



## 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 have educated youth about helping 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 2006

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

- Don & Alma Bealle
- Philip & Betty Booker
- Charles & Miki Bryant
- Cheryl Cowan
- Norman & Mona Currie
- Lois Doig
- Richard S. Hahn
- Bob & Sue Hastings
- Kenneth Heichert
- Roger Kayo
- W/C Robert T. Keill
- Nancy J. Kirk
- Jo-Anne Mahon
- Karl A. Maier
- J.M. McKinnon
- Peyvand Omid
- Rajinder Pendakur
- John M. Powles
- Sherrie Richey
- Ian Ross
- Leo Sauve

- Rosemary Schubert
- Peter So
- Doug Soo
- Bruce Stewart
- Bob Usui
- Joanne Waxman
- Michael R. Williams
- Eric Wilson
- Fred & Maureen Wright

### Silver Hearts

- \$1,000-\$4,999**
- Steve & Katherine Bellringer
  - Ron & Marion Johnston
  - Calvin Tompkins
  - John & Mary Van Manen
  - Charlotte Wall

### Gold Hearts

- \$5,000 +**
- Ann Claire Angus
  - Paddy Wales

## Corporations, Foundations, Employee Groups & Service Clubs

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

- Al Roadburg Foundation
- Allegra Print and Imaging
- Andrew Mahon Foundation
- Bluetime Media
- BC Hydro Employees' Community Services Fund - HYDRECS
- BMO Fountain of Hope
- Brooke Wade Charitable Foundation
- Canada Safeway
- Capilano Lions Club
- City of Burnaby
- City of North Vancouver
- City of West Vancouver
- District of North Vancouver
- Eric Hamber Secondary School
- Face The World Foundation
- Forbes Medi-Tech
- Foundation For Youth
- Fraser Milner Casgrain
- Georgina Foundation
- John Hardie Mitchell Family Foundation
- Kelty Patrick Dennehy Foundation
- Kiwanis Club of Capilano
- Kiwanis Club of Evergreen
- Kiwanis Club of West Vancouver
- KPMG Foundation
- Langara College
- MacDonald, Dettwiler & Associates
- Marin Investments Ltd.

- North Growth Foundation
- Premium Brands
- Purdy's Chocolates
- Raven Foundation
- Rogers Sugar Ltd.
- Sauder Industries
- Sir Charles Tupper School
- SMIT Marine Canada
- Whistler Blackcomb Foundation

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

- Air Canada
- BC Technology Social Ventures Partners
- City of Vancouver
- CKNW Orphans' Fund
- Fisher Foundation
- Provincial Health Services Authority
- Vancouver Foundation
- W. Garfield Weston Foundation
- Westjet

### Gold Hearts

- \$75,000 +**
- Province of BC
  - Telus
  - United Way
  - Vancouver Coastal Health Authority



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

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Email: [info@crisiscentre.bc.ca](mailto:info@crisiscentre.bc.ca)

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

Charitable Registration #: 10699-3322-RR0001

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.

37TH  
ANNUAL  
REPORT  
2006

Together we're saving lives  
and building healthy communities

## Joint Report of the President and the Executive Director March 2007

The Crisis Centre has provided free, confidential crisis intervention support and suicide prevention education to individuals on the Lower Mainland and across BC since 1969. From day one, people power has been our greatest strength. In 2006, over 260 highly trained front line volunteers, a dynamic board of directors, an effective, professional staff and many generous donors worked together to create another successful year. Our unique organization demonstrates that a volunteer-based model can provide high-quality services that save lives and help build a healthy community.

In 2006, the Crisis Centre's tradition of high quality service and innovation continued, with improvements to our core programs.

- There were more than 24,000 Distress Line calls and Community Education provided 420 interactive workshops involving over 12,600 high school students. YouthInBC.com ([www.youthinbc.com](http://www.youthinbc.com)) evolved from a pilot project, established in 2004, into a core program for at-risk youth in BC. This service features a confidential, free, one-on-one, live chat support (eight hours a day) and information and referral (24/7) relevant to young people. This pioneering service concept was created through a partnership between the Crisis Centre, SAFER Counselling Services and UBC's Centre for Youth Development – Faculty of Education, with significant individual contribution from Dr. Jennifer White and Emma Payne. The number of unique visitors to the website has grown to over 20,000 since the site's inception and over 2,800 youth have utilized the chat support.
- The 1-800 SUICIDE prevention service completed its second year of operation in September, 2006. The province-wide network is run by the Distress Line Network of BC (DLNBC), a partnership of five regional crisis lines. The partners are currently working to connect all interested distress lines across BC to one "easy to remember" toll free number (310-6789). Funding for this initiative originally came from HYDRECS (\$125,000) and the Vancouver Foundation (\$35,000). It is now funded by the Provincial Health Services Authority (\$242,000) until March 2008.

In 2006, the Crisis Centre helped build a Canadian Distress Line Network (CDLN).

- The Crisis Centre, on behalf of the Canadian Association of Suicide Prevention (CASP), spearheaded an application to the Canadian Radio-television and Telecommunications Commission to dedicate a national, three-digit number for distress calls. The bid was unsuccessful. But thanks to Public Health Agency of Canada funding secured in 2005, the Canadian Distress Line Network, representing all of the country's regions, began discussing best practices in crisis intervention and suicide prevention. Unfortunately, the new federal government cancelled funding for 2006. Consequently, our dream of exploring a new Canadian accreditation process for crisis lines has been put on hold.

2006 was a productive year on a variety of fronts:

- Tom Epplett, from the BC Technology Social Venture Partners, helped us improve and test the software behind YouthInBC.com. This was the second year of BCTSVP's three-year, \$90,000 partnership grant.

- The Crisis Centre began exploring plans to re-use TV and radio public service announcements produced as part of the BC Association of Broadcasters' Humanity Award (originally aired from June, 2005 to July, 2006) in 2007 and beyond.
- For the second year in a row, YouthInBC.com was a finalist for the VanCity Million Dollar Award.
- The Crisis Centre was again a finalist for the Donner Award of Excellence
- The Crisis Centre won the Scotia Bank/United Way Community Spirit Award (\$5,000) for 2006.

Some plans for 2007-08 include:

- The Lions Gate Bridge suicide prevention initiative involves installing suicide prevention signage and phones on the span as a pilot for other bridges in BC.
- Complete a new "Choices II" package (DVD & workbook) by September 2007, based on our own external evaluation and the latest international research.
- Expand YouthInBC.com hours of operation to 24/7 and make the software available to crisis centres in Prince George, Victoria and others enabling them to launch their own live online support services.
- Continue to work closely with the BC Crisis Line Association to eventually have all distress lines connected to an "easy to remember" seven-digit, toll free number (310-6789).
- Expand the Crisis Centre's Steve Cowan scholarship endowment to increase the number and amount of scholarships in 2007 and beyond.

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.

The important contribution of the Crisis Intervention and Suicide Prevention Centre of British Columbia to our community is only possible because of the talent, commitment, and financial assistance we receive from all of you. Thank you for your support. It has been our privilege to work with you.

Doug Soo  
President

Ian Ross  
Executive Director

### Board of Directors 2006 - 2007

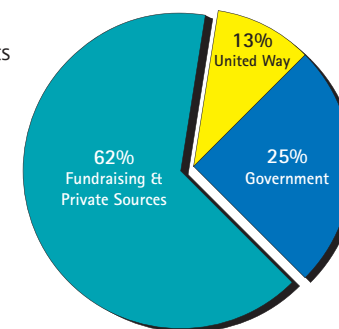
Doug Soo, *President*  
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Hilda Green  
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Danae Slater  
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## 2006 Financials

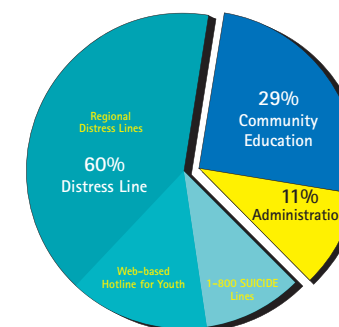
Revenues: \$923,167

- 62% Our Fundraising Efforts & Private Sources
  - Foundations
  - Corporations
  - Gaming
  - Individuals
- 25% Government
- 13% United Way



Expenses: \$991,683

- 60% Distress Line
  - 36% Regional Distress Lines
  - 16% Web-based Hotline for Youth
  - 8% 1-800 SUICIDE Lines
- 29% Community Education
- 11% 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.