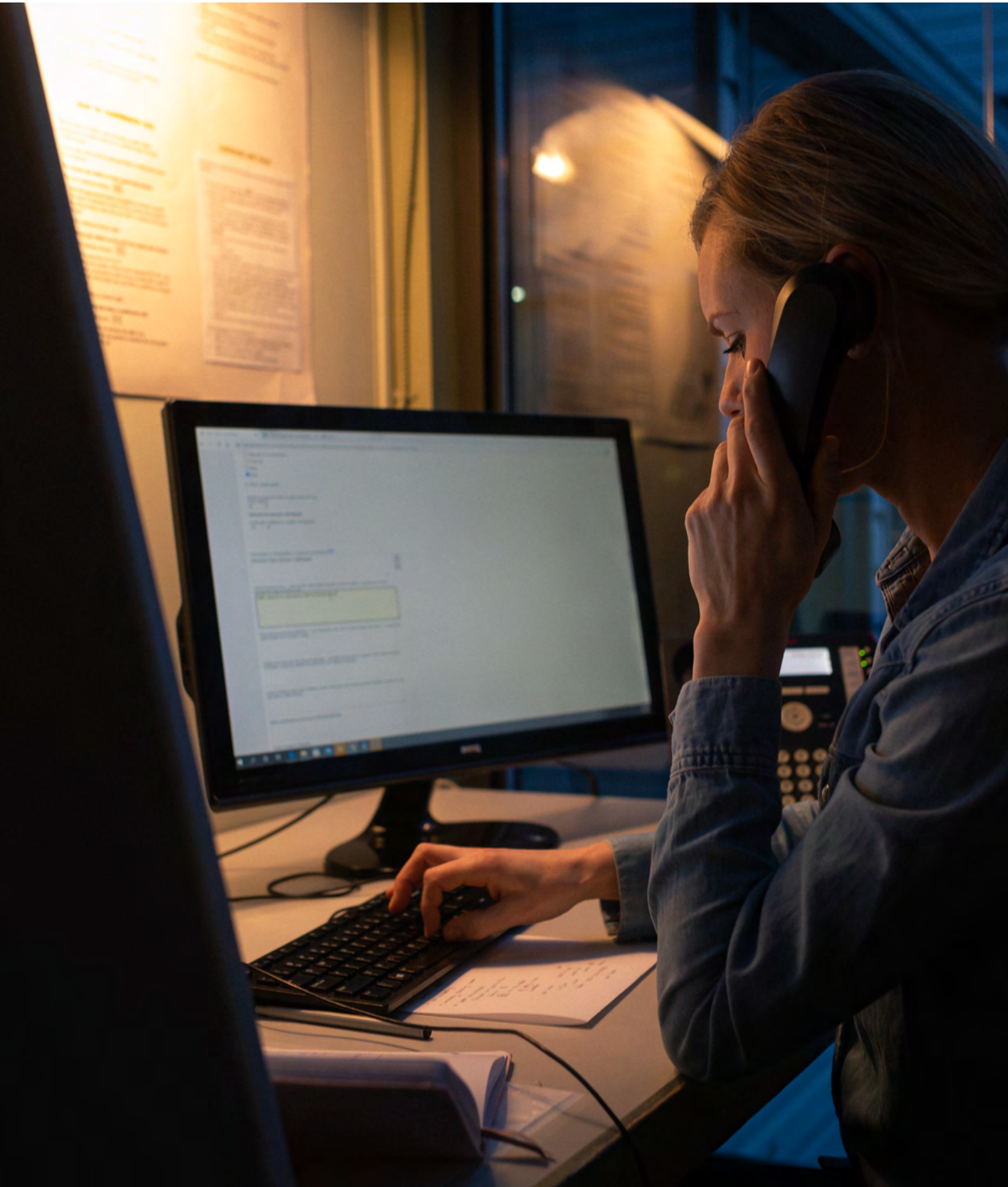


Called to do what we do best
RESPOND TO A CRISIS



Annual Report 2020/2021



A Note About this Annual Report

It has become cliché to use the word “unprecedented” to describe the past year, and we aim to use it as little as possible in this report. The fact remains, however; 2020 and 2021 were unprecedented in our lifetimes.

On March 11, 2020 the World Health Organization declared that a particular strain of a novel coronavirus was the cause of a worldwide COVID-19 pandemic.

Our Annual Report focuses on the period between April 1, 2020 and March 31, 2021. Our stories and statistics reflect a year that none of us expected. It is difficult to compare our 2020/2021 fiscal year with any other year. This Annual Report is a record of how we did what we do best: respond to a crisis.

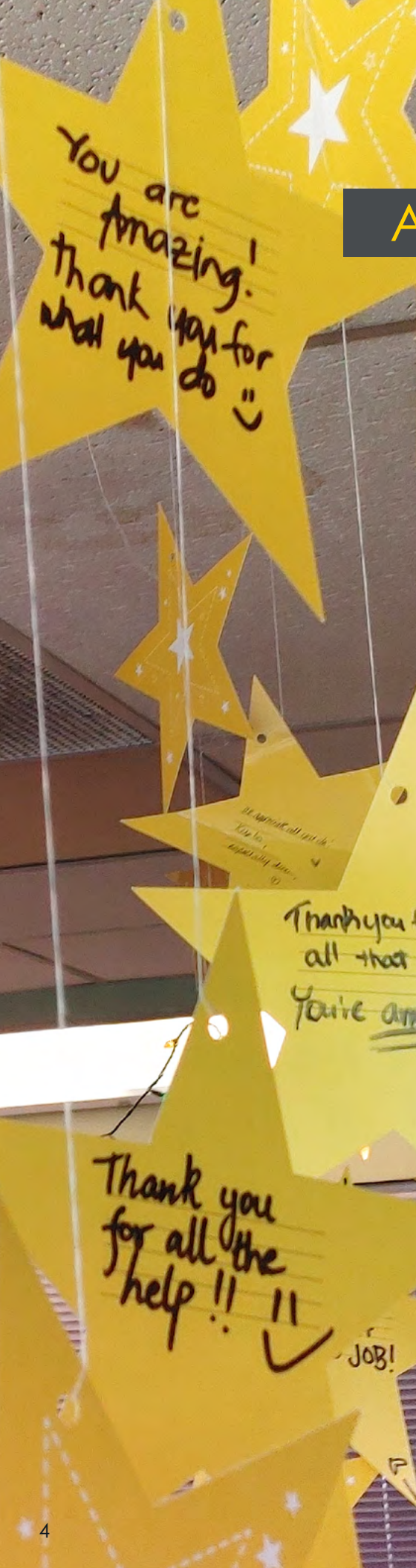
Special thanks to those individuals who worked on stories or other content captured in this Annual Report: Fergus Allen, Chelsea Carter, Thomas Golka, Lindsay Anderson, Rudi Araujo, Oliver Wong, Lu Ripley, Gabriel Mutch, Jeffrey Preiss, and Stacy Ashton.

Content Warning

In this Annual Report, we have included two fictionalized stories based on first-hand accounts of people who have used our services in times of crisis. Please take care when reading. The identities of those involved have been changed to ensure the confidentiality of our services. These stories reflect actual events.

Support is available. If you or someone you know is struggling and needs someone to talk to, we are here for you:

- Vancouver Coastal Regional Distress Line: 604-872-3311
- Anywhere in BC 1-800-SUICIDE: 1-800-784-2433
- Mental Health Support Line: 310-6789
- Sunshine Coast/Sea to Sky: 1-866-661-3311
- Online Chat Service for Youth: www.YouthInBC.com (Noon to 1am)
- Online Chat Service for Adults: www.CrisisCentreChat.ca (Noon to 1am)



About the Crisis Centre of BC

The Crisis Centre of BC is dedicated to providing help and hope to individuals, organizations, and communities.

Our offices are located on the unceded territories of the Musqueam, Squamish, and Tsleil-Waututh nations. We have been in operation since 1969.

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-judgemental, confidential support and follow-up through 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 health. We engage a community of passionate volunteers, and we foster and create compassionate, connected, and suicide-safer communities.

A Letter from the Executive Director and Board President

The spread of COVID-19 as a global pandemic has been the biggest challenge we've ever had to face as an agency, as individuals, and as communities. The Crisis Centre of BC faced the challenge of providing essential frontline support to more folks in crisis, answering more calls and chats, and delivering community-based education and training in a virtual world.

The pandemic highlighted many key learnings:

- Social isolation is painful.
- Emotional distress is nothing to be ashamed of.
- Those with fewer resources found a pandemic harder to deal with.
- We have gaps in our ability to support people through crisis.

We learned about the resiliency of our volunteers and staff across all our programs and services, and that resiliency doesn't mean we won't get tired and need time to recover. Most importantly, we learned that we truly are in this together.

We're proud of what we were able to accomplish together. We're honoured that our funders and donors recognized our work as crucial to weathering the pandemic and responded with increased support.

Our Annual Report focuses on our past fiscal year - April 1, 2020 to March 31, 2021 - and is a snapshot of our successes and challenges.

To all our volunteers and donors - thank you for your generosity of time and money. To all the staff - thank you for your commitment. To all those who reach out to use our education and training programming, the phones, or online through our chat services - we are here for you.

Together, we give hope.



Mark Price
Board President



Stacy Ashton
Executive Director

Crisis Response is not Counselling

By Stacy Ashton, Executive Director

"Crisis response is about getting you back into your thinking mind."



"Counselling is most helpful when you are ready to think."

At some point in our 51+ year history, questions were raised about what to call the volunteers who answered our phones. "Crisis Counsellor" was one of the options proposed.

I thought that was a good idea when I was volunteering on the lines—mostly because I was applying to a Masters of Counselling program and figured the title "Crisis Counsellor" could only help my chances of admission.

Now however I've played both roles: the person answering the crisis line, and the counsellor working with clients who are experiencing suicidal thoughts or recovering from a suicide attempt. I understand what counselling is, and it's not the same as crisis response.

Here's the basic rule of thumb: if you schedule it, it's counselling. A crisis can't be scheduled; when you reach out in a crisis, counselling isn't what you need.

When we are in a crisis state, our minds and bodies go into reaction mode. You've likely heard this a million times—I first learned about it in grade school with a cartoon they showed in class (it involved a lion). Fight, flight, or freeze—each option requires a lot of energy as your body gets ready to stop thinking and start reacting.

Acting without thinking can get us into a lot of trouble. When you find yourself overwhelmed by intense emotion—which can sometimes feel like intense numbness—talking to someone who will just listen is how you turn your reaction back into thought.

Counselling is really helpful in sorting out what to do next in your life. If you are facing a choice, if past events in your life are still painful, if something has happened that changes everything, if you are stuck and beating yourself up over it, or if you feel stuck and angry at other people or the world, counselling can help you think the situation through and find a resolution.

Crisis response is about getting you back into your thinking mind. Counselling is most helpful when you are ready to think.

If you call the Crisis Centre of BC—anytime, 24/7—you won't be talking to a "Crisis Counsellor." You'll be talking to a skilled, valued, and aptly-named Crisis Service Responder, who will help you get through your crisis so you can think clearly again.

PROGRAMS

Programs: Distress Services

Our Distress Services program provides crisis support to vulnerable individuals across British Columbia. We offer services through our 24/7 distress phone lines and online chat services between 12pm and 1am.

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

Services Include

Vancouver Coastal Regional Crisis Line — 604-872-3311

Available to youth, adults, and seniors across Metro Vancouver, 24/7.

Serves the communities of Vancouver, Richmond, North Vancouver, West Vancouver, Sea-to-Sky (Squamish, Whistler, Pemberton), and the Sunshine Coast (Gibsons, Roberts Creek, Sechelt, Powell River).

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

Serves British Columbia in collaboration with other crisis centres through the Crisis Lines Association of BC.

YouthInBC.com (ages 12-24)

Provides youth, and those concerned about them, an opportunity to chat confidentially online with a highly-trained crisis responder (12pm - 1am) 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 highly-trained crisis responder (12pm - 1am) in BC and the Yukon.

Over the past year, a number of changes and shifts took place within the Distress Services program. In fact, the pandemic provided the opportunity to move forward in ways we hadn't previously thought we were capable of, including moving to online training and remote responding. This will, in the future, increase program capacity.

PROGRAM HIGHLIGHTS

- Worked with the Vancouver Public Library Central Branch to install crisis help phones, and developed an online training module to support frontline workers receiving calls from the Library
- Moved the recruitment, information sharing, interviewing, screening, and training for all new volunteers online, and facilitated online workshops for pre-existing volunteers to refine or enhance their skills to respond to the complexity of COVID
- Trained 126 new volunteers after initially postponing a volunteer training group of 28 participants when the pandemic was first declared
- Hired 36 paid Crisis Services Responders, equipping us to answer more calls while having fewer individuals onsite to maintain physical distancing
- Created a new phone and computer technology infrastructure, and transitioned a large office space into a skills monitoring room for basic training

Making a Plan to Get Through Tonight

In the dim light of her desk lamp, Elise picks up her pen, hands shaking. She tried her best, but she just doesn't see how things will get better. This pandemic isn't going anywhere and all the adults keep saying it will get better if they follow the rules, but things just keep getting worse.

Once an honour roll student, Elise has fallen so far behind in her last year of high school that she isn't sure if she will be able to catch up. She's sick of being confused and lost in class or handing in assignments late because of poor internet access at her house. At first, she tried using her phone to follow along, but she wound up going over her data limit. Her parents thought she was on TikTok and yelled at her for wasting money. She tried to explain but they wouldn't listen. Elise broke down in tears.

Elise is sick of trying so hard and getting nowhere. She misses her friends, but she is worried about getting COVID-19 or bringing it home because her diabetic mom is high-risk. She hasn't seen her friends at all since last year. But, if she's honest, she doesn't really want her friends to know her family moved into a basement suite when her mom lost her job. Elise is sick of hearing her parents fight, the noise of her upstairs neighbour's boots, and seeing the neighbour's fence through the windows. She barely leaves their suite these days, and sometimes she thinks she's forgotten what the sky looks like.

If this is what "living" is then living might not be for her.

She touches pen to paper, but actually writing the note is harder than she thought it would be. Her hand shakes as she thinks of her parents reading her final goodbye. She is shaking so much now she loses control of her hand and the pen. It falls and rolls to the edge of her desk over a pile of forgotten papers. A yellow flyer her school handed out last semester catches her eye under the pen. Most of the kids just threw it out but she had kept it just in case.

Elise sniffs and dries her eyes with the back of her favourite sweater; Mickey Mouse smiles mockingly on the front, a memory of their trip to Disneyland for Christmas before the world shut down. She picks up the flyer and contemplates the number, looking between it and her phone.

Content Warning

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Support is available. Contact information can be found on the back cover.

It was past midnight. Elise couldn't call her friends—they hadn't been speaking as much lately. No one had even commented on her last Instagram post. They wouldn't understand and she didn't want to burden them with her problems anyway. Everyone seems to be struggling.

Instead of finding her lost pen, Elise picks up the phone and dials the crisis line number on the flyer. She starts thinking about hanging up when someone answers the phone—"Hello, Crisis Centre."

At first Elise is unsure what to say when Jen asks her what's going on with her tonight. Elise sniffs and responds, "I just didn't know who else to call. I was just feeling really overwhelmed..." She is not sure what else to say. Jen kindly asks her questions, getting her to expand on what has made her feel this way. It's the first time Elise has felt connected to someone else in a while, like she is finally being heard without judgement. She looks at the note on her desk with "Dear Mom and Dad" written on the top. Something inside her bursts.

She begins to tell Jen everything she's been feeling for the past few months. She is talking a mile a minute, and she's not even sure if Jen can understand her through her tears. Jen tries to slow her down, gently interjecting to ask questions and getting Elise to take a breath. It helps. Elise starts to slow down and catch her breath. It feels nice to finally open up to someone; she feels like the weight she's been carrying around for so long is getting a little lighter.

Talking to Jen isn't how she imagined calling the Crisis Centre would be. It is a lot easier and less embarrassing; she feels...relieved. Jen helps Elise understand that what she has been feeling is okay and helps her to realize she isn't the only one feeling this way—a lot of people are struggling. These are hard times. Jen asks Elise if she feels comfortable making a plan so that she can stay safe tonight.

Elise holds the phone to her ear, nods her head, and whispers, "that sounds good." Her shaking has subsided.

Elise looks at the small orange bottle of antidepressants she stole from her parents' medicine cabinet—the ones she had planned on swallowing. With Jen's help, she puts them in another room, out of sight. They decide she will talk to her parents and let them know what she was thinking and how she's been feeling. She will ask them to keep the bottle hidden while they work on a longer-term plan. Jen offers to stay on the line, but they decide instead that Jen will call back in a bit to check-in with her to make sure everything is going all right. Even just knowing that Jen is going to check-in helps Elise feel better.

Calmer now, Elise puts down the phone and lets out a slow breath. She walks down the dark hallway, pauses outside her parents' door, then slowly pushes it open. Her parents are shocked, and her mom even cries a bit, but they listen. They believe her. Everything isn't magically fixed, but Elise doesn't feel as hopeless anymore. With Jen's help, she has made a plan to get through tonight, and with some more help she can make a plan to get through the rest.

** This story is a fictionalized account based on call/chat reports. The identities of those involved have been changed to ensure the confidentiality of our services.*



Community Learning and Engagement

Our evidence-based, trauma-informed programs increase awareness about suicide, strengthen intervention skills, facilitate growth and recovery after a suicide experience, and provide empowering tools to support well-being, stress management, and ongoing resiliency. We work with individuals across the lifespan to support well-being in schools, communities, and organizations.

Supporting Others - Crisis and Suicide Response

- Skillfully Responding to Distress
- safeTALK
- Applied Suicide Intervention Skills Training (ASIST)
- ASIST Tune Up
- Suicide to Hope
- safeTALK Training for Trainers


Supporting Ourselves - Resiliency and Well-being

- Self Care for Mental Health Workshop (youth)
- Mindful Tools for Everyday Living Program (youth)
- Living with Change and Uncertainty (developed in response to community needs during the pandemic)
- Indigenous Mindfulness Project
- Tools for Managing Stress and Burnout
- Free wellness webinars
- Suicide Loss Support

The Community Learning & Engagement team pivoted operations in order to continue offering programming and meet unique needs that emerged during the pandemic.

PROGRAM HIGHLIGHTS

- Shifted to an online format for volunteer training, workshop and course delivery, and suicide loss support groups and events
- Responded to the demand for enhanced wellness programming including development and delivery of the online Living with Change and Uncertainty program for youth and adults, as well as ongoing access to free and low-cost wellness programs
- Engaged in an Indigenous Youth Wellness Project to enhance our relationship with Indigenous agencies and communities as well as to inform our programming



Exercising Your Emotions and Finding Help Should You Need It

High school can be challenging for some—even rough. This makes it all the more important that students be equipped with the tools to seek help if they need it.

“Highschoolers exist in such a pressure cooker environment,” says Aayush Malhotra. “What I tell students is that it is a completely human thing to experience things such as depression, thoughts of suicide, and mental health struggles.”

Aayush is a long-standing volunteer with the Crisis Centre’s youth programming, and regularly leads the Self Care for Mental Health workshop in high schools around the region. The goal is de-stigmatization—talking openly about mental health and encouraging help-seeking behaviour. “It’s completely natural to have days where you’re off. And on those days, there should be nothing standing in your way of getting support,” he says.

Fostering an awareness of the support networks available to youth is, in itself, an exercise in harm reduction, and shouldn’t be limited just to those ‘off’ days. There is, as Aayush explains, “no harm in knowing where to go and having self-care strategies you can implement when times get tough.” Simply knowing where to turn in the event of a crisis situation can make all the difference.

Aayush is currently pursuing a Master of Science in Kinesiology at the University of British Columbia

and, like many of us in the past year, has faced struggles with his own mental health. “I remember in the first term of last year I was having difficulty getting a few assignments in on time because of my mental health,” he says. “I was fortunate because my professors were all very understanding, asking me “Are you getting support?”

“There is no harm in knowing where to go and having self-care strategies you can implement when times get tough.”

He takes a thoughtful pause, then asks, “What about the students out there who don’t know? What if they can’t even name why suddenly they can’t get out of bed in the morning? Or, when they get asked ‘Are you getting support?’ they don’t know where to turn?”

Discussing one’s challenges openly isn’t always easy, and Aayush is quick to acknowledge this. “I usually liken it to going to the gym,” he explains, his kinesiology training showing. “Sometimes it’s difficult to get through a workout, but you feel good afterwards.”

Just as one shouldn’t go to the gym only when their physical health is in crisis, one shouldn’t wait until their mental health is in crisis to talk about it.

Annual Highlights

Our numbers are different this year. We know they cannot be compared with previous reports because we have never experienced anything like this past fiscal year.

When we were asked to “stay home,” with self-isolation and quarantine orders put in place to do our part in slowing down the spread of COVID-19, we responded with what we do best — support individuals and communities in crisis.

We are reporting on the same or similar “buckets” as in previous years for an unprecedented year.



3,818 youth reached through our self-care and wellness programs

↓ from 11,914 due to school closures



11 adults trained in safeTALK Training for Trainers, bringing safeTALK workshops to organizations and communities across North America

↓ from 97 due to reduced in-person workshops



43,269 answered calls and chats providing individuals with the support they needed — when they needed it — through distress services

↑ from 41,770 due to expanded capacity



4,081 adults trained to support emotional well-being and respond to distress and suicide

↑ from 1,907 due to moving workshops online



180 organizations hosted offsite or participated in onsite training, including Urban Native Youth Association, Burnaby School District, Langara College, and Fraser Health Authority

↓ from 300+ due to reduced in-person training



65 participants in our suicide bereavement and suicide loss support programs

↑ from 63



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

↓ from 1,907 due to reduced in-person workshops



990 youth received support through our YouthInBC.com online service

↓ from 1,811 chats answered



115 new volunteers trained in the Distress Services program

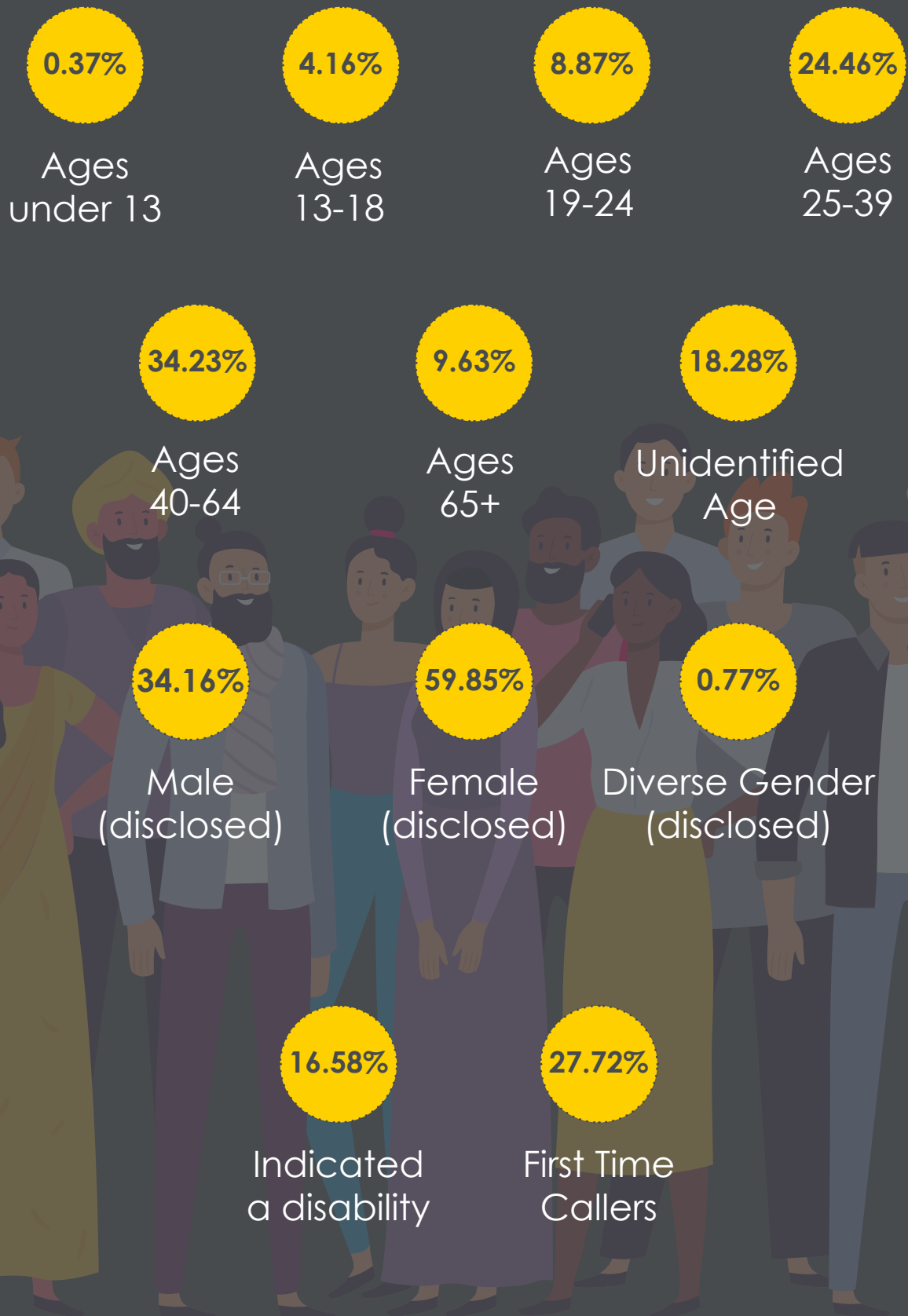
successfully met goals set in the previous year



903 attended free webinars focusing on tools for managing stress, burnout, and well-being

newly designed and delivered in response to the pandemic

CALL AND CHAT DEMOGRAPHICS



Tears of Relief:

What's going on for you today?

Content Warning

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It was just another day in the Lower Mainland. The skies were gray, and the rain came down and gently touched the ground. It was cold but not too cold. Melissa was alone at home, sitting on the couch looking at the tiny people walking up and down the street through her apartment window.

She was trying to read a novel but couldn't concentrate. Her mind started wandering. First, she thought about the cartoons she used to watch on her family's old TV; "Inspector Gadget" was her favourite. Growing up wasn't always easy, but Melissa tried to hold onto special moments, like watching TV at home while her mum baked cookies. Then Sam came to her mind. They are the best partner Melissa could have ever asked for. Her partner is her rock.

All of a sudden Melissa started sweating. She wasn't sure if she was hot or cold. The hair on her arms and the back of her neck stood up. There was this feeling that something was stuck in her throat and breathing seemed harder. Melissa began to think about work, family, friends, bills...the list went on. Anxiety had been her closest companion for years and one that just wouldn't leave her alone, especially in the last couple of months. She began thinking, "Why does everything need to happen at the same time?"

Melissa was overwhelmed with a feeling of danger and doom. Was she really going to hurt herself this time...or worse? She honestly didn't know. She felt unsafe. Melissa hoped that a visit to the hospital would help. While waiting to be seen by a doctor, she heard a nurse whisper, "She can't just threaten to kill herself to get what she wants." Melissa put her head down and cried. No one was listening to her.

When Melissa got home, she went straight into the kitchen. Sam was working from home that day and heard their partner going through the drawers; they were in a meeting and couldn't say hello. Melissa went to the bathroom, sat on the floor, and with a small knife, cut her arm. This was pain she could see and control. From deep within her body came an exasperated sob. Sam leapt from their desk and rushed to Melissa's side. The wounds on her arm were superficial and Sam was able to stop the bleeding, but couldn't do anything to help with Melissa's emotional wounds.

Melissa felt she had tried everything but knew she needed help. She needed to feel heard. She had an insight and thought she knew who could listen to her. At first, she felt disoriented and couldn't think straight. As someone who had been dealing with anxiety and depression for so many years, Melissa was able to stop and breathe. Mindfulness exercises always seemed like a privilege of those who have lots of free time, but it was a powerful tool. She talked to Sam, and they went online and found the Crisis Centre number. Melissa called, and Sam stayed by her side the whole time.

"Crisis Centre. What's going on for you today?"

Melissa took another deep breath. She was still unsure about this call. She knew she needed help, but what could she say to a random person on the phone? She kept quiet.

"Hello? This is Amanda. You can talk to me. I know you called for a reason and I am here for you."

In a calm and welcoming voice, Amanda, the Crisis Service Responder, said what Melissa wanted to hear. Someone was available to listen. Melissa spoke and Amanda heard her. She told her everything that had happened in the last 24 hours.

Melissa explained how whenever she needed help, she would contact the mental health system but was told she was no longer eligible for their services since she moved to another city. She started contacting other local services but all she felt was frustration. Melissa really wanted to talk to a psychiatrist so she could still get treatment with the province's extended health provider, but someone told her they couldn't refer her to one. The past two months had been hard; a lot had happened. Melissa's general practitioner told her to go back on medication, but antipsychotics made her feel depressed and suicidal. Her GP wasn't listening and insisted that no medication would make her feel worse than she already was. She had been to hospitals but had mostly negative experiences. It was like Melissa had been moving forward before, but now all she could see was a big dark hole in front of her, and she didn't know what to do.

Melissa was scared that without a psychiatrist she would lose her disability insurance, and would likely kill herself. She didn't have a set plan but had almost taken action many times. In the midst of all the feelings, Melissa had always been able to call for help before acting.

"It's feeling like you're falling through the cracks and nobody is taking your pain seriously," said Amanda.

"She took the words right out of my mouth," Melissa thought. At first, she was hesitant because Amanda was a complete stranger, but ultimately she felt this was a safe place. The sweating had stopped. It was good to get it all out of her system and talk about her feelings. Amanda seemed knowledgeable and was a great help. Together they explored what supports Melissa had in place already—her partner, Sam, and a counsellor. Amanda invited Melissa to reach out to the Crisis Centre whenever she needed to talk.

The shared emotional connection was very helpful. Melissa felt welcomed and decided that from then on, whenever she was feeling suicidal, she would call the Crisis Centre before calling 911. She was relieved. It felt like she was finally headed towards something positive. She knew her path would still be difficult, but now she had more support. After the call ended, Melissa began to cry. This was the first time in a long time that Melissa's tears were of relief.

** This story is a fictionalized account based on call/chat reports. The identities of those involved have been changed to ensure the confidentiality of our services.*

We're Here for You:

Crisis Centre Volunteers

"We're all on this journey together, we all go through crisis....and every call is something that teaches you something about your own emotions."



Hearing one person say, "I'm here for you" has value. Having the ability to say, "We're here for you" and offering life-saving services to an entire community is powerful.

Countless times over the past year we have been shown "the value of one, the power of many." We have gained a deeper appreciation for the words that helped drive the latest National Volunteer Appreciation Week.

Volunteering at the Crisis Centre of BC truly brings this theme to life.

Our unending mission has been to provide help and hope for individuals, organizations, and communities while being flexible enough to cover the full spectrum of crisis response, suicide prevention, and mental health support. Volunteering has been described as "the glue that holds a community together." It's definitely the glue that holds our work together.

There are plenty of opportunities for volunteers to gain transferable skills and provide meaningful contributions. Megan, a Distress Service volunteer, discovered the profound difference she could make through prioritizing human connections. Her approach to every call was: "We're all on this journey together, we all go through crisis.... and every call is something that teaches you something about your own emotions." Growing this type of mindset is a major benefit that volunteering at the Crisis Centre of BC can offer.

Volunteering can also lead to forming new friends, expanding your network, and improving social skills. It increases self-confidence and combats feelings of personal isolation while bringing a sense of fulfillment to your life.

Bringing a positive attitude, having hope, and possessing a willingness to learn are important traits for volunteering with the Crisis Centre of BC. Education and training is provided so that volunteers are properly equipped for any scenario they might encounter. Volunteers contribute in many ways, from administrative support and leading workshops online and in the community, to answering calls and chats.

Volunteer Highlights

Volunteer Powered

Greater Vancouver has a rich and diverse community of committed and talented individuals who are passionate about helping others.

The Crisis Centre trains and supports these regular yet extraordinary individuals who share their skills as volunteers in administration, on the phone lines and in chat rooms, in classroom and community events, and in training rooms at the Centre.



NUMBER OF HOURS CONTRIBUTED BY OUR VOLUNTEERS IN 2020/2021:

- Distress Services: 20,447
- Community Learning & Engagement: 1,003
- Administration & Office Support: 288
- Development & Communications: 352



Stacy Ashton

Board of Directors

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Alexis Martis – Vice President

Pam Bilusack – Secretary

Brandon Ma – Treasurer

Bob Meyer – Past President

Pany Aghili – Director

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Jeffrey Preiss, MATS, MA – Director, Development & Communications

Shannon McCluskie – Director of Finance

Lu Ripley, MA – Director, Community Learning & Engagement

Liz Robbins, MS, RCC – Director, Distress Services, Crisis Response & Operations

Akhila Blaise, MA – Director, Distress Services, Training & Quality Assurance

Johanna Polkki – Manager of Crisis Response & Operations

Martin Uren – Distress Services Manager, Recruitment & Volunteer Engagement

Alain Bedard-Gibson – Distress Services Training Manager

Donor Acknowledgement

THANK YOU!

We rely on the generosity of our community to ensure we can deliver our life-saving services and programs. We would like to thank all our donors and supporters including those who wish to remain anonymous. Your financial support helps us help others when they need it the most.

www.crisiscentre.bc.ca/donate

Visionaries of Hope \$75,000+

Government of Canada - COVID Funding
Provincial Health Services Authority
RBC Foundation

The Walsh Foundation
Vancouver Coastal Health

Stewards of Hope \$10,000 - \$74,999

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Wheaton Precious Metals Corp.

Partners of Hope \$5000 - \$9999

BC Teachers Federation
BlueShore Financial
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Carolyn & Doug Knight
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Holland Family Charitable Foundation
Marin Investments Ltd.
Northbridge Financial Corporation
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Paddy Wales
Phyllis and Irving Snider Foundation
TC Energy
The Cadillac Fairview Corp. Ltd.
The Houssian Foundation
The Mutual Fire Insurance Company
of British Columbia
Vancouver Canucks Alumni Foundation
West Vancouver Foundation

Builders of Hope \$1000 - \$4999

Allison Scotsman
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Mark Hughes
Mark Price

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RDH Building Science Inc.,
Sherry Christianson
Skana Forest Products Ltd
Southridge School
Sunshine Coast Foundation
Taylor Sloan
Teamsters Local Union No. 155
The Greygates Foundation
The Hutch Fund
The Raven Foundation (Yeates Family)
The Wolrige Foundation
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UMC Charity
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Wawanesa Insurance
Weyerhaeuser Giving Fund
Woodfibre LNG Limited
Yen To

Patrons of Hope \$300 - \$999

Abby Dacho
Alexa Moretto
Alexis Martis
Alexander Castagna
Allan & Sherry Buium
Althea Kaye
Amin Aziznia
AMS Online Holdings
Andrew Weichel

Arne Salvesen
Ascot Resources Ltd
Beverley Green
Bill and Heather Holmes
Brandon Ma
Brian Duncan
Bronwyn Melville
Bryan Hansen
Bryan Slusarchuk

Patrons of Hope \$300 - \$999 (continued)

Canadian Counselling & Psychotherapy Association
Carol Andison
Catherine MacDermott
Charles A. Buchan
Charles and Lucile Flavelle Family Fund
Chin Lung Huang
CIBC
Clive and Carol Holloway
Constance Lynn Hummel
Compensation Employees' Union (CEU)
CSM Education Inc
Cynthia Yen
Dan Cox
Daniel Flatt
Daniel Smith
Denis Richardson
Dwight Bennett
Edward Barrett
Electronic Arts Outreach
Elizabeth Clode
Envirochem Services Inc.
Esther Chetner
Ethical Bean Coffee
Feature Projects Ltd.
Frank Anfield
Gerald Leonard
Goodwyn Enterprises
Graham Isenegger
Holly Chapman
Hong Wong
Ian and Coleen Ross
International Longshore and Warehouse Union, Local 400
James Clinton
Janet Cunningham
Jenny Lyn de la Cruz
Jonathan Buchanan
JR Nightingale Financial Ltd. (Rob Wallis)
Judy and Ross Dafoe
Kim Fronc
Lauren Taylor Illustrations
Lindsay Wilde
Leo Sauve
Lorraine Palmer
Maddy Brown
Maren Schenk
Mark Northcote
Mary Ellen Sanajko
Mel & Geri Davis Charitable Trust
Michael Gibbons
Michael Vasilev
Mike Goetz
Mike Walker
Monica Xu
Nick & Ellen Taylor
Nicki Kahnamousi
North Van Cares
Penelope Soo
Petek Design Studio Ltd.
Philip Harland
Ralph Barrows
Raymond & Evelyn Hazlett
Richmond Community Foundation
Richmond Holdings Ltd.
Robert McLeod
Ronald and Marion Johnston
Roxanne Finnie
S. Stefanon
Sabrina Piovesan
Sandra Almeida
SAP
Sarah Johnson
Shira van den Berg
Sons of Vancouver Distillery Ltd.
Stacy Ashton
Susan Stanley
Swordfern Management Ltd.
Thomas Wittrup
Trevor Hall
Tuong To
United Way Centraide
Vincent Wheeler
Willingdon Church

The Crisis Centre makes every effort to ensure the donor listing is as accurate as possible. If you identify a mistake, please call 604-872-1811. We have excluded donors who have asked not to be identified.

Financials

The Crisis Centre of BC has worked hard to meet the demands for its services and programs. The Centre has successfully pivoted to seek out funding for projects in new areas of significant interest in the past year, and we secured a total revenue of \$2,344,039 to support our frontline work. This takes into account a few new streams of revenue that provided aid during COVID.

The Centre is grateful for its main sources of revenue provided by various organizations, service contracts and fee-for-service programming, foundations, businesses, and individuals. A list of donors is provided in this report.

The Centre also operates with a generous and dedicated volunteer team and would like to acknowledge this value, which is not present in the financial statements. The Crisis Centre's frontline crisis response volunteers are estimated to be a value of \$410,000 per year.

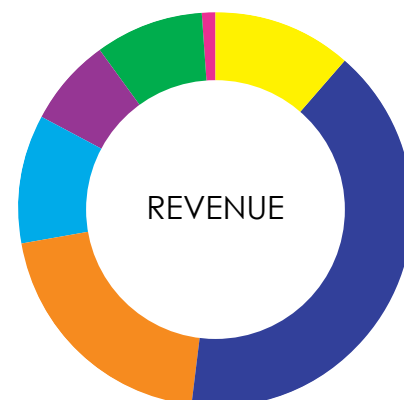
The Centre is a beacon of hope because of dedicated volunteers.



There are costs associated with running the Centre, and these are reflected within the expenses of the financial statement. In 2020/21, the increased demand in services meant an increase to expenses associated with hiring more frontline staff. This increase was supported by COVID emergency funding from various sources.

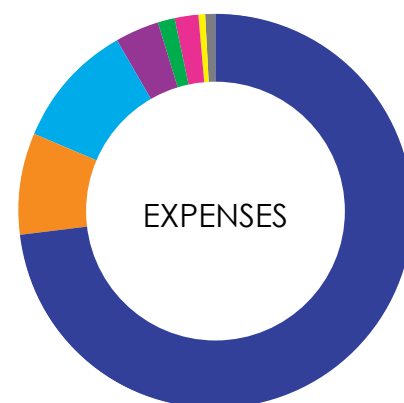
Revenue

Individual Donations	\$ 272,837	11.64 %
Grants, Foundations & Corporate Donations	\$ 946,723	40.39 %
Provincial Health Services Authority / Vancouver Coastal Health Contract	\$ 475,693	20.29 %
Province of BC — Community Gaming Grant	\$ 250,000	10.67 %
Canada Emergency Wage Subsidy	\$ 167,747	7.16 %
Fees for Service and Training	\$ 205,618	8.77 %
Interest & Miscellaneous	\$ 25,421	1.08 %
TOTAL	\$ 2,344,039	100 %



Expenses

Salaries & Benefits	\$ 1,318,057	73.29 %
Administrative & Fundraising	\$ 148,060	8.23 %
Telecommunications & Technology	\$ 187,068	10.40 %
Building Occupancy	\$ 60,698	3.38 %
Amortization	\$ 28,915	1.61 %
Community Training	\$ 35,194	1.96 %
Volunteer Support & Staff Development	\$ 10,241	0.57 %
Publicity & Marketing	\$ 10,126	0.56 %
TOTAL	\$ 1,798,359	100 %



Due to generous donations and COVID emergency funding, we have built up a reserve to carry forward into 2021/22. This reserve will support our capacity to answer more calls, as pressures on our lines continue.

* Audited financial statements are available upon request.

If you or someone you know is struggling and needs someone to talk to, we are here for you:

- Vancouver Coastal Regional Distress Line: 604-872-3311
- Anywhere in BC 1-800-SUICIDE: 1-800-784-2433
- Mental Health Support Line: 310-6789
- Sunshine Coast/Sea to Sky: 1-866-661-3311
- Online Chat Service for Youth: www.YouthInBC.com (Noon to 1am)
- Online Chat Service for Adults: www.CrisisCentreChat.ca (Noon to 1am)



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

Business calls only: 604-872-1811