

Crisis Intervention and Suicide Prevention Centre of B.C.

*Here to listen.
Here to help.*

Sharing a problem with another person helps make it more bearable. The adults and teens who call us need to talk. Our service is free, confidential and available 24 hours a day.

We are open 365 days a year and respond to calls concerning:

- relationship and family troubles
- difficulties with school or work
- loneliness and grief
- mental health issues, such as depression
- drug and alcohol-related problems
- health and sexuality issues
- child abuse, spousal abuse
- approximately 8% of the calls relate to suicide.

*If you or someone you know is in crisis,
call our Distress Line.*



Thanks to our Supporters

Major Supporters of the Crisis Centre in 2003

- City of Vancouver
- Dennis Kearns Golf Tournament
- Donner Foundation
- John Hardie Mitchell Foundation
- North Shore Credit Union Foundation
- TELUS
- United Way of the Lower Mainland
- Vancouver Coastal Health Authority
- Whistler Blackcomb Foundation

Supporters

- Armstrong Family Foundation
- BC Hydro Hydrecs Fund
- BC Rail
- BMO Foundation of Hope
- Burnaby South Secondary
- Business in Vancouver
- Capilano Lions Club
- Carmax Enterprises
- City of North Vancouver
- Corporation of Burnaby
- David Thompson School
- District of North Vancouver
- District of West Vancouver
- Eric Hamber School
- Georgina Foundation
- Helping Hands of the WCB
- IBM Employees
- Innovex Equities
- Intrawest
- Kiwanis Club Capilano
- Kiwanis Club West Vancouver
- Lions Gate Entertainment
- London Drugs Foundation
- Morrey Auto Group
- Optimist Club
- Police Foundation
- Raven Foundation
- Rivtow Marine
- Rogers Sugar
- Royal Canadian Legion
- Sauder Industries
- Youth Quest

In Kind Supporters

- Allegra Print & Imaging
- Ballet BC
- Business in Vancouver
- Cossette Interactive
- Employment Paper
- Georgia Straight
- Pacific Baroque Orchestra
- Vancouver Symphony Orchestra

Sincere thanks to all members of the Heart of the Centre Society and the hundreds of individual donors and organizations who generously supported us in 2003.

Crisis Intervention and Suicide Prevention Centre of B.C.

763 East Broadway,
Vancouver, BC V5T 1X8

Incorporated under the Societies Act of British Columbia, the Crisis Centre is a registered Canadian charitable organization, No. 10699-3322-RR0001

Business Line: 604-872-1811

Fax Line: 604-879-6216

Distress Line: (24 hours) 604-872-3311
(toll free) 1-866-661-3311

TTY (lower mainland) 604-872-0113
(toll free) 1-866-872-0113

Community Education* 604-872-1811

* includes our School-Based Suicide Prevention and Professional Development Programs

E-mail: info@crisiscentre.bc.ca

Web site: www.crisiscentre.bc.ca

Accredited by the
American Association of Suicidology

Affiliations

Canadian Association for Suicide Prevention
Distress Line Network of BC
B.C. Crisis Line Association
Member Agency of the United Way
Canadian Association of Gift Planners
Leave A Legacy BC

Crisis Intervention and Suicide Prevention Centre of B.C.



34th ANNUAL REPORT

2003

SUPPORT. EDUCATION. ADVOCACY. RESEARCH.

Joint Report of the President and the Executive Director March 2004

Since 1969 the Crisis Centre has provided free, confidential crisis intervention support and suicide prevention education to people both in and beyond the Lower Mainland. Our greatest strength is people: over 260 volunteers, a volunteer board of directors, a core group of professional staff, and many generous donors. This unique organization has proven that a volunteer-based model can provide high quality support and education, reaching out to tens of thousands of distress line callers and thousands of high school students every year.

In 2003, the Crisis Centre's tradition of service and innovation continued, with improvements to our core programs of distress line support and community education, and with new initiatives to respond to emerging trends in our field. Encouraged by the generosity of long-time donors such as Telus, new donors such as the BC Hydro Employees Fund (HYDRECS), and with the exceptional commitment of our staff, this past year we branched out with three exciting new projects:

- The Web-based Hotline for Youth was created in partnership with SAFER Counselling Services and UBC's Centre for Youth Social Development – Faculty of Education, to reach out to youth. This fantastic new website (www.youthinbc.com) features real time, one-on-one support and information relevant to young people. This innovative service was made possible thanks to generous contributions from the National Crime Prevention Fund, Cossette Interactive, and an anonymous donor.
- The Distress Line Network of BC, a partnership of regional crisis lines with province-wide coverage, has been formed to provide a free, confidential 24-hour suicide prevention service via the toll-free 1-800-SUICIDE number. Distress calls are re-routed among the network partners so that there is never a busy signal and every call is answered quickly. This significant achievement was made possible thanks to generous donations received from BC Hydro Employees Fund (HYDRECS) and the Vancouver Foundation.
- A Suicide Survivors as Advocates Network, including those who have lost a loved one to suicide and service providers like SAFER and the Crisis Centre, was formed to advocate for better suicide prevention services in BC. As a first step, this broad coalition organized a successful public forum titled "Aftermath of Suicide: Private Pain and Public Action" in November 2003, attracting over 100 participants. The Vancouver Coastal Health Authority provided start-up funds to help establish this important provincial network.

Naturally, there is more to be done in the years ahead. Our plans for 2004-05 include work on evaluation, research and advocacy, including:

- Completing a new Choices II video and manual in time for the 2004-05 school year – all we need is the funding – based on our own external evaluation and the latest international research
- Renewing our American Association of Suicidology certification, which will require further improvements and refinements to our distress line service
- Critically evaluating the projects established this past year, to confirm that they are working as planned and making the changes necessary to put them on a solid footing
- Advocating for the strategic goal of a three-digit number ("N11") for a 'National Distress Line Network' with the endorsement of the BC Crisis Line Association and the Canadian Association of Suicide Prevention.

With all this new work going on, it is easy to lose sight of the big picture, so this year the Crisis Centre adopted a comprehensive strategic plan with a rolling two year planning horizon. This development is the product of a series of meetings involving volunteers, staff, and board members that were marked by enthusiasm and careful analysis. The new plan (2004-05) identifies five critical areas: excellence in service delivery; quality human resources; leadership in crisis intervention and suicide prevention; a broad funding base and strong governance. The plan sets out specific details relating to the maintenance and improvement of our existing services and outlines outcome measures for several new initiatives.

Finally, every year sees the departure of treasured familiar faces and the arrival of new ones, and this year was no exception. A number of long-term front line volunteers moved on to other commitments, and we said good-bye to staff and board members who played significant roles in the Crisis Centre's development. Thankfully, we were very successful in finding new and talented staff and over 100 new front line volunteers, allowing us to look ahead with confidence.

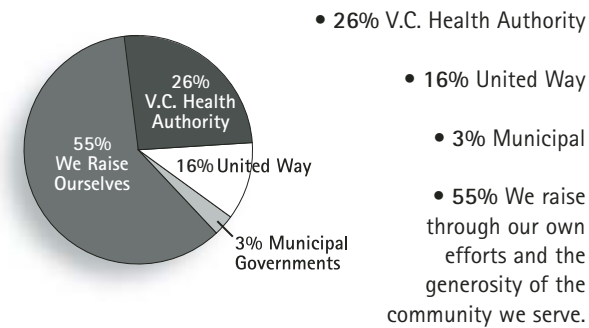
Of course, the Crisis Centre's important contribution to our community is only possible because of the talent, commitment, and financial support that we receive from all of you. Thank you for your support. It has been our privilege to work with you.

Karl Maier
President

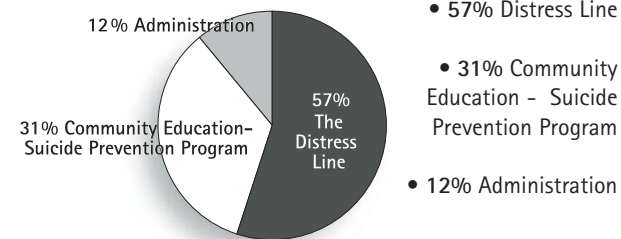
Ian Ross
Executive Director

Financial Aspects of 2003

2003 Income \$706,521



2003 Expenses \$757,525



* This years deficit of (\$51,004) will be offset by a \$59,441 surplus in 2001. Financial statements audited by Ellis Foster are available upon request.

Mission Statement

The Crisis Intervention and Suicide Prevention Centre of B.C. is a volunteer organization, committed to helping people help themselves and others deal with crisis.

The Society accomplishes its mission by providing services including:

- a free and confidential, 24-hour distress line providing immediate, non-judgmental support and community resources
- stress management and suicide prevention education programs for youth
- after-hour distress line support for other agencies
- training volunteers and other community members in crisis intervention and suicide prevention
- professional development workshops for other organizations
- innovative crisis intervention and suicide prevention programs within the Society's mandate

Here to listen. Here to help.