

## LONDON AND DISTRICT DISTRESS CENTRE CLOSES NOVEMBER 30, 2016

Due to loss of funding, LDDC answers its last call on November 30, 2016 at 5:00 PM

London, Ontario, November 9<sup>th</sup>, 2016– After 48 years of providing a caring and compassionate, 24 hour listening support service to individuals experiencing distress and crisis, the London and District Distress Centre (LDDC) will fully cease operations and close its doors on November 30, 2016. The LDDC is closing due to loss of funding, announced earlier this year.

The Crisis Response Line, which had been answered by LDDC for the past 5 years, was moved on August 23<sup>th</sup> to become part of the One Line Access Model for the Southwest Region. This service is now part of the new 24/7 Reach Out Service.

In response to the Crisis Line funding being re-directed, the United Way London Middlesex (UWLM), which has been a long-time funder of the LDDC, re-directed their funding to the Canadian Mental Health Association (CMHA) to start a new volunteer based 24 hour support line. This left LDDC without core funding to continue operations. As a result of these developments, the Distress Centre will answer its last call on the Distress Line and Seniors Helpline as of November 30, 2016 at 5:00 pm.

Board Chair, Adrienne James writes, “We are very proud of what we have created since 1968 and regret that we will not continue to be part of this service to the community.” As LDDC ceases operation, we send a heartfelt thank you to our dedicated volunteers, staff, callers, funders, donors and community partners for helping us to be such a strong entity in London for the last 48 years.

Currently, anyone experiencing a mental health crisis, can call the 24/7 Reach Out line at 519-433-2023 or 1-866-933-2023 or attend in person at the 24 hour walk-in Crisis Centre, located at 648 Huron Street. For more information on this new service, please refer to the Reach Out website at [www.reachout247.ca](http://www.reachout247.ca)

Please refer to CMHA for information on the newly established 24 hour Support Line, information at 519-668-0624, email: [info@cmhamiddlesex.ca](mailto:info@cmhamiddlesex.ca) or visit the website at <http://cmhamiddlesex.ca>.

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At this time we advise our community partners to remove from your resources, any promotional material you may have for the London and District Distress Centre, Distress Line and Seniors Helpline. If your voicemail message refers to the LDDC as a point of contact for 24 hour support, we also ask that you please change your voicemail message to reflect the new providers that are answering 24 hour calls for crisis and support.

Please contact CMHA and Reach Out for new promotional materials.

About LDDC – The London and District Distress Centre is a community-based agency that provides individuals in need with short-term empathetic listening and confidential telephone support, operated 24 hours a day, 365 days/year by highly trained and caring volunteers. Our dedicated base of volunteers has always been available to listen, problem solve, and offer community resources to our callers.

The London and District Distress Centre was established in 1968 by the Council of Churches of the Inner City of London. There was concern about the disturbing number of suicides within the area and the lack of immediate resources in the City of London. With the assistance of lay volunteers, professionals, and the Council of Churches, a non-profit volunteer organization was founded. These volunteers were trained to respond to the needs of those in distress by means of short-term telephone support and crisis intervention.

We are a member agency of the United Way of London and Middlesex and have appreciated their financial support over the years.

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If you would like more information about this topic, please contact Cheryl Legate at 519-667-6709 or by email at [cheryl@londondistresscentre.com](mailto:cheryl@londondistresscentre.com)

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