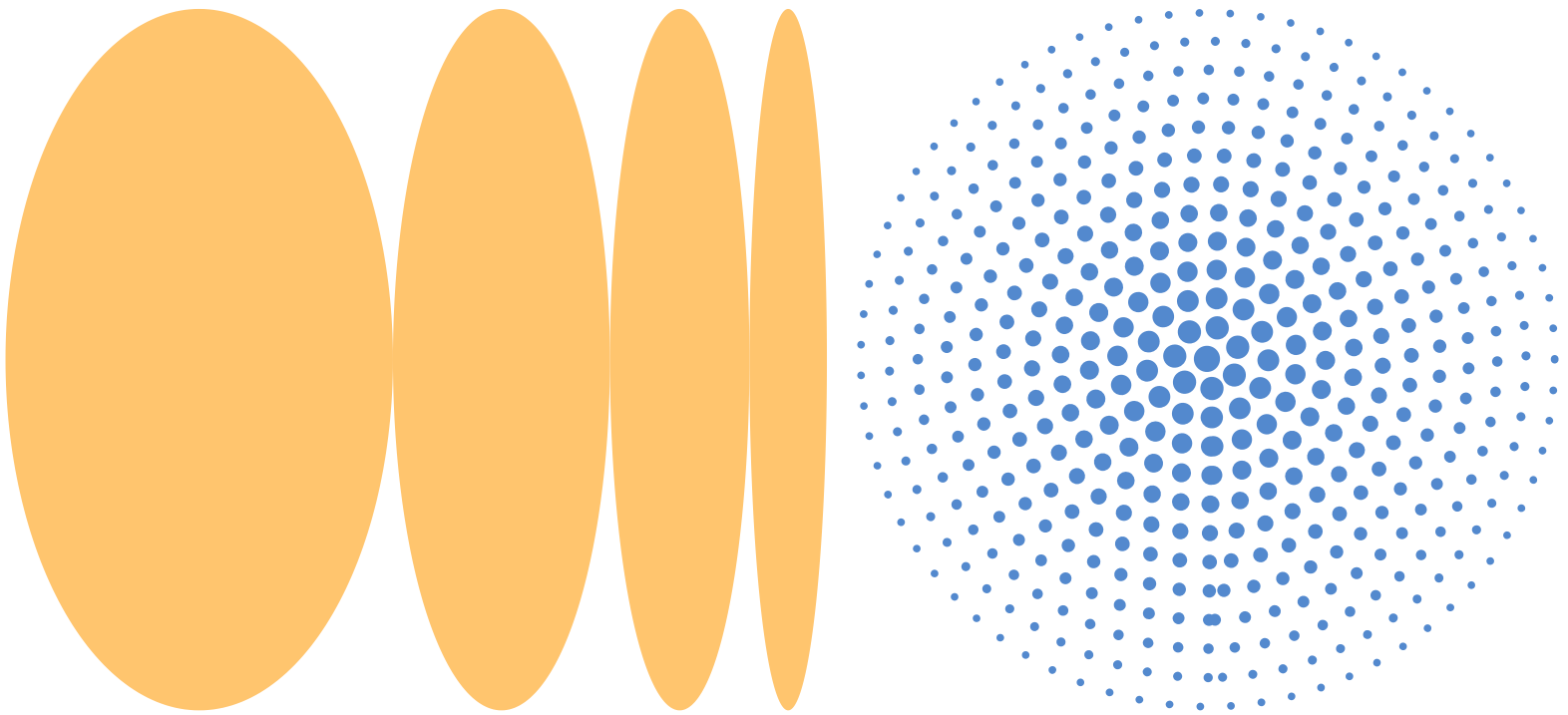




Member Benefits Package



We are here for you.



Who We Are

Building a caring partnership for close to 50 years, the Ontario Association of Distress Centres, operating as Distress and Crisis Ontario (DCO), has worked with its membership to increase the capacity of community based organizations offering distress/crisis line services and providing suicide prevention, intervention, and postvention support, as well as other specialized supports. In everything we do, we aim to provide advocacy for our Members and the distress/crisis sector, training opportunities for volunteers and leadership, and to foster networking among Member centres to allow for partnerships and growth among the sector.

A membership is ideal for a variety of organizations that provide telephone, chat, and/or text-based distress and/or crisis and/or suicide prevention, intervention, and postvention services to their communities. Also for multi-service organizations with specialized telephone, chat, text and/or web-based support for their communities and its at-risk populations.



MISSION

To be an association that is the recognized leader in promotion, collaboration, and building capacity within organizations that provide distress and crisis response.



VISION

To foster an environment of collaboration and networking while providing universal, 24/7, access to support for individuals in distress and crisis.



ACCOUNTABILITY



COLLABORATION AND
EMPOWERMENT



INCLUSION



INTEGRITY



LEADERSHIP



What are the Benefits of Membership?

Benefits of a Membership with DCO include:

- 24-hour access to our password-protected Learning Forum that provides asynchronous training on a wide range of topics through educational video presentations and sample practice scenarios. We update content and create new modules on an ongoing basis. The hosting platform provides the opportunity for certificates upon completion of each module.
- Access to our Spirit of Volunteerism (SOV) program that hosts one live webinar each quarter for responders to come together to network and learn. Two more webinars each quarter are pre-recorded and provided via e-mail for asynchronous learning.
- Participation in webinars for Member leadership to gather and discuss relevant issues pertaining to the sector and communities of practice. This year we will be continuing work on Accreditation and understanding the impact of the national 9-8-8 number.
- DCO manages the Statistics, Information, and Outcome Measures (SIOM) project that collates data from centres across the province to highlight the impact of distress, crisis, and suicide prevention, intervention, and postvention services across the province.
- DCO holds memberships and partnerships with other organizations that influence provincial, national, and international mental health and addiction services.
- Free consultation with OADC leadership and Members, as needed, to receive support for organizational and sector-specific concerns, growth opportunities, good governance, and more.
- Promotion of our Members and their services through our updated website and social media.

Further programming from DCO, also available to the public, includes:

- Weekly podcasts providing information, resources, and/or interviews with subject matter experts or those with lived experience on topics related to mental health, suicidality, and addiction.
- Monthly newsletters that include trending articles and government of Ontario updates related to mental health, suicidality, addiction, wellbeing, and more.
- Access to our ongoing improved website for updates, information, and a resource database.
- Social media posts aimed at promoting awareness and resources on mental health, wellbeing, addiction, and suicidality.
- The opportunity to attend our Annual General Meeting each year, Annual Conference(s) for training and networking, and ad hoc training events. at reduced rates

“

“Your [learning] platform is cost effective for us and provides a great variety of very relevant topics that staff [and volunteers] can access independently.” - Member feedback



Fees and Members

Fees are based on organization expenditures for your distress and/or crisis services specifically, not global agency budget for multi-service organizations.

\$548.83

**annual revenue
of \$5,000 -
\$299,000**

\$879.09

**annual revenue
of \$300,000 -
\$749,999**

\$1,243.19

**annual revenue
of \$750,000 or
higher**

- Annual dues must be paid by April 30th of the same year and are prorated accordingly
- Reminders for renewal are sent out by OADC administration in February & March of each year
- If you are interested in Membership, please complete our [Membership Application Form](#) (available on the “Become a Member” section of our website)
- Payments can be made by cheque or direct deposit, all payment information can be found on our Membership Application Form

Interested in Membership?

Scan the QR code below to view our website or reach out to us by email at info@dcontario.org.



DCO Member Agencies (as of March 31, 2025)

Distress Centre Lanark, Leeds, and Grenville
Distress Centre Halton
Distress Centre Ottawa & Region
Family Counselling Centre Sarnia-Lambton Distress Line
Nunavut Kamatsiaqtut Helpline
Talk 4 Healing (Beendigen INC)
Telecare Distress Centre of Peterborough
Telephone Aid Line Kingston (TALK)
Crisis Centre North Bay
Connex Ontario
Telecare Distress Line of Greater Simcoe



Highlights from 2024-25



SIOM snapshot from April 1st, 2024 to March 31st, 2025

Participants:

Distress Centre Lanark, Leeds and Grenville
Distress Centre Ottawa & Region
Distress Centre Halton

In 2024-25, we saw a decrease of 7.39% in call volume compared to last year, however this year's data includes two fewer centres.

61% of all callers identified as female and 34% identified as male. Less than 0% identified themselves as transgender, and the rest were classified as unsure. These numbers are consistent with last year's annual results. Callers seeking ongoing support made up 47% of this year's calls.

The majority of calls this year were about support, followed by distress-related concerns.

There was a significant increase in inappropriate calls, while crisis-related calls had a significant decrease compared to last year's annual results.

Interpersonal challenges are the most common caller issue for this year, followed by Mental health status.

The top caller outcome was a decrease in isolation and loneliness represented by 27% of all callers, followed by an action plan explored by 18%.

The DCO Discourse... Podcast includes discussions on topics related to mental health, addictions, suicidality, and life in Ontario, Canada. We aim to provide our listeners with tools and resources that will help them to improve their own mental health and wellness, as well as tools to help them support their family members, loved ones, and their communities at large. Episodes are shared every Monday, with occasional bonus upload, and this year we surpassed 21,000 total downloads.



Highlights from 2024-25



LEARNING FORUM

Online learning modules continue to be updated regularly with many new updates and additions on the way.

New Users: 72
Top performing module:
Volunteer Skills Refresh

BLOG POSTS

Monthly blog posts on the DCO website cover timely topics related to current events or monthly mental health themes.

Views: 3,243
Most popular blog post:
Breaking Down Barriers in
Women's Healthcare

SOV WEBINARS

Our monthly webinars have pivoted to best serve our communities. One webinar per quarter remains live and the rest are pre-recorded.

Total webinars: 10
Most popular webinar:
Seasonal Affective Disorder

ENEWS + VIEWS

The monthly eNews+Views newsletter continues to provide valuable insights from DCO, the mental health sector, and partners.

WSPD LIVESTREAM

Our annual World Suicide Prevention Day livestream hosted on Facebook Live was our most successful event yet this year.



SOCIAL MEDIA



Followers Gained

1,966

Posts

1,668

Impressions

45,738

Engagements

3,047



Meet the Team



Neta Gear

EXECUTIVE DIRECTOR

I have served as the Executive Director of Distress and Crisis Ontario (DCO) for the past seven years, bringing a deep commitment to community well-being and sector collaboration. Under my leadership, DCO has built an exceptional team that reflects the diversity of the communities we support, guided by a Board of Directors that embodies the organization's core values. With a focus on best practices in training and education, meaningful networking opportunities, and sector advocacy, DCO works to strengthen its member organizations and, through them, improve outcomes in mental health, addictions, and suicide prevention, intervention, and postvention. We are grateful to the funders and partners who help make this vital work possible.

EXECUTIVE DIRECTOR



Caitlin Plant

DIRECTOR OF OPERATIONS

Having been with Distress and Crisis Ontario (DCO) for just under five years now, I have learned a lot about myself, the continuum of mental health services, and the incredible impact of the distress and crisis sector in Ontario. As I step into my new role I look forward to building stronger connections with our existing Membership and going out into the community to share the important work they are doing. I am excited to be working alongside this wonderful group of people as we continue to serve our Members and the community at large. Under the leadership of our Executive Director, Neta Gear, and the Board of Directors, I look forward to seeing where we go from here.

DIRECTOR OF OPERATIONS



Vijay Moonilal

CONTENT COORDINATOR

My name is Vijay Moonilal (they/them) and I have a Psychology and Neuroscience (BSc) degree from Wilfrid Laurier University. I chose to start working for DCO for three reasons: I'm very curious and passionate about the work that this organization does, I had a blast being a guest on the DCO Fireside Podcast, and I hope to work more in the field of mental health throughout my career.

CONTENT COORDINATOR



Sabrina Popernitsch

EDUCATIONAL CONTENT CREATOR

I am a Registered Psychotherapist with a focus on psychoeducation and improving access to supportive mental health resources. My professional background includes work in mental health support, systems navigation, and education. I am committed to promoting accessible, informed, and empathetic responses in times of distress. I value clear communication, collaboration, and evidence-based practices in support settings. I am motivated by the organization's mission to provide responsive and inclusive support. Contributing to a service that prioritizes accessibility and community well-being aligns closely with my professional goals.

CONTENT CREATOR



Meet the Team (cont'd...)



Rifad Amjath

SIOM COORDINATOR

With a solid foundation in data organization and a keen interest in data analytics, I thrive on bringing structure and clarity to complex initiatives. I have chosen to work for DCO because I was drawn to its innovative work (SIOM project), which provides data insights on the impact of distress, crisis, and suicide intervention and prevention services.

SIOM COORDINATOR

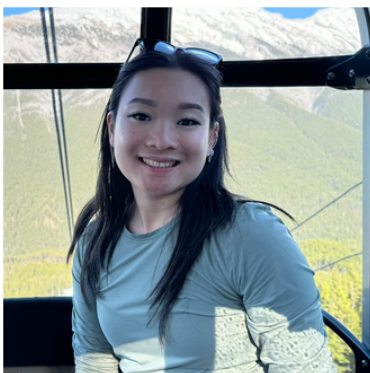


Christina Droumtsekas

PODCAST HOST

As a psychotherapist and the host of the DCO Discourse podcast, I'm proud to work with Distress and Crisis Ontario, helping to bring conversations about mental health and ensure that people know they're not alone during difficult times. When I'm not in session or recording the podcast, I spend my time outdoors with my dogs, who constantly teach me about presence, patience, and the healing power of connection.

PODCAST HOST



Madeline Bauzon

SOCIAL MEDIA CONTENT CREATOR

My name is Madeline (she/her), but I go by Maddy for short. In my free time, I enjoy being with family and friends, playing soccer, rock climbing, shopping, and especially traveling! I recently graduated from the University of Waterloo with a double major in Psychology and Sexuality, Marriage, and Family Studies (SMF). I chose to work with DCO because I'm drawn to spaces that center care, advocacy, and mental health. Even though this role isn't face-to-face, I've come to value the impact that thoughtful, often invisible, work can have on someone's well-being. My journey with DCO began as a student intern and that experience solidified for me how important the work is at DCO and is why I chose to continue.

CONTENT CREATOR

Not pictured above:

Our Podcast Engineer - Damien Ragubance

Our Board of Directors - Benjamin Zaiser, Diwa Satkunanathan, Shady Abboud, Shri Kalyanasundaram, Elie Labaky, Sneha Sathaye



