



**distress
centres**
ontario

MOVING FORWARD THROUGH PARTNERSHIPS

e-News+Views




Glædelig jul Kellemes Karácsonyi Beste Wensen Taatiikat khosh begrare Habari Gani Iyi Noeller ve Mutlu Yillar Hauskaa Joulua Nollaig Shona Duil Joyeux Noël Buone Feste Sretni praznici Glade feriedage	'Ayad Sa'adah Singdaan faallohik Chuttiyo Ki Shubh kaamnayein Selamat Hari Raya Festas Felizes	Mubarak Ho Kaáléc yopréc Sarbatortí Fericité Prettige feestdagen Hyvää Joulua Chag Same' ach Wesołych Świąt Fröhliche Feiertage C pożyczeń Cyfarchlon y tymor Sung Tan Chuk Ha Feliz Navidad Eid Mub'arak	Boas Festas Selamat Hari Natal Nathar Puthu Varuda Valthukkal soukkaan wan ChristmasNaya Saal meri-kurisu masu Il holiday ezimnandi Vesele Praznike Selamat Hari Raya Trevlig helg Chung Mung Giang Sinh Mo'adim Lesimkha God Jul Merry Christmas
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*Happy Holidays from
Distress Centres Ontario*

December 2013

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Upcoming Events:

DCO Offices Closed
December 21, 2013 -
January 2, 2014

Generosity - It May Just Be the Best Gift That You Can Give Yourself!

By: Dr. Lisa Firestone

Edited by: Laura Donatelli

During the holiday season, a lot of thought and energy is put into gift-giving and making sure we let those around us know just how important they are. Being a distress/crisis line worker, especially during this time of year, indicates how important it is for us to take the time and care for those in need who are using our services. Research shows that the care we show for others, really does help us too! [Read more.](#)



DCO's 2014 Spring Conference

Mark your calendars! The 2014 Spring Conference is scheduled for April 24-25, 2014, to be held at the Cambridge Hotel & Conference Centre, 700 Hespeler Road, Cambridge, ON.

The theme for this conference is Trauma Informed Support and the committee is working to develop a robust and exciting 2-day program.

A [block of rooms has been reserved](#) and with

2014 Spring
Networking Days
April 24-25, 2014
Cambridge
Conference Centre,
700 Hespeler Road,
Cambridge

New content each
month!
learningforums.ca
Get a password
through your centre's
volunteer coordinator.

New releases:
How to Talk about
Eating Disorders

Taking Care of the
Heart - Your
Resiliency Matters

Upcoming 2014
DCO Committee
Meetings:

Board of Directors
Meetings
(Wednesdays, noon)
January 8
(in-person)
March 19
(teleconference)

Education Committee
(9:30 am)
January 23
February 27
March 27
April 24
May 22



another event taking place in the area, we recommend that you book your accommodation early. To book your room, call the Reservation Department at 1-866-622-1505 and be sure to tell them you are with Distress Centres Ontario. The room rate is only \$99.00 and includes breakfast!

Don't miss your opportunity to network with your peers in the distress/crisis line movement and learn more about Trauma Informed Support.

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Saying thanks to everyone in the DCO family with discounted hotel/waterpark packages!

Distress Centres Ontario would like to say thank you to all the volunteers, staff, board member and supporters of our association member with the Falls Avenue Resorts Preferred Partner Program.



We value your commitment and efforts to support Ontarians in distress or crisis and hope you can take advantage of this partnership offer. If you are interested in visiting Niagara Falls and its many sights and attractions, you can benefit from the discounted packages offered by Falls Avenue Resorts.

During the holiday season, your centre will receive a poster which will include details on a combination of hotel rooms and passes and discounts to various restaurants, waterpark activities, rides and attractions. You can make your own arrangements using the discount code that will be included on the poster. [Visit their website](#) and make your reservations online.

Have a great holiday season and may this opportunity make it merrier for you and yours.

Elizabeth (Liz) Fisk, CAE
Executive Director, Distress Centres Ontario

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**A Spectra Community
Support Services
Employee Reflects on**

June 26
July 24
August 28
September 25
October 23
November 27

Finance Committee
January 6, 4:30 pm
March 12, 3:30 pm

SIOM Oversight
Committee
(10:00 am)
February 21

SIOM Working Group
Committee
(10:30 am)
January 16

Join Our Mailing List!

Amalgamation

By Deb Wach
Director of Operations,
Spectra Community Support Services

At the request of our mutual funders, Distress Centre Peel and Spectra Community Support Services officially merged on December 31st, 2012 to become Spectra Community Support Services. Both organizations are proud of their 38 and 40 year respective histories providing telephone support to the Peel Region. Both organizations are effective in differing ways and both have very committed volunteers, staff, and Board Members. [Read more.](#)

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The Three Things Your Donor Thank You Must Do

By Caryn Stein

Want to start the off on the right foot with your donors? Take the time to show your gratitude and to differentiate yourself in a way that advances your mission and deepens your relationships with donors. Remember: having a memorable thank you is the first step in retaining more donors.



Try these three ways to wow your donors with your next thank you letter. [Read more.](#)

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6th Annual Spirit of Volunteerism Dinner

DCO values their volunteers who are so dedicated to their work with our member centres, and we appreciate their commitment to their centres, to their communities, and to the distress line movement. To show our appreciation, DCO hosts an annual Spirit of Volunteerism Dinner to pay homage to our outstanding volunteers.

For this and the next e-News & Views, SOV nominees and recipients explain why their nominations are so important to them. [Read more.](#)



SOV Recipient, Adele Rogano, and Board Chair, Victoria Kehoe

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Dear DCO e-News + Views Reader,

We are reaching out for your assistance. It is our intent to keep the content and presentation of our newsletter current and appropriate to the needs of our readership. You can help by telling us what you think of the e-News + Views.



If you [click here](#) you will be directed to a survey that should take less than three minutes to complete. You will be able to tell us what you like about the newsletter, what its value is to you and what we can do to improve.

We hope to incorporate your suggestions in early 2014, so we would appreciate your comments at your earliest convenience; however, the survey will be available until December 31st.

If you are viewing this Newsletter in hard copy only and wish to comment via the survey, please paste this web-link in your browser:
<https://www.surveymonkey.com/s/eNewsandViews>

Thank you in advance for your participation in the readership survey. We await your comments.

The DCO e-News + Views Team.

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