

# 40<sup>th</sup> Anniversary

## Distress Centre Calgary Fast Facts 2009

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

### What We Do:

**Respond:** our crisis lines are available 24 hours a day to anyone in crisis. We are often the first call someone is making when they are deciding to reach out for help.

**Stabilize:** we assess the level of risk of each call and work to stabilize a crisis situation

**Connect:** We refer to countless organizations, ensuring our clients get connected to the right help to fit their needs.

**Partner:** our services are made stronger when we work together. We partner with numerous community organizations, particularly mobile teams, streamlining access for everyone.



**DISTRESS CENTRE**  
*On the line for you*

*2009 was a year like no other, bringing an increase both in the complexity of issues and in the severity of risk to all program areas.*

**312** volunteers contributed 33,961 hours of service

**78,351** crisis calls responded to (includes calls on the main crisis line, teen line, men's line, seniors' line, Out is OK and 1-800-Suicide).

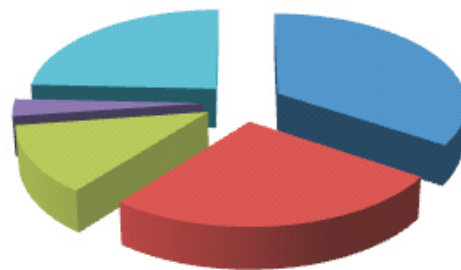
**53,197** information and referral calls

**1765** counselling sessions were delivered

**\$62,836** in emergency financial assistance was distributed

**643** emergency interventions were required for the highest risk callers.

### 2009 Funding



- United Way of Calgary and Area
- City of Calgary FCSS
- Alberta Health Services - Addictions and Mental Health
- Calgary & Area Child & Family Services Authority
- Donations, Special Events, Other

If you are in crisis and need immediate assistance, please call 403.266.1605