

April 2014

In this issue:

[Trauma Informed Support](#)

[The Aftermath of Trauma: Telling It Like It Is](#)

[DCO Welcomes Chimo and Island Help Lines](#)

[2014 Nominees and Recipients Announced](#)

[Mobile Devices Gaining Momentum](#)

[10 Most Inspired Tips](#)

[Learning Forums Update](#)

[Member Centre News & Upcoming Events](#)

Upcoming Events:

B.A.D. Ride  
May 25, 2014

DCO 2014 Fall  
Conference  
October 2 - 3, 2014  
Location TBA

2013/14 DCO AGM  
Friday, October 3,  
2014

New content each  
month!  
[learningforums.ca](http://learningforums.ca)

## Trauma Informed Support

This year's 2014 DCO spring conference was held in Cambridge, Ontario April 24-25. The conference planning team selected *Trauma Informed Support* as this year's theme to highlight the importance of understanding trauma and its effect on individuals, both in the immediate and long term.



Panel participants from four DCO centres discussing best practices in Trauma Informed Support.

A traumatic event may involve a single experience, or an enduring or repeating event or events which completely overwhelm an individual's ability to cope or integrate the ideas and emotions associated with that experience. [Read more.](#)

[back to the top](#)

## The Aftermath of Trauma: Telling It Like It Is

By Laura Donatelli, Learning and Development Coordinator

Melissa McCormick shared her personal story as keynote speaker at this year's DCO Spring Conference.



Her account begins in the 1970s when Melissa was a bright, young adult, working to maintain her independence at a job she really liked. She had even saved enough to buy her own car. She was out with friends for a social evening in Detroit, but on that rainy night while driving alone, the car got a flat tire and Melissa found herself stranded on a busy highway. What happened next could never be erased from Melissa's life. Melissa shared with the audience her ordeal of being kidnapped and gang raped and the aftermath of the trauma that she has suffered. [Read more.](#)

[back to the top](#)

## DCO Welcomes Chimo and Island Help Lines

By Leah Morrigan

Chimo is an Inuit word that means

Get a password through your centre's volunteer coordinator.

New Releases:  
Is Gambling Really a Problem?

Upcoming Releases:  
May 2014:  
Gambling is a Family Problem

## 2014 DCO Committee Meetings:

Board of Directors  
Meetings  
May 14 (all day, in-person)  
July 16  
(teleconference)

Education Committee  
(9:30 am)  
May 22

Finance Committee  
(4 pm)  
May 1

Governance  
Committee Meeting  
Thursdays - all day  
May 8  
June 5  
July 3

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friendship. The Chimo Helpline Inc. is a 24-7 line that serves all of New Brunswick (NB) and offers crisis intervention, referrals, and vital information to callers in need. Chimo has been the provincial help line since 1992 and offers service in English and French. [Read more.](#)

[back to the top](#)

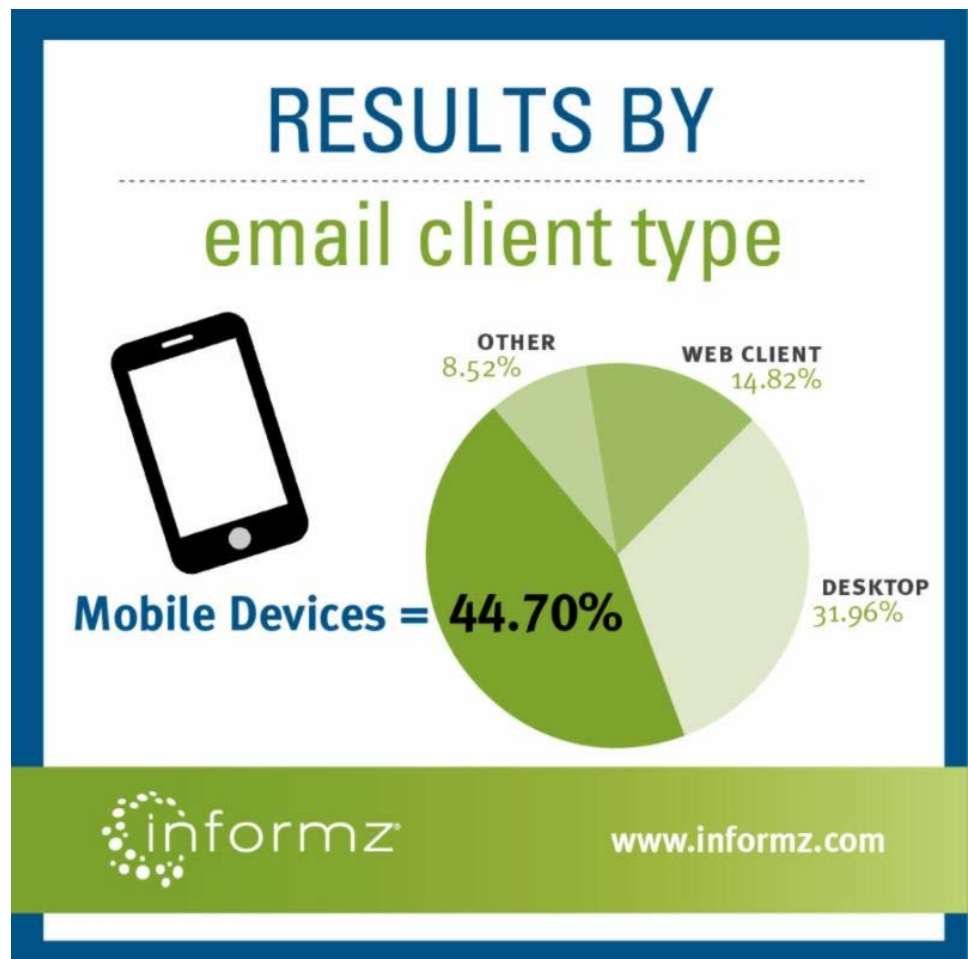
## 2014 Nominees and Recipients Announced

Volunteers are the core of making a strong and helping Distress Line network in Ontario, supporting those in our communities who feel isolated, are in distress or crisis, or those experiencing suicidal thoughts. The Spirit of Volunteerism Recognition, in memory of Rev. Chad Varah, is presented to volunteers who contribute in many different areas from frontline call-takers to mentors, and from fundraisers to board members. [Read more.](#)



[back to the top](#)

## Mobile Devices Gaining Momentum



According to [informz.com](http://informz.com), 2013 was the first year that mobile usage surpassed desktop email opens, and this year, mobile usage leads with 44.7%. The gap between desktop and mobile has increased from 6% to 13%, so it's in your centre's interest to deliver data in a way consistent with overall email metrics (delivery, opens, and clicks).

How does your centre's data compare? If your readers are consistently reading their emails on mobile devices, your audience will have to pinch and zoom if templates aren't mobile-friendly or responsive, so look at the way your subscribers are viewing your data and alter accordingly.

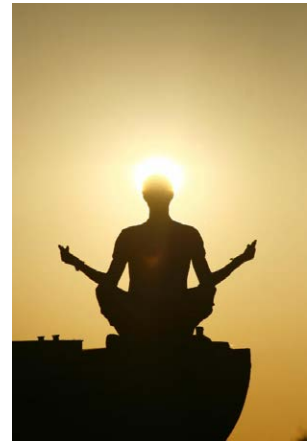
[back to the top](#)

## 10 Most Inspired Tips

By Gerry Visca  
Edited by Leah Morrigan

Over the next few months, we are offering ten tips from Canada's Creative Coach, Gerry Visca, so you can reach out and inspire others with your passion and your purpose. [Read more.](#)

[back to the top](#)



## Learning Forums Update

By Laura Donatelli, Learning and Development Coordinator



DCO Learning Forums hosted a spring Certificate Webinar Series for Crisis and Distress Line Responders which engaged centre staff and volunteers in a four-part series called, Moving Your Understanding on Issues of Sexual Orientation and Gender Identity Supporting the LGBTQ Community.

On Thursdays during March and April, the program featured four different expert speakers who presented a specific aspect of the topic. The final session drew on the information of previous sessions to highlight the skills, strategies, and resources available to distress/crisis line workers to help them respond to callers presenting LGBT issues. [Read more.](#)

[back to the top](#)

## Member Centre News & Upcoming Events

Distress Centres Ontario is pleased to offer our member centres a place to share their news and upcoming events. If your centre has news or would like to promote an event, please contact Jackie Grigsby at [jgrigsby@dcontario.org](mailto:jgrigsby@dcontario.org) or at 416-486-2242 x 362.



The Distress Centre of Ottawa & Region presents their 7th annual fundraising event, [A Chocolate Affair Gala](#) on May 28th, 2014 at the Ottawa Convention Centre-- tickets now on sale!

The event features a delicious 4-course chocolate-infused dinner, silent auction, raffle draw and prizes, and sweet treats all night long from local vendors, and all proceeds go to the centre's 24-hour crisis line services.

Tickets are \$100 each and are on sale now. Please call Leslie Scott, Community Relations Coordinator, at 613-238-1089 x 222 to book yours and support the Distress Centre of Ottawa & Region!

Toronto Distress Centres hosts the 17th annual [B.A.D. Ride](#)



on Sunday, May 25, 2014.

Bikers Against Despair is the annual fundraiser to support the Toronto Distress Centre and its important services.



There will be a pre and post party with entertainment, local celebrities, a silent auction, great food, and lots of great fun! [Click here](#) to register!

[back to the top](#)