

ANNUAL REPORT  
2013



# Mission

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

The Crisis Centre accomplishes its mission by providing a continuum of evidence-based crisis intervention and suicide prevention programs including 24/7 Distress Phone Services, Distress Online Services and Community Education Programs.

Emotional crisis in its many forms, from isolation and relationship issues to depression and suicidal thoughts, can impact anyone, at any age, at any time.

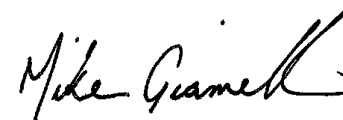
The Crisis Centre is a unique volunteer-based organization, offering free, non-judgmental and confidential crisis intervention and suicide prevention services to individuals across British Columbia.

The Crisis Centre team works around the clock to be available for anyone in crisis. With a dedicated team of 450+ highly trained frontline volunteers, a small group of professional staff and a long list of community supporters, we have increased our services by 164% over the past five years, connecting with over 123,000 individuals in 2013.


The Crisis Centre's vital contribution to our community is made possible thanks to the generosity and commitment of supporters like you.

As we begin our 45th year in operation, the Crisis Centre will focus on increasing our capacity to deliver relevant services. We will accomplish this goal by utilizing the most up-to-date technology, improving e-training and online scheduling for our frontline volunteers, increasing community education workshops and training opportunities and enhancing British Columbians' access to our services.

Your investment in our services strengthens our ability to respond to crisis and helps break the stigma surrounding suicide. Thank you for your continued support.



Mike Giannelli  
*President*



Ian Ross  
*Executive Director*



# Executive Summary

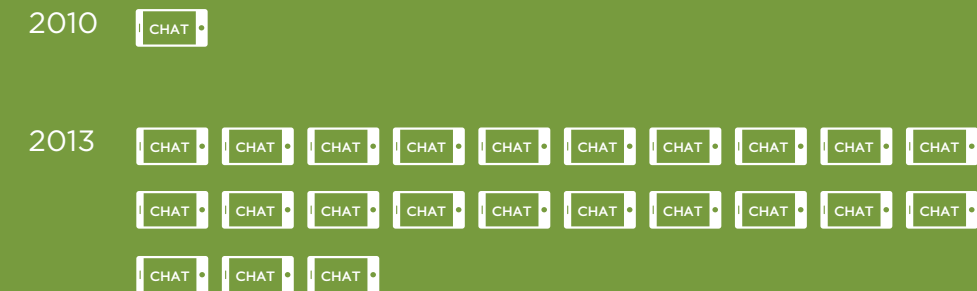
In 2013, the Crisis Centre impacted more than 123,000 lives across BC through 24/7 Distress Phone Services, Distress Online Services and Community Education Programs.

Program Area	2013	2012	2011	2010	2009
Distress Line Calls	29,179	28,562	27,122	27,645	22,454
Online Crisis Chats	7,062	6,297	4,208	3,039	1,983
Crisis Email Outreach	418	543	398	351	162
<b>Total Distress Services</b>	<b>36,659</b>	<b>35,402</b>	<b>31,728</b>	<b>31,035</b>	<b>24,599</b>
YouthInBC.com Unique Visitors	68,704	55,395	51,651	35,561	13,229
CrisisCentreChat.ca Unique Visitors	7,227	2,290	0	0	0
<b>Total Website Unique Visitors</b>	<b>75,931</b>	<b>57,685</b>	<b>51,651</b>	<b>35,561</b>	<b>13,229</b>
<b>Total Youth Wellness Workshop Participants</b>	<b>10,218</b>	<b>10,436</b>	<b>9,568</b>	<b>10,478</b>	<b>8,736</b>
<b>Total Senior Wellness Workshop Participants</b>	<b>295</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Community Members and Service Providers Trained</b>	<b>849</b>	<b>646</b>	<b>391</b>	<b>280</b>	<b>368</b>
<b>Total Individuals Impacted by Services</b>	<b>123,952</b>	<b>104,169</b>	<b>93,338</b>	<b>77,354</b>	<b>46,932</b>

“ ”

Since 2010, there has been an outstanding **2,340% (23-fold) increase** in mobile visitors accessing our websites and chat services. As a result of these growing trends, we worked to re-launch YouthInBC.com, CrisisCentreChat.ca and our Crisis Centre website as mobile compliant in 2013. As of early 2014, we are the only mobile compliant chat service in BC. This new technology offers immediate access to our websites and crisis chats via handheld devices. Suicide remains the second leading cause of death among youth aged 15 to 19 in BC. Improving technology to provide better access to support and intervention is critical in preventing a crisis from escalating into a tragedy.

**Bob Meyer**  
Crisis Centre Board of Directors



**1,424**

young people received free, one-on-one emotional support through our 24/7 Distress Phone Services.

**5,577**

youth at risk received online crisis chat support via YouthInBC.com.

10,218 high school students received an educational workshop aimed at increasing their resiliency and coping skills, thereby reducing the likelihood of suicide and crisis in their schools and communities.

90% of students reported they were better able to help themselves and others after participating in Reaching Out: Suicide Awareness & Response.

A total of 474 youth broke their  
**SILENCE**

and reached out for support to their teacher/school counsellor following this workshop.

80% of high school students who participated in Work Your Mind Muscle: Mindfully Navigating Life indicated they will use these mindfulness-based stress management practices in their daily lives.



“ ”

*I feel very honoured to be able to call myself a Community Education volunteer, as I was one of the thousands of people who utilized the services offered by the Crisis Centre in order to ultimately, save my life. I think the bravest thing I have ever done in my life was telling this particular volunteer that I felt suicidal. I now go into classrooms with a deep understanding of the courage it takes to ask for help, and I always feel so proud when we have empowered a student to believe in their self-worth enough to make the first step in reaching out. At the Crisis Centre, we share a message of hope.*

Kim Sumpter

Crisis Centre Youth Program volunteer

\*Photograph has been changed to respect privacy

“ ”

*When I was on shift, Anne\* called exhausted and in pain, with a lethal dose of pills in her system. Her voice was slurred. She was barely responsive. I kept asking her where she was. Anne vaguely described a bus stop by heavy traffic. I was challenged with directing police to her location. Suddenly, Anne stopped responding. The line was still open though... I could hear the traffic whipping by. I kept repeating her name to get a response. There was nothing. Then I heard a male voice shout out, "Anne, are you okay? Anne?" I heard her attempt to speak to the officer but all that came out was a groan. The line went dead. I knew, at that moment, that Anne was OK. The police had intervened and were taking her to the hospital. This call represents the importance of what we do. We help save lives.*

Roopi Nagra

Crisis Centre Distress Services volunteer

*\*Name and details of caller have been changed to respect privacy*

500

DEATHS BY SUICIDE ARE REPORTED ON AVERAGE EACH YEAR IN BRITISH COLUMBIA.

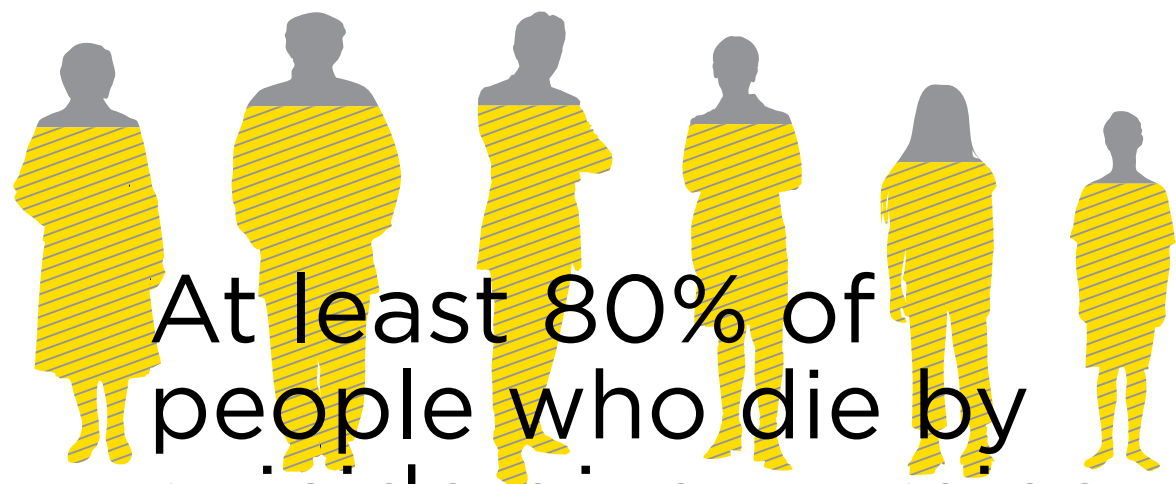
IN 2013...

29,179

people connected with us for support and talked about their issues through our 24/7 Distress Phone Services.

52%

of adult callers and chatters presented Mental Health as their priority concern.



At least 80% of people who die by suicide give warning signs first.

IN 2013...

**849** service providers and community members were better able to recognize and respond to suicide as a direct result of our workshops and training: Applied Suicide Intervention Skills Training (ASIST), SafeTALK, Suicide Awareness and Response and Tools for Responding to People in Crisis.



All participants who attended these workshops and training expressed improved knowledge and awareness of suicide and greater skills and capacity to respond to individuals who may be having thoughts of suicide.

Older adults, particularly older men, have among the highest rates of suicide of all age groups in Canada.

Suicidal behaviour among older adults is more lethal than among other age groups.

Symptoms of depression are common in many older adults who die by suicide, yet often older adults do not seek help and are not treated for depression.

165

community members working with older adults received specific training on suicide awareness and how to respond to suicide among older age groups.

295

older adults were engaged in the wellness workshop "Lightening the Load," focused on emotional and mental wellness and the importance of reaching out for help.

401

older adults accessed one-on-one emotional support from trained volunteers via the Seniors' Distress Line. Relevant training and in-service workshops were delivered to our volunteers to enhance their capacity to respond to older adult callers.

**450** VOLUNTEERS PROVIDED HOPE TO  
OVER **123,000**  
INDIVIDUALS ACROSS B.C.

**64,000**  
VOLUNTEER HOURS WERE CONTRIBUTED  
BY OUR AMAZING TEAM OF VOLUNTEERS.

**\$1.2 million**  
WAS VALUED FROM VOLUNTEERS' TIME ON  
THE FRONTLINE.

“ ”

*My first experience with the Crisis Centre was in September 1988 as a Distress Services volunteer and in 1989 as part of the volunteer training team. In 1991, with increasing family and work commitments, I reluctantly decided to leave as a volunteer... but in the back of my mind I knew I would return one day. After a 22-year hiatus some things have not changed; the wonderful volunteers and the exceptional staff that make the Crisis Centre a success. It is good to arrive back home after a long journey.*

**John Oakley**  
Crisis Centre Older Adult Program volunteer

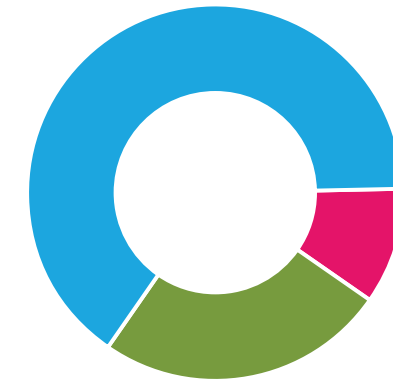
## REVENUES

**\$1,257,147**

### Fundraising Efforts

- + Foundations 9%
- + Gaming 22%
- + Corporations 15%
- + Individuals 8%
- + Service Clubs/Employee Groups 1%
- + Earned Revenue 7%
- + Other Income 3%

**65%**



**United Way of the Lower Mainland**  
**10%**

### Government Contracts

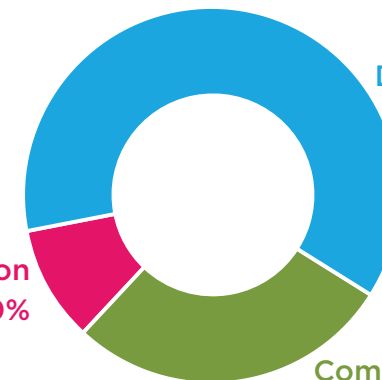
**25%**

- + Vancouver Coastal Health Authority 22%
- + Municipal Governments 3%

## EXPENSES

**\$1,257,077**

**Administration**  
**10%**



### Distress Services Programs

**62%**

- + Regional Phone Services 29%
- + Online Services 24%
- + Provincial Phone Services/Seniors 9%

### Community Education Programs

**28%**

- + Youth Mental Wellness Programs 13%
- + Training for Service Providers/Community 6%
- + Seniors' Wellness Programs 9%

Audited financial statements are available upon request.

## Visionaries of Hope \$75,000+

Hydrecs Fund  
United Way of the Lower Mainland  
Vancouver Coastal Health Authority

We acknowledge the financial support of the Province of British Columbia

## Stewards of Hope \$10,000 – \$74,999

Anonymous Donors  
Bell Canada  
City of Vancouver  
CKNW Orphans' Fund  
Coast Capital Savings Credit Union  
Loyal Protestant Association  
North Growth Foundation  
Pacific Blue Cross  
TELUS Vancouver Community Board  
Richard & Frances Walpole

## Partners of Hope \$5,000 – \$9,999

Anonymous Donors  
Jillian Chilton  
Carolyne Curran-Knight & Doug Knight  
Greygates Foundation  
London Drugs Foundation  
Marin Investments Ltd.  
L.H. (Mike) & Mary Joan Michalson

The 1988 Foundation  
The Wolrige Foundation  
Paddy Wales

## Builders of Hope \$1,000 – \$4,999

Andrew Mahon Foundation  
Ann Claire Angus  
Anonymous Donors  
BC Hockey Benevolent Foundation  
BMO Nesbitt Burns  
Noreen, Dan, Greg & Erica Chow  
City of Burnaby  
City of North Vancouver  
Comala Technology Solutions, Inc.  
Connor, Clark & Lunn Foundation  
District of North Vancouver  
District of West Vancouver  
Morgan Gough  
Hastings Entertainment Inc.  
Hilary's Ride for Mental Health  
Lorie & Peter Hoehne  
Saul Kahn  
Kiwanis Club of West Vancouver  
KPMG Foundation  
Lynn Valley Lions Club  
Wanda Madokoro  
Manulife Financial  
Peggy Mayes  
Maxwell & Gaylene Munday  
Rory North  
Raven Foundation

Ian & Coleen Ross  
Doug Soo  
Takin' Turns  
The Cobalt Hotel  
The Georgina Foundation  
Thomas O'Neill & Associates Inc.  
Vancouver Chinatown Lions Club  
Victor and Anna Kern Foundation  
Charlotte Wall  
West Vancouver Community Foundation  
Michael R. Williams

## Patrons of Hope \$300 – \$999

Carmen Angelucci  
Anonymous Donors  
Jim Atwater  
Edward Barrett  
Mary-Anne Bedard  
Maddy Brown  
Steve Cardwell  
Checkwell Decision Corporation  
Annie Chou  
Abby Dacho  
Judy Dafoe  
Moira Dawson  
Delta Youth Support Line Society  
Dave Elder  
Estate of Ralph Denis Robb  
Charles Flavelle  
Fortis BC Energy Inc.

Mike Giannelli  
Peter & Shirley Gibb  
Edward Gilling  
Martha Guevara-Ibarra  
Richard S. Hahn  
David Hart  
Bob & Sue Hastings  
Constantine & Sarah Hatzipanayis  
Len & Gerda Heerema  
Linda Holland  
James Bennett Pty Ltd.  
JLJ Electrical Services Ltd.  
Graham & Elizabeth Johnson  
Ronald & Marion Johnston  
Norman Kent  
Knights of Columbus (BC) Charity Foundation  
Jim Kratwyk  
Ravi Lally  
Lantic Inc.  
MacDonald Dettwiler & Associates Ltd.  
David Macfarlane  
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Lorraine & John Palmer  
Lawrence & Carol Reiche Jr.  
Wade Richards & Robyn Stewart  
Jon Ronkai

Heike Roth  
Leo Sauve  
C. Danae Slater & Peter Furmedge  
Spargus Industries Ltd.  
Gina & David Sufrin  
Murray Swanson  
TELUS Community Affairs – Employee Giving  
Lynn Thorsell  
Calvin Tompkins  
Nancy Trott & Ian Hanomansing  
United Way Employee Giving  
Bob Usui  
Joanne Waxman  
Paul Whitehead  
Eric Wilson  
Peter Wood

## Special Partnership Acknowledgements

The Kelty Patrick Dennehy Foundation  
Vancouver Foundation

The Crisis Centre relies on people with extraordinary hearts, corporations investing in their community and foundations that build healthy communities who understand the importance of what we do. We would like to thank the following supporters for contributing to our 2013 successes.

We would also like to acknowledge donors who donated in memory of special individuals who touched their lives.

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.

## 2013 BOARD OF DIRECTORS

Mike Giannelli	<i>President</i>
Constantine Hatzipanayis	<i>Past President</i>
Morgan Gough	<i>1st Vice President</i>
David Elder	<i>2nd Vice President</i>
Dr. Annie Chou	<i>2nd Vice President</i>
Jodi Moss	<i>Secretary Treasurer</i>
Keith Cameron	<i>Director</i>
Dr. Shelley Hymel	<i>Director</i>
Rory North	<i>Director</i>
Lani Ng	<i>Director</i>
Bob Meyer	<i>Director</i>
Lynn Thorsell	<i>Director</i>
Ian Ross	<i>Executive Director</i>

## AFFILIATIONS

Canadian Association of Suicide Prevention (CASP)  
Distress Line Network of BC/Canada  
Crisis Line Association of BC  
Community Partner of the United Way of the Lower Mainland

## ACCREDITED BY

American Association of Suicidology

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## DISTRESS PHONE SERVICES

*Available 24 hours a day, 7 days a week*

Distress Line (604) 872-3311  
1-800-SUICIDE 1-800-784-2433  
Seniors' Distress Line (604) 872-1234  
Mental Health Support Line 310-6789

## DISTRESS ONLINE SERVICES

*Available noon-1 A.M., 7 days a week*

[www.YouthInBC.com](http://www.YouthInBC.com) (ages 12-25)  
[www.CrisisCentreChat.ca](http://www.CrisisCentreChat.ca) (ages 25+)

## COMMUNITY EDUCATION

*Training and Workshop Opportunities*

[www.crisiscentre.bc.ca](http://www.crisiscentre.bc.ca)

## Crisis Centre

763 East Broadway

Vancouver, BC V5T 1X8

T: (604) 872-1811 F: (604) 879-6216

E: [info@crisiscentre.bc.ca](mailto:info@crisiscentre.bc.ca)

## Charitable Registration #:

10699 3322 RR0001

[www.crisiscentre.bc.ca](http://www.crisiscentre.bc.ca)

