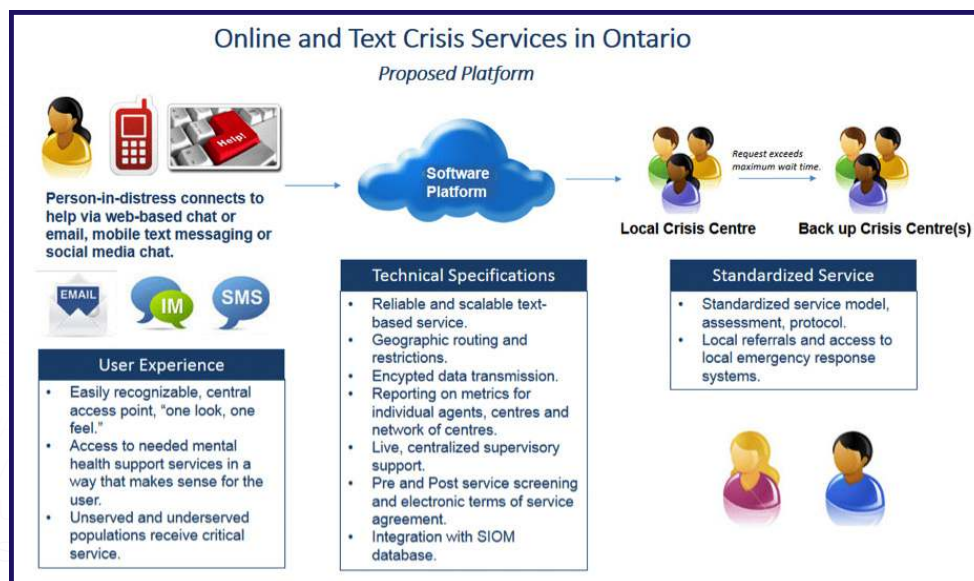
The development of Online and Text Services for Ontario Distress Centres is an opportunity for centres to work together in a new way. The proposed model will create a shared technology service platform. The system will allow for the routing of service requests through one central system, the ability to collect statistics and outcomes, the sharing of information on repeat visitors and even shared supervision capability.

Online and text services meet many people where they already are, increasing accessibility to service. In this way, the development of these services truly modernizes centres and helps centres keep pace with service trends found throughout all sectors as telehealth and mobile ways of reaching customers and clients is increasingly utilized. In the proposed model, Centres will also operate under shared policy, protocol, supervisory supports and service and assessment models. The strong foundation for such ambitious collaboration is being formed now.

The proposed service model for online and text services recognizes and emphasizes the need for competencies in:

- self-harm, bullying, coming out issues, eating disorders and risk for suicide in youth.

Adding language around the assessment of these critical issues will be important to expanding competencies needed for online and text services. Risk assessment standards and Safety Planning will borrow from existing best practices used in the United States and abroad.



Sustainable funding for the provision of online and text services is being sought. Proposals have been written to major government and foundation sources while the groundwork for a strong operational and technology foundation is being created. Distress Centres Ontario will launch these services within the strong tradition and experience of centres throughout Ontario, expanding existing expertise in rapport building, risk assessment and crisis support, to the online text environment.

Learning and Training: Our Vital Service to the Membership

The Education component of DCO services has seen significant growth in the past year. The total number of online videos available to volunteers and member centre staff has increased to _____. The most recent taping session in Mississauga allowed for the filming of six additional sessions by engaging and qualified presenters. Topics we will see added to our on-line learning format will include videos addressing the topics of eating disorders, resiliency, LGBT issues and youth depression and suicidality.

The topics are selected based on consultation and information collected from member centres' staff and volunteers who inform us on the training needs of call responders. All our DCO member centres are making use of the on-line learning forum, and in a variety of ways. Some centres are incorporating the learning videos into their initial training sessions provided for new volunteers. The videos are also being used as a tool for updating experienced volunteers during monthly networking sessions within the local member centre.

Member Centre volunteers are provided with the opportunity to receive on-going education and learning through independent use of the on-line learning tool. It is designed to give volunteers the option of creating their own personal schedule for learning, based on their particular learning needs and focus.

Feedback from volunteers accessing the learning forums indicates:

- they appreciate the opportunity to access ongoing training resources from the convenience of home and the flexibility of 24/7 access
- volunteers find the on-line learning forums are accessible and informative
- valuable skills are gained through a unique learning environment and from sector experts
- the learning forums serve as a valuable compliment to the centre training
- the sessions are a good refresher on familiar topics and a way of increasing knowledge on less familiar topics of concern as a call responder
- volunteers appreciate the personal experiences shared by forum presenters on some topics

2,607 individuals logged onto the system during the past fiscal year with a significant 27,443 page views. The number of active subscribers on the system across the ranges each month with 864 active users at year's end. The activity varies depending on the timing of entry of new volunteers into a member centre and the degree of active engagement by staff with on-going training and support for experienced volunteers during various times of the year.

Statistics indicate that there have been over 7,140 visits to the web site over the past 12 months, with 1,470 quizzes completed. Upon successful completion of a quiz related to a specific on-line video, users receive a Certificate of Completion that is viewed as proof of professional development. User feedback indicates, it is the high quality of the video information that is generating the strong use of and support for the DCO on-line learning experience as a training tool of choice for our member centres. Training Coordinators at the member centres are utilizing and promoting the Learning Forums as a valuable professional development avenue for learning.

Again, good bye and thank you to Lynn Brewin, our long-standing Learning and Development Coordinator and welcome to Laura Donatelli, who started her career of service to the community several years back as a volunteer and Board Member with the Niagara Distress Centre.



Top 5 most viewed topics:

1. Addictions
2. Report Writing
3. Active Listening
4. Concurrent Disorders
5. Dementia

Member centre staff identify some of the benefits of the on-line learning to their centres:

“provide a way of offering continuing education that help to keep skills up to date and further them in new ways”

“used to supplement volunteer training on an on-going basis”

“when used with a group, the forums serve as way for volunteers to meet, network and share a common learning experience”

“used in the initial training and as on-going learning of new topics for experienced volunteers”

“tracking and posting volunteer usage of training videos helps as a motivation tool for volunteers”

“to stay involved and up to date with learning”

Five Years of Appreciating and Recognizing Volunteers

Spirit of Volunteerism Recognition

The Niagara Falls were a stunning background as Distress Centres Ontario celebrated the 5th Anniversary of the Spirit of Volunteerism Recognition. Held at the Sheraton-on-the-Falls Hotel in Niagara Falls on October 14, 2012, invitations were extended to current nominees and their family and friends



as well as past nominees and recipients to join us as we recognized the amazing volunteers at our member centres. 56 guests joined us for dinner in the Fallsview Room for a spectacular evening.

While we have always had remarkable nominees there are times when an individual is nominated who is a shining reflection of this special spirit. To recognize those special individuals, in 2012 we created a new category, the Eric Hotson Lifetime Achievement Award. Eric Hotson has the distinction of being the longest serving volunteer with Distress Centre Oakville, being with them since 1983. Over the years Eric has used his many skills and talents in many different areas of volunteer work, and he has supported the centre and his peers in countless ways. The first recipient of this new Lifetime Achievement Award was Chester Rozen from Telecare Cambridge.

Without volunteers our member centres could not provide the continuous 24/7/365 support to individuals in distress. On behalf of Ontarians, DCO staff and leaders at the centres, we thank all the volunteers throughout our network who give selflessly of themselves. Their dedication to their community is greatly appreciated.

The quality of the nominations that are received each year is very high and the achievements both personal and professional of the volunteers is humbling. Wonderful people doing wonderful work. It is with pleasure that we choose four to five individuals each year as representatives of all the volunteers.



2012

Jim Brown – Durham
Krysten Boucher – Niagara
Dara Clancy – Oakville
Daniela Ronca – Peel
Gloria Alban – Toronto
Chester Rozen – Cambridge
(Lifetime Achievement)

2011

Sheila Boocock – Oakville
Victoria Freeman – Kingston
John Harper – Toronto
Carol Thompson – Toronto

2010

Michael Bennet – Windsor
Sue Duchesnay – Durham
Catharine MacLeod – Ottawa
Elizabeth Penn – Kingston

2009

Nicole Cabrel – Durham
Bill Jarvis – Toronto
Christine Moore – Oakville
Cindy Slavik – Windsor

2008

Sandra Conroy – Telecare Brampton
Pankej Mahra – Oakville
Cheryl Ryan – Durham
Lesley-Ann Zakoor – Windsor

Snapshot of DCO's Financial Position

STATEMENT OF FINANCIAL POSITION

as at March 31, 2013

ASSETS

Current Assets	
Cash	\$ 120,890
Receivables/Prepaid Expenses	14,284
	<u>\$ 135,174</u>

LIABILITIES

Current Liabilities	
Accounts Payable/Accrued Liabilities	\$ 34,341
CASP Payable	21,088
	<u>55,429</u>

NET ASSETS

Internally restricted - contingency fund	15,000
Internally restricted - strategic reserve fund	24,200
Operating	40,545
	<u>79,745</u>
	<u>\$ 135,174</u>

STATEMENT OF OPERATIONS

for the year ended March 31, 2013

REVENUE

MOHLT Operating Grant	\$ 217,200
Membership	8,325
	<u>225,525</u>

EXPENSES

Programs	29,275
Educational Programs	70,489
Program Development	79,440
Administration	32,547
Other	5,480
	<u>217,231</u>
	8,294

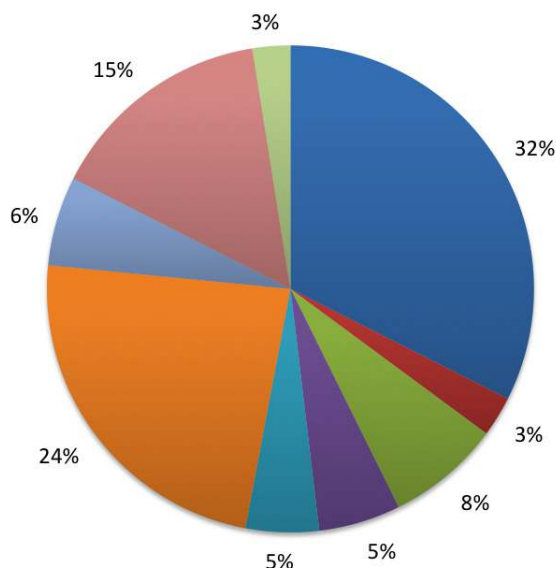
OTHER INCOME

CASP contribution	16,088
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EXCESS OF REVENUE OVER EXPENDITURES

	<u>\$ 24,382</u>
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How DCO's program funding is allocated



A copy of the audited financial statements are available upon request from the DCO offices. The financial records of the association are audited by BDO Canada LLP Chartered Accountants, Guelph, Ontario.



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DCO Board of Directors 2012-2013

Victoria Kehoe (Chair)
Charles Laframboise (Past Chair)
Karen Letofsky (Vice Chair)
John Jones (Secretary)
Colleen Gallagher (Treasurer)
Linda Gerger
Clarence Haverson
Sheena Carpenter (Treasurer) | *retired Sept 2012*
Gilles Brideau | *retired Sept 2012*
Rahel Eynan | *retired Sept 2012*

DCO Staff

Executive Director

Elizabeth Fisk

Learning & Development Coordinator

Lynn Brewin (*until March 2013*)

Laura Donatelli (*April 2013 forward*)

Administrative & Program Facilitator

Jackie Grigsby

SIOM Coordinator

Hailey Hechtman

On-Line Service Coordinator

Jill Wolski

Member Agencies

Contact information for member centres
can be found on our website at **dcontario.org**

Telecare Cambridge Distress Centre
Distress Centre Durham
Telephone Aid Line Kingston (TALK)
Developmental Services of Leeds and Grenville
London & District Distress Centre
Distress Centre Niagara
Distress Centre North Halton
Distress Centre Oakville
Distress Centre Ottawa and Region
Spectra Community Support Services
Distress Centres Toronto
Distress Centre Waterloo Region
Community Torchlight Guelph/Wellington/Dufferin
Distress Centre Windsor-Essex County

We appreciate the generous financial support
of our long term funder:



Ontario

MINISTRY OF HEALTH
AND LONG-TERM CARE

We also wish to thank the individuals
who provide support to our programs via
CanadaHelps.org on our website.