

## The Distress Centre of Windsor-Essex County:

### *Provides*

Emotional support, crisis intervention, suicide prevention, and community referrals, by telephone to all individuals in need of support.

### *Respects*

People's ability to make their own decisions on the issues that affect their lives while providing them with the support and time to work through these issues

### *Listens*

To callers who are depressed, lonely, afraid, unsure, or just needing to talk to someone anonymous who is empathetic and non-judgmental.

*The Distress Centre of Windsor-Essex County is a United Way Member Agency, a partner of the Community Crisis Centre of Windsor-Essex County, and a Member of Distress Centres Ontario.*



# 519-256-5000

Sometimes talking helps!



**12 noon – 12 midnight**  
**365 Days a Year**

**Calls generally fall within four categories:**

### *Information and Referral*

Volunteers assist callers in helping find emergency accommodations, professional counselling, and other community resources.

### *Support Calls*

Callers are isolated and having difficulty coping and need to connect with someone they feel comfortable talking to.

### *Distress calls*

Callers are experiencing problems in their family, school, and work lives. They often have anxiety or some form of depression.

### *Crisis calls*

Callers are in extreme distress and their personal safety is endangered. Problem solving and coping becomes difficult and intervention may be required.



## Donations to The Distress Centre of Windsor-Essex County

### *Why Donate?*

- Help save lives
- Help train mature, responsible and empathetic volunteers
- Help ensure continuation of service to the Windsor-Essex Community

### *How to Donate?*

- Donate Online at:  
[www.dcwindsor.com/donate](http://www.dcwindsor.com/donate)
- Cheques can be Mailed to:  
P.O. Box 2025  
Windsor, ON  
N8Y 4R5
- Tax receipts for online donations are emailed immediately; tax receipts for cheques are mailed at year end



## Volunteer Put Yourself on the Line Make a Difference!

### *Benefits of Volunteering:*

- Help others to help themselves
- Learn valuable/transferable skills
- Network with community partners
- Gain “hands on” experience

### *Training Provided:*

- Active/Empathetic Listening
- Communication Skills
- Problem Solving
- Crisis Assessment /Intervention
- Suicide Assessment/Intervention
- Life Skills

**To apply for the Distress Centre  
Volunteer Training Program:  
Email: [support@dcwindsor.com](mailto:support@dcwindsor.com)  
Phone: (519) 256-5000**



WINDSOR-ESSEX  
COUNTY

**519-256-5000**

FREE, ANONYMOUS,  
CONFIDENTIAL



DONATE



CALL



VOLUNTEER

Emotional Support  
Crisis Intervention  
Suicide Prevention  
Community Referrals

**12 noon – 12 midnight**  
365 days a year

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



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