



DISTRESS CENTRE

On the line for you

Annual Report 2008

Mission Statement

To improve the quality of life in our community by providing crisis support, information and referral services without discrimination.

Values Statement

Leadership through volunteerism, innovation and partnership.

“Volunteering at Distress Centre has allowed me to feel the heartbeat of Calgary.”

Faye A

“Just a friendly voice can change someone’s day... or life.”

Anonymous volunteer

Annual report design by desnoyers-schuler inc.
Photography by www.stevenbicknell.com



Carol Oliver assumed the role of Executive Director in May 2008

A Message from the Chair of the Board of Directors and the Executive Director

For decades Distress Centre Calgary has been a cornerstone in our community. Professional staff and volunteers are on the line to answer crisis calls and provide information, referrals and short-term counseling to those who seek support. This commitment has never wavered, and it has made us integral within the continuum of crisis response services.

A scan of the community, though, shows that change is happening quickly within our city and our sector. Events in Calgary over the last year have highlighted complex issues such as homelessness, suicide, domestic violence, and profound economic stress in our community. Our organization has also faced the challenge of managing increasing financial pressures in the midst of emerging opportunities for partnerships that tackle our community's problems. This changing context demands a new social contract for the Distress Centre. We will respond.

In the coming years we intend to build on our history of sound financial management and developing skilled staff and volunteers, also ensuring our service delivery model is sustainable, responsive and adaptive. We will explore innovative uses of technology to provide crisis services, and evolve our programs to match the growing complexity of challenges faced by Calgarians. We will create sustainability through focused fund development efforts. And finally, we will share our stories by refining our brand identity and communication with our community. 2010 marks the 40th anniversary of Distress Centre Calgary, an opportunity for reflection, advancing our mission and celebration.

Dr. Jackie D. Sieppert

Carol Oliver

Program Highlights

Crisis Calls:

Main Crisis Line	76,484
Teen Line	2,843
Drug Line	370
Men's Line	3,359
Seniors' Line	2,075
Out is OK Line	934
Suicide Prevention Line	691
Total Crisis Calls Managed	86,756

Information and Referral:

211	57,669
AB Family Violence Info Line	1,147
Total Info & Referral Calls Managed	58,816

369 emergency interventions were required where police were sent to callers at imminent risk, often a suicide attempt in progress.

Counselling

1627 counselling sessions and **244** instrumental needs assessment sessions were delivered by Registered Social Workers. **\$74,838** in emergency financial assistance was distributed; the majority going towards rent and utilities for Calgarians in need.



Verbal
 Violence
 Friendships
 Gambling
 Grief/Loss
 Harm to others
 Homeless
 Inappropriate sex call
 Legal issues
 Loneliness/Isolation
 Medication
 Mental health
 Not applicable
 Obtaining food
 Other Additional information:
 Parent/Child

onal unless drug, alcohol selected in

Major Funders



Project Funders



Volunteers

In 2008, 259 volunteers gave 32,046 hours of their time to make our community a better place. Distress Centre Calgary wishes to thank all volunteers who generously donated their time and talent:

Reema Achal
Cayley Adamson
Carly Allison
Innocent Anachebe
Jamie Anderson
Greg Andrusiak
Faye Archer
Logan Argan
Setareh Ashtiani
Rudy Baerg
Omar Bainto
Amy Banga
Jim Bartlett
Samantha Behm
Zachary Best
Kerry Birkett
Jennifer Bjazevic
Angela Blanchard
Stephan Blanchard
Eric Blasko
Kalee Boisvert
Dana Bonang
Adrian Booker
Jessica Boone
Kiran Boyle
Julie Boyd
Helen Bozic
Misty Brigham
Adrien Brossier
Tyler Brown
Diana Bumstead
Rachael Burke
Bryan Burt

Colin Burt
Marlys Carruthers
Charlotte Chappell
Shahum Chaudhry
Vivian Choy
Beverly Clarke
Anne-Marie Clavelle
Michael Clement
Ken Chiang
Donna Coutts
George Coutts
Cameron Cunningham
Karen d'Eon
Helen Daly
Andrew Debyl
Ciara Deering
Dawn Deering
Sander Deeth
Melissa Devine
Jasmin Dhillon
Dianne Dohla
Kristin Donaghy
Kerina D'Souza
Maggie Dumbarton
Rosalind Dunphy
Carole Elliot
Katherine Elliot
Jonathan Elliot
Elissa Farnham
Mira Fayerman
Jennifer Ference
Lawrence Ferguson
Tara Filo

Jennifer Findlay
Jemma Fittock
Kim Fitzgerald
Greg Fletcher
Amber Flowers
Jodie Fong
Stephen Ford
Darlene Forget
Frank Friesen
Amanda Fuenzalida
Jay Fuhrman
Danushka Dalappathy
Karen Gallagher-Burt
Stephanie Garvey
Jennifer Gibson
Nikki Gleszerson
Peta Glezerson
Janine Glover
Robert Gordon
Lindamarie Gossen
Lorne Haggarty
Tiffany Haig
Crystal Hamill
JoAnn Hansen
Jenine Hamonic
Hera Haque
Travis Hauck
Nicole Head
Aly Hirji
Trish Hodges
Scott Hofstetter
Megan Holub
Megan Homell

Stuart Hoover
Dan Hornsberger
Jennifer Huisman
Graham Hunt
Dajana Indjic
Jawed Iqbal
Rich Jarzecki
Carl "CJ" Jonsson
Maninder Kahlon
Manpreet Kalkat
Grace Kang
Robin Kaufman Sandor
Natasha Keshavjee
Heather Knoll
Chris Kovach
Karin Kramer
Debbie Kuchinski
Leita Kucy
Angie Kumar
Ken Kwan
Lisa LaBelle
Lisa Laine
Jacqueline Langen
Juliana Langen
Justin Latos
Bryson Le
Lina Lopez
Sofia Lopez-Bilbao
Kelsey Machnau
Dallas Mamen
Julia Marino
Pamela Materi
Chloe McBean

Samantha McCarthy
Owen McCulloch
Brent McDougall
Nance McDougall
Joshua McPherson
Colette Meadows
Joni Meenagh
Rob Milner
Jennifer Milton
Christine Molohon
Kenzie Moriyama
Kevin Morrison
JoAnn Myhill
Aly Nanji
Jenny Neeser
Thomas Ng
Michael Nguyen
Patti North
Lindsay Novinger
Maria Nunez
Rachael O'Neill
Daniel Oppenheim
Noelle Orton
Stephen Pelissero
Val Pelissero
Katrina Poire
Laura Pylypow
Patricia Quiring
Valerie Raposo
Sheila Raukema
Kayla Reed
Marley Resch
Teddy Rettman

Melissa Rico
Jennifer Rose
Lisa Rosen
Joan Roy
Susan Ruttan
Sebastian Saint
Katherine Salloum
Lola Sarker
Nathan Sawatzky
Sumati Sharma
Linda Shilmar
Ashika Singh
Ashika S. Singh
Jag Singh
Renessa Snell
Austin Sparks
Agnes Sroczynska
Natalie St.Hilaire
Stefanie Steiger
Jennifer Sterling
Jenna Sukovieff
Jackie Swoboda
Faith Takeda
Lisa Tan
Mary Taylor
Jessica Therrien
Bianca Thomas
Vicki Thornton
Melanie Timmons
Sarah Todd
Susan Tran
Jean Tsai
Anya Tsinko

Sarah Tucker
Christian Turner
Trevor Uruski
Beverley Uwubanmw
Blair Van Riesen
Martina Vaneckova
Elinor Ventilacion
Shayne Volk
Kristina Waldmann
Kairui Wang
Scott Warkentin
Gaelle Wells
Matthew Wengrowic
Linda Werthmann
Rob Wickerson
Jo-Anne Wickes
Andrea Williams
Leah Willis
Cherie Wilson
Ruth Wingert
Marzena Wojcik
Ewa Woloszyn
Holly Wong
Russ Wong

Board of Directors 2008:

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Anna Nelson
Mike Ruttan, Vice Chair
Ken Sallows, Vice Chair
Melanie Schmidt
Jackie D. Sieppert, Chair
Karen Sharp, Secretary
Karen Sobel
Vivek Warrior

“I like volunteering here because it is nice to know you’re making an impact for the better in your community, and in someone else’s life.”

Kenzie M



Social Impact

The more quickly a crisis can be dealt with, the more likely it will be resolved. Distress Centre provides a supportive, 24 hrs crisis line that will explore, assess and validate concerns and connect callers to other specialized services. These critical connections make these callers less likely to require intervention by emergency services and able to live more successfully in their own communities.

Social Return on Investment (SROI)

Having crises responded to and dealt with in the moment reduces reliance on costly public services like police, EMS, ER visits and hospitalization. Every time a police response is avoided, \$342 in social value is created, an avoided ER visit and assessment yields \$459, and every day of psychiatric hospitalization avoided creates \$468 in social value; freeing these scarce resources to be reallocated to other people who need them. A case study of crisis intervention with a high risk profile group of crisis line users found that for every dollar invested, Distress Centre's work created \$5.16 in social value.

“The unique nature of a 24 hour service is such a gift to our clients. There are few options outside of office hours or in the middle of the night — the police or the emergency room is not usually appropriate for an emotional crisis.”

“Distress Centre provides peace of mind, for both clients and service providers, by knowing that there is someone there to listen and care for them when needed.”

Jennifer Finley, Program Manager, Street Outreach and Stabilization, Canadian Mental Health Association



Stopping Homelessness Before it Starts

Distress Centre leads the coordination of the Basic Needs Pilot Project. This project brings together numerous community agencies focusing on homelessness prevention, by streamlining access to emergency financial assistance, one strategy in the 10-Year Plan to End Homelessness. The creation of a common intake facilitates a 'no wrong door' access, where clients fill out one application rather than to numerous individual agencies. This reduces frustration and saves valuable time for those in dire need, attempting to maintain their housing.

A grandmother had recently gained custody of her young grandchildren. Her pension was not generous, but enough for her means. She hadn't anticipated needing it to provide for kids clothing, extra food and the utilities required by having a full house. Covering the electricity bill and a portion of rent helped this family stay in a warm, well-lit home until ongoing government financial assistance came through.

Once people lose their housing, they can quickly become trapped in a system of multiple, cumulative barriers that make regaining housing extremely difficult.

Calgary's 10 Year Plan to End Homelessness, 2008



Help Where it is Needed Most

World Suicide Prevention Day, on September 10, 2008, marked the launch of the **1-800-SUICIDE** Prevention Line in Southern Alberta. This innovative line is helping remove barriers to service for those at risk of suicide. Alarming, suicide rates are significantly higher amongst aboriginal and rural populations. At the same time, isolated persons and communities are less likely to have access to services and help when they need it. This explicit, memorable number leaves no one wondering where to call in their time of need.

A desperate sounding man called, behaving erratically on the phone, threatening suicide and harm to others. He was known to police and they were very concerned for the welfare of those around him. While the volunteer worked to keep the man calm over the lengthy two hour call, police evacuated the area, while other officers relayed questions to the volunteer on the line with the caller, negotiating a safe outcome. The gentleman left peacefully with police to get care at the hospital. As it turned out, the officer who first responded to the scene was a former Distress Centre volunteer. He came by the centre the following day to personally offer his thanks to the staff and volunteer who were involved in the call.

Suicide rates among aboriginal males are 2.6 times higher than for the Canadian population in general. Among aboriginal females, the rates are four times higher.

Alberta Centre for Injury Control and Research, 2000



In 2006, the rate of suicide per 100,000 population for rural Alberta was 17.06, while the rate for urban Alberta was 12.35 (In this analysis urban AB was defined as the Capital and Calgary Health Regions).

Office of the Chief Medical Examiner, Alberta Justice



Adapting to Challenging Times

The past year's economic realities have taught us not to take for granted the significant financial support we receive. Troubled times mean increasing demands for our services, even more reason our services need to be well funded. This year, Distress Centre welcomed a new staff position, the Major Gifts Officer who is charged with leading our fund development program. Diversifying our donor support will ensure that the Distress Centre will be there to answer the calls from those who depend on us, well into the future.

A regular caller to the crisis lines shared that she thinks of Distress Centre like the US Airways pilot who landed his plane in the Hudson River; because talking to the volunteers helps bring her in for a safe landing every night.

“In my experience, people everywhere are longing for new ways of working together, and for more harmonious relationships. We know we need to work together; because daily we are overwhelmed by problems that we can't solve alone. People want to help. We want to contribute. We want to be hopeful.”

Margaret J. Wheatley

Financial Statements

Excerpts from financial information audited by Kenway Mack Slusarchuk Stewart LLP Chartered Accountants.
For a complete set of audited statements call: 403-266-1601.

As at December 31,	2008	2007
Assets		
Current assets		
Cash and cash equivalents	\$ 548,547	473,902
Accounts receivable	71,076	35,250
Prepaid expenses	21,605	18,332
Capital assets	180,564	310,910
	\$ 821,792	838,394
Liabilities and Net Assets		
Current liabilities		
Accounts payable	\$ 59,129	58,132
Deferred contributions	494,912	486,906
	\$ 554,041	545,038
Net assets		
Invested in capital assets	\$ 180,564	310,910
Externally restricted	102,573	35,120
Unrestricted	(15,386)	(52,674)
	\$ 267,751	293,356
	\$ 821,792	838,394

Statement of Operations.

Operating fund.

Years ended December 31,

2008

2007

Revenue

United Way of Calgary and Area	\$ 1,085,378	1,025,897
City of Calgary, Family and Community Support Services	840,682	789,429
Fund raising, special events, donations and other	682,078	421,347
Alberta Alcohol and Drug Abuse Commission	295,249	249,317
Calgary Health Region Mental Health Services	106,930	108,930
Calgary and Area Child and Family Services Authority	102,819	98,022
Instrumental needs	68,312	75,617
Office for Federal Interlocutor - li Paa Taa Pii project	32,253	-
Agency of record	-	155,881
	\$ 3,213,701	2,924,440

Expenses

Personnel costs	\$ 2,411,924	2,058,812
Office and administration	708,934	635,135
Instrumental needs	77,812	75,617
Agency of record	-	155,755
	\$ 3,198,670	2,925,319

Excess of revenue over expenses

\$ 15,031 (879)

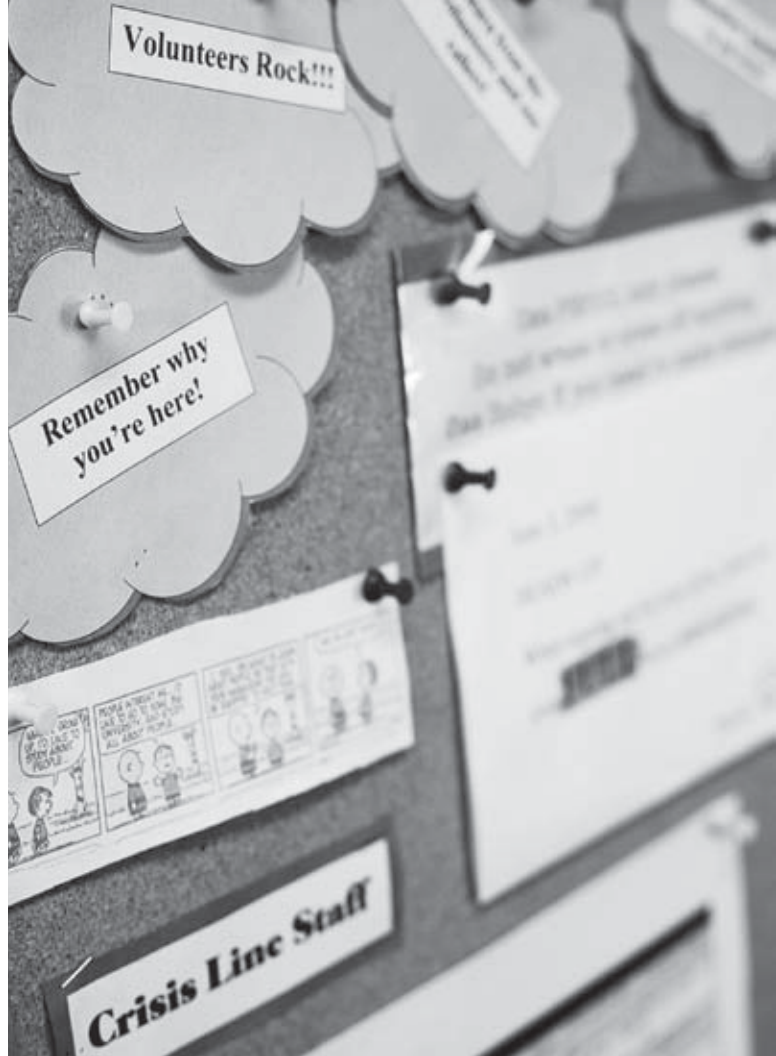
Giving

**Each and every donor makes a difference.
Our sincere gratitude is sent to all of you.**

A caller needed help paying his rent; an unexpected repair to keep the car running that he used for work had put him behind in his budget. He was connected to an assistance program. In a follow up call to ensure he had been successful in accessing the resources he needed, the gentleman asked if we accepted donations. Despite being in a tight financial position himself, he wanted to pay towards the kindness and help that was afforded him.

Donors 2008:

702651 Alberta Ltd. MCM Management
Alberta Mortgage Brokers Association
ATCO Gas - Corporate Match
ATCO Gas - Employee Match
Babin, Daniel
Barnes, E
BCI Benefit Consultants Inc.
Bennett Jones
BG International Limited Magnussen
Booth, K & R
Boothman, Lorraine
BP Foundation
Braun, B & L
Byram, Ron
Calgary Assn of Office Administrators
Calgary Foundation (Husky Foundation)
Call, Donna & Andre
Canadian Oil Sands
CanHelps Anonymous
CanHelps McMechan RD ME
Clancy, Carol



Daly, Helen
Dyna - Crete
Encana Cares Foundation
Engineered Air - Resman Community Services
First Calgary Savings & Credit Union
First Energy Capital Corp.
Flynn, Cristian
Ford, Stephen & Gloria
Genois, H & R
Gibbie, D
Gibsons Energy
Glover, J
High Time Industries Ltd.
Hird, Mike
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LAN Solutions Corp.
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McCann, Murray & Carol
McDougall, N
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Monarch Siding
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Rogers Insurance Ltd.
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Roy, Joan
RSM Richter LLP
Ruttan, Mike & Susan
Sallows, Ken
Seaman, Bob
Shaw, George
Skimmings, Christina
St. Cyril School
Stefanich, Mary
Telus Corporation Employee Match
The Prokosch Group
Tidal Energy Marketing Inc.
Toms, S
United Way - Donors Choice
Warrier, Vivek
Welton Energy Corp.
Wickerson, T & D

Donations in-kind 2008:

Alberta Theatre Projects
Alberta Powersports
Andre's Motorcycle
Ascention Aromatics
Associated Grocers
Banff Park Lodge
Blackbird Studio
Blackfoot Motorcycles

Blake Cassel & Graydon
Business in Calgary
Calgary Coop Midtown Market
Calgary Harley Davidson
Calgary Police Service
Canada Wide Publishing
Century Carpet One
City TV
Coca Cola Bottling Company
Conti's Leather Shoe Repair
Corus Entertainment
Delta Bow Valley Hotel
desnoyer-schuler Inc.
Destination Cycles
Essence of an Angel Photography
FastTrac
Fuel 103 FM
FX Massage Therapy
Gennaro's Hair Group
Greenshield
GW Cycleworld
House & Home Media
Impact Marketing Services
Infinite Solutions
Jerome's Hair
LaPointe, Julie
Lee's Picture Frame Warehouse
Lory Oilfield Rentals
McDougall, Brent
Morneau Sobeco
Motorcycle Accessory Centre
Motorrad Performance
Mulner, Kelly
Norwex Enviro Products
Panda Flowers
Pattison Outdoor Advertising

Pengrowth Saddledome
Performance Cycle & Auto
Pro-Am Motorcycles
R.C. Purdy Chocolates
RGO Office Products Partnership
Rogers Magazines
Run Digital
Sheraton Cavalier
SNC Lavalin Inc.z
Spolumbos
Sport Cycle Ltd.
St. John Ambulance
Stage West
Staples Office Supply
Stix Sports Bar
T J's Cycle 1998 Ltd.
The Garage
The Old Spaghetti Factory
The UPS Store
Transcon Publishing
Universal Cycle Services Ltd.
Urban Headlights
Van Houtte Coffee
Walt Healy Motorcycle
Weiser, Michael
Westergard motors
Western Living Magazine
Woody's RV World

We offer our sincere apologies in advance for any omissions or misspellings. Many thanks to all other donors who wished to remain anonymous.



DISTRESS CENTRE
On the line for you

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