

**CONNECT THE DOTS**



**+120,000**

calls per year

**329**  
calls/day

**\$2.45**  
per call

## OUR MISSION

To create an emotional safety net for the vulnerable and at risk in our community.



## OUR VISION

To ensure that every individual in need receives life sustaining emotional support.



**We will provide crisis response** and intervention to the emotionally vulnerable and at risk in our community. **We will serve as a point of access** for suicide prevention, intervention and postvention. **We will mitigate the impact** of a mental health crisis by helping those with a history of vulnerability and risk make life-affirming choices. **We will enhance emotional self-management** and reduce risk by strengthening the coping skills of survivors. **We will advocate on behalf of service users** by reporting on current needs, gaps in service and emerging trends. **We will increase service access** by operating within a framework of cultural competency, including the promotion of diversity in all areas of service. **We will provide links** to emergency services when necessary. **We will build community capacity** in emotional health response. **We will provide volunteer delivered services**, wherever possible, in recognition of the added value they contribute. **We will collaborate and network** with other agencies to create a continuum of care and support.

## OUR ORGANIZATION

*Distress Centres was founded in 1967 to provide telephone-based crisis intervention and emotional support services to the people of Toronto. These services were developed in response to the identification of mental health response and suicide prevention needs after the careful consideration of successful operations in other major cities, such as the Los Angeles Suicide Prevention Centre and the Samaritans in London, England.*

Distress Centres received its first call on November 1, 1967. Since that first call, the lines have been answered continuously 24 hours a day, 7 days a week, without a single missed shift. In 1971, the growth in volume of calls, combined with the rapid world-wide development of telephone crisis centre networks, resulted in a group of concerned North Toronto residents developing a new, autonomous centre — Distress Centre Two. These two centres merged under one board of directors in 1973. In 2001, Distress Centres Inc. amalgamated with Scarborough Distress Centre to form Distress Centres of Toronto (the name has since been changed back to the original Distress Centres).

In 2005, Telecare Distress Centre Etobicoke was integrated into Distress Centres. This consolidation of services has eliminated duplication of service in the City of Toronto and significantly eased immediate access for callers in need, while increasing overall line capacity. Furthermore, as part of the integration process, Distress Centres relocated the Northern Call Centre to North York, thus allowing the agency to improve both access and exposure to services in this under-serviced high needs inner suburb.

As the home to the only 24 hour Distress Line in Toronto, Distress Centres now handles over 120,000 calls annually, with 600 highly trained volunteers providing round-the-clock coverage. Services are listed under emergency resources on the inside cover of the Toronto telephone directory. Distress Centres is the point of first access in the city for individuals in crisis requiring emotional first aid.

Throughout its long history as Toronto's emotional safety net, Distress Centres has also assisted in the establishment of essential local, provincial and national organizations promoting suicide and violence prevention and mental health support:

- 1971**     *The Ontario Association of Distress Centres*
- 1972**     *The Metro and Area Distress Centres*
- 1977**     *The Canadian Council of Crisis Centres*
- 1982**     *The Toronto Council on Suicide Prevention*
- 1984**     *The Canadian Association on Suicide Prevention*
- 1985**     *The Assaulted Women's Helpline*
- 1991**     *Drug Helpline Project (Ontario-wide)*

## OUR SERVICES

*Distress Centres' trained volunteers provide telephone support for individuals experiencing emotional distress, marginalization, social isolation and who may require crisis intervention and suicide/family violence intervention services. Universal access means that both volunteers and callers reflect the diversity of the community.*

### 408-HELP Line

For 24 hours a day, 7 days a week, 450 trained volunteers, with the support of professional staff, respond to an incredibly wide variety of callers with an equally diverse range of emotional needs. Multiple telephone services are delivered through our central access number, 416-408-HELP, including:

- a) support and crisis intervention services for those in distress or crisis
- b) a community maintenance support service for those with chronic mental health problems
- c) family violence response
- d) suicide prevention service
- e) emergency intervention and response

Distress Centres enables callers to continue functioning independently in the community when possible, refers them to other appropriate community or professional resources if needed, intervenes in life threatening situations, and provides direct help in suicidal and other emergency situations. In particular, Distress Line volunteers provide invaluable support to individuals with chronic mental health problems living in the community, or those individuals experiencing a period of life transition or who are temporarily suicidal or in crisis. Distress Line volunteers respond to the immediate and changing needs of the callers, taking into account their diverse cultures, perspectives and problem-solving abilities.

In 1999, a 151-language interpreter service was made available for callers with limited English capabilities. In addition, TDY equipment was installed for the hearing impaired. The goal of universal access is now a reality as barriers to usage have been eliminated.

Through the generosity of the Krembil Foundation, Distress Centres acquired Surveyor Data Collection software. This technology allows volunteers to accurately record and track specific information about distress line users. This information is then used to better understand the needs of our callers, develop new training modules, and audit the performance of our volunteers. Outcome evaluation ensures effectiveness, efficiency and relevancy performance measures are used to monitor all agency activities. The information gathered is used both internally and by other social service agencies looking to analyze trends at large and within specific communities.

Distress Centres works collaboratively with medical and mental health professionals to ensure that those at risk are made aware of Distress Centres 24 hour service. Various agencies, doctors and psychiatrists leave Distress Centres phone number on their answering machine for after-hours support.

### Survivor Support Program

Documented evidence indicates that individuals bereaved by suicide (a trauma-based grief event) are themselves at high risk for both complicated grief reactions and suicide itself. The friends and families left behind after a suicide are truly "survivors", often facing an emotional torrent of guilt, anger, and shame and impaired family functioning. Our specialized, face-to-face service offers both grief counselling and suicide prevention to individuals, families and members of the community in the aftermath of a death by suicide. Support is provided through both individualized sessions and group meetings and is available in the home, if appropriate, to aid in trauma mastery. The new Advance Support Program offers flexible emotional support as a bridge to and from the more

## OUR SERVICES



43 yrs

formalized counselling. We are also frequently asked to intervene in a direct or consultative role following an institutional suicide (such as in a school or office). Approximately one half of our trained counsellors are survivors themselves, many of whom have benefited from participation in the program. The Suicide Resource Centre is housed in this program, providing up-to-date materials and information packages to clients, volunteers, students, and other interested members of the community.

In 2005, the Survivor Support Program expanded its mandate to offer Homicide Bereavement Support. This program provides counselling and support to families and friends who have lost someone to a death by murder. This service was initiated in response to an identified gap in service and at implementation was the first of its kind in Ontario.

### Community Outreach and Education Program

There is persistent and widespread demand from social service providers and community groups for both basic and specialized information concerning effective communication as a tool for emotional support, as well as skills training in the areas of crisis intervention, suicide prevention and postvention. Distress Centres' professional staff and senior volunteers receive numerous requests to provide speakers, training workshops, leadership, consultation and individualized information packages as resources. The development and delivery of larger workshops and conferences are also often carried out in co-operation with other agencies.

### Community Crisis Response Program

The Community Crisis Response Program is designed to provide community-wide or neighbourhood-based crisis response in the immediate aftermath of a critical incident or disaster. It utilizes multi-service collaboratively designed components, including both face-to-face and telephone support. The program's objectives include the training and support of other community service agencies in the development of policies/protocols with respect to crisis response, risk assessment and traumatic death postvention. Through this initiative, Distress Centres supports capacity building initiatives in identified high-risk-for-crisis target communities and increase the sense of personal competence and emotional safety in individuals impacted by traumatic loss.

### PAIRO Helpline

In collaboration with the Professional Association of Internes & Residents of Ontario, a dedicated, confidential Distress Centres operated helpline was established in 2001. This service offers Ontario-wide emotional support and crisis intervention to medical students or residents and their families. Distress Centres was asked to initiate this project in recognition of its long history of effective, anonymous response to those experiencing situations of intense distress and its ability to function as a point of first access for those at risk for suicide.

### EMS Warm Transfer Line

In January of 2006, Distress Centres began its partnership with Toronto's Emergency Medical Services in the provision of a dedicated warm transfer line for suicidal patients. While at-risk individuals who have



365

7

24

already given their contact information are waiting for the arrival of an ambulance, the dispatcher transfers the call to our phone room so that a trained volunteer can provide compassionate crisis support until EMS arrives on the scene. This program frees up the relatively more costly EMS dispatcher to respond to other emergencies while, at the same time, providing the most appropriate emotional care for the distressed individual. It also familiarizes callers with chronic mental health concerns with a new resource which they can access independently in the future.

### Caller Reassurance Program

In early 2008, Distress Centres launched a new call-out program for frequent callers who are socially isolated and/or experiencing chronic mental health problems. Schedules are contracted with those marginalized callers who are willing to forgo anonymity for a regular, committed outreach from a specially trained volunteer “befriender”. Modelled on similar North American programs, this new service is intended to provide meaningful, respectful and focussed support for high needs individuals. The use of a dedicated line for this program increases the capacity to respond to more crisis calls and new callers on our main helpline.

### The Community Benefit

Distress Centres programs complement the mental health/social service activities of many other organizations, such as EMS, 911, 211 and Telehealth Ontario, as they deliver emotional first aid to those in need. We operate within a framework of support that utilizes a continuum of care approach, working with other agencies to maintain an overall network of safety-net services with seamless transfers amongst them.

These agencies provide our phone number to people needing immediate, barrier-free access to support, particularly beyond traditional office hours. In turn, we make appropriate referrals to agencies who can offer our callers specialized assistance. Our calls truly reflect the pulse of our community: gaps in services and emerging issues are often first identified by callers to our helpline. The information provided by our callers is useful in the support and development of additional programming to meet evolving community needs. Distress Centres also plays a critical and highly respected role through its representation on numerous co-ordinating and networking bodies. We are an integral part of the social service infrastructure of this community, providing an emotional safety net for its most vulnerable citizens.

### Contact Information

For more information please do not hesitate to contact us by phone, email or mail.

#### **Karen Letofsky**

*Executive Director*

Distress Centres  
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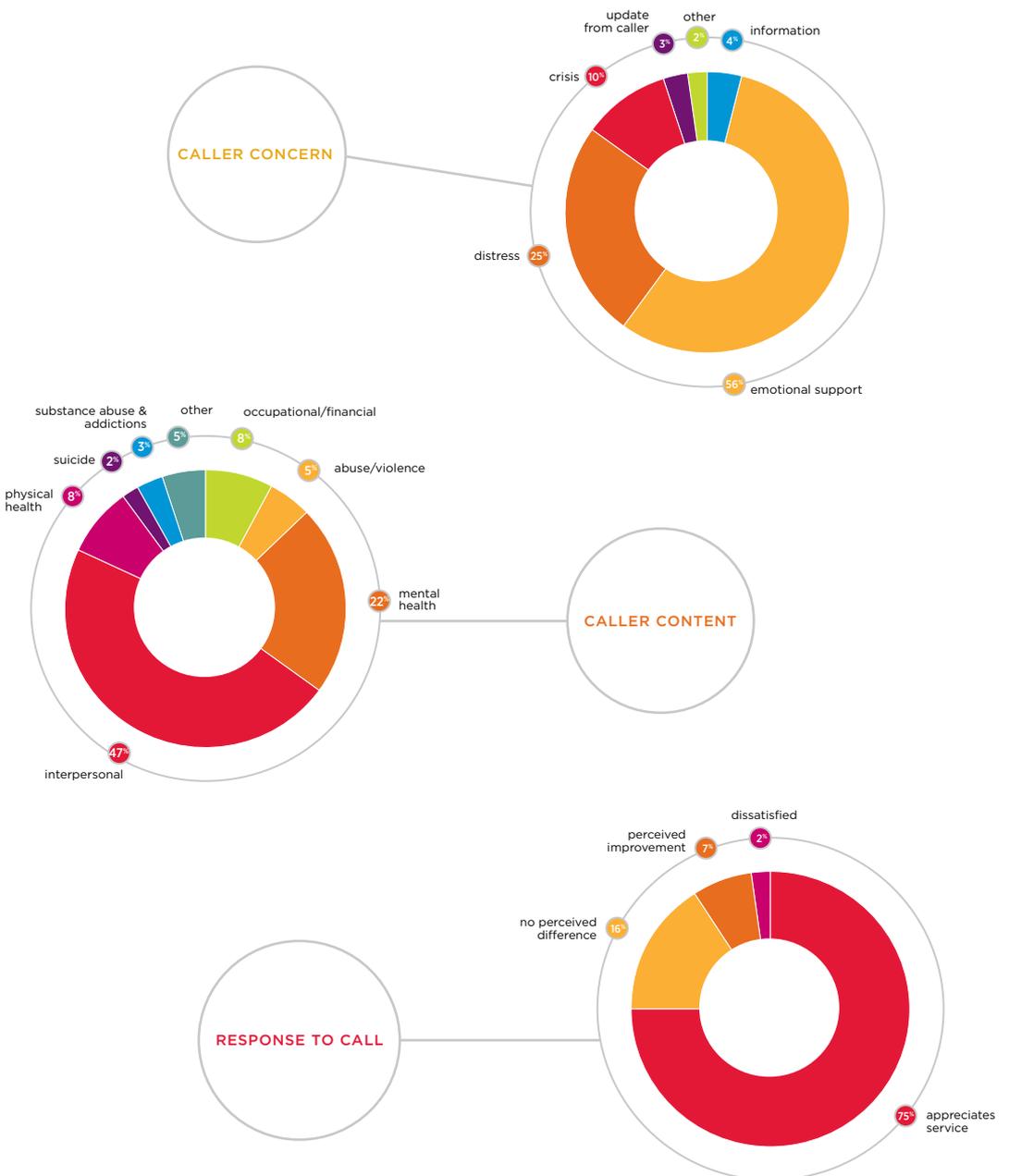
[karen@torontodistresscentre.com](mailto:karen@torontodistresscentre.com)

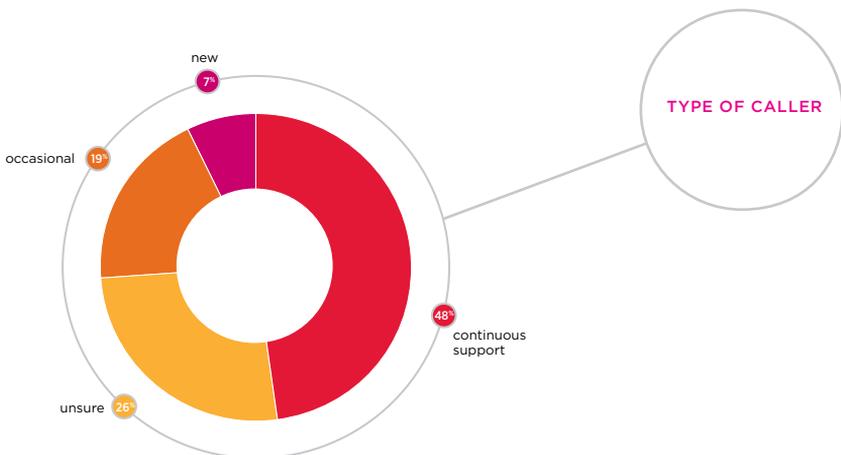
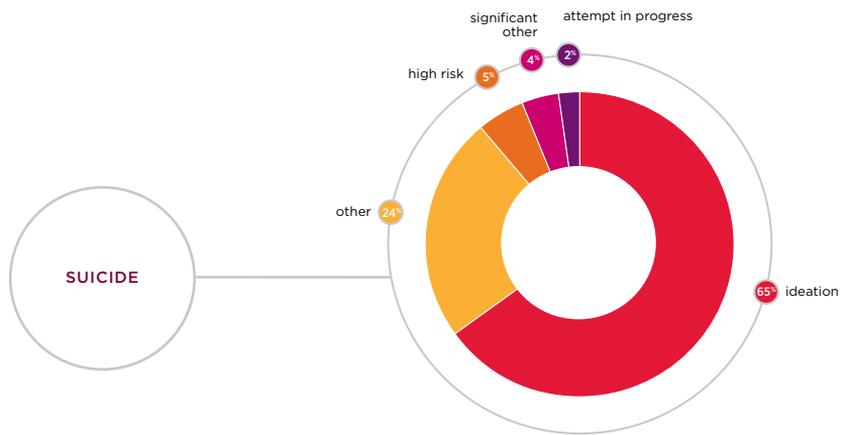
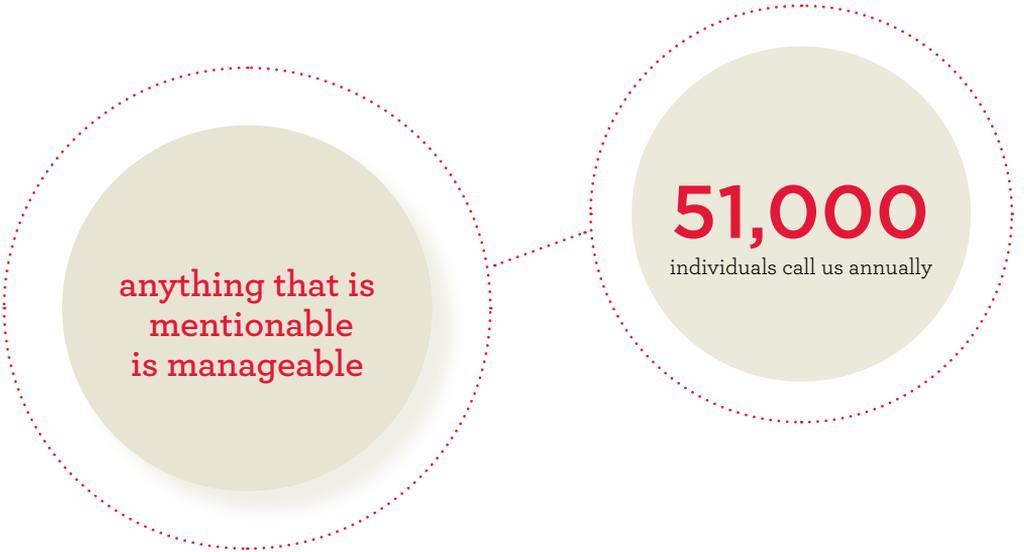
[www.torontodistresscentre.com](http://www.torontodistresscentre.com)

Charitable Registration: BN 10702 1016 RR0001

# AT-A-GLANCE

*Distress Centres is the emotional pulse of the community. Our users come from all areas of society and their concerns reflect a range of topics. Our 600+ volunteers assure that there is always someone to listen and reassure those in need.*





## FUNDRAISING

*Distress Centres is incredibly grateful for the generosity of our passionate donor community. From individuals, to Family Foundations and Corporations, the sum of their unwavering charitable support has made it possible for Distress Centres to offer and develop responsive and meaningful life-sustaining programs for our community members. In 2010, in a challenging fundraising environment, our donor partners remained steadfast in their commitment to Distress Centres' work and mission.*

### B.A.D. RIDE XIII

The B.A.D Ride (Bikers Against Despair) began in 1998 as a partnership between Distress Centres and a group of motorcycling enthusiasts who supported the cause. It has grown to be one of the premier one-day riding events in Ontario, attracting more than 1200 bikes annually. Corporate sponsorship ensures that 100% of the funds raised by participants goes directly to support agency programs.

### Dust off Your Soul

On November 4, 2010, Annie Gaudreault and Esme Hurst, both Distress Centres board members, hosted their second art auction with net proceeds benefitting the organization. Held in memory of Marc Fournier and Alex Hurst, "Dust Off Your Soul" was a sold out success with over 45 artists contributing. The evening included a silent auction, an exciting live auction, cocktails and hors d'oeuvres. Plans are being made for a third DOYS event scheduled for Fall 2011.

### Concert by Twilight

Take a lovely late spring evening, gracious hosts with a beautiful home and a guest list comprised of friends of the organizing committee and you have the formula for Distress Centres oldest signature event. We are sincerely grateful to our charitable hosts for sponsoring the 2010 Concert By Twilight event.

### Andrew Ferrone Memorial Golf Tournament

In 2010, the Ferrone family, in recognition of the support that they had received from and the suicide prevention work of Distress Centres, donated the funds from their long standing annual tribute golf tournament for a second year in a row to our agency. They have our deepest appreciation for their generous gift to the cause.



**\$485,699**  
contributed by fundraising

# EXECUTIVE DIRECTOR'S ANNUAL REPORT TO THE BOARD

MAY 2011

*As Distress Centres continues to invest its considerable human resources into new partnerships and programs in 2011, it is important to acknowledge the strong foundation created for these initiatives in 2010. During this past year, we have been able to deliver on our objective of providing a viable point of access for suicide prevention, intervention and postvention.*



**60%**  
of calls are made  
after hours

With more than 120,000 calls annually placed to our 408-HELP Line, not only have we served as the City's emotional safety net for the vulnerable, but we have also facilitated life-sustaining links to emergency services for those at risk. 60% of the calls to our helplines have occurred after-hours, when other resources are inaccessible. Distress Centres has worked collaboratively and creatively with other organizations and community groups to develop and sustain a continuum of support for those struggling with overwhelming emotional pain.

For many, Distress Centres has been "the" lifeline; for others, it has been the conduit to other community resources; and for the community, it has been the source of important information on current social trends, gaps in service and emerging issues impacting those in need. Distress Centres has worked to build community capacity in emotional health response in order to mitigate the impact of mental health crises on individuals and their caregiver networks. We are pleased to report that we have done this by continuing to eliminate and/or reduce barriers to service access and by promoting diversity in all aspects of our organization, ever mindful of the need to reflect our changing community in its entirety.

Our commitment to volunteer-delivered programs remains central to our service model. It is founded on consumer feedback, now documented extensively in evidence-based research, that volunteers bring a uniquely helpful component to the support relationship that is truly value-added. Given the changing volunteer culture of shorter-term and more targeted involvement, we are ever mindful that our investment in our volunteer development program will continue

to require increased resources. The agency adoption of "engagement" as an organizational core value has helped in promoting both recruitment and retention, leading to a volunteer renaissance during the past year. Over 600 individuals in 2010 had the opportunity to serve as a responder in one of our programs. Many of them were able, as well, to use their crisis support/intervention skills on one of our dedicated specialized lines: the PAIRO (Professional Association of Internes and Residents of Ontario) Helpline for medical students, residents and their families; and the EMS (Emergency Medical Services) Warm Transfer Line for suicidal callers requiring an ambulance. Both are pioneering and unique partnerships between professionals and volunteers. Volunteers define Distress Centres; they are the lifelines. On behalf of all of our service users, we thank them for their compassion, dedication and willingness to enter into someone else's pain with the hope of making a difference.

Engaging community continues to remain a priority for our agency. Through our Community Education and Outreach Program, we have participated in neighbourhood and citywide networks, learning, teaching, developing and delivering impactful and collaborative services in partnership with others. Through the more than 50 presentations delivered in 2010, opportunities for ongoing dialogue with our stakeholders have provided us with a 360-degree feedback and evaluation loop, challenging us to remain relevant and effective. And, we have. Consistently we have heard that we make significant contributions to community capacity building through our skills training, consultation and information sharing activities.

We support  
life-affirming choices:  
one conversation  
at a time.



**KAREN FLETCHER C.M.**  
EXECUTIVE DIRECTOR



**10%**  
increase in new  
callers

Our Survivor Support Program, the first Canadian dedicated counseling service for those bereaved by suicide and/or homicide, unfortunately, had its busiest year ever in 2010. It experienced more than a 25% increase in the number of homicide survivors requesting support. With previous service users comprising one-half of the response team as peer counselors, the program model remains an innovative one, unmatched by any other across the country and with almost 95% of its participants reporting that the help received more than met their needs. Innovation, engagement and responsiveness: the hallmark of all of our programs.

Financial stability, of course, provides the foundation for building and maintaining a strong organizational structure; one that is prepared to address both current needs and to build responsive capacity in anticipation of future directions. To that end, I echo the sentiments of our Chair in unreservedly declaring that we are most grateful to the organizing committees of our two long-term signature events, the Concert by Twilight and the B.A.D. (Bikers Against Despair) Ride. Both held remarkably successful events in 2010, generating higher than expected revenue and rave reviews from participants. We are truly grateful to the volunteers on those two committees, most of whom have been working passionately for many years on our behalf—they have indeed provided this agency with important financial lifelines. So too have others, through their third party memorial events. We are once again most appreciative of the continued support provided by the Ferrone family through the Andrew Ferrone Memorial Golf Tournament and the Hurst family and Annie Gaudreault for the second Dust Off Your Soul Art Auction. We are truly honoured to have been chosen to be the designated recipients of their donated funds.

Distress Centres is also grateful for the continued commitment to core funding provided by the United Way of Toronto and the City of Toronto. Their ongoing investment in Distress Centres' infrastructure needs, in addition to their promotion of organizational development, has created a strong launching pad for our agency, from which we have continued to adapt our programs and spearhead new initiatives. Notwithstanding their significant contributions, much of this program innovation has only been possible with the support of the individuals, foundations, corporations and community organizations that have shared our belief in the importance of our cause. We thank them.

It is a privilege to have this opportunity to recognize our small staff team. They are an amazing group of dedicated professionals who forever lead by example. Responding to ever increasing service demands and the constant need to adapt and innovate, they never fail to impress. Constantly pursuing “best practices”, they are always an inspiration to volunteers and their fellow colleagues.

Words of appreciation must also be expressed to our Board of Directors, a dedicated team of volunteers who have served during this past year as ambassadors for this agency and whose guidance and oversight have ensured that Distress Centres will always be synonymous with effective leadership in mental health resiliency.

Respectfully submitted,



**Karen Letofsky, c.m.**  
Executive Director

We urgently need to  
recognize the importance  
of mental health  
in our society



**ANNIE GAUDREAU**  
BOARD PRESIDENT

# REPORT FROM THE CHAIR

APRIL, 2011

*Our organization is preparing itself for the ever growing needs of our community and to maintain its position as a leader in the mental and social health service provision community.*

This past year at Distress Centres has been a very productive one as the organization continues its process to grow and meet the critical economic, cultural and societal challenges of our environment.

To meet these growing challenges, the Board has continued its initiative to develop a 5-year strategic plan which will help guide Distress Centres in the future. This process began a year ago at our AGM, and is a critical one to understand the needs of each of our stakeholders. The input will serve to guide all our activities from programming to fundraising that will shape our future. This process is well under way and a preliminary report will be presented to the Board in the fall of 2011.

With our society becoming more aware of the importance of mental health, I am optimistic that the taboos around suicide and those vulnerable and at risk will decrease and will be replaced by compassion, understanding and the necessary resources. Our agency, which receives more than 120,000 calls per year, does not receive any funding from the government and fundraises 60% of its operating budget. Our partnerships with organizations such as EMS (Emergency Medical Services) and PAIRO (Professional Association of Internes and Residents of Ontario) are prime examples of the types of relationships which allow our organization to help those in need while sustaining us.

Distress Centres would not be able to continue operating without the very important third party events held each year in our name. Our signature event, the B.A.D Ride, in its 13th year, raised its largest amount ever. The elegant Concert by Twilight was again a huge success and provided a beautiful setting for guests to support our organization. Newer events such as the Andrew Ferrone Memorial Golf Tournament and Dust Off Your Soul also took place to benefit Distress Centres. We are incredibly indebted to

all of the volunteers and participants who made these events such a success and allow our organization to survive.

The continued progress and stability of our agency is due to the ongoing support of United Way and the City of Toronto. We are grateful to both for their support and acknowledge their vital importance to the health of our community. Their guidance and leadership are integral to our success.

It was an exciting year of recognition for our organization and staff and the impact they have on our community. This was highlighted by the presentation of three community awards to our Executive Director, Karen Letofsky, who received them from the United Way Bhayana Family Foundation, the Toronto Community Foundation and the Metcalf Foundation. These awards acknowledge our organizational excellence and management in areas such as leadership, community engagement and partnership.

I would also like to acknowledge the incredible work done by our volunteers, every day and every night of the year. Their unique contribution allows those who need critical support to be heard.

On behalf of the Board I would like to thank and recognize the herculean work done by our staff who continue to be creative, resourceful and undeterred in the face of challenging times. This would have never been possible without the incredible leadership of Karen Letofsky, our tireless Executive Director. Your work inspires us all.

I am personally grateful to have had the opportunity to serve as Board President. The experience has been fulfilling beyond words.

To our volunteers, staff, community partners, and fellow board members I say thank you.

**With gratitude,  
Annie Gaudreault**

# REPORT OF THE INDEPENDENT AUDITOR

## ON THE SUMMARY OF STATEMENT OF OPERATIONS

### **To the Members of Distress Centres**

The accompanying summary statement of operations for the year ended December 31, 2010 is derived from the audited financial statements of Distress Centres for the year ended December 31, 2010. We expressed a qualified audit opinion on those financial statements in our report dated March 21, 2011 (see below).

The summary statement of operations do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summary financial statements therefore, is not a substitute for reading the audited financial statements of the Centres.

### **Management's Responsibility for the Financial Statements**

Management is responsible for the preparation of a summary of the audited financial statements in accordance with Canadian generally accepted accounting principles.

### **Auditor's Responsibility**

Our responsibility is to express an opinion on the summary statement of operation based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements". However, the summary financial statements may be misstated to the equivalent extent as the audited financial statements of the Centres for the year ended December 31, 2010.

### **Opinion**

In our opinion, the summary statement of operations derived from the audited financial statements of Distress Centres for the year ended December 31, 2010 is a fair summary of those financial statements, in accordance with Canadian generally accepted accounting principles.

The misstatement of the audited financial statements is described in our qualified audit opinion on our report dated March 21, 2011. Our qualified audit opinion is based on the fact that in common with many similar organizations, the Centres derives revenues from fund-raising events and donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Centres and we are not able to determine whether any adjustments might be necessary to revenues, excess of revenues over expenses, assets and net assets. Our qualified opinion states that except for the possible effects of described matter, those financial statements present fairly, in all material respects, the financial position of the Centres as at December 31, 2010, and its financial performance and its cash flows for the year ended in accordance with Canadian generally accepted accounting principles.



Toronto, Ontario  
March 21, 2011

CHARTERED ACCOUNTANTS  
Licensed Public Accounts

## SUMMARY STATEMENTS OF OPERATIONS

YEAR ENDED DECEMBER 31, 2010

	2010	2009
<b>Revenues</b>		
United Way of Greater Toronto	\$ 288,675	283,792
Grants - City of Toronto	102,810	100,780
Corporations, foundations and church groups	73,791	50,484
Donations - individuals	84,595	123,284
Fund-raising events (net of expenses)	327,313	306,685
Emergency Medical Services	20,250	20,250
Professional Association of Interns and Residents of Ontario (PAIRO) grant	61,208	56,500
Amortization of deferred capital grants	13,528	16,472
Interest and miscellaneous	28,470	36,323
	<b>1,000,640</b>	<b>994,570</b>
<b>Expenses</b>		
Salaries and employee benefits	649,230	673,508
Building occupancy	97,314	94,900
PAIRO	61,208	56,500
Office - telephone, supplies, postage, etc.	125,934	116,471
Promotion and publicity	531	2,308
Volunteer recruitment, training and resources	24,151	26,641
Depreciation	25,274	32,377
Other	29,098	25,790
	<b>1,012,740</b>	<b>1,028,395</b>
Deficiency of revenues over expenses for the year	\$ (12,100)	(33,825)

# THANK YOU FOR YOUR GENEROUS SUPPORT

WE COULD NOT HAVE DONE IT WITHOUT YOU

**CORPORATIONS** 1279317 Ontario Ltd. | 6572669 Canada Inc. | A.M. Equity Inc. | Acchuman Executive Search Inc. | Aggregate Central Dispatch Ltd. | Angra Investments Ltd. | Art Addictions Inc. | Artik | Bailey Metal Products | Barrie Honda | Beard Winter LLP | Bell Canada | Bentall Retail Services | Betty Janitorial Services | Blue Giant Equipment Corporation | BMO Employee Charitable Foundation | BP Interiors | Brama Inc. | Brazilian Canadian Coffee Co. Ltd. | Brio Branding & Design | Builders Supplies | Canadian MediaGuild | Reuters | Centro Restaurant and Lounge | Ceridian | Chair-man Mills Inc. | Comark Inc. | Concord Store Equipment Inc. | Contrail Aerospace | Counsel Corporation | Crazy Chrome Motorcycle Detailing & Storage | Cremer Services | Creswick Investments Limited | Crossroads Refrigeration Ltd | Crown Modular Manufacturing | Cruz Interiors | Davies Harley-Davidson | Daymak | Deeley Harley-Davidson | Dublin Auto Repairs Ltd. | E.B. Technical Services | Elite Construction Inc. | Empire Thermal Systems Inc. | Enbridge Gas Distribution | Faema Cafe | Fitness Edge | Flextile Ltd. | FMC Services Limited Partnership | G2000 Mechanical Inc. | Giant Tiger | Gluskin Sheff + Associates Inc. | GSF Enterprise | H.I.Y.C. Inc. | High Peaks | Hybrid Green Homes Ltd. | Hydro One Inc. | Interward Asset Management Ltd. | Jacox Harley-Davidson | Joe's Hamburgers | JTI-Macdonald Corp. | K. North Photography | Key Concepts Consulting | Kilgour's Bar Meets Grill | Kirk Construction | Lafarge Canada Inc. | Lettieri Bars Ltd. | M K L Interiors | M.J. Daley Manufacturing Company Limited | Mackie Harley-Davidson | Macquarie Group Foundation | Majestic Wine Cellars | Markham Fair | MCL Graphics | Meadow Brook Construction | Mer Mechanical | Milton Auto Centre | Morningstar Air Express Inc. | Motorcycle Mojo Magazine | Murakami Design Inc. | Nalley's Canada Inc. | Neal Brothers Food Inc. | Nealon Marine Construction | Network Mechanical Inc. | New Millennium Tires | North American International Motorcycle Show | O.J. Muller Landscape Contractor Ltd | Ontario Power Generation | Orangeville Building Supply | Palmer Audio Visual | Pape Finch Dental | Partition Components Inc. | Petite Thuet | Power Workers' Union, Local 1000 | Primo Mechanical | Q107 Classic Rock | Rabba Fine Foods & Variety Food Fair | Ranbro Construction | RBC Royal Bank | Ready Honda Import Ltd. | Riders Plus Insurance | Royal LePage Real Estate Services Ltd. | Shearer's Foods Canada Inc. | Signature Bindery | Silver Dollar Room | Silverberg, Perel & Sheldon LLP | Special Kay's Cleaning Service | Stitchy Lizard Embroidery & Promotional Items | Stracor Inc. | Styling Effects Task Force Inc. | Suncor Energy Foundation | Sutton Group Lifestyle Real Estate | Swift Trade Securities | Technical Adhesives Ltd. | Terraplan Landscape Architects | The FSA Group | The Tire Terminal | The Travel Network Corp. | Torian Electric | Toronto Motorcycle Show | TOS Corporation | URS Ltd. | Yamaha Motor Canada Ltd. | Zeus Management and Consulting

**CHURCHES** Asbury and West United Church | Bedford Park United Church Women | Humber Valley United Church Women | Rosedale United Church | St. Dunstan of Canterbury Church

**FOUNDATIONS** E.W. Bickle Foundation | F. K. Morrow Foundation | The B & B Hamilton Foundation at the TCF | The Bhayana Family Foundation | The C. B. Powell Foundation | The Caring Foundation | The Craig Stewart Esplen Family Foundation | The EJLB Foundation | The Geoffrey H. Wood Foundation | The George Cedric Metcalf Foundation | The George Lunan Foundation | The Harry E. Foster Charitable Foundation | The Henry White Kinnear Foundation | The Jackman Foundation | The Paloma Foundation | The Riley Family Foundation | The Rogan Foundation | The Tippet Foundation | The Toronto Community Foundation

**PATRONS** Cindy Blakely | The Reverend Graham Cotter | The Honourable Consiglio Di Nino | The Right Reverend Terence Finlay | Guy P. French | Gordon C. Gray | Jane Hill | Dr. Hung-Tat Lo | Rabbi W. Gunther Plaut | Arthur A. Scafe | Richard M. Thomson | George A. Wilson | Gordon Winch

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**CONCERT BY TWILIGHT COMMITTEE MEMBERS** Barbara French | Ann Hanna | Jane Hill | Eve Lewis | Tillie Lewis | Susan McCutcheon | Cheryl McEwen | Anita Saliss | Susan Scafe | Virginia Shannon | Rosalie Sharp | Diana Tweedy | Pat Ward | Julia West | Shelagh Wilson

Thank You!



#### Contact Information

For more information please  
do not hesitate to contact us by  
phone, email or mail

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