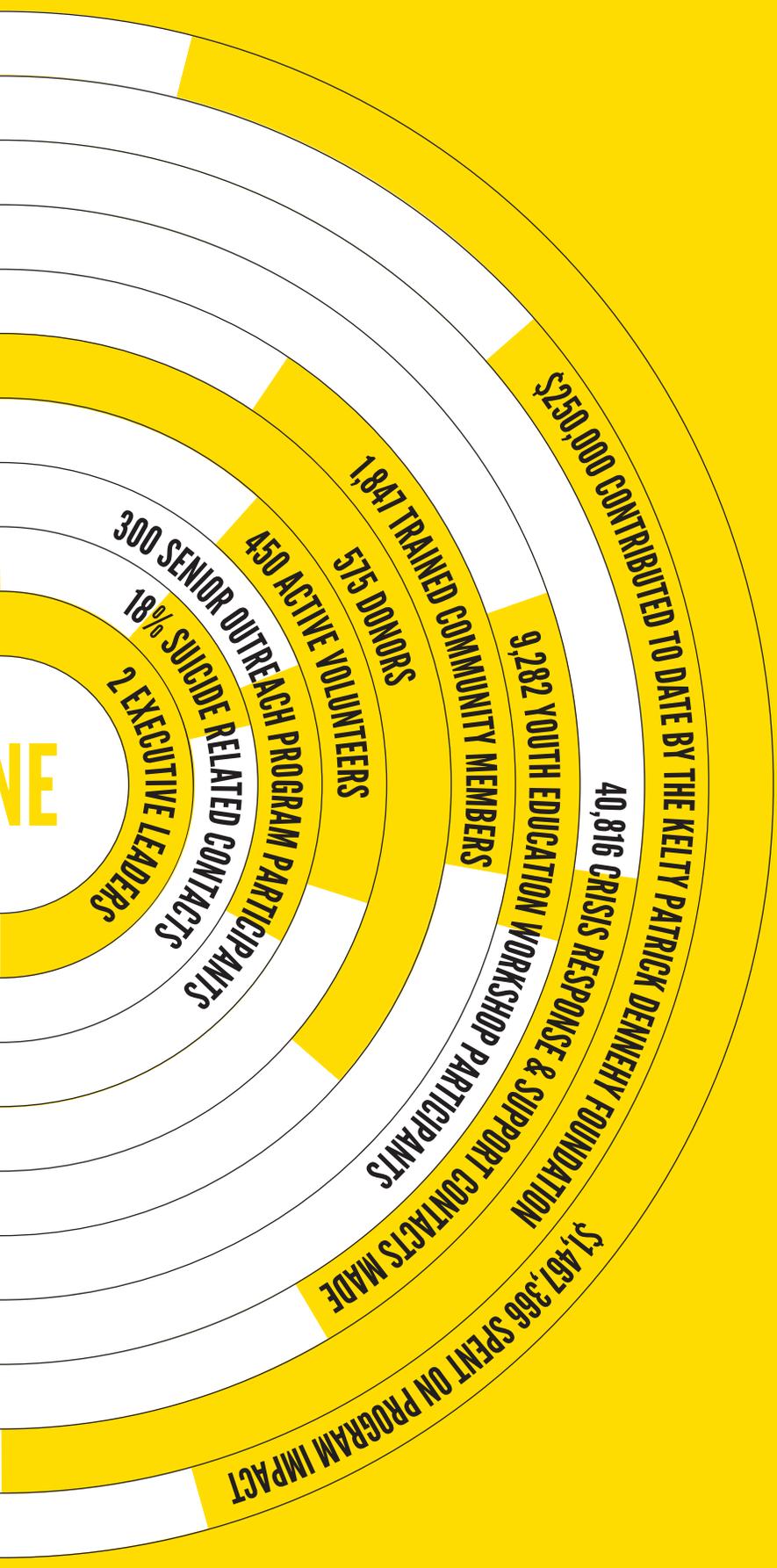


NE



# 2015 ANNUAL REPORT



# History & Mission

The Crisis Centre has been providing emotional support to youth, adults and seniors in distress since 1969. As a safe place to turn when there seems to be no hope, the Crisis Centre is operated by 450+ frontline 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. We work at the community level to provide education and training aimed at fostering resiliency and building capacity to respond to crisis and suicide.

Our volunteers, donors, partners and staff all work toward one mission:

The Crisis Intervention and Suicide Prevention Centre of BC (Crisis Centre) is a non-profit, volunteer organization committed to helping people help themselves and others deal with crisis.

# Executive Summary

A small group of concerned British Columbians established the Crisis Centre in Vancouver in 1969 to fill a serious gap in crisis services. Now, 46 years later, the Crisis Centre is still filling this vital community need.

In 2015, our front line volunteers, professional staff and Board of Directors worked hard to keep up with an increasing demand for our services, while improving key aspects of our service delivery and working within the serious funding constraints we all face in today's economy. The Crisis Centre staff and Board also worked closely together on a number of initiatives to strengthen our strategic priorities and operations.

We started with an in-depth review of our Distress Services, where we focussed on the question "What is the most effective and sustainable way of delivering Distress Services?" This review resulted in significant, important changes to our processes and priorities. For example:

- We refreshed and updated our Distress Services volunteer training;
- We achieved significant efficiencies in managing our 450+ volunteers;
- We added invaluable onsite staff weekend support;
- We developed a strategic plan to enhance follow-up procedures for all of our callers and chatters; and
- We also focussed efforts on strengthening our board governance policies and started a strategic planning process to adopt a new vision, mission, and values statements.

In 2015, we added many successes to our list of accomplishments:

- Successfully completed the re-accreditation process through the American Association of Suicidology;
- Trained a record-breaking 1,847 service providers and community members in suicide awareness and intervention skills training and mindfulness workshops;
- Responded to 40,816 contacts with our callers and chatters;
- Delivered suicide awareness and mindfulness workshops to 9,282 secondary students and 300 seniors throughout the Lower Mainland; and
- Improved collaborative working relationships with other Crisis services across BC and Canada to create a National Suicide Prevention Service.

At the core of our agency, are the front line volunteers, supported by staff who together are responsible for ensuring both its day-to-day functioning as well as providing the inspiration for its continuity.

Our service to the community over the years has been possible thanks to the exceptional donation of time and energy from thousands of volunteers, the generous financial support from our incredible donor family, and the amazing commitment and dedication of our staff. On behalf of the Crisis Centre and the countless lives that our services have helped to save — thank you.



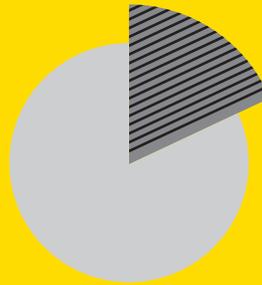
Jodi Moss  
President



Ian Ross  
Executive Director

# Suicide-related Calls & Chats

**18%**



of our calls and chats are suicide related.

Our follow-up calls increased by

**22%**

to high risk individuals to ensure safety beyond our first connection.



## Chat #847

Holly reconnected with us on CrisisCentreChat.ca after several years' absence following a traumatic event that resulted in PTSD symptoms. She quickly disclosed her thoughts of suicide relating her inability to cope with recent events along with her history of depression and abuse. While our volunteer, Nadia, created an opportunity for Holly to openly express her feelings she also assessed her risk of acting on her suicide ideation. Nadia's assessment revealed that Holly had a plan to overdose on medication that she had on hand, but as the conversation continued she was willing to work on a detailed safety plan that included a follow up call to help bridge the gap until her appointment with her therapist the following morning.

CALLERS & CHATTERS PRESENTING WITH DEPRESSED MOOD

**51%**

ABUSE RELATED CALLS & CHATS\*

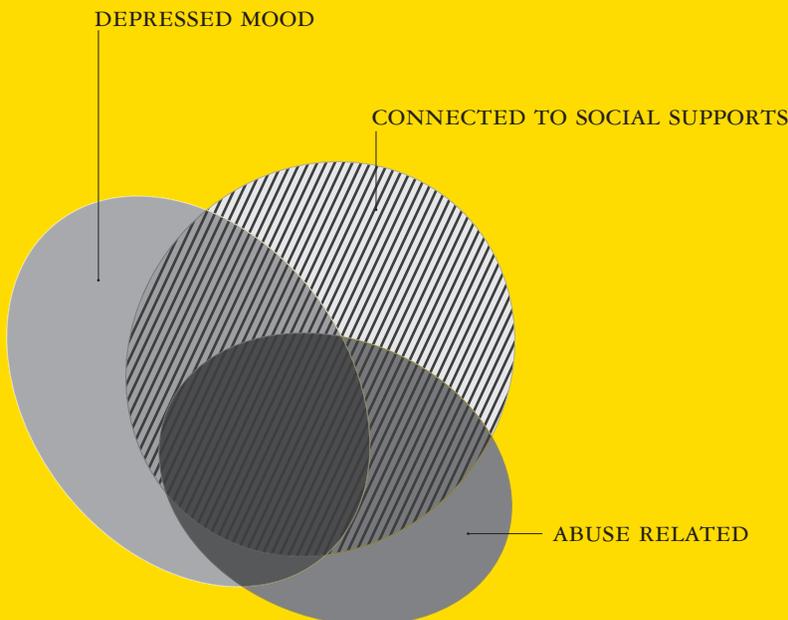
**4%**

CLIENTS COLLABORATING ON SAFETY PLANNING

**67%**

CLIENTS REPORTING BEING CONNECTED TO OTHER SOCIAL SUPPORTS

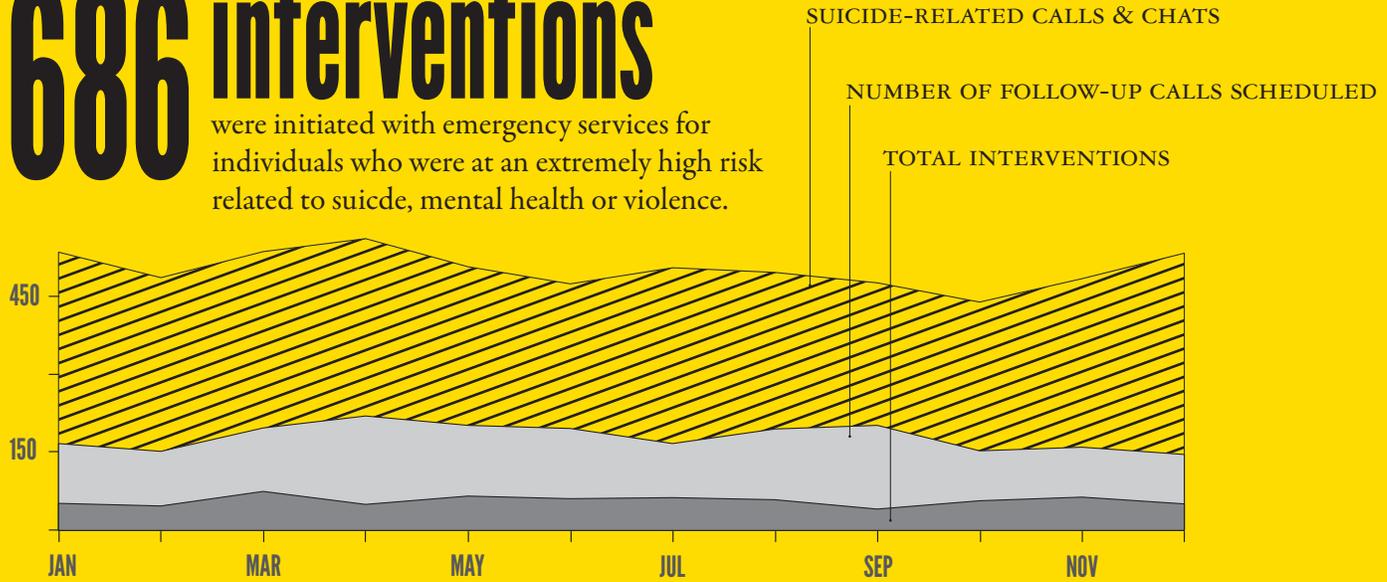
**50%**



\*of total call and chat numbers.

# 686 interventions

were initiated with emergency services for individuals who were at an extremely high risk related to suicide, mental health or violence.



## Suicide Prevention Line call #3083

Carlos reported he hadn't slept in several days. He called 1-800-SUICIDE from his cell phone after walking away from the Lions Gate Bridge, where he almost jumped. After sobbing for several minutes he was able to talk about the recent discharge from the emergency room and his feeling of hopelessness that he would get the help that he needs for his unbearable anxiety and depression. By engaging Carlos in an open and compassionate conversation, our volunteer, Glen, was able to establish trust and explore the possibility of a different outcome should he return to the hospital. Together, they called 9-1-1 where Carlos disclosed his location on a Stanley Park bench and awaited Car 87's arrival. Carlos thanked Glen repeatedly for the care and respect he received.

CALLS & CHATS WITH IMMINENT OR HIGH RISK

953

CALLERS & CHATTERS CONNECTING WITH THE HOSPITAL OR ANOTHER EMERGENCY SERVICE FOR FURTHER SUPPORT

3.4%

CALLERS & CHATTERS REPORTING PREVIOUS ATTEMPTS OF SUICIDE

30%

CALLS & CHATS WHERE BRIDGES ARE MENTIONED IN PLAN FOR SUICIDE

425

CALLERS & CHATTERS PRESENTING WITH AN ANXIOUS STATE\*

13%

CLIENTS PRESENTING WITH AN ANXIOUS STATE & SUICIDE IDEATION\*

10%

INCOMING CALLS RESPONDED TO ON 1-800-SUICIDE

3308

INCOMING CALLS RESPONDED TO ON 310-MENTAL HEALTH SUPPORT LINE

6080

# Seniors Outreach Program

## Participants

The Seniors Outreach Program provides valuable life skills and enhances awareness of mental health and community resources to vulnerable older adults in our community.

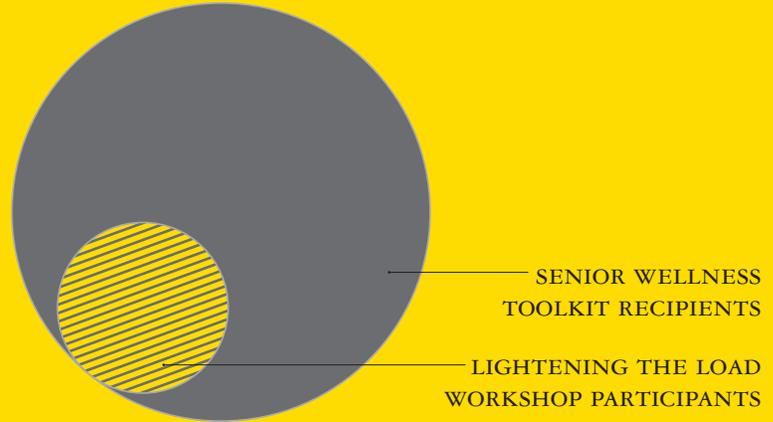
# 300

seniors participated in the Lightening the Load workshop delivered by seniors, for seniors in older adult residences, day programs and community centre programs.

# 1,800 seniors

received the Seniors Wellness Toolkit — a mental wellness resource developed in collaboration with older adults from the local community.

# 93%

 of workshop attendees said that they learned something useful.

### WORKSHOP SITE HOST

“The information delivered was simple and useful. The take away brochures were handy and will be helpful tools for seniors to use.”

### WORKSHOP PARTICIPANT

“It was great to know that other people have the same problems as I have.”

### WORKSHOP PARTICIPANT

“My favourite part was getting ways to make our lives easier from day to day and finding out ways to deal with problems when we have them.”

### WORKSHOP PARTICIPANT

“The mindfulness exercises were super helpful!”

### WORKSHOP SITE HOST

“Great information for help and support. Great engagement with participants!”

### WORKSHOP SITE HOST

“The pace was perfect and well timed with appropriate pauses for reflection. The activities were perfect for our group which can be shy and reserved. The environment was very inclusive and welcoming.”

# Volunteers

We currently have

**450**  
**active volunteers**

in our Distress Services and Community Education programs.

In 2015 our volunteers provided more than

**63,000** hours

which is the equivalent of

**\$1,200,000**

in time donated to the Crisis Centre.

## Volunteer #5432

Huamei, one of the Crisis Centre's 450 volunteers, struggled with emotional distress when she came to Canada 7 years ago. Just a few years later, she wanted to give back and provide the same support to students that she received from a school counsellor at a difficult time in her life. Huamei continues to volunteer in both of our Community Education and Distress Services programs as she loves that the Crisis Centre provides a safe place for anyone to talk about what's going on in their life.

"I know that the work that we do helps students learn that it is okay to reach out and get support and we also significantly support people in their greatest time of need."

SOME OF THE PROFESSIONS PEOPLE HAVE ENTERED FOLLOWING THEIR VOLUNTEER EXPERIENCE

**Law Enforcement, Criminology, Medicine, Law, Social Work, Counselling, Teaching, Psychology, Psychiatry, Political Science, Genetic Counselling, Physiotherapy, Genetic Anthropology, Nursing, Occupational Therapy, Employment Counselling, Public Health Policy & many others.**

NUMBER OF VOLUNTEERS COMPLETING BASIC TRAINING IN BOTH COMMUNITY EDUCATION & DISTRESS SERVICES

**149**

DISTRESS SERVICES VOLUNTEERS WHO HAVE GRADUATED INTO SENIOR ROLES

**50**

NUMBER OF HOURS CONTRIBUTED BY DISTRESS SERVICES VOLUNTEERS IN SENIOR ROLES

**3,600**

# Donors

## \$75,000+

Vancouver Coastal Health  
We acknowledge the financial support of  
the Province of British Columbia

## \$10,000 - 74,999

Canada Post Community Foundation  
City of Vancouver - Community  
Services  
CKNW Orphans' Fund  
Coast Capital Savings Credit Union  
First West Foundation  
The Kelty Patrick Dennehy Foundation  
Trust  
North Growth Foundation  
Rory North  
Northern Linkwell Construction Ltd.  
Pacific Blue Cross  
R. Howard Webster Foundation  
TELUS Vancouver Community Board  
United Way of the Lower Mainland

## \$5,000 - 9,999

Bosa Properties Charitable Foundation  
Cadillac Fairview Corporation  
ComalaTech  
Darkness Into Light  
District of North Vancouver  
John Hardie Mitchell Family  
Foundation  
Peter Kenward  
Carolyne & Doug Knight  
Legion BC/Yukon Foundation  
Lotte & John Hecht Memorial  
Foundation  
Geoff Mair  
Marin Investments Ltd.  
Lyon H. & Mary Joan Michalson  
Phyliss and Irving Snider Foundation  
Provincial Employees Community  
Services Fund  
Trev Deeley Foundation  
Vancouver Foundation

W.L. Macdonald Law Corporation  
Paddy Wales  
The Wolrige Foundation

## \$1,000 - 4,999

Agentic Communications Inc.  
Al Roadburg Foundation  
Andrew Mahon Foundation  
Ann Claire Angus Fund  
Apple Inc.  
Esther Chetner  
Annie Chou  
City of North Vancouver  
Community Foundation Of Whistler  
Connor, Clark & Lunn Foundation  
District of West Vancouver  
Djavad Mowafaghian Foundation  
Morgan Gough  
Greygates Foundation  
The Hamber Foundation  
Kiwanis Club of West Vancouver  
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Raven Foundation  
RDH Building Engineering Inc.  
Ian & Coleen Ross  
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uniPHARM & Medicine Centre  
Pharmacies Charitable Foundation  
Victor & Anna Kern Foundation  
Charlotte Wall  
West Point Grey Academy  
West Vancouver Community Foundation  
WestJet  
Michael R. Williams  
WorkSafeBC Employees

## \$300 - 999

Carol Andison  
Frank Anfield

# Donors

Carmen Angelucci  
Jim Atwater  
Edward Barrett  
Donald & Alma Bealle  
Donna Blight  
Maddy Brown  
Canadian Western Bank  
Maureen Chan  
Susan Chapman  
Charles and Lucile Flavelle Family Fund  
Cheryl Cowan  
Abby Dacho  
Judy & Ross Dafoe  
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Edward Gilling  
Patricia Gudewill  
Martha Guevara-Ibarra  
Richard S. Hahn  
Eric Hallstein  
Bob & Sue Hastings  
Evelyn and Raymond Hazlett  
Linda Holland  
Graham & Elizabeth Johnson  
Ronald & Marion Johnston  
Kahn Foundation  
Kingfisher Bluez  
Kirk & Co. Consulting Ltd.  
Gerald Leonard  
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Bonnie Olsen  
Darcy & Val O'Shea  
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Jodi Passaglia  
Peter & June Young Legacy Fund  
Lawrence & Carol Reiche Jr.  
Salesforce Foundation  
Danae Slater & Peter Furmedge  
Ileah Snell  
Greg Speakman  
Spectra Energy Corp.  
Gina & David Sufrin  
Murray Swanson

Lynn Thorsell  
Nancy Trott & Ian Hanomansing  
David Trueman  
Bob Usui  
Joanne Waxman  
Mark Weinberg  
Paul Whitehead  
Eric Wilson  
Peter Wood  
Zacks Family Charitable Foundation

## SPECIAL PARTNERSHIP ACKNOWLEDGEMENTS

The Josh Platzer Society  
The Kelty Patrick Dennehy Foundation  
Vancouver Foundation

The Crisis Centre makes every effort to ensure the donor listing is as accurate as possible. If you identify a mistake, please call us at (604) 872-1811.

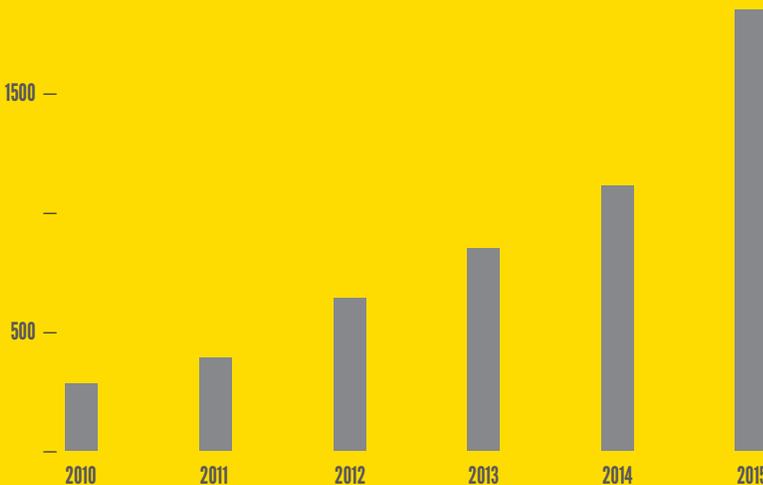
**575**  
**donors in**  
**two thousand**  
**& fifteen**

# Community Members Trained to Help Prevent Suicide

# 1,847

service providers and community members were trained to increase their capacity to respond to suicide and crisis in their home, work and community.

NUMBER OF SERVICE PROVIDERS TRAINED SINCE 2010



CATHERINE RANA, MENTORSHIP PROGRAM MANAGER, UNYA

“UNYA’s Mentorship Program and Kinnections Program provide Aboriginal youth with safe and consistent adult mentors, specifically adults who can provide one-to-one emotional support. We invest significant time in training our staff and volunteer mentors, to equip them with the tools they need to offer safe and culturally appropriate support to our youth mentees. The work of the Crisis Centre, with its focus on active listening, empathy and self-care, aid in these efforts greatly. As a result of the training volunteers and staff receive from the Crisis Centre, we are able to successfully engage even the most resistant youth, who may be turned away by other programs as a result of their high needs.”

# Over 90%

of participants agreed or strongly agreed they felt better able to respond to suicide and crisis within their communities.

We continue to work collaboratively with diverse organizations to build their organizational capacity to deal with suicide.

KEY PARTNERS IN 2015:

**WORKSAFEBC, SUNSHINE COAST SCHOOL DISTRICT, COQUITLAM SCHOOL DISTRICT, SUCCESS, CANADIAN BORDER SERVICES, & SQUAMISH NATION.**

AS PART OF OUR COMMITMENT TO FOSTER INNER RESILIENCY IN COMMUNITY HELPERS AND SERVICE PROVIDERS, WE DEVELOPED A NEW TRAINING PROGRAM:

## MINDFULNESS 101: SELF CARE

PARTICIPANTS RECOMMENDING ASIST TRAINING TO OTHERS

# 99%

NUMBER OF SERVICE PROVIDERS TRAINED IN ASIST

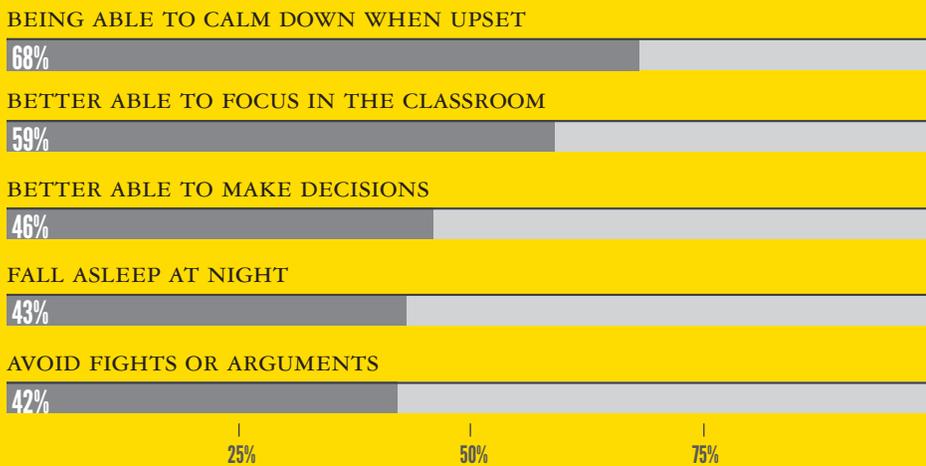
# 273

# Youth Gain Awareness & Build Resiliency Skills for Life

# 9,282 students

participated in our Multi Session Mindfulness Program and our Suicide Awareness: Reaching Out and Work Your Mind Muscle: Four Tools for Navigating Life wellness workshops.

Students self-reported the following:



VSBC SECONDARY SCHOOL COUNSELLOR

“I work as a High School Counsellor in Vancouver. Over the past couple of weeks, I’ve had the opportunity to observe multiple Work Your Mind Muscle presentations given by the Crisis Centre. I have worked with the Crisis Centre for about 5 years, bringing them in for various workshops. Although I had previously seen this presentation, this past year was a bit different for me. I have two young children at home and, as anyone with kids can attest to, it can be frustrating at times. To that end, I started really trying to find a time and place where I could practice the mindfulness practices taught, and it’s really worked! Now, I try not to raise my voice to my children. Sometimes I just need a little time to take a deep breath and it seems to put more into perspective. I would highly recommend this and other presentations shared by the Crisis Centre. The volunteers are excellent and are highly organized. I’ve found the students to be really engaged and able to take a lot away from the sessions.”

# 88%

of participants learned something they could use to help others from the Reaching Out workshop.

# 96%

of students reported one or more specific benefits in the Multi Session Mindfulness Program.

GRADE 8 STUDENT,  
CARSON GRAHAM  
SECONDARY

“The mindfulness exercises were most interesting. The information that I learned in this workshop was very useful. I would like to use the breathing exercises in my everyday life.”

GRADE 8 STUDENT, WEST  
POINT GREY ACADEMY

“Mindfulness has helped me in more ways than I can list, primarily being a shield against anxiety disorder. Whether it be before tests, before races, or just worries, Mindfulness is definitely one of the most important things I have ever learned.”

# 24-hour Crisis Response & Support

We responded to

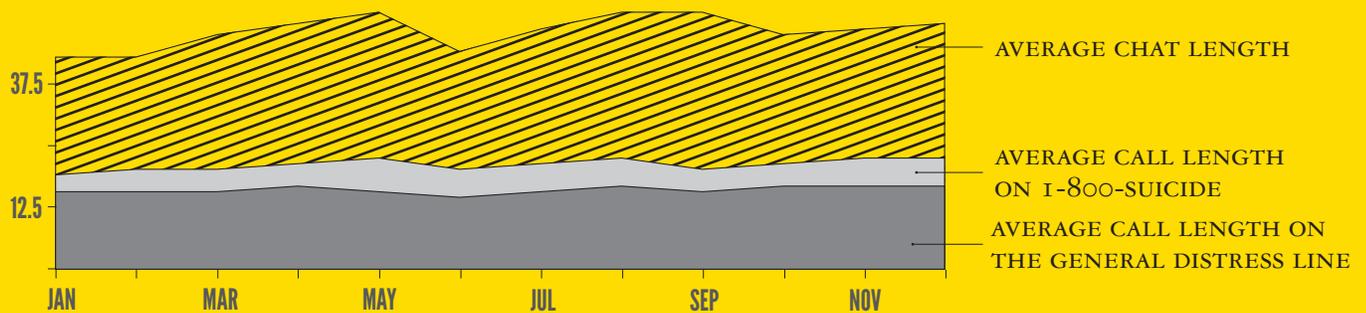
# 40,816 contacts

Incoming calls to the 310-6789 Mental Health Support Line increased by

# 99%

over 2014.

through our Distress Phone and Online Services.



## Call #23,489

Julia called our Regional Distress Line late one night and disclosed to volunteer Kashi that she had been sexually assaulted a year ago, yet had only recently begun to emotionally process the experience. Julia was having difficulty sleeping, experiencing flashbacks, and having a hard time getting through her days. She explained to Kashi that while she had love and support from her partner and family, she felt like she had been living a dual life because many of the details were too difficult and shameful for her to share with those closest to her. Together they explored her current safety and emotional state. Kashi offered counselling resources including trauma related services. At the end of the conversation, Julia said that she was exhausted but also felt intensely relieved that she was finally able to speak honestly with someone about the effects of the rape.

AVERAGE CALL LENGTH

# 14.84 minutes

AVERAGE CHAT LENGTH

# 42.85 minutes

CHRONIC MENTAL HEALTH RELATED CALLS & CHATS

# 10%

SEXUAL VIOLENCE RELATED CALLS & CHATS

# 249

ACUTE MENTAL HEALTH RELATED CALLS & CHATS

# 3%

CALLERS & CHATTERS

ACCEPTING ADDITIONAL RESOURCES / REFERRALS

# 4%

REPEAT CALLERS & CHATTERS

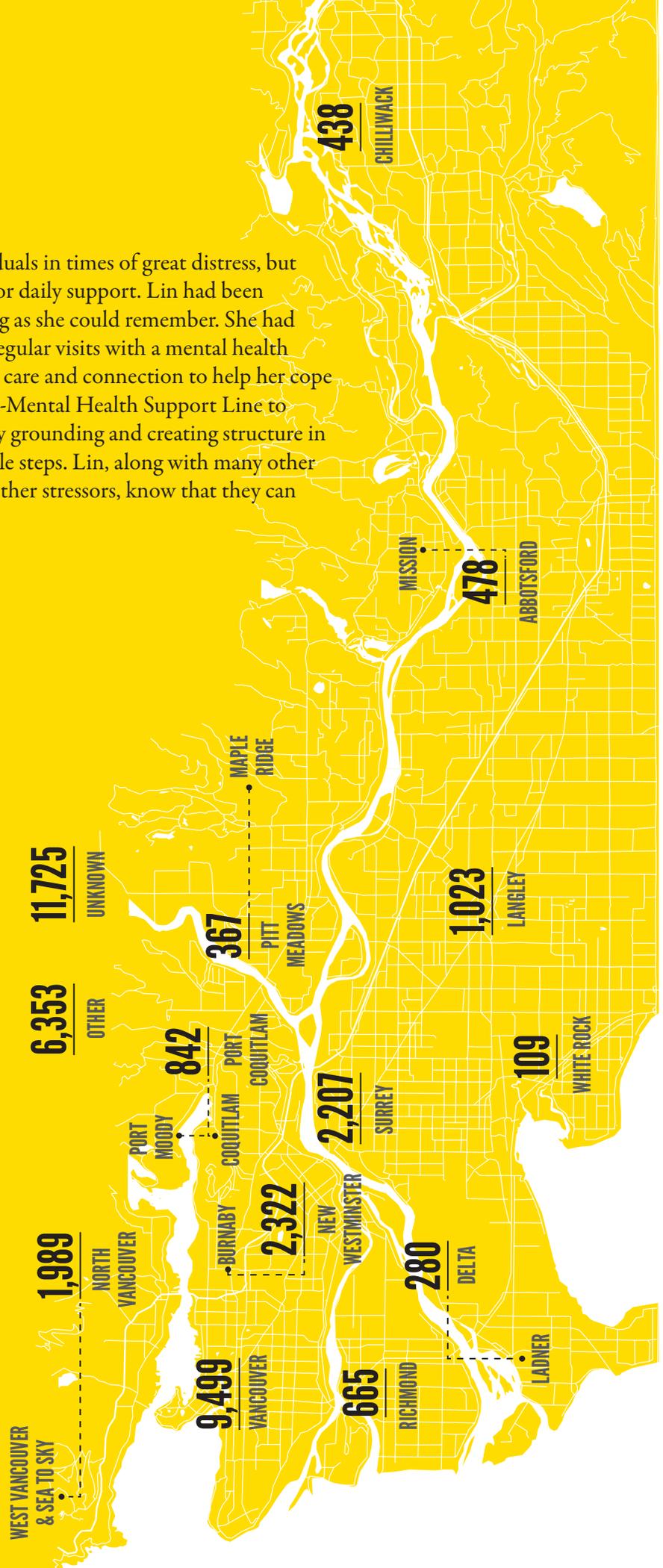
# 35%

# Call #19,371

Crisis Centre services are often used by individuals in times of great distress, but there are also others who rely on the services for daily support. Lin had been struggling with psychotic symptoms for as long as she could remember. She had providers in the community, including some regular visits with a mental health team, but the Crisis Centre provided Lin with care and connection to help her cope with her daily routine. Lin often called the 310-Mental Health Support Line to check in, and our volunteers would help her by grounding and creating structure in the moment through planning small, actionable steps. Lin, along with many other individuals facing chronic mental illness and other stressors, know that they can depend on our services to support them.

## GEOGRAPHIC LOCATIONS FROM WHICH WE RECEIVE CALLS & CHATS

- Chilliwack, Hope & Fraser Canyon
- Abbotsford & Mission
- Maple Ridge & Pitt Meadows
- Langley, Fort Langley & Aldergrove
- White Rock & South Surrey
- Surrey, Whalley, Newton & Cloverdale
- Coquitlam, Port Moody & Port Coquitlam
- New Westminster & Burnaby
- Delta, Ladner & Tsawwassen
- Richmond
- Vancouver
- N. Vancouver, W. Vancouver & Bowen Island
- Powell River, Sechelt, Gibsons & Sunshine Coast
- Squamish, Whistler, Pemberton & Mount Currie
- Kootenays — Cranbrook, Nelson & Revelstoke
- Okanagan — Kamloops, Kelowna & Vernon
- Victoria, Nanaimo & Vancouver Island
- BC North — Prince George, Prince Rupert & Dawson Creek
- Canada
- United States
- Out of Canada & United States



# The Kelty Patrick Dennehy Foundation

**\$250,000** contributed  
to date

Ginny and Kerry Dennehy, Kelty's parents, are devoted to sharing their experience of losing their beloved son Kelty in 2001 to help educate others in order to raise awareness of the signs and symptoms of depression-related suicide. Through their support they hope to reduce the tragedy of teenage suicide.

The Dennehy family's long journey with the Crisis Centre began in 2003 with discussions around a new 1-800-SUICIDE number for British Columbia. In 2004, Kerry met with Steve Cowan (then Crisis Centre Board Chair) and the HYDRECS Board and presented such a compelling story of his son Kelty, that the HYDRECS Board immediately approved \$125,000 toward the new provincial line. Directly related to receiving this funding from HYDRECS, the Crisis Line Association of BC won the BC Broadcasters Award in 2005, providing much needed start up public advertising for the new 1-800-SUICIDE service in BC. In 2006, The Kelty Patrick Dennehy Foundation provided \$10,000 toward the creation of Choices 2: Reaching Out, a new video focusing on a comprehensive approach to Youth Suicide Prevention in schools across North America.

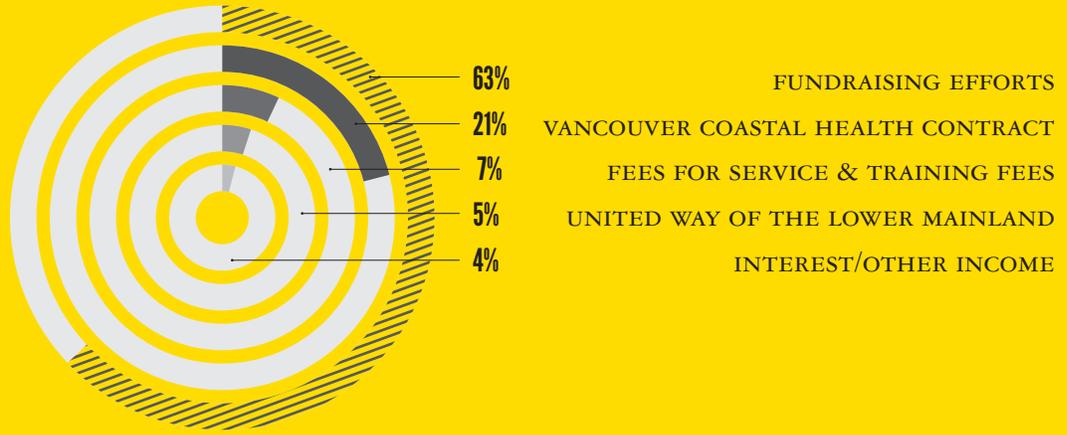
Over the past nine years, The Kelty Patrick Dennehy Foundation has become a principal youth funder providing over \$250,000 toward Crisis Centre Youth programs, including funding in 2007 for YouthInBC.com, a new 'online chat service for youth' across BC. On the educational front, The Kelty Patrick Dennehy Foundation has provided generous support for the Crisis Centre's secondary school education workshops which promote resiliency, suicide awareness and mindfulness to more than 8,000 youth annually each year.

At the heart of the Kelty Foundation is Kerry and Ginny's incredible drive to find solutions to systems that operate with many gaps along the continuum of care in Canada, too often resulting in preventable deaths.

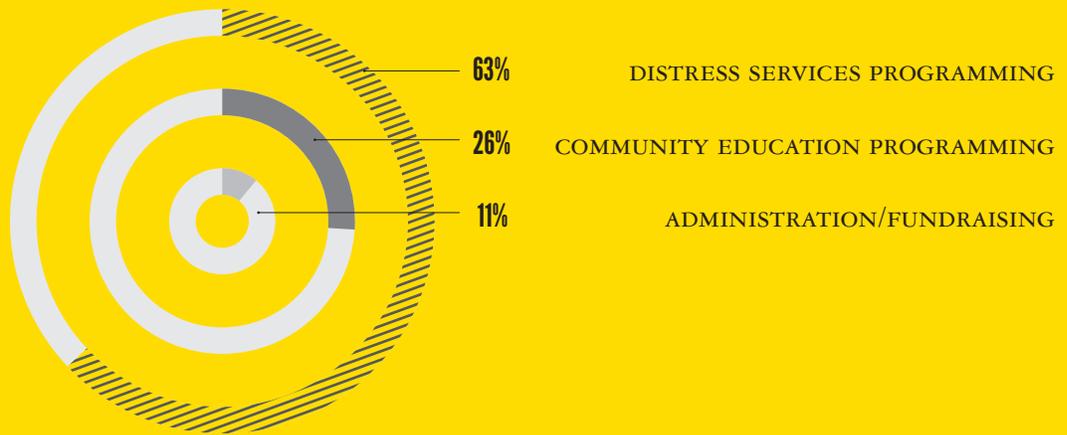
We are truly appreciative of our continued partnership with the Kelty Patrick Dennehy Foundation and are very thankful for their contributions to suicide prevention in BC and beyond.

# Financials

## REVENUE



## EXPENSES



Audited financial statements are available upon request.

# \$1,467,366

# spent on program impact

2015 BOARD OF DIRECTORS

Jodi Moss, President  
David Elder, 1st Vice President  
Carol Andison, 2nd Vice President  
Morgan Gough, Treasurer  
Lynn Thorsell, Secretary  
Mike Giannelli, Past President  
Keith Cameron  
Dr. Annie Chou  
Dr. Shelley Hymel  
Bob Meyer  
Lani Ng  
Rory North

2015 STAFF LEADERSHIP TEAM

Ian Ross, MSc — Executive Director  
Kyle Tiney, CFRE — Director,  
Development and Communications  
Lu Ripley, MA — Director,  
Community Education  
Akhila Blaise, MA — Co-Director,  
Distress Services — Volunteer  
Management/Training  
Liz Robbins, MS — Co-Director,  
Distress Services — Clinical/Operations  
Michael Lam — Director,  
Human Resources and IT

DISTRESS SERVICES

Available 24 hours a day, 7 days a week:  
Regional Support: (604) 872-3311  
1-800-SUICIDE: 1-800-784-2433  
Seniors' Distress Line: (604) 872-1234  
Mental Health Support Line: 310-6789

Available noon–1 AM, 7 days a week:  
[www.YouthInBC.com](http://www.YouthInBC.com) (ages 12–25)  
[www.CrisisCentreChat.ca](http://www.CrisisCentreChat.ca) (ages 25+)

COMMUNITY EDUCATION

Training and Workshop Opportunities:  
[www.crisiscentre.bc.ca](http://www.crisiscentre.bc.ca)

Crisis Centre  
763 East Broadway  
Vancouver, BC V5T 1X8  
T: (604) 872-1811 F: (604) 879-6216  
E: [info@crisiscentre.bc.ca](mailto:info@crisiscentre.bc.ca)  
W: [www.crisiscentre.bc.ca](http://www.crisiscentre.bc.ca)  
Charitable Registration #: 10699 3322 RR0001

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ON  
MISSION