

2017 ANNUAL REPORT

**A Year of
Innovation
& Impact**



MISSION

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

Since 1969, the Crisis Centre has been a non-profit dedicated to providing help and hope to individuals, organizations and communities. Spanning the spectrum of crisis support, suicide prevention and postvention, staff and volunteers are engaged in a variety of services and programs that educate, train and support the strength and capacity of individuals and communities. Immediate access to barrier-free, non-judgmental and confidential support and follow-up is provided to youth, adults and seniors through our 24/7 phone lines and online services. We offer education and training programs that promote mental wellness and equip schools, organizations and communities to assist people at risk of suicide. Our programs work to ensure timely access to support, destigmatize suicide and mental health concerns, increase awareness and skills for mental wellness, and engage a community of passionate volunteers. Ultimately, we seek to be and foster compassionate, connected suicide-safer communities.

Dear Friends,

Thank you for making 2017 yet another remarkable year for the Crisis Centre. This year marks the 48th year of service for our organization. The amazing support of our donors and volunteers have enabled us to help thousands of individuals in our shared communities. Whether we are responding to a caller or chatter in crisis or building capacity through our community-based trainings and workshops, we are driven by a core belief that no individual should face crisis alone. Together with our community partners we are helping build a more compassionate, responsive and resilient world.

In this past year, our dedicated staff and volunteers have done much to expand our outreach while strengthening our programs and services. Despite a challenging funding environment, we have been innovative in our approach to meeting the needs of our community in order to create sustainable impact. Through our strong partnerships with funders, service providers and crisis lines across the province, we have leveraged innovation to provide a continuum of support for individuals at risk of suicide through a message of hope.

Our 2017 Annual Report highlights ways in which we have impacted our community, including the following key accomplishments:

- Connected with over 35,000 individuals through our phone and chat services;
- Delivered 317 youth wellness workshops to more than 8,000 youth;
- Increased our average call answer rate across all lines by 25% with additional funding provided by Vancouver Coastal Health Authority;
- Launched a new Suicide Loss Support Group in partnership with the BC Bereavement Help Line;
- Adopted a new volunteer/staff hybrid model to deliver frontline phone and chat services;
- Developed two new training programs for service providers: Suicide to Hope and Skillfully Responding to Distress; and
- Piloted a new 10-session online mindfulness program in partnership with the United Way.

As we take a moment to reflect upon some of our successes over the past year, we also recognize that there is still much that needs to be done. In looking ahead to 2018, we will continue to explore innovative partnerships and strategies to enhance service delivery.

For the funders, volunteers and donors who have committed time and resources to the success of this organization, we offer a heartfelt thank you for your amazing work and support. It is an honour to work in collaboration with you to help individuals live fuller, healthier lives. Together our work makes our community stronger.



Sandy Biggerstaff
Executive Director



Carol Andison
President

DISTRESS SERVICES

Since 1969, our Distress Services Program has been providing support to vulnerable individuals not only in the Lower Mainland, but all across British Columbia. We offer service in two ways: through our 24/7 distress line and our online distress chat services. Services are delivered by volunteer and paid crisis service responders who provide non-judgmental emotional support through risk assessment, collaborative safety planning and short-term follow-up by phone. It also offers emergency rescue as needed.

Our Distress Services staff and volunteers serve a vital role in the continuum of care by collaborating with mental health practitioners and other health care providers. We are often the first point of contact for people in crisis or at risk for suicide. We are also a resource for suicide prevention in the wider community. Our service is free, confidential and accessible to anyone in need.

Our Distress Services include:

- Vancouver Coastal Regional Crisis Line, 310-6789, and 1-800-SUICIDE: Available to youth, adults, and seniors across our province, 24/7. Our Regional Crisis Line serves the communities of Vancouver, Richmond, North Vancouver, West Vancouver, the Sea-to-Sky Corridor (Squamish, Whistler and Pemberton), the Sunshine Coast and Powell River. We also work in collaboration with the Crisis Line Association of BC (CLABC) to answer the 310-Mental Health and 1-800-SUICIDE lines.
- YouthInBC.com (ages 12-24): Gives youth, and those concerned about them, an opportunity to chat online, confidentially, with one of our highly trained volunteer or paid responders (noon-1 am daily).
- CrisisCentreChat.ca (ages 25+): Allows adults who may not connect with traditional crisis services by phone or in person to connect in real-time with a caring crisis responder.

Our web-based services are available to individuals in BC and the Yukon.



COMMUNITY LEARNING AND ENGAGEMENT

We work with individuals across the lifespan to support wellbeing in schools, communities and organizations. Our programs and services increase awareness about suicide, strengthen intervention skills, facilitate growth and recovery after a suicide experience and provide empowering tools for resiliency.

Youth Programs

Practical and innovative programs provide a unique opportunity for youth to learn about mental health and gain practical skills for coping. Delivered by highly trained volunteers supported by staff, our youth programs are a vital component of school district mental health education.

- Tools for Managing Stress
- Self-Care 101
- suicideTALK: safe space to learn about suicide prevention
- 8-week Mindfulness Program for Youth
- Youth Peer Leader Training

Programming for Adults and Service Providers

Evidence-based and empowering, our educational programs form a critical component of many organizations' professional development. In building suicide-safer communities, we engage with school staff, health care practitioners, police, emergency services staff, youth workers, older adult care providers and community members who want to make a difference. Our programs recognize the importance of self-awareness and self-care, and provide skills and strategies that foster resilience and help prevent stress, burnout, vicarious trauma and compassion fatigue.

- Suicide Prevention Training: suicideTALK, safeTALK, ASIST, and suicide to Hope
- Capacity Building: Training and supporting new ASIST and safeTALK trainers
- Mindfulness Training
- Training in Skillfully Responding to Distress
- Suicide Bereavement Support

01 EXPANSION OF VOLUNTEER PROGRAMS

As a small non-profit organization, we require extensive innovation and resourcefulness to deliver our programs and services. To increase capacity to serve our community, we introduced two new volunteer programs: Administration Services, and Information and Technology volunteer pools. Over the past year, our IT volunteers contributed 1,435 hours to support service delivery and administration volunteers contributed 450 hours.



“Thank you so much. I feel a lot better. You have no idea how much talking to you really does help.”

—Caller, Regional Distress Line

02 LEADERSHIP ON PROVINCIAL AND NATIONAL CRISIS LINES

The Distress Services team played a key leadership role in collaborating with the Crisis Line Association of BC (CLABC) to develop a framework for best standards of practice including an enhanced safety framework. For the national Canadian Suicide Prevention Service launched on November 28th, the Crisis Centre contributed to the development of training materials and policies and provided leadership on the Executive Committee of the Board of Directors.

“By developing my active listening I have strengthened my ability to identify people’s emotions during crisis. This allows me to help callers help themselves by increasing their awareness of how they are feeling and how they feel they can best take care of themselves in a short-term setting.”

—Karen, Crisis Centre Volunteer

03 NEW VOLUNTEER/STAFF HYBRID MODEL

For the past 48 years, we have relied on volunteers to deliver frontline distress services. In 2017, thanks to additional funding from Vancouver Coastal Health and a private donor, we were able to shift our Distress Services Program from a purely volunteer model to a semi-hybrid model. This shift aligns with the service delivery models of crisis centres across Canada and throughout the world. We are hoping to continue building on the hybrid model in the coming years to provide better crisis intervention care to the community.



“Volunteering as a crisis service responder has and continues to be deeply rewarding for me. Connection is something I strongly value, so being able to speak with people in the community in such a supportive, empathetic and genuine way is invaluable and irreplaceable.”

—Sara, Distress Services Volunteer



“I just wanted to come online because I was on here a few days ago saying I wanted to kill myself... I felt a lot better after talking... I was planning to end my life on my birthday which was passed and I had a good birthday. I feel relieved.”

—Chatter, YouthInBC

04 NEW SUICIDE RISK AND SAFETY PLANNING FRAMEWORK

This past year we made some significant changes to the way we conceptualize and support people at risk for suicide. This new model recognizes that an individual’s thoughts and behaviours around suicide can change along a continuum, whether they are having thoughts of suicide, or ready to take action on those thoughts, and everything in between. Through our new framework, responders are more skillfully able to explore suicide with individuals and develop safety plans according to where an individual is on the continuum at any given time.



“I attended the suicide support group this spring. I came with a broken heart but I found out I was not alone in this world. I admire your courage. What you are doing is amazing and so important for the community.”

—Participant who lost a child to suicide

05 MINDFULNESS ONLINE PROGRAM PILOT

With a goal of supporting the wellbeing of staff and volunteers, The United Way Better At Home program contracted the Crisis Centre to provide a 10-session online mindfulness program. This program pilot will serve as the basis for the development of the Centre’s future online mindfulness training opportunities. 100% of participants found the training helpful or very helpful in their work and life.



“It could not have come at a better time. I used [the mindfulness tools] that afternoon after dealing with a difficult situation and found it to really help me work through it. Thank you, I look forward to the next session.”

—Staff, Better At Home

06 SUICIDE LOSS SUPPORT GROUP

Suicide is a loss like no other. To aid the healing process, the Crisis Centre and the BC Bereavement Helpline (BCBH) began a partnership to offer an eight-week support group for individuals who lost a loved one to suicide. In our first year, two support groups were offered and 14 individuals participated. 100% of those who attended say they gained valuable coping skills and felt less alone and isolated as a result of participating in the group.

“I wish I learned this in high school. I can think of at least 3 situations where this info would have been helpful. I am now more confident talking to people who might have suicidal thoughts. I want to talk to my friends and family about the importance of this workshop.”

—safeTALK workshop participant



07 BUILDING SUICIDE PREVENTION CAPACITY THROUGHOUT BC

In 2017, the Crisis Centre invested in training a staff person to train new safeTALK trainers. By becoming the sole provider of this training in the province, this will contribute to the Centre’s income-generation as well as ensure that this world-renowned half-day suicide alert training is available throughout BC.

37 individuals attended safeTALK Training-for-Trainers in 2017. Staff of the following organizations and communities are now offering safeTALK: Burnaby and Coquitlam School Districts, Vancouver Island Crisis Society, Need2 Suicide Prevention Support and Education, Canadian Mental Health Association, Intertribal Health Authority, Sea-to-Sky Community Services, Howe Sound Women’s Centre, Squamish Nation, Haida Health Centre, First Nations Health Authority, KUU-US Crisis Line Society, Richmond School District.

Numbers



210 COMMUNITY AND GOVERNMENT AGENCIES

participated in our trainings.



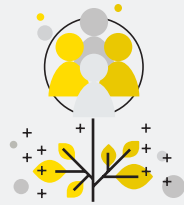
100% OF PARTICIPANTS

of a new 10-session online mindfulness program found the training helpful or very helpful in their work and life.



85,104 VOLUNTEER HOURS

were donated to Distress Services in 2017, including front line work and senior volunteer hours.



WE INTRODUCED TWO NEW VOLUNTEER POOLS

In 2017, our administration volunteers contributed 450 hours to manage our extensive volunteer base, and our IT volunteers – many of whom are senior-level recruits – contributed 1,435 hours.



127 VOLUNTEERS

were trained in the Distress Services program in 2017, with 15,240 hours put towards the training program.



37 INDIVIDUALS COMPLETED SAFETALK TRAINING-FOR-TRAINERS

and are now able to bring this training to their organisations and communities.



WE INCREASED OUR CALL ANSWER RATE BY 25.72%

from July to December 2017 after paid responders were hired to anchor service delivery.



19,178 CONTACTS

were related to Mental Health concerns.



40,117 DISTRESS SERVICES PHONE AND CHAT CONTACTS

were made in 2017, with 30,450 calls and chats made by unique users.



OVER 8500 YOUTH

in grades 6 through 12 gained practical tools to support their mental health by attending our Tools for Managing Stress and Self Care 101 workshops.



OVER 205% INCREASE

in contacts from youth under age 13.



280 YOUTH

participated in the Centre's 16-session Mindfulness Program for youth.



30.5% INCREASE

in contacts from youth (0-18 years old).



100% OF PARTICIPANTS

of a new 8-week support group for individuals who lost a loved one to suicide said they gained valuable coping skills and felt less alone and isolated as a result of participating in the group.



523 SERVICE PROVIDERS

were trained in Applied Suicide Skills Intervention Training (ASIST), including the Ministry of Children and Family Development, SUCCESS, Touchstone Community Services, Tsleil-Waututh Nation and various school districts.



18.7% INCREASE

in calls answered on 1-800-SUICIDE.

01 RECORD NUMBER OF ASIST TRAININGS

523 community members and service providers attended the two-day evidence-based Applied Suicide Skills Intervention Training (ASIST), gaining skills to recognize when someone has thoughts of suicide and working with them to create a plan for safety. Participating agencies included Ministry of Children and Family Development, SUCCESS, Touchstone Community Services, Tsleil-Waututh Nation, and various school districts. We received funding to deliver two ASISTs in the Sea-to Sky-Corridor.



"I am dealing with the Arab refugees who fled the war. From time to time, they kindly share their feelings and struggles with me. They express themselves with tears. When I go through this with them, I remember techniques that I learned in ASIST Training."

—Settlement Worker

02 SUPPORTING LGBTQ2S COMMUNITIES

A focus for 2017 has been working with Lesbian Gay Bisexual Transgender Queer Two-Spirited (LGBTQ2s) communities. To meet the needs of those at elevated risk for suicide, the Crisis Centre participates on the LGBT Mental Health Roundtable. Further, we provided financially accessible trainings, including two safeTALKs and one ASIST training for LGBTQ2s service providers, community members and allies.

"Depression is a massively devastating disease that robs us of our humanity, compassion and intimacy. Thank you for being there for me. I will never forget how you helped me."

—Caller, Regional Distress Line

03 CALL MANAGEMENT

Many of our regular callers struggle from chronic and persistent mental illness, often relying on us in isolation from other mental health supports. For return callers, we have begun to utilize a case management approach in order to work within their circles of care and inform clinical interventions from Crisis Centre staff. These interventions include consultation with the caller in question via phone calls, networking with mental health resources and emergency services in their area, and creating clinically-informed action plans agreed upon by all parties to support these individuals.



"I'm so grateful to have taken the ASIST training. After the training, I had a client who was really struggling, and I felt so much better equipped to provide support to someone thinking about suicide."

—Irv Sandstra, VCH Stop HIV Nurse



"The Crisis Centre's youth workshops are engaging and relevant educational sessions that offer practical strategies that help our students develop important inner resources. We feel these workshops are extremely helpful for supporting our students' well-being!"

—Counsellor, Kenneth Gordon Maplewood School, North Vancouver

04 SUPPORTING YOUTH MENTAL HEALTH

Made possible by a dynamic, highly trained volunteer facilitation team, over 8500 youth in grades 6 through 12 gained practical tools to support their mental health. Our Tools for Managing Stress and Self Care 101 workshops were shared in schools and youth programs throughout Vancouver, Burnaby, North Vancouver, West Vancouver and the Sea-to Sky Corridor. 85% of the students reported they learned something useful from our workshops.



"I wouldn't have made it without you guys, thank you so much."

—Caller, 1-800-SUICIDE Line



05 SUICIDETALK IN SCHOOLS

Providing relatable and accessible suicide awareness training to youth has always been a key goal of the Crisis Centre. In 2107, we began offering suicideTALK to secondary schools. This one-hour, staff-delivered session aims to raise awareness of suicide, reduce stigma and encourage young people to consider how to help prevent suicide.

"suicideTALK was very useful, knowledgeable and it felt like a safe place to talk about this subject."

—Grade 10 Student

06 INCREASED CALL ANSWER RATES

With the introduction of paid responders to anchor service delivery along with the management of return callers, we were able to increase our call answer rate by 25.72%.

"The Mindfulness Program for Youth has been a wonderful, empowering resource for our students. It provided them with simple strategies to reduce stress, manage manage emotions and reactivity to notice choices in difficult situations. The Crisis Centre's facilitator provided an outstanding connection with our students and worked really hard to make the program relevant to our often difficult to engage group."

—Program Teacher, TUPPER NOVA Program, VSB



07 LIFE SKILLS FOR YOUTH

280 youth, many with mental health and learning challenges, participated in the Centre's 16-session Mindfulness Program for Youth. Over 8 weeks, teens have the opportunity to learn, practice and integrate valuable coping skills for long-term resiliency, including self-awareness, emotional regulation and compassion for self and others.

86% of youth who participated in this program said that they used the skills. Most common benefits noted by youth are the ability to calm themselves when upset, fall asleep at night, and focus better in school.

Volunteers

COMMUNITY IMPACT

In 2017, Crisis Centre volunteers contributed over 90,045 hours of time to supporting and delivering front line services. We cannot do the work that we do without your commitment and dedication. Thank you for all that you do!

“As a facilitator of the youth program, I thoroughly enjoy sharing my story with students, sharing the message that it is okay to not be okay, and reducing any stigma associated with mental health and suicide.”

—Anne-Marie Sylvester, Youth Programming Volunteer

“I began as a tech volunteer at the Crisis Centre about 18 months ago, after 17 years of volunteer experience in various organizations. While I am not on the front lines with the special volunteers who take distress calls on a daily basis, I have found it very rewarding to contribute my experience in IT infrastructure and operations. My goal is to support those who are helping others – I know that it is a difficult job. The Crisis Centre staff and volunteers are a great group of people, and their willingness to engage makes my volunteer experience even more rewarding.”

—Geoff Hamilton, IT Volunteer

“Working on the lines has taught me ongoing compassion, acceptance, and the ability to accept what I cannot change. I have learned how to connect and build rapport, empathize and communicate at a deeper level, and I know that there is so much more to learn.”

—Sharon, Distress Services Volunteer



“I volunteer because I want to listen and connect with my community, while hopefully making a positive impact on the lives of the people within it. By volunteering here at the Crisis Centre, I honour the lives of the loved ones I have lost to crisis, and want to learn new ways of aiding those in need. Thank you for welcoming me into the Crisis Centre family, I am proud to be a part of it.”

—Candace, Administrative Volunteer

“I love that I can teach tools that drastically changed my life and are scientifically proven to work for many people.”

—Aisha Tejani, Youth Educator



“I have learned the gravity of feeling hopeless, trapped and stuck and have learned how paramount fostering individual empowerment is to potentially finding an ability to shift.”

—Darren, Distress Services Volunteer

“I appreciate volunteering at the Crisis Centre because I get to support and be associated with an organization that is primarily run to help people in need regardless of who they are, their ability to pay, or any of their associations. Only requiring that they be in need of what is sorely lacking in our society – someone to listen and empathize with the universal experience of emotional distress. I get to share myself, my passions for mindfulness and youth work, and my time. It makes me feel rich, that I have something to give, without needing anything in return.”

—Steve Remedios, Youth Educator

If you are passionate about supporting our community and interested in making a difference, check out our life-changing volunteer opportunities at crisiscentre.bc.ca/volunteer or contact us at info@crisiscentre.bc.ca for more information.

Donors

\$75,000+

Anonymous Donor
Vancouver Coastal Health

We acknowledge the financial support of the Province of British Columbia.

\$10,000 – 74,999

Al Roadburg Foundation
Anonymous Donor
City of Vancouver — Community Services
CKNW Orphans' Fund
Lagniappe Foundation
Northern Linkwell Construction Ltd.
Philip Sung Design Associates
RBC Foundation
The Kelty Patrick Dennehy Foundation Trust
Tong & Geraldine Louie Family Foundation
United Way of the Lower Mainland
W.L. Macdonald Law Corporation

\$5,000 – 9,999

Anonymous Donor
BlueShore Financial
Canada Summer Jobs
Comala Technology Solutions Inc.
District of North Vancouver
Morgan Gough
Josh Platzer Society
Peter Kenward
KPMG Foundation
LMS Reinforcing Steel Group
Geoff Mair
Marin Investments Ltd.
Bob Meyer
Lyon H. & Mary Joan Michalson
Bridget O'Grady
Pan American Silver Corp.

Jaynie & Tim Potocky Provincial Employees Community Services Fund
Lotte & John Hecht Memorial Foundation
The Cadillac Fairview Corp. Ltd.
The Leonard T. Assaly Family Foundation
The Wolrige Foundation
Vancouver Canucks Alumni Foundation
Vancouver Foundation
Victor & Anna Kern Foundation
Paddy Wales
Woodfibre LNG Limited

\$1,000 – 4,999

Andrew Mahon Foundation
Anonymous Donor
Anonymous Donor
Esther Chetner
Annie Chou
City of Burnaby
City of North Vancouver
Tim Clapp
Community Foundation Of Whistler
Connor, Clark & Lunn Foundation
District of West Vancouver
Djavad Mowafaghian Foundation
Matthew Girvan
Greygates Foundation
Evelyn Gunn
Bob & Sue Hastings
Len & Gerda Heerema
HSBC Bank Canada
John Hardie Mitchell Family Foundation
Kahn Foundation
Kiwanis Club of West Vancouver
Lawson Lundell LLP
Orbis Investments (Canada) Limited
Raven Foundation

RDH Building Engineering Inc.
Ian & Coleen Ross
Mary Ellen Sanajko
Six Hundred Four
Cindy & Chris Speakman
The Brassneck Brewery
The Hamber Foundation
The VanTel/Safeway Credit Union Legacy Fund
Calvin Tompkins
UMC Charity
Vancouver Fire Fighters' Union Local 18
Vancouver Southsiders
Soccer Supporters Society
Charlotte Wall
James Watson
Wawanesa Insurance
Mark Weinberg
West Vancouver Community Foundation
Wheaton Precious Metals Corp.
Michael R. Williams
WorkSafeBC Employees

\$300 – 999

Simone Aardema
Carol Andison
Frank Anfield
Carmen Angelucci
Anonymous Donor
Anonymous Donor
Jim & Cheryl Atwater
Donald & Alma Bealle
Sandy Biggerstaff
Milena Blagojevic
Maddy Brown
Charles and Lucile Flavelle Family Fund
Commonwealth Holding Co. Ltd.
Concord Security Corporation
Angela Cruz
Abby Dacho
Sean Davis
Neil D'Sena
Dave Elder

Faigen Charitable Foundation
Jacob Froese
Edward Gilling
Martha Guevara-Ibarra
Richard S. Hahn
Linda Holland
Graham & Elizabeth Johnson
Suzanne Lee
Gerald Leonard
Tracy Leroux
Karl A. Maier
Lena Matthews
Darcy & Val O'Shea
Pacific National Exhibition
Lisa Paley
Peter & June Young Legacy Fund
Candace Plattor
Jude Platzer
Rick Podd
Lawrence & Carol Reiche Jr.
Nancy Reid
Richmond Community Foundation
Leo Sauve
Don Sherrah
Stat Search Analytics Inc.
Gina & David Sufrin
Murray Swanson
Laurel Swenson
TELUS Community Affairs — Team TELUS Cares
Lynn Thorsell
Nancy Trott & Ian Hanomansing
Bob Usui
Joanne Waxman
Lois Weber
Paul Whitehead
Eric Wilson
Lisa Yeates
Zacks Family Charitable 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.

REVENUE

	AMOUNT	PERCENTAGE
Fundraising Efforts	\$783,419	53.5%
Vancouver Coastal Health Contract	\$352,824	24.1%
Fees for Service and Training	\$200,800	13.7%
United Way of the Lower Mainland	\$64,921	4.4%
Interest/Miscellaneous	\$61,353	4.2%
Total	\$1,463,318	100.0%

EXPENSES

	AMOUNT	PERCENTAGE
Salaries & Benefits	\$1,092,858	77.4%
Administrative & Fundraising	\$69,237	4.9%
Telecommunications & Technology	\$55,550	3.9%
Building Occupancy	\$49,178	3.5%
Amortization	\$28,600	2.0%
Community Training	\$82,991	5.9%
Volunteer Support & Staff Development	\$20,439	1.4%
Publicity & Advertising	\$12,987	0.9%
Total	\$1,411,840	100.0%

Audited financial statements are available upon request.

Financials

2017 BOARD OF DIRECTORS

Carol Andison, President
Lynn Thorsell, 1st Vice-President
Morgan Gough, 2nd Vice-President
& Treasurer
Jodi Moss, Past President
Sarah Clark
Dan Cox
Mike Giannelli
Bob Meyer
Jude Platzer
Doug Querns

2017 STAFF LEADERSHIP TEAM

Sandy Biggerstaff, MBA, CRM —
Executive Director
Kyle Tiney, CFRE — Director,
Development and Communications
Lu Ripley, MA — Director,
Community Learning and 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 12–24)
www.CrisisCentreChat.ca (ages 25+)

COMMUNITY LEARNING & ENGAGEMENT

Training and Workshop Opportunities:
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
W: www.crisiscentre.bc.ca
Charitable Registration No.: 10699 3322 RR0001

ACCREDITED BY AMERICAN ASSOCIATION OF SUICIDOLOGY