

Here to listen. Here to Help | Please join us.

Margaret's Story

by Mike, a Crisis Centre volunteer

In the 12 years since I started volunteering at the Crisis Centre, I have spoken with hundreds – maybe thousands – of people. A lot of the time, I finish a call and really feel like I helped. I made a difference. But sometimes I worry that I didn't do enough, that the caller wasn't feeling any better, and that nothing had changed for them.

One such call was from a woman named Margaret*. Margaret had a physical disability that severely limited her mobility. She felt trapped in her home, isolated and frustrated. Her home was not a safe place, because she was in an abusive relationship. Her boyfriend terrorized her, but she couldn't bear the idea of a life without him.

Margaret had been feeling suicidal – she didn't want to live with her boyfriend, didn't want to live without him. She didn't know what else to do.

We talked for quite a long time that night. I gave her some information about safe places she could go. She ended the call feeling completely unsure about what to do next.

I ended the call feeling that I had failed her. I had done everything I had been taught to do in our training, and that I had grown very good at doing over my many years of volunteering. But it just felt like it wasn't enough.

Many months later, we received a box of chocolates with a note attached. When I saw it, I knew immediately which 'Margaret' this was from. ●

“Nobody else would take care of me. Nobody else will love me.”

TO THE CRISIS CENTRE,

I TALKED TO ONE OF YOUR VOLUNTEERS SEVERAL MONTHS AGO, BUT NEVER ASKED HIS NAME. I WANTED TO THANK HIM FOR BEING THERE FOR ME. AT THE TIME, I FELT LIKE I HAD NOTHING LEFT... LIKE IT WAS THE END FOR ME. I HADN'T HAD ANYONE REALLY LISTEN TO ME IN A LONG TIME. BUT WHEN I CALLED YOU, I FELT THAT I WAS HEARD. THAT MADE SUCH A DIFFERENCE. I WANT TO LET THAT VOLUNTEER KNOW THAT MY LIFE IS BETTER NOW THAN IT WAS THEN. I DON'T WANT HIM TO WORRY ABOUT ME ANYMORE.

- MARGARET

*Names and some details have been changed to protect the privacy of the caller and volunteer.

THANKYOU!

Canada Post Foundation for Mental Health



Ian Ross and Monica Chui (Crisis Centre) and Don Calder (Telus)

Telus

The Crisis Centre received a very generous grant of \$20,000 from Telus to support our web-based hotline for youth at www.YouthInBC.com. With this support, we have enhanced the quality of service and increased our capacity to support more young people in crisis. Telus funding also allowed us to expand the resource and information sections of the website, and redesign our volunteer training.

The Crisis Centre was named one of 32 recipients of the Canada Post Foundation for Mental Health's 2010 funding. The \$65,000 grant will allow the Crisis Centre to improve the capacity of our distress services by equipping the program with reliable, sustainable and up-to-date phone equipment, database management systems and training tools. With this generous support, the Crisis Centre can continue to provide life-saving support to over 75,000 people every year.

With the support of Canada Post's employees, customers and suppliers, the Canada Post Foundation for Mental Health has distributed more than \$2.5 million to over 50 community groups offering direct, front-line, community-based support to individuals and families coping with mental illnesses. The foundation receives funds from Canadians across the country through various ways, including the purchase of a special commemorative postage stamp, participation in the annual



Canada Post representatives present cheque to Ian Ross (Crisis Centre)

"Delivering Hope for Mental Illness" campaign and contributions from Canada Post's corporate customers and suppliers. Canada Post employees, both in the form of payroll deductions and a multitude of grassroots and national fundraising efforts also support the Foundation.

The Mental Health fundraising stamp is available at post offices nationwide; each booklet sold generates \$1 for the Foundation. Additionally, donations can be made online, or at any post office, anytime. Learn more at www.canada-post.ca/cpfoundation/ ●

The Kelty Patrick Dennehy Foundation

www.thekeltyfoundation.org | www.keltymentalhealth.ca

We are delighted to announce that the Kelty Patrick Dennehy Foundation has renewed its support for the Crisis Centre's youth suicide prevention programs with a \$100,000 pledge committed over three years (2010-2012). Through its support of www.YouthInBC.com and our school-

based suicide prevention workshops programs (www.Choices2.com), the foundation helps save countless lives.

Kelty Patrick Dennehy was 17 years old when he took his own life. His family started the foundation in his memory in 2001 with the aim to prevent depression related suicide in young people. ●

Face the World Foundation

The Face the World Foundation's generous \$15,000 grant will support the Crisis Centre's new pilot project, building a mindfulness-based education program for middle school aged students. Research and recent requests have indicated a need for and interest in prevention education targeting younger ages and there is a

gap in this type of programming for students in grades 5-7. Research has also demonstrated positive outcomes from fostering social and emotional development through mindfulness approaches. The workshops are now in development, and will be piloted in the Fall 2011 semester. ●

CKNW Orphans Fund

A \$16,000 grant from the CKNW Orphans Fund in 2010 supported the rental of a dedicated web server to host our online chat software platform and website at www.YouthInBC.com. The funding also powered a provincial advertising campaign aimed at increasing BC youth's awareness of the crisis and information services available to them at our web-based hotline. The campaign

focused on online advertising, targeting youth through Facebook and Google ads. As a result, we saw a 168% increase in the number of unique visitors to the YouthInBC.com website and a 53% increase in the number of youth who were served through the online chat. In 2010, 38,916 young people accessed support, information and resources through YouthInBC.com. ●

Special thanks to the BC Government Gaming Policy and Enforcement Branch, Vancouver Coastal Health Authority, Vancouver Foundation and the United Way of the Lower Mainland for their core funding support over the years.



ASIST Training Now Available – Two Day Workshop

The Crisis Intervention and Suicide Prevention Centre of BC now offers Applied Suicide Intervention Skills Training (ASIST), an internationally recognized suicide intervention training.

Through this interactive and practice-oriented workshop, participants will learn:

- How to recognize and assess the risk of suicide
- Effective suicide intervention techniques
- Links to community resources

This workshop is designed for people working with vulnerable populations across the lifespan and participants often include:

- Police and emergency service workers
- Healthcare professionals
- Teachers, school counsellors and youth workers
- Seniors support professionals
- Victim service advocates
- Those concerned about family and friends

Date: Please contact the Crisis Centre at 604-872-1811 or info@crisiscentre.bc.ca for upcoming training dates

Cost: \$180/participant (nonprofit)
\$230/participant (corporate/government)

Board of Directors

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Past-President: Joanne Waxman

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Volunteer Opportunities

Volunteering at the Crisis Centre is a great way to make a contribution to the community. You will receive extensive, high-quality training and obtain practical experience. Volunteering at the Crisis Centre, either on the Distress Line or in the Community Education program, is a great way to make a contribution to the community. It is especially helpful for those planning a career in the fields of counselling, education, patient care, service delivery, or recreation.

We are always looking for interested professionals to volunteer for our Board of Directors.

Volunteers are the heart of the Crisis Centre. Without our team of more than 350 volunteers, our programs could not exist. Whether you have time to commit to four hours a week for a year on the Distress Line, or to commit to two workshops per month in high schools, the Crisis Centre welcomes your interest in becoming one of our valued front line volunteers.

Distress Services volunteers provide emotional support to individuals over the phone and YouthInBC.com (web-based hotline for youth). We offer training to approximately 25-30 new volunteers six times a year.

The annual value of our volunteers' in-kind donation of time is over \$1 million – the equivalent of the annual operating budget of our entire organization! ●

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Community Education volunteers facilitate stress management and suicide awareness and response workshops to high school students.

For more information or to apply to become a Crisis Centre volunteer, please visit our website at: <http://www.crisiscentre.bc.ca/volunteer> or email us at info@crisiscentre.bc.ca

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Charitable Registration # 10699-3322-RR0001

The Crisis Intervention & Suicide Prevention Centre of BC (Crisis Centre) has been providing emotional support to youth, adults and seniors in distress since 1969. As a safe place to turn to when there seems to be no hope, the Crisis Centre is operated by 350+ front line volunteers and a small team of professional staff, who support and empower individuals to see their own strengths and options, 24 hours a day, 7 days a week. As an award-winning organization, the Crisis Centre has been a pioneer in the industry, offering a comprehensive range of leading-edge programs that are evidence-based and utilize best practices.

In 2010, the Crisis Centre impacted more than 75,000 lives across BC through its:

24/7 DISTRESS PHONE SERVICES

operating four crisis lines and two 1-800 SUICIDE lines which are connected to a network of crisis lines across BC.

YouthInBC.com

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.

COMMUNITY EDUCATION PROGRAM

delivering youth suicide prevention and stress management workshops to teens in grades 8 to 12 throughout the Lower Mainland and Sea-to-Sky corridor each year. The Crisis Centre also provides Professional Development workshops to a broad range of organizations across BC working with youth and seniors.

