

Our heartfelt thanks

Your investment in Distress Centre makes a huge contribution to the development of our community's social network, which in turn, improves the quality of life for everyone. Thank you for your generosity and consideration.

A place to turn to for help

On December 6, 1992, our 14 year old daughter Marissa took her own life. At the time, she did not display any outward signs that she was in distress that we could identify. In hindsight, we discovered that she was struggling and may have been depressed. The guilt we experienced was a tremendous weight on our shoulders. It was a horrific experience.

It's important to us to support Distress Centre because of the number of suicide related calls they respond to. We believe strongly that Distress Centre offers a vital service. They offer someone to talk to; any time, day or night. While Marissa did not make the call herself, we are glad to know the crisis line is there for someone else's son or daughter. It brings us comfort to do something to honour our daughter's memory, in hopes of sparing another family the anguish we experienced.

I've learned that of the many people who attempt suicide, many truly don't want to die, they just want the pain to stop and feel there is no other way out. If they are able to connect with someone, there is an opportunity to support this person and perhaps help them find hope. Not everyone has someone they can talk to and who will listen to them and know that they are in pain when life is overwhelming.

We are grateful for the opportunity to share our story with you and want to wish Distress Centre continued success. We send our thanks to the staff and volunteers who do the real work every day. Bless their hearts for the willingness to listen and be empathetic to others pain. Please don't ever grow weary of the work you do.

Thank you,
Robert and Holly

DISTRESS CENTRE

Suite 300, 1010 - 8th Avenue SW, Calgary, AB T2P 1J2

email: info@distresscentre.ab.ca main office: 403.266.1601

youth program office: 403.264.8337

volunteer program office: 403.266.1634

24 | **CRISIS LINE**
HOUR | **403.266.HELP**

Every donation
makes a difference.

For ANY Degree of DISTRESS

For the last 40 years, Distress Centre has provided 24-hour support lines, crisis counselling and referral services to anyone in need. We give people from all walks of life the immediate mental and emotional support to help them overcome crisis—whatever it may be.

Our team of dedicated volunteers and expert staff provide professional, valuable and effective support for everything from coping with the stresses of everyday life to overcoming drug abuse and relationship problems. Our services are confidential, non-judgemental, and, most importantly, free of charge.

Core Services

24-hour Support

We are available to talk any time—24 hours a day, 7 days a week, 365 days a year. Crisis doesn't take time off, so neither do we. When someone calls Distress Centre, they will always get an answer, an open mind and a caring ear.

- **403.266.HELP (4357)** is our main crisis line. It's quick and easy to remember, so everyone knows where to call if they need help.
- **ConnecTeen** is a peer support line and online chat forum that is aimed at responding to teens, youth and their parents' questions and concerns.
- **1.800.SUICIDE** extends immediate, 24-hour crisis support across Southern Alberta to anyone who is thinking about suicide, is worried about someone else or who has lost someone to suicide.

Counselling

Not all problems can be solved over the phone. In fact, a call is often just the first step in overcoming crisis. To help with more complex issues, we have a team of professional crisis counsellors who provide no-fee, face-to-face counselling for individuals, groups and families at Distress Centre.

Referral Services

There are hundreds of agencies and organizations that are dedicated to helping people in crisis. With so many options, finding the one that's best suited to a specific situation can be difficult and frustrating.

A simple call to **2-1-1** gives those in need access to an entire network of care. Our referral services are designed to take the guesswork out of this process and connect people with the right agency quickly and easily.

A Social Return On Investment

A case study of crisis intervention with a high risk group of crisis line users found that every dollar invested in Distress Centre's work achieved **\$5.16** in social value.

Immediate crisis response and intervention considerably reduces the cost of public services like police, emergency room visits and hospitalization.

When crisis support avoids the need for a police response, we achieve **\$342** in social value.

When suicide prevention keeps someone out of the emergency room, we achieve **\$459** in social value.

When counselling helps someone before they need psychiatric hospitalization, we achieve **\$486** in social value.

With Distress Centre helping hundreds of people every week, the cumulative social value of our work and services makes a significant contribution to the health and well-being of our entire community.

Make a donation and make a difference.

By investing in Distress Centre, you are supporting a lifeline for the community. For our clients, a call to Distress Centre is a first step in achieving lasting change. With an increase in the volume of high risk calls and the overall complexity of cases, we are constantly adapting to better meet the needs of those in crisis.

Your donation will enable us to reach more people in different ways. From establishing a stronger online presence to connect with teens, to engaging new volunteers to increase the capacity of our crisis lines, to promoting our lines so that everyone knows our number, every dollar helps strengthen our services and, in turn, our community.

To make a donation or for more information, please contact: donate@distresscentre.ab.ca or call **403.266.1601**

Your Gift At Work

\$50 ➤ One hour of counselling for one client.

\$1,200 ➤ Two volunteers can be recruited, trained and supervised to work on the crisis lines for one year and ensure that there is a voice on the line any time of day or night when a caller is in crisis.

Provides a recognition event for our 175+ volunteers who generously donated over 36,000 hours of service last year. **\$10,000**

\$25,000+ ➤ Helps increase advertising so every Calgarian knows the crisis line number, should they ever need to call.

Building a legacy in the community and addressing emerging client needs. **\$50,000+**