

May 2012

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## 2012 Upcoming Events

**Spirit Of Volunteerism Recognition Nomination Deadline:** June 29

### ED Exchange:

June 20th, 6 - 8 pm  
Chelsea's Restaurant, Ramada Inn,  
Exter Road, London  
November 15  
London/Oakville/Mississauga/QEW  
area

### Distress Line Networking Day:

Sunday, October 14th  
Sheraton on the Falls, Niagara  
Falls, ON

### DCO AGM & SOV Recognition and Awards Dinner:

Sunday, October 14th  
Niagara Falls, ON

### CASP 2012:

October 15 - 17  
Niagara Falls, ON

## Lobbying CRTC: Cell Call Tracing

by Asha Croggan, 1-800-suicideOntario  
Coordinator

There has been growing concern rising in the crisis line/distress line movement across Canada over the inability to accurately trace calls from cell phones to initiate emergency intervention.

Crisis Lines/Distress Lines are finding time and again that when a caller is using a cell phone, the call display is erroneously posting a Cell Tower Number rather than the caller's actual cell number. Call tracing is either not possible or is sending emergency services to incorrect addresses and not to the people who need intervention due to threats of suicide or homicide.

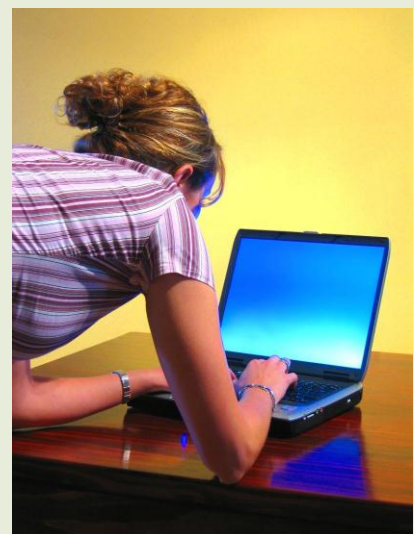
In one incident in B.C., the call trace through 911 guided emergency services to a warehouse filled with phones (a cell phone hub of some form), rather than the person attempting suicide. Fortunately, the person was located through the skills of the crisis line worker who was able to better guide the first responders... [read more](#).

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## The Crisis Chat Story in the U.S.

By Jill Wolski, DCO Crisis Chat  
Feasibility Reviewer

The idea for Crisis Chat started back in 2009 when a group of Crisis Call Centers in the United States began talking about new ways to serve people in crisis. For years, Crisis Call Centers had served people via crisis hotlines, but it was becoming more and more obvious that we needed to start thinking differently. Young people were not calling us; unsolicited emails were coming to our center asking for help and



New content each month on [learningforums.ca](http://learningforums.ca)!  
Get a password through your volunteer coordinator.

## 2012 DCO Committee Meetings

**CASP Education Meeting**  
June 8, 3 – 5 pm

**Education Committee Meetings**  
(Thursdays):  
June 21  
July 19  
August 23  
September 20  
October 18  
November 15  
December 20

**Board of Directors Meetings**  
(Tuesdays):  
July 10  
September 11  
November 13



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other Crisis Centers around the world including in the U.K., New Zealand, and Israel, had already started online crisis chat programs with overwhelming success. Three Crisis Centers in the United States (in Albany, Austin, and Baton Rouge) decided it was finally time to start a national service in the United States... [read more](#).

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## 2010 Canadian Survey of Giving, Volunteering and Participating (CSGVP) - Part Two

By Andy Levy-Ajzenkopf, edited by Leah Morrigan

Every three years, Stats Canada releases its survey of Giving, Volunteering, and Participating to measure the amount of Canadians giving back to their communities. The latest report has just released, reporting 13.3 million Canadians over the age of 15 volunteered in 2010.



"It appears as though more Canadians are beginning to get involved in a vast range of volunteering options that work better with their lifestyles," says Ruth MacKenzie, president and CEO of Volunteer Canada. "These findings are consistent with our landmark research study, Bridging the Gap, which suggests volunteering is now more widely accepted as an inclusive activity for many, not just something for a distinct class of 'do-gooders'"... [read more](#).

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## Education Update

By Lynn Brewin,  
Education  
Coordinator

**Learning Forums:**  
DCO is always evolving and growing in its professional

development efforts. Currently we are exploring new topics to be filmed this summer which will address upcoming DCO initiatives and objectives. Watch for three new learning topics to be launch before the fall.



**Four Session Webinar Series:** Understanding Mood Disorders, presented by Dr. Nashef, completed on Wednesday May 23rd. Over 100 participants successfully attended the four sessions and will soon receive a Certificate of Completion to be mailed out to their distress centre. There are plans for two new four-session webinar series for this coming fall and winter. More information will be shared as dates are confirmed.

**Lunch and Learn Webcasts:** June 4th, join Gail Cartwright and Marlene Beitz from North Halton in a discussion session called *Accreditation Chat*. There are still spaces open for what should prove to be a well delivered forum for exploring and sharing. [Register here](#).

If you missed out on the April Lunch and Learn webcast on volunteer retention, Donna Lockhart presented a very interesting session which impressed the point that commitments made by volunteers is evolving and that those seeking volunteers should perhaps explore how they use or train these folks to maximize their time.

The Education Committee reviewed their information and thought this topic warranted further exploration. All leaders and training/volunteer coordinators are invited to take a look at the [Volunteer Retention Discussion survey](#) and share their impressions and information regarding short term, or episodic volunteers. Responses will be compiled and shared with all centre leaders.

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## 5th Annual Spirit of Volunteerism Recognition

This year is the 5th anniversary of SOV and celebrations will be held in conjunction with the CASP conference in October with a special reception and dinner on Sunday, October 14th at the Sheraton-on-the-Falls in Niagara Falls.



It's our volunteers who make our organizations strong. Take a moment to nominate volunteers in your organization whose constant efforts and commitment to empathetic listening support the ideals of the distress line movement.

The 2012 Nomination Guide and consent forms were sent out during National Volunteer Week in April. The guide should provide you with all the information you need, however don't hesitate to contact us if you

have any questions. If you need these documents re-sent to you, contact the DCO office by email at [info@dcontario.org](mailto:info@dcontario.org).

Nominations are open until June 29th so there is plenty of time to put together a nomination package for candidates in your centre.

We'd like to thank you for your past participation in and support of SOV. It is our hope that in this 5th anniversary year we will have all our member centres nominate volunteers from their centre who display the true spirit of volunteerism.

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