

GEORGIAN BAY DISTRICT

CONTACT CENTRE

Telephone 445-0641

125 Napier Street  
Collingwood, Ontario

CONTACT CENTRE - 1969 - 1973

The CONTACT CENTRE had its beginning in Stayner in SEPTEMBER of 1969. There was 5 citizens interested in forming a TELEPHONE COUNSELLING SERVICE and INFORMATION CENTRE. Two were members of ALCOHOLICS ANONYMOUS who thought this was a good way of contacting people with a severe drinking problem. The BOARD OF DIRECTORS included members of church groups and other organizations.

The Reverend ADAM HOWE was the FIRST CHAIRMAN and Mrs. DOROTHY EDNEY was SECRETARY-TREASURER. THEY HAD their beginning in the MUNICIPAL BUILDING in STAYNER in OCTOBER.

As for funding the Board approached 6 Municipal councils and asked for funds to operate until such times as they could secure funding through the UNITED APPEAL. FIVE MUNICIPALITIES responded with small grants. The BOARD appealed for VOLUNTEERS TO MAN THE TELEPHONES. The WOMEN'S INSTITUTE from STAYNER AND THE CHURCHES provided many VOLUNTEERS, and some funds. The BOARD comprised representatives from 5 municipalities with the emphasis on SUICIDE PREVENTION.

In STAYNER they helped organize the SINGLE PARENTS ORGANIZATION, and the BIG BROTHERS ORGANIZATION.

Volunteers made telephone calls to shut-ins and lonely people on a weekly basis.

USED CLOTHING DEPOT for needy families. This clothing was given free of charge to those in need. This group operated in STAYNER for 2 YEARS and then in 1971 they moved to COLLINGWOOD to the present quarters at 125 Napier Street. The TOWN GAVE THEM THE USE OF THE OLD CONNOUGHT SCHOOL rent free in return for operating telephone counselling service and a distress centre and information services.

In COLLINGWOOD they set up a volunteer training course. These training sessions consisted of self discovery classes and we had training in telephone counselling. Each week they learned something new about themselves. They learned that they had to understand themselves before they could be effective in helping others.

One week they would have the opportunity to talk to a member of A. A. and question him on how it feels to be an ALCOHOLIC. They would question this member of A. A. and would try to put themselves in his shoes so that when they got calls from someone who was alcoholic, they would have a better understanding of his problem. Also, perhaps, the next week they would have a member of SINGLE PARENTS and they would try to understand their problems so they could deal more effectively with a caller that was a SINGLE PARENT.

They trained 48 VOLUNTEERS.

They finally secured a grant from the LOCAL INITIATIVES PROGRAM (L.I.P.) which paid for a staff and every 6 months they had to apply for a renewal of this grant. The grant was discontinued after 2 years.

When the need became obvious the CONTACT CENTRE tried to do something about it. There was a need for a program and facilities for ADULTS, who required PHYSICAL EXERCISING AND EQUIPMENT. Therefore we added a PHYSICAL FITNESS PROGRAM to our Centre. There is a GYM, WHIRLPOOL, and SAUNA and as most of you know we are opening an indoor swimming pool on Friday, May 9th. of this year. This was secured through the WINTER WORKS PROGRAM. The GOVERNMENT pays for the labour and we have to secure the funds for the materials. The PUBLIC IS INVITED TO ATTEND THE OPENING.

There is a LADIE'S INSTRUCTRESS and her hours at the Centre are from 10 a.m. to 2 p.m. and 5 p.m. to 10 p.m. She sets up an exercise program and the FEES ARE \$25.00 for 3 MONTHS starting the 1ST OF MAY.

We are SELF SUPPORTING except for \$2000.00 which we received from the UNITED APPEAL.

#### IN SUMMARY

Since we started in COLLINGWOOD we have formed an INFORMATION AND DISTRESS CENTRE.

STARTED SINGLE PARENTS ASSOCIATION

BIG BROTHERS.

We did shut-in calls to people that were sick and those who could not get out, our VOLUNTEERS called on them on a weekly basis to discuss whatever interested them and to inquire how they were doing. Each shut-in got a call from the CENTRE once a week.

Our USED CLOTHING DEPOT was started and we had 400 FAMILIES REGISTERED for clothing. They could come in once a month for clothing for their families absolutely free. Of course not ALL 400 came in every month but we had approximately 200 families per month. These families were interviewed to make sure they were indeed needy.

We started a FREE INCOME TAX CLINIC for families on low income and SENIOR CITIZENS. This is our THIRD YEAR and it is more and more popular. This year we did 200 income tax forms in just 2 days and nights with the help of very competent volunteers. These volunteers we got from our VOLUNTEER REGISTRY.

MEALS ON WHEELS originated at the CONTACT CENTRE and was carried on from there.

YOGA CLASSES are for relaxation and JOY ALLEN teaches this group. There are 18 enrolled in each class., and quite a few inquiries on this course.

We give out toys to NEEDY FAMILIES every Christmas.

Mr. Doug STOTESBURY, our DIRECTOR, has classes on the POWER OF POSITIVE THINKING every Monday and Tuesday nights at the CENTRE. On Wednesday nights the class is at Brock's Beach and Thursday nights they are held in Thornbury.

We have secured a UNIVERSAL GYM MACHINE which the members of our PHYSICAL FITNESS groups enjoy using. Approximately 12 people can use this machine at one time so it is certainly needed in our PHYSICAL FITNESS PROGRAM.

As our USED CLOTHING DEPOT is now NOT on a L.I.P. grant we are charging a nominal fee on the sale of used clothing and the depot is now open to the PUBLIC.

VOLUNTEER REGISTRY. Several organizations in town were called to see if they could use volunteers in their work. So a list was made up of people who were willing to give their time with such things as clerical duties, meals on wheels, telephone calls etc etc. This is proving to be a helpful addition to our CENTRE.



**Community  
Information  
Centre**

**Collingwood and District  
Information Centre**

125 Napier Street  
Collingwood, Ontario L9Y 3T1  
(705) 445-0641

COLLINGWOOD AND DISTRICT INFORMATION CENTRE

WHO WE ARE:

The Community Information Centre is a member of the Association of Community Information Centres with 50 Centres in Ontario.

Our Centre was incorporated June 1979 under the new name COLLINGWOOD AND DISTRICT INFORMATION CENTRE. We are a local organization staffed by paid and volunteer workers and run by a volunteer Board of Directors. Our present Chairman is Farel Anderson, Vice-Chairman is Ray Barker, Treasurer - Frank Mills, Secretary - Bonnie Lloyd, Board Members are Reg Adshade, Vivienne McLeod, Nip Spooner, Margaret Poole, Maxine Johnston, Mayor Ron Emo, and Joe Sheffer.

We can advise you on almost any service by either providing the information ourselves or by referring enquiries to the appropriate source available in the community.

Some examples are:

- Housing and Accomodation	- Day Care
- Recreation Programs	- Senior Activities
- Government Porgrams and Services	- Business and Services
- Clubs and Organizations	- Health
- Personal and Family Adjustment	- Completing Documents
- Education	- Financial
- Home Services	- Legal
- Transportation	

If your problem is not included in this list - call us anyway, we will do our utmost to assist you to find the appropriate resoarce. We receive from 600 - 900 inquiries monthly.

WHO WE PROVIDE SERVICES FOR:

Everyone. Some enquiries come from those to who people turn for help, but most are from the public. For Example, people who need help with government, people looking for day care in their neighbourhood, people looking for community services. We can either tell you what you need to know or quickly refer you to the right resource.

## HOW WE OPERATE

### BUSINESS AND SERVICES DIRECTORY

We maintain extensive resource files of local Business and Services provided in the Community. (IF YOU WOULD LIKE YOUR BUSINESS OR SERVICE LISTED IN OUR DIRECTORY OR IF THERE IS A CHANGE IN OWNERSHIP, LOCATION, OR PHONE NUMBER, PLEASE CALL US SO OUR INFORMATION WILL BE COMPLETE AND ACCURATE.)

### GOVERNMENT INFORMATION

We have files on Government Information on all levels municipal, county, provincial and federal. Also a KWIC index to the Government of Ontario and Canada.

### CLUBS AND ORGANIZATIONS

We have listings of all Clubs and Organizations in the surrounding Community, with their current presidents and a small write-up on their services. This listing is up-dated every year and distributed to different sources. Last year we distributed approximately 300 free of charge.

### TOLL FREE NUMBERS

We have lists of toll free numbers available to the public. We also have the advantages of calling Toll Free to the CONSUMER INFORMATION CENTRE which is administered by the Ministry of Consumer and Commercial Relations and the CITIZENS INQUIRY a branch of the Ministry of Culture and Recreation. Our staff is experienced in the details of gaining assistance for people and providing needed information.

### FUNDING

There is no charge for our service. We are supported by various sources such as The Ministry, of Culture and Recreation and The Collingwood and District United Appeal. These grants are available for now but must be applied for yearly and each year we must meet the criteria for funding set down by the government.

### USED CLOTHING DEPOT

Our used clothing depot operates six days a week from 9 a.m. to 4:30 p.m. Our depot has something for everyone clothing, kitchen supplies, books, bedding, footwear, skates, ski equipment and small furnishings. There is an average of 1,000 people using our Centre per month and the prices vary from 25¢ to \$10.00. With the high costs now you can clearly see why we are kept busy. The clothing is donated by Collingwood and surrounding communities and sold to help support our Community Information Centre.

STAFF

We employ four people at our Community Information Centre:

<u>WORKING IN THE INFORMATION CENTRE:</u>	Co-ordinator - Margaret Poole
Assistant	Co-ordinator - Bonnie Lloyd
<u>WORKING IN THE CLOTHING DEPOT:</u>	Full-time - Sandra Richardson
	Part-time - Lois Burmister

LONG RANGE RESULTS

In addition to answering your questions, your Community Information Centre plays an important role in identifying gaps in services. By noting the types of inquiries we receive, we can recommend changes or new ways to improve services in our community.

THE SOLUTION TO EVEN THE MOST DIFFICULT PROBLEM BEGINS WITH THE FIRST STEP.  
IF YOU HAVE A PROBLEM, TAKE THE FIRST STEP. CONTACT YOUR COMMUNITY  
INFORMATION CENTRE TODAY. 445-0641