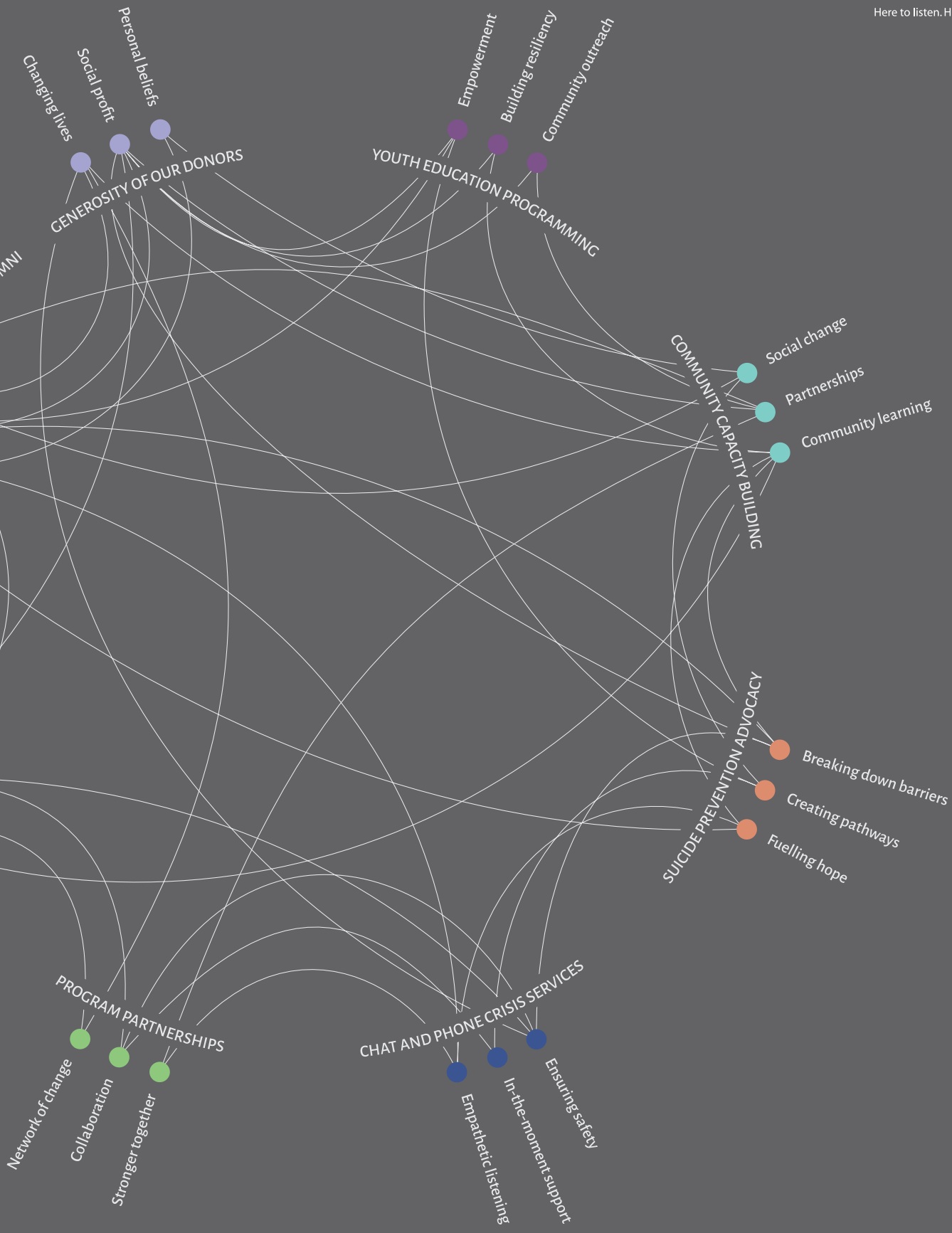


2016 Annual Report



Our Story

MISSION

The Crisis Centre is a non-profit, volunteer organization committed to helping people help themselves and others deal with crisis.

OUR STORY

It all began in 1969 when six like-minded community members saw a need in our community for a service which would provide confidential, empathetic listening to those in need. Collectively, they founded the Crisis Centre, offering non-judgemental phone line support without discrimination to distressed individuals, and those who care about them. Today, the Crisis Centre's Distress Service phone and online chat services have maintained the same foundation of empathetic listening, but our program has dramatically transformed into a crucial community resource, providing crisis intervention, assessment, safety planning and phone follow up for people of all ages. For the past 30 years, we have provided education programs aimed at enhancing resiliency and providing practical tools for identifying and responding to crisis and suicide in our communities.

PROGRAMS & SERVICES OVERVIEW

24/7 Distress Phone Services

We operate four regional crisis lines, two 1-800-SUICIDE lines and two Mental Health Support lines which are connected to a network of crisis lines across BC as well as a dedicated Seniors' Distress Line. The phone lines are available in over 140 languages using a language service.

Online Distress Services (YouthInBC.com, CrisisCentreChat.ca)

We give youth and adults an opportunity to talk openly yet confidentially when in distress or crisis, seek emotional support, and locate referral services in their community.

Community Learning and Engagement

We provide education and training that fosters resiliency and builds the capacity to respond to crisis and suicide in our communities including programming for community members of all ages and training for service providers.

PROGRAM PARTNERSHIPS & COLLABORATIONS

LivingWorks, Crisis Line Association of BC/Network Partners, 8-1-1/Health Link BC, eComm, BC211, School Districts, Police Departments, TransLink, Canadian Distress Line Network, Poison Control, Health Authorities/Mental Health Teams, Ministry of Children and Family Development, American Association of Suicidology, UBC, Social Planning and Research Council of BC, Canadian Association for Suicide Prevention, BC Ambulance.

Executive Summary

It has been a year of change for the Crisis Centre. Our long-time Executive Director, Ian Ross, retired after 16 years of dedicated service and new leadership began with Sandy Biggerstaff. With new leadership comes opportunities for change, but what remains consistent is our commitment to connecting people to services and educational programs that enrich lives.

Over the years our success has been driven by a deep understanding that meaningful connections are at the heart of what we do. Through the thousands of calls and chats that we receive each year, we see firsthand how individuals in distress have improved mental health outcomes when they are able to connect to non-judgmental and emotional support. Through our youth workshops and community trainings, we have created new opportunities for courageous conversations to reduce the stigma for those with mental health challenges. Through our strong partnerships with funders, service providers and crisis lines across the province, we have worked together to provide a continuum of support for our shared communities with a message of hope.

The 2016 annual report contains many examples of how our strong community connections help people live fuller, healthier lives:

- Connected with almost 36,000 individuals throughout our phone and chat services;
- Delivered a record number of trainings to individuals across the Lower Mainland, creating suicide-safer communities with participation from 115 community agencies;
- Launched new Self-Care 101 workshop for youth and along with our other workshops enabled 8,000 youth to gain practical tools for building resiliency;
- Expanded our volunteer base to include new administration and technology volunteer programs aimed at attracting working professionals in the administration and IT industry who want to give back;
- Created 15 new agency partnerships to enhance community capacity to respond to suicide;
- Provided leadership on the Canadian Distress Line Network steering committee to launch a National Suicide Prevention Service scheduled to begin at the end of 2017; and
- Launched the first phase of our 3-year Follow-up Project designed to improve outcomes for individuals at risk of suicide.

These are some of the highlights of what we have accomplished this year with the support of our funders, donors and volunteers who continue to answer the call to give again and again. The significant impact of our services is possible because of your enduring dedication and support. On behalf of the Crisis Centre and the Board of Directors, thank you for all that you do, as this does not happen without sacrifice.

As we look ahead to the coming year, our goal is to continue making meaningful connections, both with our supporters and those that we support, and to develop new partnerships to further this goal. We invite you to learn more about how we can work together to create safer and healthier communities by connecting with us through Facebook or Twitter.

Sandy Biggerstaff
Executive Director

Carol Andison
Co-President

Jodi Moss
Co-President

Youth Education Programming

Almost

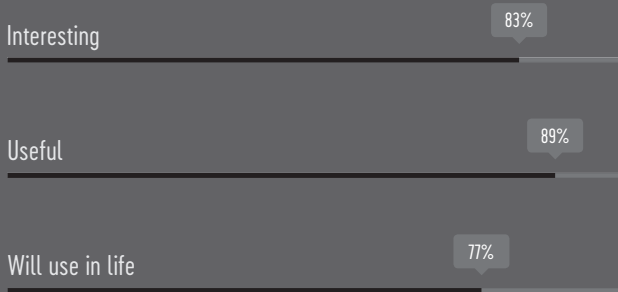
8,000 youth

gained practical strategies for building resiliency and coping skills in our wellness workshops

NUMBER OF SCHOOL-BASED PEER HELPERS TRAINED WITH SKILLS TO IDENTIFY & SUPPORT YOUTH AT RISK FOR SUICIDE

44

Self-Care 101 Feedback:



“As a School Counsellor in the Vancouver School Board for over 20 years, the Crisis Centre continues to provide a critical service in supporting the mental health and resiliency of our students through the youth wellness workshops. The Self-Care 101 workshop has been extremely supportive, engaging, and relevant to our students. The presentation includes interactive activities, inspiring, relatable videos and opportunities for discussion. It offers practical strategies that help our students develop important inner resources. The Crisis Centre’s facilitators have provided an outstanding connection with our students. As a result, the workshops have helped us highlight students at-risk and several students have come forward and were able to receive counselling support. We feel these workshops are extremely helpful at keeping our students safe.”

— VSB Secondary School Counsellor

322

participated in an 8-week Multi-Session Mindfulness Program fostering self-awareness and emotional regulation.

THOSE WHO FOUND MINDFULNESS USEFUL

91%

THOSE REPORTING BETTER CONTROL OVER THEIR EMOTIONS

71%

YOUTH WELLNESS WORKSHOPS:

Self-Care 101 (new in 2016), Work Your Mind Muscle, suicideTALK, safeTALK for Peer Helpers

GRADE 8 COUNSELLOR

“This presentation on Self-Care was fantastic. I feel that many of our students are more and more familiar with mental health issues and mental illnesses, however teaching them how to become aware of how their stressors are affecting them and how to cope is so important!”

SELF-CARE 101 WORKSHOP PARTICIPANT, JBCC YOUTH CENTRE

“What I learned about supporting myself is that when it comes to self-care strategies that involve staring at a screen, it’s a good idea to limit my time. This workshop is beneficial to anyone, even if you aren’t struggling with your mental health.”

GRADE 10 WORK YOUR MIND MUSCLE WORKSHOP PARTICIPANT

“What I found most interesting was realizing that I can do mindfulness anywhere at any time.”

Community Capacity Building

“We’ve been working with the Coquitlam School District for the past two years thanks to dedicated funding from Bosa Properties Foundation. Following the tragic suicide death of Amanda Todd, the district experienced increasing suicidal behaviours and school staff felt overwhelmed. In the last year, we trained approximately 100 teachers, counsellors, youth workers, and RCMP School Liaisons in Applied Suicide Intervention Skills Training (ASIST) with the goal of ensuring building a collaborative approach to identifying suicide ideation and planning

for safety from suicidal behaviour and helping building consistency in mental health referrals. One Counsellor noted ‘So far I have dealt with many students with suicidal ideation. This workshop definitely helped improve my skill set and my ability to connect with my students.’ ASIST has propelled the development of new District-wide suicide prevention protocols with the goal of following international best-practices to support youth with thoughts of suicide.”

—Lu Ripley, Crisis Centre Director of Community Learning & Engagement

GLOWBAL RESTAURANT GROUP

“The training was enlightening. Succinct and informative.”

COQUITLAM SCHOOL COUNSELLOR

“I have dealt with many students with suicide ideation. The ASIST workshop definitely helped improve my skills set.”

PATHWAYS CLUB HOUSE

“We sent four of our staff to ASIST. It has been very helpful and gives us a common framework to use. As a result, we are more comfortable and confident. One of the staff applied the learnings within two weeks with a client and help the individual with their suicidal thoughts.”

Number of workshop participants:



TRAINING PROGRAMS OFFERED:

Applied Suicide Intervention Skills Training, safeTALK, suicideTALK, suicide to Hope, Skillfully Responding to Distress, Mindfulness Self Care

1,014

service providers and community members participated in the Crisis Centre's spectrum of training programs representing 115 organizations.

Over

900

participated in ASIST or safeTALK and as a result are more ready, willing, and able to prevent suicide

99%

of Applied Suicide Intervention Skills Training (ASIST) participants recommend the training.

KEY PARTICIPATING ORGANIZATIONS:

Coquitlam School District, WorkSafeBC, Glowbal Restaurant Group, Adler University, Pathways Club House, Musqueam, S.U.C.C.E.S.S. and Tsleil-Waututh & Squamish First Nations

Phone Crisis Services

We answered and initiated a total of

33,027 phone calls

Call No 23,675

On a Saturday evening, long-time Crisis Centre volunteer Deanna picked up an incoming call on the 1-800-SUICIDE line. Tam, a current post-secondary student, had called in extreme distress, sobbing uncontrollably. Tam stated she was currently accessing counselling to deal with her feelings of anxiety and guilt related to her studies. She was feeling incredibly alone and disappointed in herself that evening. On further exploration, Tam shared her growing struggle with suicidal thoughts and her fear that she would not make it to her next counselling appointment in a few days' time. She shared her fear of disclosing her suicidal intent to her counsellor and

also stated she did not feel comfortable speaking about any of this with her closest friends. In fact, she was distancing herself from everyone. Deanna created a safe space for Tam to tell her story, allowing her to express her emotions and talk about suicide openly. She assessed Tam's risk for suicide and together they worked on a safety plan that would bridge the gap until her next counselling appointment. As part of our extended safety plan, Deanna scheduled a follow up call for the following day to reconnect, reassess risk and continue to build safety. By the end of the conversation Tam was more calm and able to focus on some self-care strategies until our next call.

ANONYMOUS CALLER

"You are doing such a remarkable service keeping a lot of people out of the psych ward. You make me feel NORMAL with your positivity. I feel so much stronger. You guys are great."

We initiated

623

high-risk suicide interventions with support from emergency services which accounts for

1.7%

of total client contacts in 2016

There was an increase of

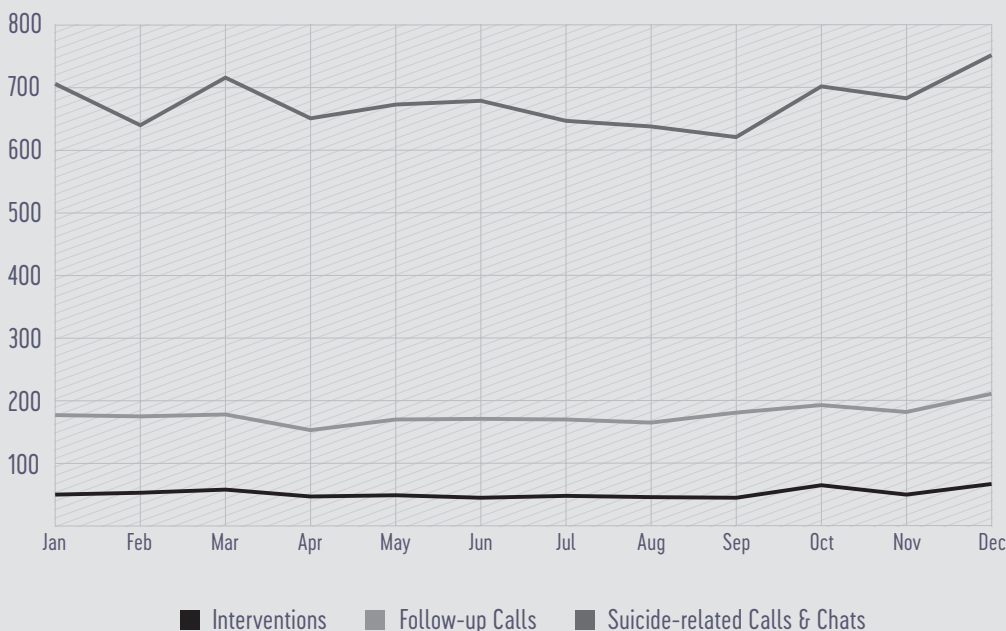
536%

from the previous year in calls/chats where Fentanyl was discussed in relation to suicide or overdose

There was a

75%

increase in calls supporting Seniors



Chat Crisis Services

Increase in chats completed with adult males on crisiscentrechat.ca over 2015

35%

Youth who return to our service

20%

Adults who return to our service

23%

Clients aged 13-18 who have accessed our services via chat

72%

For every intervention initiated on a call there were

3 chat-related interventions

We engaged in

3,512 chats

with distressed youth and adults throughout British Columbia

Notable statistics about our chatters:

Felt comfortable speaking freely

79%

Would come back again

91%

Chatting using mobile

32%

Female

77%

Chat No 1,843

Raymond responded to a YouthInBC chat request from Alice, a 16 year old residing in the Lower Mainland who we've been supporting on and off for the past three months. Alice told us she has been struggling with suicidal thoughts and intense depression for several years. During the chat, she stated that she's been drinking and engaging in self-harm to cope with her difficult family situation. Using the connection we developed over the past few months, we worked with Alice to assess her current safety. She disclosed that she was feeling scared that she may have cut too deep and was worried about her foster parents' reaction. Through the chat conversation it became clear that she was very willing to get help with our assistance and so we suggested a conference call where we could support her in a conversation with

emergency services. Together all parties worked on getting Alice help in the quickest and least intrusive way.

Through the trust that is established on chat some chatters agree to a follow up call from us for further support, or are willing to transition to phone services to facilitate such emergency interventions; many more will only seek services through the chat medium alone. We also have the capability to intervene on the chat service with or without consent. Every minute can be crucial in chats like Alice's. Both staff and volunteers work together to make crucial decisions in life threatening situations. As we move through 2017, we are working on a project that will reduce the length of time it takes to get the required technical information to the police agency.

ANONYMOUS CHATTER

"I am very much alive and not planning to die because of your chat service."

Suicide Prevention Advocacy

We have successfully advocated for suicide prevention barriers on the Ironworkers Memorial Bridge and Burrard Bridge.

Crisis phones are in place on the Lions Gate Bridge, the Port Mann Bridge and the Burrard Bridge.

Our activities reach beyond direct suicide prevention and intervention with individuals. Through 2016, we worked closely with the City of Vancouver to ensure suicide prevention barriers became part of the restoration design of the Burrard Bridge. Over the past few years, there has been an average of 17 suicide attempts per year on the Burrard Bridge alone. For each suicide, there are at least 10 family members and friends who are left grieving and each suicide has a cost to society between \$800,000 and \$1,000,000.¹



Also in 2016, the Crisis Centre was a key player in the planning and implementation of an incoming National Suicide Prevention Service ensuring all Canadians have 24 hour connection to important supports and resources. The service, which will incorporate phone, chat and text technology, will integrate and link existing regional distress and crisis line services across Canada. Advocacy efforts to the Public Health Agency of Canada led to the program seed funding to launch the service.

1. Canadian Distress Line Network

Volunteer Experience

“I started as a Distress Services Volunteer in July 2015 merely hoping to gain some counselling skills and frontline experience. What I gained was far more than what can be translated into words. It was where I connected to so many vulnerable and suffering individuals on such a deeply emotional level whose stories have touched my heart and changed my life. Some of these moments include: being the very first person that a gay youth came out to, helping extremely suicidal individuals to put their means away, speaking to a female youth who was actively overdosing while we waited for the police to attend, and getting

people to seek help whether on their own or with my help. Nearly every time that I have come in for a shift, I have left feeling reinvigorated and reminded of my purpose: to support people who feel so scared, lost, and alone and empower them to be and feel okay again. I feel strongly that this is my purpose or vocation in life. My experience at the Crisis Centre has taught me that I CAN make a difference in peoples’ lives and it has given me the skills and experience to do so.”

— Kristen Yang, Distress Services Volunteer

INSTITUTIONS WHICH STRONGLY ENCOURAGE THEIR APPLICANTS TO PARTAKE IN OUR VOLUNTEER EXPERIENCE BEFORE APPLYING:

Post-secondary institutions, graduate programs, police departments, helping professions and community agencies.

ISAIAH SMITH, DISTRESS SERVICES VOLUNTEER

“This is home... a place where there are expectations for us all to grow and contribute towards the common good. We are challenged to grow, but are given the tools to be successful in managing those challenges. People are always available to teach and assist you as you help others. I’m extremely grateful for the opportunity to learn and be guided by such great minds.”

19,856 hours

of formal training was provided for

136

new volunteers in 2016, with on-going learning, support and feedback provided for their direct service work

Trainees have reported on the following on a scale of 1 to 6:



405

volunteers applied to donate their time and talent for one of our programs in 2016

New Distress Services volunteers undergo

110 hours

of basic training including instruction time, role plays, and online assignments

Over

5,000

individuals have gone through our volunteer training since 1969

Donors

\$75,000 +

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

\$10,000 – 74,999

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\$300 – 999

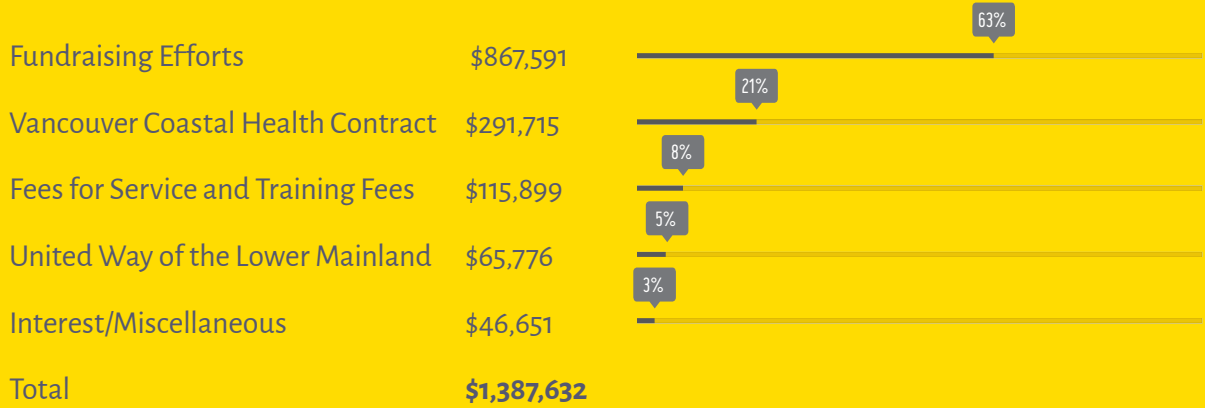
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York House School Society
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The Crisis Centre makes every effort to ensure the donor listing is as accurate as possible. If you identify a mistake, please call us at (604) 872 1811.

Financials

Revenue



Expenses



Audited financial statements are available upon request.

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Carol Andison, Co-President
Jodi Moss, Co-President
Lynn Thorsell, 1st Vice-President
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Executive Director
Kyle Tiney, CFRE — Director,
Development and Communications
Lu Ripley, MA — Director,
Community Learning & Engagement
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 (ages 12–25)
www.CrisisCentreChat.ca (ages 25+)

COMMUNITY LEARNING & ENGAGEMENT

Training and Workshop Opportunities:
www.crisiscentre.bc.ca

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Vancouver, BC V5T 1X8
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E: info@crisiscentre.bc.ca
W: www.crisiscentre.bc.ca
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