

Profile of the Week



DISTRESS CENTRE PEEL

What We Do:

Distress Centre Peel is a non-profit incorporated agency started by citizens in 1973. The agency is unique in that it uses volunteers in front-line social work and in its innovative approach to helping with social problems. Distress Centre Peel is funded by the United Way of Peel Region, the City of Mississauga, the Region of Peel, and donations from service clubs, foundations and individuals.

The mission of Distress Centre Peel is to improve callers' lives by providing confidential, 24-7 telephone support through trained, non-judgmental, caring volunteers. The service is available to anyone in Peel Region who wishes to contact us on the telephone.

Services Offered:

DISTRESS CENTRE PEEL PROGRAMS:

Telephone Support and Crisis Intervention – trained volunteers offer anonymous, confidential, non-judgmental, caring listening and support, crisis intervention, suicide intervention and referral information where needed.

Touching Base Program – this program aids in the recovery of mental illness by providing short-term post-crisis follow-up support for people over 16 years of age with serious mental illness. This program has been developed in partnership with Distress Centre Peel, Saint Elizabeth Health Care and the Peel Branch of the Canadian Mental Health Association.

Peel Elder Abuse Support Program - in partnership with Family Services of Peel, this program provides services for seniors who may be experiencing abuse.

Ongoing Support Program – emotional support and crisis intervention is provided on an ongoing basis or during periodic emotional difficulties. Many callers are people experiencing mental health problems and the loneliness and isolation associated with it.

Public Education in the Community - education on Distress Centre Peel services is provided to the community.

Citizen Training – volunteers are provided with training in communication and helping skills, knowledge of community resources, crisis intervention skills, personal growth and satisfaction.

Multi-Language Network - callers are connected to a volunteer who is able to speak to him/her in their own language. Over a dozen languages available.

TTY (Teletypewriter) – TTY service is available for callers who are deaf, deafened, or hard of hearing.

Upcoming Events:

The Distress Centre Peel Volunteer Training Program is ongoing throughout the year except for the months of July and December. If you are 21 years of age or older and are interested in becoming a volunteer, please contact us at 905-278-7055 or by e-mail: mail@distresscentrepeel.com.

Contact Information:

Mississauga & Brampton	905-278-7208
Town of Caledon	1-800-363-0971
TTY	905-278-4890

Peel Elder Abuse Support Program:	
Mississauga, Brampton	905-278-3141
Caledon	1-877-298-5444

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