

# YOUR IMPACT

The logo for the Distress Centre, featuring a stylized human figure composed of two overlapping curved shapes, one yellow and one blue, with a small blue circle above the head area.

From April to June 2025, we responded to over **37,000** contacts across all our programs.

Dear friends of DCC,

This past quarter has been a powerful reminder that **lasting change is built through steady, compassionate commitment**. Your support this spring continued to open doors for those seeking hope, healing, and connection.

**Thanks to you, lives were uplifted, critical resources reached those in crisis, and people felt seen and valued in some of their hardest moments.** One of the stories we're honored to share is of someone who called our lines while contemplating suicide—and because of your support, he found a lifeline instead of losing hope. Their story, and those of thousands of others, are a testament to your generosity and care.

On behalf of our entire team, thank you for walking alongside us in this work. **We're honored to share this mission with you.**

With heartfelt appreciation,

  
Robyn Romano  
CEO

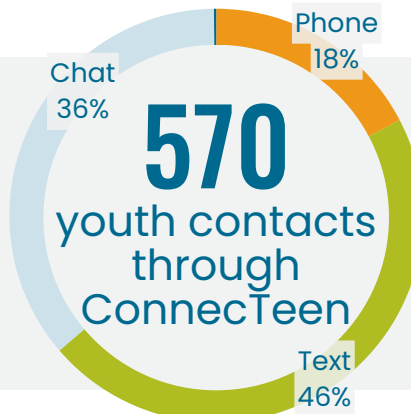
 **DISTRESS CENTRE**  
24 HOUR SUPPORT | COUNSELLING | RESOURCES



From April to June 2025, you helped us support



The top caller issues on crisis contacts were **mental health, interpersonal relationships, and suicide.**



The top issues on ConnectTeen were **mental health, interpersonal relationships, and suicide.**



52

New volunteers trained

5,996

Volunteer hours logged



42

Safety follow ups completed

A follow-up is where someone from Distress Centre contacts you in a few hours or days to see how you're doing.



2,039

unique individuals facing or experiencing houselessness



10,551

contacts via 211



475

counselling contacts



3,864

contacts to the 988 Suicide Crisis Helpline

through our **Coordinated Entry Program** providing multiple programs and services at the location of SORCe

**Top info requested:**

- 1.Information Services
- 2.Temporary Financial Assistance
- 3.Housing/Shelter

**Top issues identified:**

- 1.Relationships
- 2.Suicide
- 3.Anxiety

*Distress Centre Calgary is one of only two 988 partner agencies answering 988 calls in Alberta.*



1,543

calls on behalf of our partner agencies



170

individuals through our Basic Needs Fund program



2,307

calls through call-diversion work w/ Calgary Police Services & Calgary 911.



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*Interested in detailed data?  
[Click here for our data reports.](#)*

# STORIES OF HOPE

## A Call That Changed Everything: From Silent Despair to Hope

A man sat alone in his truck, **battling thoughts of suicide**. Unsure what to do next, he called Distress Centre Calgary. At first, he couldn't speak — just silence and sobs. But the responder stayed with him, calm and compassionate.

**Slowly, he opened up about his pain:** depression, anxiety, loneliness. He admitted he had the means to end his life, but no set date. As the call progressed and the connection deepened, something shifted.

Through tears, he said, ***"This call helped more than you know."***

The responder replied, ***"We're here because not everyone has the support they deserve. You can call us anytime."***

This moment of connection may have changed everything. It showed how being truly present can turn silence into trust, fear into hope, and **a single phone call into a lifeline**.

## A Voice He'd Never Found — Until Now

An elderly man called Distress Centre Calgary's crisis line, quietly sharing that he had **battled depression for much of his life**. Lately, the weight had become unbearable, and he had begun isolating himself.

Gently, the responder invited him to talk more.

With a trembling voice, the man revealed childhood abuse, trauma he had never spoken of, even while surrounded by a caring community. The responder listened with compassion, **offering a safe space without judgment**.

Encouraged, the caller opened up further. With warmth and support, the responder connected him to 211 to discover counselling options.

**Before the call ended, healing had already begun.**

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*Details of these stories have been changed to protect the confidentiality of the service user.*

Read more **[stories of hope here](#)**.



# OUR 2025 GOAL

This year, we have a **\$1.3M** goal towards our mission of providing compassionate support to Albertans in need.

**Total raised from January to June 2025:**

**37%**

**\$1,300,000**

Every gift helps someone in need take another step forward.

**Give today.**

## Upcoming events and special initiatives



Your ConnectTeen donation through Rogers Birdies for Kids presented by AltaLink **helps us support youth in crisis** — with matching funds that **amplify your impact by up to 50%. Donate before August 31** to get the match.



Click the photo or scan the code to donate towards ConnectTeen!

## Thank you!



Because of you, **a man in crisis found the strength to reach out** and **a senior facing deep loneliness discovered hope again.**

These are just two of the thousands of individuals we serve across all our programs and services.

Every story of connection and every life changed in this report is a reflection of your care and support. **Thank you for making this impact possible.**

