



50 Years of Building
Compassionate, Connected,
Suicide-Safer Communities

ANNUAL REPORT
2018 / 2019



The Crisis Centre of BC

Since 1969, the Crisis Centre has been dedicated to providing help and hope to individuals, organizations, and communities. Spanning the spectrum of crisis support, suicide prevention, and postvention, we engage staff and volunteers in a variety of services and programs that educate, train, and support the strength and capacity of individuals and communities.



We offer:

- Immediate access to barrier-free, non-judgmental, confidential support and follow-up to youth, adults and seniors through our 24/7 phone lines and online services.
- 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, and increase awareness and skills for mental wellness. We engage a community of passionate volunteers. We foster and create compassionate, connected, suicide-safer communities.

Dear friends,

Over the last 50 years Crisis Centre staff and volunteers have helped hundreds of thousands of people in distress. We've prevented suicides and saved lives. We've taken our core philosophy, that people help people, into the community. We've trained youth and adults how to create a calm and compassionate space to talk about suicide. We've trained doctors, nurses, police officers, teachers, social workers, immigrant service workers, and others in the practical compassion needed to talk openly about suicidal thoughts and connect those they work with to effective help.



In the past year:

- We reached over 9,000 youth through workshops and resource fairs, destigmatizing mental health and supporting wellness
- We trained 1,677 adults in emotional well-being and crisis/suicide response, including service providers from BC Emergency Health Services, Fraser Valley Library, Urban Native Youth Association and the Ministry of Children and Family Development
- We completed a major research initiative in partnership with the University of British Columbia on the impact of enhanced follow-up with individuals in suicidal crisis and presented the results of our research at the 52nd Annual American Association of Suicidology conference in Denver, Colorado
- We said goodbye to Sandra Biggerstaff, who served as the Executive Director of the Crisis Centre from 2016 to the end of 2018, and hello to Stacy Ashton, who started on the crisis lines as a volunteer in 1998 and returned as Executive Director at the beginning of 2019.

We've also grappled with what it means to have the capacity to answer over 40,000 calls and chats a year (41,217 between April 1, 2018 and March 31, 2019) and know this isn't enough to respond to a region that generates almost 75,000 calls and chats a year.

Being able to answer **every call and chat** will require more people, more space, and better technology. We are encouraged by the Ministry of Mental Health and Addictions to push to create better access to mental health services, in part through enhancing the Province's crisis line network - a network in which we are a founding partner.

We're strengthened by the commitment and dedication of long-time staff members and volunteers and the passion and energy of those who have recently joined our team. We're encouraged by the continued support we get from the individuals, corporations, and foundations you'll find on pages 11-12.

It takes all of us to provide support for people when they need it the most. In the pages ahead, you'll see how we are working to get the job done.

Together we give hope.

Stacy Ashton

Bob Meyer

Fiscal Date Change

In 2019, the Crisis Centre changed its annual fiscal and reporting cycle. The new reporting dates will be April 1 to March 31.

This Annual Report provides financial and statistical reports on the following calendar structure:

Financial Reporting Dates:

Jan.1, 2018 - March 31, 2019

Statistical Reporting Dates:

April.1, 2018 - March 31, 2019

We are thankful to our staff who have been working hard to make this transition possible, and we are grateful to our funders who have been patient with us during this change.



Distress Services

Our Distress Services Program provides 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 phone lines and online chat services between 12pm and 1am.

Services are delivered by volunteer and paid responders who provide non-judgmental emotional support through risk assessment, collaborative safety planning and short-term follow-up by phone. We also engage emergency rescue services as needed.

We are often the first point of contact for people in crisis or at risk for suicide.

"Merry Christmas to Everyone. Thanks for getting me through the holidays."

TESTIMONIAL



SERVICES INCLUDE:

Vancouver Coastal Regional Crisis Line, (604-872-3311)

- Available to youth, adults, and seniors across our province, 24/7
- 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

310 Mental Health (604-310-6789) and 1-800-SUICIDE (1-800-784-2433)

- Serves British Columbia in collaboration with the communities of Vancouver, in collaboration with the 14 other crisis centres through the Crisis Line Association of BC

YouthInBC.com (ages 12-24)

- Gives youth, and those concerned about them, an opportunity to chat online, confidentially, with a highly trained crisis service responders (noon – 1 am daily) in BC and the Yukon

CrisisCentreChat.ca (ages 25+)

- Allows adults who may not connect with traditional crisis services by phone or in person to chat online with a caring crisis responder (noon – 1 am daily) 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.

PROGRAMS FOR ADULTS AND SERVICE PROVIDERS

Evidence-based and empowering, our educational programs form a critical component of organizations' professional development. In building suicide-safer communities, we engage school staff, health care practitioners, mental health professionals, 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.

"Dealing with emergency calls, including suicide risk, on a daily basis can be challenging, and can result in vicarious trauma, compassion fatigue, and burnout. In attending training with the Crisis Centre, our team learned essential skills in responding to suicide risk, which provided us with knowledge and skills not only to respond more effectively to community calls, but to prioritize and support our own well-being."

Practice Educator, BC Emergency Health Services

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 staff and volunteers, our youth programs are a vital component of school district mental health education.

"My favourite thing about mindfulness is how it helps me with my anger management issues. Sometimes I get so mad that I don't have control over myself, my anger just takes over. But when I meditate it feels like I have better control over myself, and I can make better decisions on what I do next."

Student, Ideal Mini School

Volunteer Powered

Greater Vancouver has a rich and diverse pool of committed and talented people who are passionate about helping others. The Crisis Centre trains and supports these regular yet extraordinary volunteers how to support others through moments of crisis and suicidal distress. Our seasoned volunteers help newer volunteers improve their skills. Our volunteers also teach people in schools and the community skills that increase the chance that someone in crisis will find support when they reach out, wherever they are.

DISTRESS
SERVICES

233

VOLUNTEERS

78,563

HOURS

COMMUNITY
LEARNING &
ENGAGEMENT

86

VOLUNTEERS

2,618

HOURS

INFORMATION
TECHNOLOGY

1

VOLUNTEER

286

HOURS

ADMINISTRATION

6

VOLUNTEERS

230

HOURS



9,000+

youth reached through workshops and resource fairs, destigmatizing mental health and supporting wellness



208

youth gained life skills with our evidence-based mindfulness curriculum



1,677

adults attended training and gained skills to support emotional well-being and respond to distress and suicide



45

adults completed safeTALK Training for Trainers, bringing safeTALK workshops to organizations and communities across North America



360

adults trained in 2-day ASIST workshops to respond effectively to suicide



200+

organizations participated in training, including the Ministry of Children and Family Development, BC Emergency Health Services, and Fraser Valley Libraries



41,217

individuals provided with the support they needed when they needed it through distress services



1,347

youth reached out for support across BC through YouthinBC.com



468

volunteers trained in the Distress Services program



102

Distress Services volunteer training sessions



Answering the call at 1am

by Rudi Araujo

Raj picked up the phone in the middle of the night. On the other end was a struggling woman who needed to share her story.

New motherhood. A sense of distance from her partner. Fractured relationships with her family. A history of trauma. That's a lot to handle in the middle of the night. With a previous suicide attempt in her past, she knew she needed to reach out for help. She was receiving professional support on a regular basis, but at 1am she couldn't reach anyone.

In the middle of the night, only a Crisis Centre responder was available to help.

The caller was dealing with severe postpartum depression. She felt isolated, and angry and depressed. She was afraid she could hurt herself.

Continued...



Raj recognized how delicate this particular call was focused on helping her find ways to cope better in the moment and make it through the night. Over the phone, Raj provided a safe space in which her fears, failures, trauma, and shame could be acknowledged. He validated her conflict, and also her hopes for herself and her child.

Raj started volunteering at the Crisis Centre in September 2015. For him, every call is unique. The experience of talking to a person in distress varies greatly from person to person. Even so, Raj knows that having a safe space for callers to share their reality gets people through to the next day, and that's a powerful thing to do for another person.



Impacting individuals and communities

by Chelsea Carter

Individual impact. Community impact. By training youth and teachers in mindfulness techniques, the Crisis Centre is giving participants the skills needed to build stronger mental health and tighter communities that prevent the likelihood and severity of crisis.

Jennifer Aberman, a program facilitator and long-time practitioner of mindfulness at the Crisis Centre, believes that mindfulness strongly impacts participants because it gives them the ability to create a space for themselves in an ever-crowded society - the space to be creative, evolve, and connect with themselves and those around them.

“Through the sessions, kids and even the teachers are able to build connections and truly be themselves in ways that other facets of school life do not allow them,” Jennifer says. Learning how to develop this space for themselves in everyday life is a key tool learned through the mindfulness course.

Continued...



Youth and teachers alike have noted how they've managed to use the tools to find calm in moments of seeming chaos (i.e. a loud classroom or disruptive home life), relieve stress before important exams, develop stronger bonds with their peers, and deepen understanding of their own emotional needs.

Jennifer says her own life has been impacted by the program. "Because each group is different and we tailor the program to their needs, it keeps me creative, present and connected to the kids in front of me." Innovation, presence and connectedness are core parts of mindfulness and the skills learned through the program.

Jennifer has been a facilitator with the Crisis Centre since June 2017. She offers our Skillfully Responding to People in Distress workshops, which incorporate mindfulness tools to help people become more conscious in conversations, express themselves, and respond effectively to crises. She is a certified safeTALK and ASIST trainer.

Thank you to our donors

APRIL 1, 2018 - MARCH 31, 2019

Visionaries of Hope

\$75,000+

Vancouver Coastal Health

**We acknowledge the support of the
Province of British Columbia**

Stewards of Hope

\$10,000 - \$74,999

City of Vancouver - Community Services
Estate of Kwong Hwei (Kathy) Lam
London Drugs Foundation
Lotte & John Hecht Memorial Foundation
Loyal Protestant Association
Pacific Blue Cross
Paddy Wales
Provincial Employees Community Services Fund
RBC Foundation
United Way of the Lower Mainland

Partners of Hope

\$5,000 - \$9,999

Al Roadburg Foundation
Bob Meyer
Carolyn & Doug Knight
Chris Spencer Foundation
Comala Technology Solutions Inc.
District of North Vancouver
Geoff Mair
Kingfisher Bluez
Leonard T. Assaly Family Foundation
Lyon H. & Mary Joan Michalson
Marin Investments Ltd.
Morgan Gough
Olga Munari
Pan American Silver Corp.
Paypal Charitable Giving Fund
Powerland
Shaman Technical Consulting Services Ltd.
The Cadillac Fairview Corp. Ltd.
The Houssian Foundation
The Wolrige Foundation
Vancouver Foundation
Victor & Anna Kern Foundation
W.L. Macdonald Law Corp.
Woodfibre LNG Ltd.

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. We have excluded donors who do not wish to be identified.

Builders of Hope

\$1,000 - \$4,999

Alice Reed
Andrew Mahon Foundation
Best Buy
BlueShore Financial
Bob & Sue Hastings
Brassneck Brewery
Café Medina
Calvin Tompkins
Charlotte Wall
Chef's Table Society of BC
City of Burnaby
City of North Vancouver
Community Foundation of Whistler
Connor, Clark & Lunn Foundation
District of West Vancouver
Djavad Mowafaghian Foundation
Estate of Margaret Inglis Heuer
Fraternal Order of Eagles Aerie 2638
Great Canadian Casinos Inc.
The Greygates Foundation
Jaynie Potocky
John Hardie Mitchell Family Foundation
Judy King
Kahn Foundation
Lohn Foundation
Mark Weinberg
Marry Ellen Sanajko
Michael R. Williams
Municipal Finance Authority of BC
Neil Smith
Nook Restaurant
Raven Foundation
RDH Building Engineering Inc.
Sandra Biggerstaff
Suzanne Lee
The Hamber Foundation
The Josh Platzer Memorial Fund
UMC Charity
United Way Centreaide
Vancouver Southsiders Soccer Supporters Society
Ventana Construction Corp.
Wawanesa Insurance

Patrons of Hope

\$300 - \$999

Arne Salvesen
Bill & Heather Holmes
Bob Usui
Brian Moul
Brockton Secondary School
Candace Plattor
Carmen Angelucci
Carol Andison
Charles & Lucile Flavelle Family Fund
Darcy & Val O'Shea
Edward Barrett
Edward Gilling
Eric Wilson
Esther Chetner
Faigen Charitable Foundation
Gerald Leonard
Gerry Leonard
Gina & David Sufrin
Graham & Elizabeth Johnson
Ian & Coleen Ross
Jesse Stromquist
Jim & Cheryl Atwater
Joyce & Alexander Douglas
Judy & Ross Dafoe
Juristes Power Law
Kyle Galbraith
Lauren Brem
Lawrence & Carol Reiche Jr.
League
Lena Matthews
Leo Sauve
Lisa Paley
Lisa Yeates
Little Flower Academy
Lois Weber
Maddy Brown
Mahsan Abedi
Martha Guevara-Ibarra
Mel & Geri Davis Charitable Trust
Murray Swanson
Neil D'Sena
Paul Whitehead
Ralph Barrows
Raymond & Evelyn Hazlett
Richard S. Hahn
Richmond Community Foundation
Rick Podd
Simone Aardema
TELUS Community Affairs
Tracy Leroux
WorkSafeBC Employees
Zacks Family Charitable Foundation

Revenue	Amount
Individual Donations	284,846
Corporate Donations	171,411
Grants & Foundations	441,218
Vancouver Coastal Health Contract	477,561
Province of BC - Community Gaming Grant	250,000
Fees for Service and Training	303,110
Interest & Miscellaneous	70,970
TOTAL	\$1,999,116

Expenses	Amount
Salaries & Benefits	1,343,412
Administrative & Fundraising	79,474
Telecommunications & Technology	58,402
Building Occupancy	70,238
Amortization	28,782
Community Training	107,814
Volunteer Support & Staff Development	33,780
Publicity & Marketing	13,086
TOTAL	\$1,735,088

Audited financial statements are available upon request.

Financial Reporting Dates: January 1, 2018 - March 31, 2019 | 15 month period

Board of Directors

Bob Meyer, President

Morgan Gough, Vice President

Brandon Ma, Treasurer

Doug Querns, Secretary

Carol Andison, Past President

Sarah Clark

Dan Cox

Julie Menten

Jodi Moss

Jude Platzer

Rob Wallis

Crisis Intervention & Suicide Prevention Centre of BC
763 East Broadway
Vancouver, BC V5T 1X8

Business Line: 604-872-1811

Fax: 604-879-6216

info@crisiscentre.bc.ca

Canada Revenue Agency Charity Registration Number:
10699 3322 RR0001

BC Society Number:
S-0008255

Staff Leadership Team

Stacy Ashton, MA
Executive Director

Liz Robbins, MS, RCC
Director, Distress Services,
Crisis Operations

Akhila Bliase, MA
Director, Distress Services,
Training & Quality Assurance

Lu Ripley, MA
Director,
Community Learning & Engagement

Sean Davis
Director, Information & Technology

Jeffery Preiss, MATS, MA
Manager, Development & Engagement

