

PROGRESS PLACE'S WARM LINE: *Calls Answered. Hope Found.*

Dear Friend of Progress Place,

"Hello, You've Reached the Warm Line, How Can I Help You?"

A simple greeting and yet for some, these words are a lifeline. On the other end is a caller, who just moments ago had been overwhelmed by feelings of loneliness and anxiety. A caller who, upon hearing the warm and friendly voice on the other end of the line, now feels profound relief knowing they are not alone; that in reaching out to the Warm Line they have found an understanding ear, empathetic support, resources and reassurance, community and connection. A caller who now feels a little less alone, a little less anxious, and a lot more hopeful.

A simple greeting. A call answered. Hope found.

For 25+ years, the Warm Line has been providing a lifeline for individuals feeling lonely, isolated, anxious or depressed and in need of a friendly ear. The first peer-supported line of its kind in Canada, the Warm Line provides phone, text and online chat support 365 days a year from 6pm to midnight, a time when most other community mental health services are closed.

The thousands of calls made each year to the Warm Line are answered by individuals who themselves have lived experience of mental health and/or addictions issues, and are uniquely able to provide empathetic support, problem solving, goal setting and connections to resources using a person-centered approach to mental health support.

The Warm Line is not a crisis line, but rather a phone, text and online chat support that *helps individuals manage mental health concerns before they become crises*. In just the last year alone, **89% of callers to the Warm Line reported that the Warm Line helped divert them from an emergency room visit or hospitalization**, ultimately easing pressure on the healthcare system overall.

I'd like to share with you just some of the stories from callers who have made the Warm Line a part of their courageous journeys of recovery:

*A young adult caller reaches out to the Warm Line and shares that they are experiencing financial, mental health, relationship, and work issues. They are feeling depressed, lonely, stressed, and worried about their employment due to their mental illness. After calling the Warm Line and receiving the support they need, the caller tells the Warm Line Worker, "I feel happy now." **Hope is found.***

*An elderly woman calls the Warm Line expressing feelings of loneliness. She shares that she reached out to the Warm Line after trying other options where she was greeted only by voicemail. She shares her relief to have a Warm Line Worker answer the phone and have the time to talk, reducing her feelings of loneliness and isolation. **A Connection is made.***

*A caller shares that they are struggling with multiple diagnoses. They are dealing with financial issues, feelings of shame and depression. They let the Warm Line Worker know how grateful they are to be able speak to a Peer Support Worker who is able to understand what they are going through. **A sense of Community is built.***

Please donate today to help meet the rising demand and ensure the Warm Line continues to be there for individuals feeling lonely, anxious or depressed and in need of a friendly ear. Your generosity will ensure that even more people living with mental illness are able to access the Warm Line's phone, text and online chat support as they make their courageous journeys of recovery.

Together, we can make recovery happen.

Thank you for your kindness and generosity. Wishing you a healthy and safe holiday season and a very happy new year.

Sincerely,

Criss Habal
Executive Director

PS. We're thrilled to announce that Progress Place has been chosen as a Top 100 Charity for 2024 by Charity Intelligence! We're even more excited that they have named Progress Place a Top 5 Impact: Toronto Charity and a Top 5 Impact: Homeless Charity! These wonderful acknowledgements are an affirmation of our 40+ year dedication to improving the lives of people living with mental illness, our vision that all people living with mental illness have the opportunity for full recovery, and of the support and generosity of donors like you along the way.

More information can be found here: www.charityintelligence.ca/progress-place

