

MESSAGE FROM LEADERSHIP

While “Everyone is Heard” is a very audacious goal, we felt it really speaks to the need of continuous improvement and expansion of how we deliver service and who we deliver services to.

Also in an effort to ensure “Everyone is Heard.” we identified 3 groups that we believe are being under-serviced and under-represented by Distress Centre services. These are seniors, immigrants and newcomers to Canada and Aboriginals. Strategies to reach out to these groups were identified and implemented. One exciting new partnership that emerged was with Sunrise Native Addiction Services Society. Sunrise is a residential treatment facility that also delivers outpatient services. Distress Centre and Sunrise will provide training for each organization’s staff and volunteers regarding Aboriginal cultural competency and suicide intervention. Distress Centre’s 24/7 crisis lines also becomes part of the aftercare and relapse prevention services that Sunrise will promote for their clients upon successful completion of the residential aspect of treatment.

Our 2-1-1 certified Information and Referral Specialists on community, government and social services confirmed 24/7 expansion in 2015 in Red Deer and the Bow Valley Corridor. We hope this is the beginning of a province wide expansion of 211 service in partnership with The Support Network in Edmonton.

Rounding out a successful year, we were very appreciative of being selected as one of 12 recipients of the Calgary Herald Christmas Fund to help with the expansion of our online service.

Looking ahead to 2015 it is imperative we increase the awareness of our services so we can provide support to those affected by the economic downturn.

Joan Roy, Executive Director