



annual report **2010**

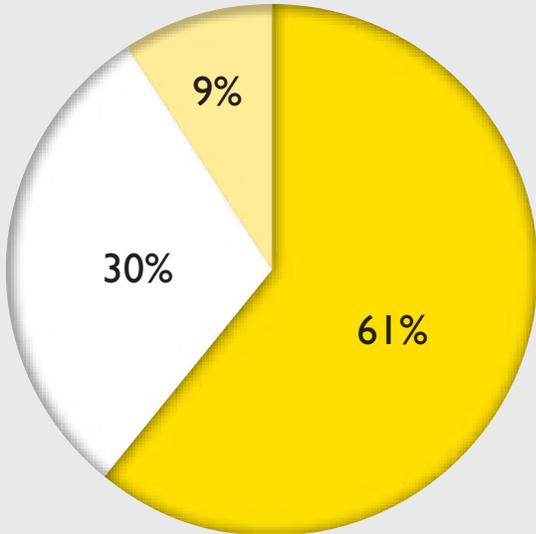
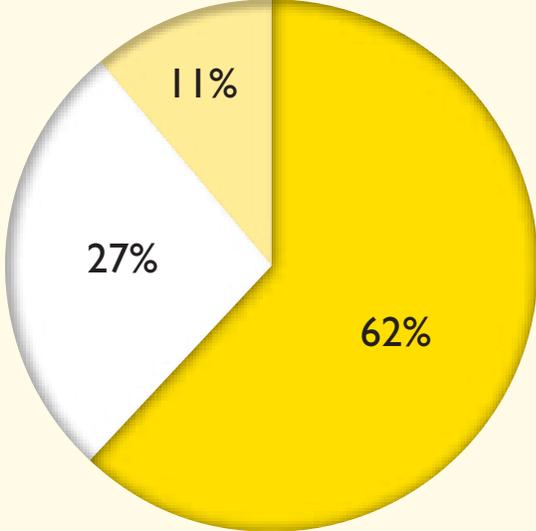
FINANCIAL SUMMARY

REVENUES: \$1,120,248

- 62% Our Fundraising Efforts & Private Sources
 - Foundations
 - Gaming
 - Corporations
 - Individuals
 - Service Clubs/Employee Groups
 - Earned Revenue

- 27% Government Contracts
 - Vancouver Coastal Health Authority
 - Municipal Governments (5)
 - Human Resources & Skills Development Canada
 - New Horizons for Seniors

- 11% United Way



EXPENSES: \$1,069,692

- 61% Distress Services
 - 29% Regional Distress Services
 - 22% Youth Online Support & Information
 - 10% Provincial Distress Services

- 30% Community Education
 - 18% Regional High School Workshops
 - 12% Professional Development and Seniors Project

- 9% Administration

Audited financial statements are available upon request.

OUR MISSION

The Crisis Intervention and Suicide Prevention Centre of British Columbia (Crisis Centre) 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-hours distress line support for other agencies
- Valuable training for volunteers and other community members
- Professional development workshops for other organizations

PROGRAMS & SERVICES

Distress Phone Services

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

- Mental health concerns and depression
- Relationship conflicts
- Loneliness and social isolation
- Family violence
- Grief and loss
- Difficulties at school or work
- Suicidal thoughts

Online Support & Information

YouthInBC.com is an innovative, online service where youth can connect live, one-on-one with a crisis chat volunteer, obtain email support from professional staff, locate timely & accurate information on different issues, and connect to referral services in their own community.

School-Based Workshops

For 25 years, our trained volunteers have educated youth about helping themselves and others when experiencing an emotional crisis or suicidal thoughts. This evidence-based program reaches thousands of students throughout BC.

Professional Development

We offer specialized workshops on stress management, suicide awareness and communication skills to a broad range of organizations.

JOINT REPORT

of the President and the Executive Director

2010 marked the 41st anniversary of the Crisis Intervention and Suicide Prevention Centre of BC (Crisis Centre). Since 1969 the Crisis Centre has provided free, confidential crisis intervention support and suicide prevention education to individuals across BC. In 2010, over 375 highly-trained frontline volunteers, a dynamic Board of Directors, an effective team of professional staff and many generous donors worked together to provide hope to over 75,000 youth, adults and seniors in BC.

Highlights from 2010 include:

- Frontline volunteers helped more than 40,000 people, handling 27,645 Distress Services calls, 3,039 YouthInBC.com chats, 316 distress emails and providing 403 interactive workshops to 10,478 high school students. In addition to these numbers, 35,561 unique individuals visited our YouthInBC.com website.
- The online crisis chat service at YouthInBC.com is now available for 13 hours/day, operating from noon to 1 am, 365 days a year. With more volunteers and a streamlined operation, we experienced a 53% increase in online chats in 2010 over 2009.
- Continued operation of six crisis phones on the Lions Gate Bridge, connecting suicidal individuals to the Crisis Centre, has resulted in several successful interventions. The Crisis Centre launched this project in 2009 in partnership with the Ministry of Transport, Vancouver Police Department, West Vancouver Police Department, SAFER Counselling, TELUS and the Crisis Line Association of BC.
- In 2010 the Crisis Centre received an honorable mention in the Donner Canadian Foundation Award for Excellence in the Delivery of Crisis Services.
- The American Association of Suicidology (AAS) officially endorsed the Crisis Centre's 'Choices 2: Reaching Out' educational DVD package as their highest rated teaching tool in their Healthy High School program. The Choices 2: Reaching Out DVD achieved sales of 306 units (at \$275 each) in 2010, reaching an all time high and having a significant positive impact on our earned income.
- The second phase of the 'Connecting Senior Friendly Service to Seniors in Crisis' was launched, with the continuation of community gatekeeper training workshops, in partnership with the West End Seniors Network and funding from the United Way of the Lower Mainland. In 2010, Distress Service callers from individuals over 55 years of age increased to 25% of all Crisis Centre calls.
- The Suicide Prevention, Intervention and Postvention (PIP) Initiative for BC (hosted by the Crisis Centre) is now a key resource and planning tool to help support strategic and program planning for suicide initiatives across BC. In 2010 the Interior Health region adopted this Framework and is now creating a community of practice around suicide prevention.
- In 2010, the Crisis Centre launched a newly redesigned and restructured website at www.crisiscentre.bc.ca which is now easier for potential service users, volunteers and donors to navigate.



A number of long-term volunteers moved on to other commitments, and we said good-bye to staff members who played significant roles in the Crisis Centre's development. On December 31st, 2010, after 26 years Carol Williams retired and is now spending more time with her grandchildren – thank you, Carol.

Thankfully, we were very successful in finding new and talented staff and 150 new frontline volunteers, allowing us to look ahead with confidence.

In 2011-12, we will continue to increase our capacity to deliver leading-edge programs and services by:

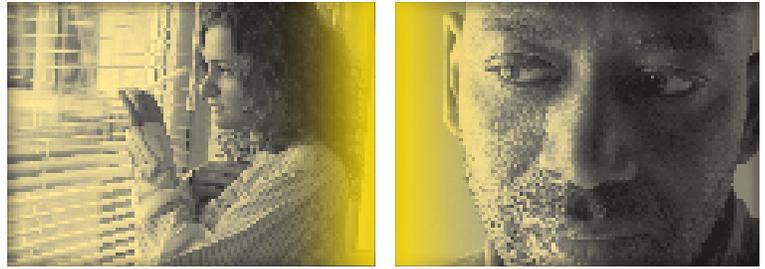
- Taking our volunteer training programs to the next level, incorporating the latest e-learning technologies to ensure our volunteers get the most out of their training experience. To supplement the rigorous in-person role-plays and training sessions, we are building online tutorials, quizzes and simulations.
- Replacing the aging phone and Lotus data base with iCarol, which will improve our ability to deliver our Distress Services – thanks to a generous contribution from Canada Post Foundation for Mental Health.
- Investing in state of the art software, to better manage our service and volunteer data, so we can identify the gaps in our systems and continue to address them.
- Increasing the capacity of the Crisis Centre to best serve seniors in crisis, with new volunteer training modules focused on the unique needs of seniors and the increased recruitment of volunteers over the age of 55 at the Centre.
- With continued funding, the Crisis Centre will continue to reach out to vulnerable older adults through the expansion of community gatekeeper training, the promotion of the Crisis Centre services as senior friendly and the enhancement of Distress Services to respond to the unique situation of older adults in crisis.
- Explore the feasibility of expanding our mindfulness workshops to middle school students (Grades 6-7) in a pilot called “Mindful Tools for Building Resiliency in Middle School Aged Youth” scheduled for September 2011.

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 continued support.

Constantine Hatzipanayis
President

Ian Ross
Executive Director

24 HOUR DISTRESS SERVICES



What topics are discussed in Distress Services programs?

Topic	% of 2010 Calls	% of 2009 Calls
Mental Health/Addictions	40%	44%
Relationships	27%	27%
Loneliness	19%	17%
Other	16%	16%
Information Request	12%	12%
Physical Health	13%	14%
Housing/Finances/ Employment/ Education	12%	12%
Suicide	16%	14%
Violence/Sexual Assault/ Child Abuse	4%	4%

Who uses the Distress Services?

GENDER	2010 %	2009 %
Female	61%	63%
Male	38%	36%
Unknown	1%	1%
AGE	2010 %	2009 %
0-12	0.05%	0.1%
13-18	1%	0.8%
19-24	2%	3%
25-35	6%	6%
36-45	7%	8%
46-55	15%	14%
56-69	14%	12%
70+	1%	1%
Unknown Adult	53%	55%
Unknown Youth	1%	1%

DISTRESS PHONE SERVICES

In 2010, the Crisis Centre volunteers responded to 22,379 regional distress line calls, 3,212 provincial 1-800-SUICIDE calls and 2,054 outgoing support calls for a total of 27,645 calls – a 23% increase over 2009.

The Distress Services program saw a phenomenal increase in volunteer applications. 80+ volunteer applications for each training cycle was the norm. Over 160 people started training. By year's end, we had 375+ active Distress Services volunteers. We are now well-positioned to respond to increased call volumes resulting from the closing of some crisis lines across the province.

The confidential, non-judgmental, free emotional support phone services continue to operate 24 hours a day, 7 days a week for people from all walks of life, coping with an array of situations.

"I wish I could send you something. You are saving my life. You're the only people in my life who are always there."

– Email from distress line caller

YouthInBC.COM



In 2010, YouthInBC.com experienced a record growth of usage – a 168% increase in unique visitors to the website, a 53% increase in one-on-one chats and a 132% increase in crisis emails. The dramatic increase in usage over the past 12 months – coupled with the fact that 55% of the chats received pertain to mental health and suicide concerns – tells a compelling story: that this project serves an immediate need of thousands of youth throughout the province.

YouthInBC.com, an online chat support system, continues to operate 13 hours a day (12 noon – 1 am), each day. It offers youth an alternative and relevant method of accessing high quality emotional support and community resources via web-based communication. This reduces the social isolation of youth, and increases the adaptive coping strategies of youth in distress.

“Thank you! It’s good to feel that someone knows and cares. Hearing from you helps because when I feel happy I tell myself there’s nothing wrong... but there is... I’ll chat in on the weekend, since it ends at one o’clock.”
 – YouthInBC.com chat excerpt

IN 2010:

- 35,561 youth obtained useful information and access to local resources
- 3,039 youth obtained one-on-one support from our highly trained volunteers by accessing our instant online chat service
- 316 youth obtained one-on-one email support with professional staff

Who is using the online chat at YouthInBC.com?

AGE	2010 #	2010 %	2009 #	2009 %
0-12	102	3%	32	2%
13-18	1,756	57%	1,126	57%
19-24	916	30%	587	30%
25+	161	5%	103	5%
Unknown	144	5%	135	7%

GENDER	2010 #	2010 %	2009 #	2009 %
Female	2,320	76%	1,560	79%
Male	537	18%	340	17%
Unknown	182	6%	83	4%

What topics are youth chatting about?

Topic	% of Chats 2010	% of Chats 2009
Mental Health/Addictions	32%	28%
Relationships	31%	34%
Suicide	23%	24%
Other	22%	17%
Loneliness	18%	19%
Housing/Finances/Employment/Education	11%	12%
Violence/Sexual Assault/Child Abuse	9%	13%
Physical Health	7%	8%
Information Request	7%	8%

COMMUNITY EDUCATION



YOUTH SUICIDE PREVENTION PROGRAM

The Crisis Centre's Community Education program continues to pave new ground in the field of suicide prevention by the integration of mindfulness practices, and our efforts to build collaborative opportunities for schools to be involved in the planning and delivery of suicide prevention programming.

In 2010, Community Education staff and volunteer educators facilitated 403 youth workshops, reaching over 10,000 teens in grades 8 to 12 throughout the Lower Mainland and Sea-to-Sky corridor. The Reaching Out: Suicide Awareness and Response workshop continues to evolve and incorporate our highly acclaimed Choices 2: Reaching Out DVD. As a result of our ongoing involvement with researchers at University of Victoria, new activities have been integrated with the intention of evoking and inviting youth dialogue and engagement in the workshop.

"The activities were engaging and informational. The video was probably the most useful. I can use it because it shows examples of what a person might appear like if they are thinking about suicide... I thought the workshop was good."

— Grade 10 student, Eric Hamber Secondary

The newly updated Mindfulness-Based Stress Management workshop proved a tremendous success. In this workshop youth explore how to create space for self-care and non-judgmental awareness of their emotions, thoughts, behaviours,

"I will definitely "respond" more often than "react" if I can. I've become more aware with the differences between the two. — Grade 10 Student

signs, and experiences of stress. Students showed a resounding willingness to participate in the mindfulness exercises and workshop activities regardless of their age or gender. Youth reported that they found the mindful breathing and body scan exercises to be particularly useful, and indicated widespread intentions to make use of the mindfulness exercises and practices learned in the workshop in their lives at home and at school.

The Crisis Centre continues to evolve the comprehensive nature of our youth suicide prevention program by exploring and harnessing collaborative opportunities to engage school personnel, such as teachers and counsellors in suicide prevention. To this end, we continue to develop our Choices 2: Reaching Out educational package, which accompanies our acclaimed DVD. This year we also developed an introductory facilitation guide – Building Resiliency and Preventing Suicide with Youth – to assist school staff involvement in the delivery of youth suicide prevention education. This guide will be available to educators free of charge in the 2011/12 school year, and can be delivered by school personnel prior to Crisis Centre-facilitated Suicide Awareness & Response workshop.



CONNECTING SENIORS **PROJECT**

Canadian seniors have among the highest suicide rates in the country. The progressive aging of the Canadian population suggests that the suicide rate amongst older Canadians can be expected to increase as a consequence of the cumulative effects of longer life expectancy, pressure on healthcare resources and an increased fraction of the older population with physical illness and disabilities. Thanks to funding by the United Way of the Lower Mainland and the Vancouver Foundation, the Crisis Centre has been developing an initiative to respond to the unique situation of older adults.

The Connecting Seniors to “Senior Friendly Service” project goal is to improve seniors’ access to crisis services across the Lower Mainland. This past year, our efforts focused on building

relationships with senior service providers in an effort to increase awareness of the Crisis Centre services. In partnership with the West End Seniors Network, we offered gatekeeper training aimed at increasing the ability of those working with older adults to recognize and respond to older adults in crisis and who may be at risk for suicide. In 2010, more than 25 senior serving agencies were engaged and 13 workshops were delivered to more than 150 service providers and peer counsellors.

With continued funding, this project aims to continue reaching out to vulnerable older adults through gatekeeper training, the promotion of the Crisis Centre services as senior friendly and the enhancement of Distress Services to respond to the unique situation of older adults in crisis.

PROFESSIONAL DEVELOPMENT

The Crisis Centre team continues to deliver professional development workshops to a wide range of professionals, including those working with youth and young adults. More than 130 adults working with youth and young adults received the following training in either Tools to Responding to Youth in Crisis or Suicide Awareness and Response.



THANK YOU TO OUR DONORS

The individuals, corporations, foundations and government entities that contributed to the Crisis Centre in 2010 include:

PATRONS OF HOPE — \$300-\$999

Allegra Print and Imaging
 Annabelle Luke
 BMO Employee Charitable Foundation
 Bob & Sue Hastings
 Bob Usui
 Borden Ladner Gervais LLP
 – Employee Giving
 Capilano Lions Club
 Carmen Angelucci
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 Delta Youth Support Line Society
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 In Memory of Aaron Ogradnick
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Nancy J. Kirk
 Nancy Trott & Ian Hanomansing
 Nell Dragovan, in memory of
 Michael Diston
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 Victor and Anna Kern Foundation
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 TELUS Community Engagement
 The Canadian Payroll Association

BUILDERS OF HOPE — \$1,000-\$4,999

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 In Memory of Michael Diston
 Kiwanis Club of West Vancouver
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 Maxwell & Gaylene Munday
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PARTNERS OF HOPE - \$5,000-\$9,999

Ann Claire Angus
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 Marin Investments Ltd.
 New Horizons/HRSDC
 – Government of Canada
 Paddy Wales
 The Estate of Robert Patrick Leonard

STEWARDS OF HOPE - \$10,000-\$74,999

Anonymous Donor
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 for Mental Illness and Mental Health
 City of Vancouver
 CKNW Orphans' Fund
 Face The World Foundation
 The Loyal Protestant Association
 TELUS Corporation
 The Estate of Ralph Denis Robb
 Vancity Saving Credit Union

VISIONARIES OF HOPE - \$75,000+

Special thanks to the following partners for their on-going core funding support.
 The British Columbia Gaming Policy and Enforcement Branch



vancouver
 foundation

Your gift assists us in continuing to provide support, outreach and resources to thousands of individuals throughout the province in periods of crisis.

For more information on how to contribute to the Centre, please contact our Development office.

THANK TO OUR YOU VOLUNTEERS

Volunteers save lives!

In 2010:

- 375+ volunteers delivered the Crisis Centre's core services
- Volunteers' in-kind contribution of time to the Crisis Centre was valued at over \$1 million



Distress Services volunteers provide emotional support to individuals in distress through the phone and the chat service at YouthInBC.com. Many of our volunteers progress into senior activities, such as becoming part of our peer support, monitoring and interviewing teams. All Distress Services volunteers are required to undergo over 100 hours of basic & advanced skill/follow-up training as well as 200 hours of Distress Services shifts over a 1-year period.

Community Education volunteers deliver interactive suicide prevention and stress management workshops to teens by empowering young people to

help themselves and each other in times of stress or emotional crisis. Volunteers learn valuable public speaking, group facilitation skills as well as teaching techniques. All community education volunteers are required to undergo 68 hours of basic and in-service training and a minimum commitment of 1.5 years of service (three public school semesters).

All volunteers are trained by experienced professionals with post-secondary degrees in the field of counselling and/or social work. All trainers have experience and training working with individuals in crisis and at risk of suicide.



2010/11 BOARD OF DIRECTORS

Constantine Hatzipanayis, *President*
Joanne Waxman, *Past President*
Mike Giannelli, *1st Vice President*
Dave Elder, *2nd Vice President*
Jodi Moss, *Treasurer/Secretary*
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Morgan Gough
Hilda Green
Dr. Shelley Hymel
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Lani Ng
Danae Slater

EXECUTIVE DIRECTOR

Ian Ross



Here to listen. Here to help.

604.872.3311
1.866.661.3311
1.800.SUICIDE

www.crisiscentre.bc.ca
YouthInBC.com
www.choices2.com



Here to Listen. Here to Help. Please Join Us.

**CRISIS INTERVENTION & SUICIDE
PREVENTION CENTRE of BC**

763 East Broadway, Vancouver, BC V5T 1X8

T: 604.872.1811

F: 604.879.6216

E: info@crisiscentre.bc.ca

Charitable Registration # 10699-3322-RR0001

ACCREDITED BY

American Association of Suicidology

AFFILIATIONS

Canadian Association for Suicide Prevention

Distress Line Network of BC

Crisis Line Association of BC

Community Partner of the United Way of the Lower Mainland