

YOUR IMPACT



From July to September 2025, we responded to over **39,000** contacts across all our programs.

Dear friends of DCC,

As summer comes to a close, our team is deeply grateful for the impact **made possible through the unwavering support of this community.**

Over the past quarter, we've been reminded, again and again, how essential compassionate care is in our community. And more importantly, we've seen how, **through that care, hope and healing can be restored for so many.**

Your support plays a vital role in helping individuals in crisis access the resources, guidance, and empathy they need to navigate some of life's most difficult moments—so they don't have to face them alone.

One powerful reminder of this came when a woman struggling with mental illness reached out to our crisis line. She shared how her personal network often lacked the ability to support her without judgment. Thankfully, **through our services, she found the respectful and non-judgmental care she needed** to get through a particularly difficult episode. Her story is just one of many, and it's only possible because of your generosity.

On behalf of our entire team, thank you for empowering our mission to provide 24/7 compassionate support to those in need.

With heartfelt appreciation,

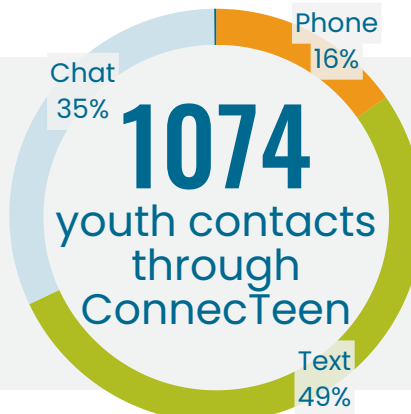

Robyn Romano
CEO



From July to September 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.**



41

New volunteers trained

1380

Volunteer shifts conducted



213

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.



2,311

unique individuals facing or experiencing houselessness



14,837

contacts via 211



506

counselling contacts



9-8-8

3,872

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.



1,907

calls on behalf of our partner agencies



41

individuals through our Basic Needs Fund program



2,065

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



DISTRESS CENTRE
24 HOUR SUPPORT | COUNSELLING | RESOURCES

Interested in detailed data? Visit distresscentre.com for more reports.

STORIES OF HOPE

The First Person to Accept Her: Hope Was Restored

A young woman, raised in a devout religious community, struggled deeply when she **developed feelings for another woman**. Her community condemned her sexuality, and she feared her family would do the same. The emotional toll led to a **severe eating disorder**.

When she called Distress Centre, she was torn—believing she had to choose between her faith and her identity. **But the responder listened** with compassion, without judgment.

She shared that the responder was the **first person** she'd spoken with **who really understood**, adding that all of her friends are in her religious community and she couldn't risk telling them.

Together, they explored ways to stay safe and identified supportive people outside her community. For the first time, she saw that **acceptance was possible**—and that gave her the **hope she needed to keep going**.

Breaking the Cycle: A Sister's Call for Help

A 19-year-old student felt helpless when **his parents** were **involved in a physical altercation—leaving his 10-year-old sister to call the police**, as he lived in a different city for school. Anxious and powerless, he contacted the Family Violence Information Line, **desperate to support his younger sister**, who was now alone with their mother.

During the call, he broke down in tears, recalling the pain of witnessing similar violence as a child—and the heartbreak of **not being there to protect his sister** from the same.

He was met with **empathy and validation, which gave him the space to open up**. The responder helped him explore safety concerns, coping strategies, and legal supports like emergency protection orders.

He was reminded of the strength it took to reach out. By the end of the call, **his voice lifted—more confident, more hopeful**.

This is why support like this must be available when people need it most.



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

Read more **stories of hope** on **distresscentre.com**.



OUR 2025 GOAL

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

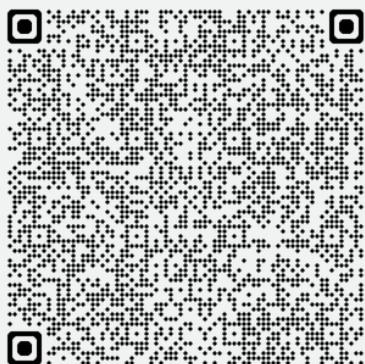
Total raised from January to September 2025:



Every gift helps someone in need take another step forward.

Give today on distresscentre.com

Make a Difference Every Month



Scan the code to
donate monthly!

Your steady support helps ensure that no one faces crisis alone. **By becoming a monthly donor, you provide ongoing help, hope, and connection for people in need —every single day.**

Join our community of monthly supporters and create lasting impact all year long.

Give monthly. Change lives.

Thank you!



Because of you, **a young woman had hope restored** and **a brother feeling helpless was able to connect with resources.** 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.

