

**November  
2012**

**In this issue**

[Understanding the Good, the Bad, and the Ugly of Stress for Distress Line Workers](#)

[Performance Appraisals that Perform](#)

[Emphasizing the Personal and Professional Benefits of Service](#)

[Strategy for Sustainability](#)

[Welcome Cheryl Legate, London and District's New ED](#)

**Upcoming  
Events**

DCO offices closed -  
December 15, 2012  
to January 2, 2013

Understanding the  
Good, the Bad, and  
the Ugly of Stress for  
Crisis Line Workers  
Learning Series  
February 6, 13, 20,  
27, 2013, 7 - 8 pm  
EST (Wednesdays)

Froehliche Weihnachten. Sun nien fai lok. Xin nian yu kuai. Štastný Nový. Chronia Polla. Godt NytÅr. Gelukkig Nieuwjaar. Onnellista uutta vuotta. Joyeux Noël. Shinnen Omedeto. Kurisumasu Omedeto. Sung Tan Chuk Ha. Feliz Navidad. Voorspoedige nuwe jaar. Bada Din Mubarak Ho. Hyvää Joulua. Anamikaadiwi-giizhgaad. Happy Hanukkah. Buone Feste. Wesolych Swiat Bozego Narodzenia. Sretni praznici. God Jul. Sawatdee Pi Ma. Chúc Mung Nam Moi. Sarbatori Fericite. Trevlig Helg. Boas Festas. Beannachtaí na Féile. Maligayang Pasko. Blwyddyn Newydd Dda. Снаступаючими празднікамі.

*Happy Holidays from Distress Centres Ontario*



## Understanding the Good, the Bad, and the Ugly of Stress for Crisis Line Workers

Our new four-part learning series is open to DCO staff and volunteers to provide Crisis Line Workers with a clearer understanding of how stress impacts us physically, emotionally and mentally both in our crisis line work and our 'regular' life. You'll learn the signs and symptoms of stress, burnout and compassion fatigue and how to address them. [Read more.](#)

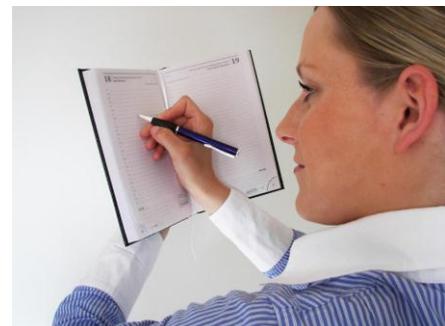
[back to the top](#)



## Performance Appraisals that Perform

From the Adecco Knowledge Centre

At any organization, performance appraisals are crucial in driving a performance-based culture. Regardless of whether your organization conducts appraisals quarterly, semi-annually, or annually, it is important to



Becoming and Ally to  
First Nations Peoples  
April 2013

DCO Networking  
Day April 2013 (date  
and location TBA)

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

## DCO Committee Meetings

Education Committee  
Meetings:  
December 20

2013 DCO Board of  
Directors Meetings:  
Teleconferences  
second Tuesday of  
every second month,  
12:00 noon until  
1:30/2:00 pm  
January 8  
March 12  
May 14  
July 9  
September 10  
November 12

\*This is the final  
newsletter of 2012.  
We look forward to  
being in touch again  
with *e-News & Views*  
in January.

[Join Our Mailing List!](#)

remember that the goal of an appraisal is to provide feedback on an employee's performance not only in relation to their position and its requirements, but also in relation to your organization's goals and values. [Read more.](#)

[back to the top](#)

## Emphasizing the Personal and Professional Benefits of Service: Encouraging Volunteers to Ask, "What's in it for me?"

By Erin L. Barnhart  
Edited by Leah Morrigan

As practitioners in the field of volunteer engagement, we are all intimately familiar with the extraordinary impact volunteers have on our diverse communities. Volunteers do amazing things from the hands-on work of building healthy communities to the encouragement and inspiration volunteers embody and demonstrate to others on a daily basis. We are, in many ways, facilitators of proactive altruism, responsible for helping well-meaning individuals with a desire to give and do good find an appropriate place to help make a difference. [Read more.](#)



[back to the top](#)

## Not-for-profits As Businesses Owners: A Strategy for Sustainability?

By Tim Plumptre  
Edited by Leah Morrigan

The first years of this new century has revealed little to justify optimism. Major corporations have collapsed due to corruption and governance incompetence, and debt, unemployment, and collapsing economies threaten us. There is less money around. Government and corporate funds for social and cultural causes have been reduced, while demands for stronger governance and more accountability abound.

While some stress on accountability is desirable, its current overemphasis diverts money away from not-for-profits' programs and into overly detailed reports to funders. [Read more.](#)



[back to the top](#)

**Welcome Cheryl Legate,  
London and District's new  
ED!**

The London and District Distress Centre is pleased to announce the appointment of Cheryl Legate as their new Executive Director effective November 26, 2012.



For the past six years, Cheryl has been employed with Victim Services of Perth County as Executive Director and has developed strong working relationships with a number of social agencies, treatment facilities, and support services throughout London, Middlesex and Perth counties. She has considerable experience working in front line Social Services for more than 18 years in varied capacities, including crisis intervention with immediate response, information and referral services for mental health, case management, community outreach and advocacy, organizational development, volunteer recruitment, and fundraising.

We know you'll welcome Cheryl to the DCO family.

[back to the top](#)