



## The Distress Line

A free and confidential service offering immediate, non-judgmental support to help callers cope with stressful situations such as:

- relationship conflicts
- depression and mental health concerns
- loneliness and social isolation
- family violence
- grief and loss
- difficulties at school or work
- suicidal thoughts

## Web-based Hotline

YouthInBC.com provides confidential, non-judgmental, free live one-on-one chats on the internet with trained volunteers. We're open every day between 4pm and midnight.

## School-based Workshops

For 20 years, our trained volunteers continue to educate youth to help themselves and others when experiencing an emotional crisis or suicidal thoughts. This program reaches thousands of students throughout B.C.

## Professional Development

We offer workshops on stress management, suicide awareness, and communication skills. More details are on our web site.

## THANK YOU! Our Major Supporters in 2005

### Bronze Hearts \$300-\$999

- Don & Alma Bealle
- Howard Biehl
- Steve & Cheryl Cowan
- Norman & Mona Currie
- Richard S. Hahn
- Bob & Sue Hastings
- Kenneth Heichert
- Catherine Pigeon James
- Don & Ruth James
- Nancy J. Kirk
- Donald Konschuh
- Karl Maier
- Patricia Norris
- Lawrence Reiche Jr.
- Wade Richards & Robyn Stewart
- Peter So
- Doug Soo
- Gerry & Judy Strongman
- Bob Usui

- Geoff Webb
- Eric Wilson
- United Way Donors

### Silver Hearts \$1,000-\$4,999

- Sherrie Richey & Harris Allan
- Lorraine Cunningham
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- Anne-Marie & Peter Kains
- Henry & Janice Ketcham
- L.H. Michalson
- Maxwell & Gaylene Munday
- Calvin Tompkins
- John & Mary Van Manen
- Paddy Wales
- Charlotte Wall

### Gold Hearts \$5,000 + • Ann Claire Angus

## Corporations, Foundations, Employee Groups & Service Clubs

### Bronze Hearts \$300-\$14,999

- Al Roadburg Foundation
- Andrew Mahon Foundation
- BC Hydro Employees' Community Services Fund - HYDRECS
- BMO Fountain of Hope
- Canada Safeway
- Capilano Lions Club
- Chris Spencer Foundation
- Eric Hamber Secondary School
- Fraser Institute
- Josh Platzer Society - Teen Suicide Prevention and Awareness
- Kiwanis Club of West Vancouver
- Kiwanis Club of Capilano
- Kanke Seafood Restaurants
- Kranked Design Communications
- MacDonald, Dettwiler & Associates
- Marin Investments Ltd.
- McCarthy Tetrault
- Pacific International Securities Inc.
- QLT Inc.
- RBC Investments
- Rogers Sugar Ltd.
- Spargus Industries
- TD Bank Financial Group

- Telus Community Connections
- The 1988 Foundation
- Vancity
- Whistler Blackcomb Foundation
- Yaletown Brewing Co.

### Silver Hearts \$15,000 - \$74,999

- BC Technology Social Ventures Partners
- CKNW Orphans' Fund
- John Hardie Mitchell Family Foundation
- Municipal Governments
- National Crime Prevention Fund
- Vancouver Foundation

- ### Gold Hearts \$75,000 +
- BC Govt's Ministry of Public Safety & Sol. Gen.
  - Telus Community Investment
  - United Way
  - Vancouver Coastal Health Authority



## Crisis Intervention and Suicide Prevention Centre of B.C.

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Website: [www.crisiscentre.bc.ca](http://www.crisiscentre.bc.ca)

## DISTRESS LINE

24 Hour	604-872-3311
Toll Free	1-866-661-3311
TTY	604-872-0113
TTY Toll Free	1-866-872-0113
1-800 SUICIDE	1-800-784-2433

## YouthInBC.com

One-on-one chat on the internet

## COMMUNITY EDUCATION

604-872-1811

Accredited by the American Association of Suicidology

### Affiliations

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



SUPPORT. EDUCATION. ADVOCACY. RESEARCH.



# Crisis Centre

Here to listen. Here to help.

## Crisis Intervention and Suicide Prevention Centre of B.C.

# 36TH ANNUAL REPORT 2005

Together we're saving lives  
and building healthy communities

## Joint Report of the President and the Executive Director March 2006

Since 1969 the Crisis Centre has provided confidential, free crisis intervention support and suicide prevention education to individuals both in and beyond the Lower Mainland. Human resources are our greatest strength: over 260 front line volunteers, a volunteer board of directors, a small but effective professional staff, and many generous donors. Our unique organization proves that a volunteer-based model can provide high quality crisis intervention and suicide prevention education.

In 2005, the Crisis Centre's tradition of service and innovation continued:

- YouthInBC.com provides confidential, non-judgmental, free, live one-on-one chats on the internet with trained volunteers. We're open every day between 4pm and midnight. An increasing number of BC students have been accessing YouthInBC.com over the past year:
  - unique visitors per month has increased from 528 to 983
  - chats per month has increased from 30 to 94
  - emails per month has increased from 10 to 29

The Crisis Centre has received enquiries from other crisis centres throughout North America about our technology and methods.

- In April, the Crisis Centre was instrumental in securing funding (\$100,000) on behalf of the Canadian Association of Suicide Prevention (CASP), from the Public Health Agency of Canada. The objective of this project was to connect the Canadian Distress Line Network, representing all regions of Canada, through one easy to remember three-digit number: 511. This included a formal application to the CRTC February 15th, 2006 and exploring new Canadian accreditation possibilities for crisis intervention.
- In June, the Distress Line was successfully recertified by the American Association of Suicidology with excellent marks in all categories and securing the highest possible ratings in: Administration, Training Procedures, General Service Delivery Systems, Services in Life-threatening crises, Ethical Issues, and Community Integration.
- In September, the 1-800-SUICIDE prevention service completed its first year of operation. This toll-free line provides a confidential, 24-hour service for people who are suicidal, those who are concerned for someone that is suicidal or who have lost a loved one to suicide. The five network partners throughout the five health regions of BC respond to distress calls with the goal that every call made is answered by a trained volunteer. Funding for this initiative originally came from HYDRECS (\$125,000) and Vancouver Foundation (\$35,000). It will now be funded by the Provincial Health Services Authority for the next two years.

2005 was a productive year on a variety of fronts:

- Distress Line calls totalled 23,683. We responded to hundreds of e-mails from distressed individuals. Community Education facilitated 543 interactive workshops involving over 16,000 high school students.

- YouthInBC.com was judged by the BC Technology Social Venture Partners as an innovative and sustainable project. They are supplying technical assistance and \$90,000 until 2008.
- In June, the Distress Line Network of British Columbia, led by the Crisis Centre, won the BC Association of Broadcasters Humanity Award for \$3 million worth of TV and radio advertising.
- In November, YouthInBC.com was a finalist for the Vancity \$1 Million Dollar Award, coming second with 4,751 votes to the winner's 5,246.
- In November, the Distress Line won the Crisis Intervention category at the Canadian Donner Awards of Excellence and a \$5,000 first prize.

Some plans for 2006-07 include:

- Expanding the hours of operation for YouthInBC.com beyond eight hours a day and exploring possibilities of licensing this life-saving technology to other crisis centres.
- Executing a strong Vancity \$1 Million Award campaign throughout the Lower Mainland's 44 Vancity branches.
- Leading a partnership of Distress Centres in BC, as a model for the Canadian Distress Line Network, under the umbrella of CASP and securing second year funding for \$150,000 from the Public Health Agency of Canada.
- Completing a new Choices package by June 2007, based on our own external evaluation and the latest international research.

Finally, every year sees the departure of treasured familiar faces. 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. We sadly lost our past President, Steve Cowan, in February 2006. Thankfully, we were very successful in finding new and talented staff and over 120 new front line volunteers, allowing us to look ahead with confidence.

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!

Bob Usui  
President

Ian Ross  
Executive Director

### Board of Directors 2005 - 2006

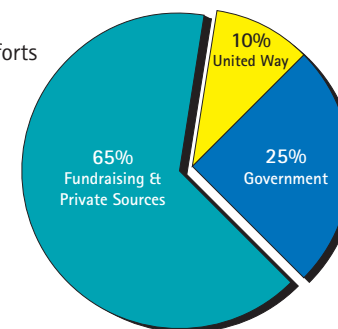
Bob Usui, *President*  
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## 2005 Financials

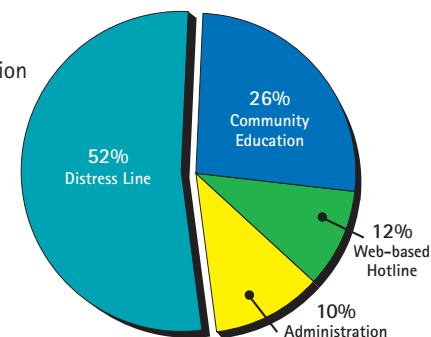
### Revenues: \$889,808

- 65% Our Fundraising Efforts  
Et Private Sources
  - Foundations
  - Corporations
  - Gaming
  - Individuals
- 25% Government
- 10% United Way



### Expenses: \$917,216

- 52% Distress Line
- 26% Community Education
- 12% Web-based Hotline
- 10% Administration



Audited financial statements 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:

- Free and confidential, 24-hour distress line providing immediate, non-judgmental support and community resource referrals
- Stress management and suicide prevention programs for youth
- After-hour distress line support for other agencies
- Valuable training for volunteers and other community members
- Professional development workshops for other organizations



Crisis Intervention and Suicide  
Prevention Centre of B.C.