



**ANNUAL REPORT**

**2022 / 2023**

# ABOUT THE CRISIS CENTRE

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

We are proud to care for residents living in the communities of Richmond, Vancouver, North Shore, Sea-to-Sky Corridor, Sunshine Coast, Powell River, Bella Bella and Bella Coola located within the traditional territories of the hł̓zaqv wáwís (Heiltsuk), Kitasoo, Xai'xais, Líl'wat (Lil'wat), x̣ẉməθkʷəỵəm (Musqueam), N'Quatqua, Nuxalk, Samahquam, shíshálh (Sechelt), Skatin, Sḳẉx̣ẉú7mesh Úxwumixw (Squamish), ƛ̓aʔəmen (Tla'amin), səlilwətaʔ (Tsleil-Waututh), Wuikinuxv, and Xa'xtsa.

We have been in operation since 1969.

Spanning the spectrum of crisis support, suicide prevention, and postvention, we engage staff and volunteers in various 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, and confidential support through 24/7 phone lines and online services, including follow-up support
- 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 while fostering and creating compassionate, connected, and suicide-safer communities.

## Content Warning

Our Annual Report contains stories and information that might be difficult for some readers. Support is available. If you or someone you know is struggling and needs someone to talk to, we are here for you:

- Anywhere in BC 1-800-SUICIDE: 1-800-784-2433
- Mental Health Support Line: 310-6789
- Online Chat Service for Youth: [www.YouthInBC.com](http://www.YouthInBC.com) (Noon to 1am)
- Online Chat Service for Adults: [www.CrisisCentreChat.ca](http://www.CrisisCentreChat.ca) (Noon to 1am)

## ANNUAL REPORT CONTRIBUTORS

Thank you to everyone whose contributions made this report possible: Akhila Blaise, Effie Pow, Elizabeth Robbins, Gabriel Mutch, Jeffrey Preiss, Lina Moskaleva, Lu Ripley, Mark Sheehan, Pebbles Willekes, Stacy Ashton, Stephanie Quon

# LETTER FROM THE EXECUTIVE DIRECTOR AND BOARD PRESIDENT

Dear Friends of the Centre,

We are thrilled to share the remarkable progress and accomplishments achieved with your support over the past year. Our commitment to integrating crisis lines into a province-wide crisis care continuum and delivering seamless and effective crisis services for all British Columbians has driven us forward, building valuable partnerships and engaging with different levels of government.

Here are some of the notable highlights from 2022/2023 that demonstrate our impact:

- We strengthened our collaboration with the Canadian Mental Health Association of BC, furthering our shared goals for a crisis care continuum that leans into community-led crisis response.
- We had meaningful discussions with municipal leaders across the province to better understand their communities' unique needs and explore how a mental health crisis care continuum can be tailored to support them effectively.
- We presented recommendations to Provincial Select Committees, influencing the Provincial budget and highlighting the need for a suicide prevention lens in responding to the deaths from the toxic drug supply.
- We developed robust change management procedures to ensure a smooth transition to a shared call centre for all BC crisis centres.
- We took a lead position in the BC Crisis Line Network and the BC Health Coalition to coordinate our efforts to improve crisis care services across BC.
- We implemented a new suicide response training curriculum at Douglas College, equipping more future professionals with essential skills to save lives.

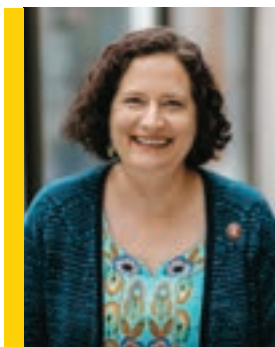
These achievements are a testament to the dedication and skill of our incredible volunteers, staff, donors, funders, and community supporters. Your unwavering commitment has propelled our mission forward, fostering a community that recognizes the signs of suicide, offers support when it is most needed, and provides effective and compassionate resources.

We have a lot of work ahead of us if we are to overhaul systems of care for individuals experiencing suicidal crisis and change how our governments and communities approach crisis care. Your continued support will be instrumental in advancing frontline services and integrating crisis care programs throughout the province to meet growing demand.

On behalf of the Crisis Centre of BC, we want to express our deepest gratitude for your steadfast support. Together, we are transforming the landscape of crisis care in our province, ensuring that individuals receive the compassionate support they deserve. With hope and resilience, we forge ahead, inspired by your generosity.

Thank you for being an essential part of the Crisis Centre's journey.

Sincerely,




A handwritten signature in black ink that reads "Stacy Ashton".

Stacy Ashton  
*Executive Director*



A handwritten signature in black ink that reads "Alexis Martis".

Alexis Martis  
*Board President*



# 92% OF BRITISH COLUMBIANS WANT 9-1-1 TO REFER MENTAL HEALTH CALLS TO CRISIS LINES

Are we sending the right people into crisis situations when a crisis hits? Many news stories have highlighted long waits for police and ambulance response alongside stories of over-response by police to mental health crises. With climate emergencies and pandemic aftermath driving a need to conserve in-person interventions, it shouldn't be a surprise that a Crisis Centre of BC survey found that 92% of British Columbians support a fourth option for 9-1-1: mental health crisis services.

"Unlike other 9-1-1 dispatch options, a crisis line focuses on de-escalating the situation before sending an in-person team. 98% of crisis calls can be resolved over the phone - why wouldn't we try that first?," says Crisis Centre of BC executive director, Stacy Ashton. "We routinely talk to folks in the midst of panic attacks, psychotic episodes, and suicidal crisis to help them get back in control of their own lives, without police or hospital intervention."

Most 9-1-1 mental health calls are made by a "third-party": people who are concerned

about family members, neighbours, colleagues, or strangers. When sent to 9-1-1, these calls prompt wellness checks from police – but crisis lines have capacity to reach out on behalf of others.

**...If the only phone number you can remember while you are in crisis is 9-1-1, you should be able to connect to a crisis line that way...**

Crisis Centre's volunteers do outreach calls to people others are concerned about, without needing to respond in a police car. Police may be an appropriate resource when crime or violence is involved, but people in a mental health crisis are rarely violent, especially when we collaborate with

them towards solutions rather than demand compliance.

Nationally, Canada is introducing the 9-8-8 Suicide Crisis Helpline, a great way to connect directly to crisis response, and BC's crisis centres can answer this line this line too.

"But, if the only phone number you can remember while you are in crisis is 9-1-1, you should be able to connect to a crisis line that way," says Ashton, "Reaching out for help should be easy and intuitive."

# WORKING TO CHANGE SYSTEMS

The Crisis Centre of BC's leadership, in partnership with the BC Crisis Line Network, are actively involved in meeting with government representatives, community agencies, and advocacy groups. Through these efforts, we hope to bring about change to the systems we work in and ensure British Columbians receive the right kind of mental health crisis and suicide intervention care.

## MUNICIPALITIES

The Crisis Centre of BC and the BC Crisis Line Network have been working with municipal governments throughout the province towards changing the following systems:

- Relationships between mental health crisis and police response
- Emergency and climate disaster response
- Encampment and crisis response

## PROVINCIAL GOVERNMENT

Crisis Centre of BC executive director, Stacy Ashton, was appointed to serve as the Chair of the BC Crisis Line Network in January of 2022. The Network coordinates the efforts of ten crisis centres across BC to respond to the increased demand for crisis services. The Network has worked closely with and made recommendations to:

### **Provincial Ministries**

- Ministry of Health
- Ministry of Transportation and Infrastructure
- Ministry of Mental Health and Addictions
- Ministry of Jobs, Economic Recovery, and Innovation
- Ministry of Public Safety
- Ministry of Advanced Education and Skills Training

### **Parliamentary Committees**

- Select Standing Committee on Health: Examining the urgent and ongoing illicit drug toxicity and overdose crisis
- Standing Committee on Finance: Budget 2023 Consultation

### **Served as subject matter experts for:**

- *Safer Suicide Care Knowledge Exchange (August 2022)*  
Symposium hosted by CMHA BC to facilitate conversations between health care providers and people with lived and living experience regarding suicide prevention and care
- *Youth Suicide and Self-Harm Working Group (YSSH WG)*  
Inter-ministerial working group of the B.C. Injury Prevention Committee
- *BC Rural Health Network*  
Meetings with the BC Rural Health Network to work towards wrap-around a mental health crisis care system with equitable access for British Columbians in rural and remote communities

- *BC Health Coalition*  
BC Crisis Line Network was appointed to the BC Health Coalition steering committee. The Coalition champions a strong public health care system that is available to all British Columbians
- *Community Collaborative Table Meeting*  
Working group consisting of members from the Vancouver Division of Family Practice, Urgent and Primary Care Centres, BC Association of Clinical Counsellors, and the BC Association of Social Workers working toward the inclusion of suicide intervention in counselling and ensuring access to counselling from primary care settings
- *Social Services Sector Roundtable Reference Group*  
Reference group advocates with the Provincial Government to decolonize the social services sector, create reliable funding for the administrative infrastructure of organizations, and redefine how the government and the community social service sector work together

More information about our efforts to change the systems we operate in and improve the quality of mental health care for British Columbians can be found on the Network's website at [www.bccrisislinenetwork.ca](http://www.bccrisislinenetwork.ca)

## FEDERAL GOVERNMENT

The Crisis Centre of BC and the BC Crisis Line Network partners have been working towards an appropriately funded national suicide and crisis response line for over a decade.

The Network joined with the Canadian Mental Health Association (CMHA), Mood Disorders Canada, and others in working with the Public Health Agency of Canada and the federal Ministry of Mental Health and Addictions to achieve equitable access to mental health care and implement a mental health crisis response system that covers the person in crisis from first response to crisis resolution.

## MEDIA

The Crisis Centre of BC and the BC Crisis Line Network have been recognized as a trusted source of information by established media sources such as:

CBC, Global News, CTV News, The Tyee, Vancouver Sun, The Globe and Mail

# DISTRESS SERVICES

Our Distress Services program provides crisis support to vulnerable individuals across British Columbia. We offer services through our distress phone lines (24/7) and online chat services (noon to 1AM daily).

Highly-trained volunteers and staff responders provide non-judgemental emotional support through risk assessment, collaborative safety planning, and short-term follow-up. We engage with the appropriate emergency services when an in-person intervention is essential.

## SERVICES INCLUDE

### Vancouver Coastal Regional Crisis Line

**604-872-3311 or toll free 1-800-872-3311**

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

Services 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)**

Serve British Columbia in collaboration with other crisis centres through the BC Crisis Line Network.

### YouthInBC.com (ages 12-24)

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

### 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 in BC and the Yukon (noon to 1AM daily).

## PROGRAM HIGHLIGHTS

Over the past year, our Crisis Services Responders (CSRs) performed 9.2% more Suicide Risk Assessments than last year. However, despite this rise, the percentage of those suicide-related contacts that resulted in intervention involving the police have decreased by 27.5%. Callers highly value safe and effective alternatives to police response, which our team accomplishes through collaborative planning and building relationships with our callers.

Our 2022/23 statistics show we answered and made 46,043 calls, which was less than in 2020/21 and 2021/22. The chart on the next page shows our demand and capacity over the past five years, and points to a better future.

In 2023, our intakes of new volunteers returned to pre-pandemic levels, allowing us to engage with a broader pool of crisis services responder volunteers than was possible over the past few years.



**98** new volunteers trained in the Distress Services program



**11,382** Outreach/Follow Up (Calls & Chats)

↑ increased by 3,075



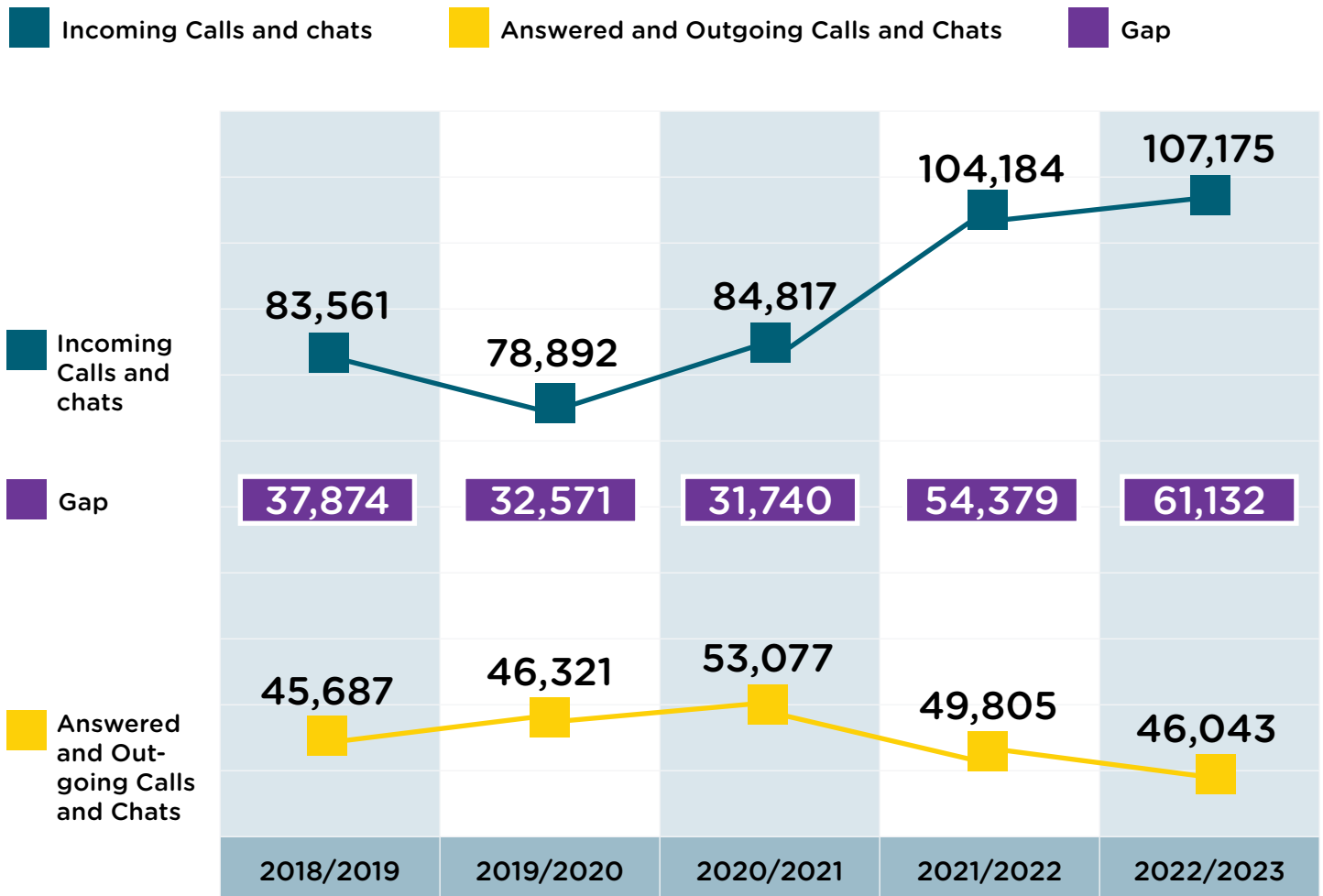
**501,288** Minutes of Talk Time Calls & Chats, Incoming & Outgoing

↓ decreased by 95,741



## CALL TRENDS 2018/19 TO 2022/23

The chart below shows our overall demand against our overall activity over the last five years. The next five years promises to revolutionize our numbers: the calls we are not able to answer will flow into a network of centres coordinated by the BC Crisis Line Network and Provincial Health Services Authority's Crisis Line Enhancement Project.



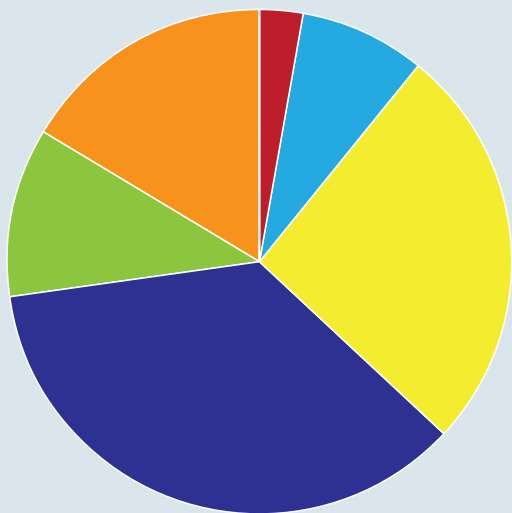
Prior to 2018, we were receiving over 100,000 calls a year and answering less than half of them. From 2018 to 2020, we worked closely with the Vancouver Coastal Health mental health teams and other crisis centres to connect our most high-volume callers to ongoing support.

In April 2020, the COVID-19 pandemic began. From 2021 to 2023 we saw rapid growth in demand for services from every demographic. Provincial and Federal COVID-19 surge funding helped us increase our capacity to answer calls and chats while longer calls and more follow-up impacted the number of calls we could answer.

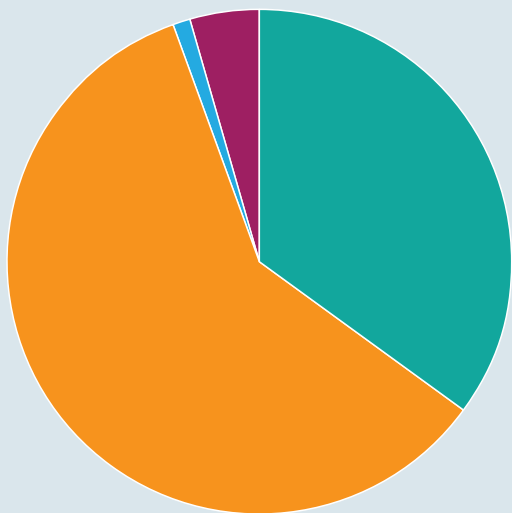
Coming into the 2022/23 fiscal year, we focused on rebuilding our volunteer intake and preparing to move into Provincial Health Services Authority's shared call centre. Sharing calls will mean that we can ensure the calls we are not able to answer, get answered by other call responders across the province.

Keep up-to-date on our progress by [subscribing to our newsletter!](#)

# CALL AND CHAT DEMOGRAPHICS



● Ages 0-12	0.20%
● Ages 13-18	2.69%
● Ages 19-24	7.95%
● Ages 25-39	26.29%
● Ages 40-64	35.73%
● Ages 65+	10.83%
● Unknown Age	16.30%



● Male (disclosed)	35.21%
● Female (disclosed)	59.47%
● Diverse Gender (disclosed)	0.99%
● Unknown	4.33%

- Indicated a disability 10.30%
- First Time Callers 23.68%
- Previous Callers 69.27%

- Percent of calls or chats that included a suicide risk assessment 20.71%

# I'M GLAD YOU'RE HERE

## WHAT TO SAY TO SOMEONE

### WHO HAS ATTEMPTED SUICIDE

What do you say to someone who has attempted suicide? Overcoming a suicide attempt is challenging – both for the person who experienced it and for those in the person's life. When we love someone, it's terrifying to think of life without them, and our fear of making things worse can get in the way of connection and healing.

"The difference between just one attempt and many more is the experience itself and how the experience is integrated. What is the meaning behind the attempt?" reflects Jessica Wolf Ortiz, Bereavement Coordinator at the Crisis Centre of BC. "A suicide attempt is always a communication – we need to be able to talk openly about suicide and suicide attempts for the healing journey to happen."

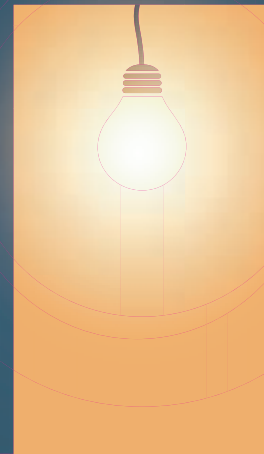
To help folks learn how to talk about pain and suicide and how to help someone recover and heal from a suicide attempt, the Crisis Centre organized the "How to Support Someone Who's Attempted Suicide" webinar.

"There might be a fear in those around someone who has attempted suicide to talk about suicide or to talk about pain. Because if I talk about pain, I might make things worse, so I just don't talk about it... A balanced approach is needed: being able to talk about it without being over vigilant," says Ortiz. "I tend to say that suicide is like a monster under the table – when we shine light on it, it's not as scary, it's more manageable."

By listening to survivors and those affected by suicide, sharing resources, and advocating for systemic changes in suicide prevention, the Centre strives to create a future where every person experiencing suicidal thoughts feels supported and finds hope.

"We need to have open conversations about suicide for suicide to be prevented," says Ortiz. "The more comfortable we feel talking about this topic, which might make us uncomfortable, the more lives will be saved."

"A suicide attempt is always a communication – we need to be able to talk openly about suicide and suicide attempts for the healing journey to happen."





# COMMUNITY LEARNING & 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
- Suicide Awareness for Everyone
- safeTALK
- safeTALK Training for Trainers
- Applied Suicide Intervention Skills Training (ASIST)
- ASIST Tune-Up
- Customized Suicide Response Training

## SUPPORTING OURSELVES RESILIENCY AND WELL-BEING

- Self Care for Mental Health Workshop (youth)
- MindFlip - Brain Science Tools for Everyday Living (youth)
- Real Talks (youth)
- Wellness and Resiliency - courses, workshops and webinars
- Suicide Loss Support

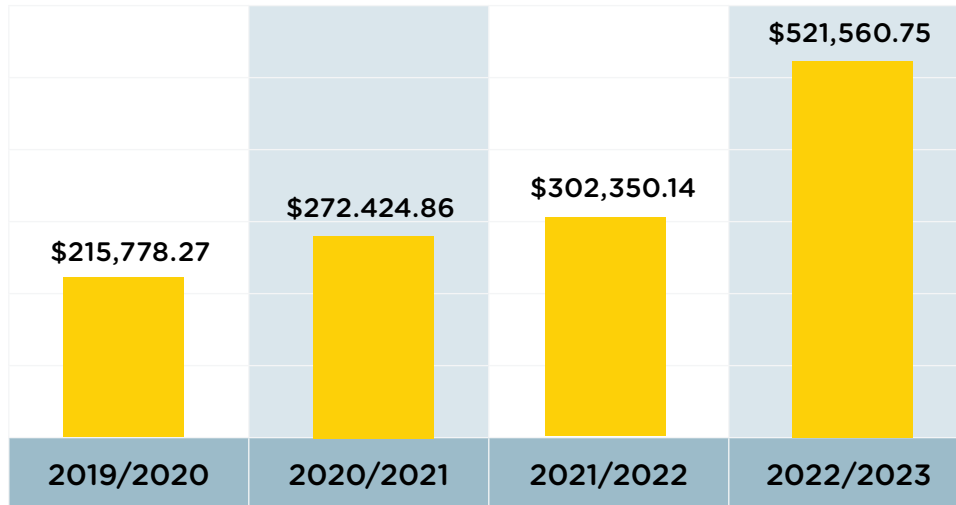
## PROGRAM HIGHLIGHTS

- Developed a new online program called Mind Flip: Brain Science Tools for Everyday Living which is free to access across BC and developed for and by youth
- Launched a new scalable wellness modules program for live and self-paced sessions - allowing people easy access to valuable skills to help deal with life's challenges, stress, burnout, and compassion fatigue
- Grew our suicide bereavement programming to include community-based healing sessions and the Cup of Tea for the Soul series allowing us to increase support for those impacted by suicide loss
- Expanded our customized suicide response offerings including an online workshop for agencies and developed a pilot education program for Douglas College's Therapeutic Recreation program

Please [visit our website](#) to learn more and register for our training programs and workshops.

## EARNED REVENUE

Our Community Learning & Engagement team has been rapidly expanding our learning offerings. Our 2022/2023 earned revenue for training programs was 1.5 times higher than the revenue earned in 2019/2020. This earned revenue is invested directly back into Crisis Centre programs and services, such as the youth and bereavement programs.



## COMMUNITY LEARNING & ENGAGEMENT HIGHLIGHTS



**6,719** youth reached through our self-care and wellness programs

↑ increased by 225



**4,881** adults participated in emotional well-being programs, and respond to distress & suicide training

↑ increased by 87



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

↑ increased by 14



**213** participants in suicide bereavement and suicide loss support programs and events

↑ increased by 138



**1,849** Service providers and community members trained in suicide response including through ASIST, online suicide response training and safeTALK

↑ increased by 903



# IMPLEMENTING SUICIDE RESPONSE TRAINING AT DOUGLAS COLLEGE

The Crisis Centre of BC is dedicated to preparing future helping professionals to understand suicide intervention and be prepared to respond skillfully in crisis situations. Effective suicide intervention requires confidence to recognize suicidal thoughts, speak directly about suicide, and help ensure safety by building a person's connection to resources in their community.

In the spring of 2022, the Crisis Centre partnered with Douglas College's Therapeutic Recreation program, which prepares graduates to use leisure activities to support the health, wellbeing, and quality of life of individuals. Janice Spencer, a faculty instructor from the program, reached out to the Centre with the idea of developing a course in suicide response training to be part of the program curriculum.

"The Crisis Centre of BC was very responsive to my inquiry and together we designed a format for delivery for students in on-line and in-person undergrad programs," said Spencer. "The content from the Crisis Centre is well-paced and practical. Students have increased knowledge and competence about suicide awareness and response and they now have a strong connection to the Crisis Centre in their future professional practice."

Lu Ripley, Director of the Centre's Community Learning & Engagement team, shared: "We want future human services leaders to be able to respond to suicide. It can be challenging for many to talk about suicide, and this curriculum makes space for students to reflect on their attitudes and feelings, and how this also might fit into their cultural experiences."

The course developed for the Douglas College Therapeutic Recreation program includes:

- Discussion of how the stigma surrounding suicide impacts both people in the helping professions and people with thoughts of suicide
- How to recognize signs of suicidal ideation, the importance of starting direct conversations about suicide, and how to connect individuals with other resources that can help build safety
- Opportunity for students to reflect on their own feelings and attitudes concerning suicide
- Question and answer period, practice scenarios, and a case study

So far, the feedback about the training has been exceptionally positive: 50 percent of students rated it a ten out of ten on usefulness, with the other 50 percent giving an eight or a nine rating. Students reported that the combination of the asynchronous and synchronous portions had been helpful for learning how to apply their skills by having an opportunity to reflect on the content during the recorded session and practice during the live session. As one student stated, "It was a useful module because it gave me confidence and understanding in how we can respond [to suicide thoughts] and how to provide resources."

"The training was economical and easy to insert into the curriculum, and we are hoping to learn from this to expand it to other programs like Nursing and Child and Youth Care," said Ripley who wants to expand the collaboration to include other programs at Douglas College, as well as other colleges.

# 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 2022/2023



## Examples of the services volunteers provide in each department

### Distress Services:

- Respond to individuals in distress and concerned community members through phone and chat services
- Create collaborative safety plans with individuals needing support
- Provide training and support to new volunteers

### Community Learning & Engagement:

- Facilitate the Self-Care for Mental Health workshop with youth in classrooms
- Attend youth conferences and events
- Support community trainings at the Crisis Centre

### Administration & Office Support:

- Research and data entry
- Update documents and spreadsheets
- Help with mail-out campaigns
- Sort, organize, and file digital and physical documents

### Development & Communications:

- Assist with research and development of campaigns
- Produce and film promotional and educational videos
- Write and edit articles

Please [visit our website](#) to learn more about volunteer opportunities at the Centre.



# THANK YOU!

We rely on the generosity of our community to ensure we can deliver our lifesaving 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](http://www.crisiscentre.bc.ca/donate)

## **VISIONARIES OF HOPE \$75,000+**

Provincial Health Services Authority  
The Walsh Foundation

## **STEWARDS OF HOPE \$10,000 - \$74,999**

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City of Vancouver  
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## **BUILDERS OF HOPE \$1,000 - \$4,999**

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Daphne Francis	Lynn Thorsell	United Way of Calgary and Area
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Foundation	Michael R. Williams Foundation	Foundation
District of Sechelt	Mike Goetz	Westshore Terminals
Djavad Mowafaghian	Nicki Kahn moui	Weyerhaeuser Giving Fund
Foundation	North Shore Community	Woodfibre LNG Limited
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Enbridge Inc.	Peter & June Young Legacy Fund	
Great Canadian Entertainment	Peter Kenward	
Hospital Employees' Union	PUR KIDS Foundation	

## **PATRONS OF HOPE \$300 - \$999**

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Hardy Sales Ltd.	Nadia Tavakoli	Vincent Wheeler
Harper Grey LLP	Patricia Crowe	

We strive to ensure our donor information is as accurate as possible. If you see an error, or if you were missed, please contact us: [development@crisiscentre.bc.ca](mailto:development@crisiscentre.bc.ca)

# LEADERSHIP

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Melisa Foster – Director

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

Shannon McCluskie, CPA, CMA – *Director of Finance*

Tamara Guyon – *Office Manager*

Lu Ripley, MA – *Director of Community Learning & Engagement*

Mark Sheehan, MSc – *Manager of Client Services and Operations*

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

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

Nicole Roussos – *Manager of Crisis Response & Operations*

Thaddee Bergler – *Manager of Distress Services Training & Quality Assurance*

Gabriel Mutch – *Manager of Distress Services Transition*

# FINANCIAL REPORT 2022/23

The Crisis Centre of BC has worked hard to meet the demands for its services and programs. By exploring new streams of funding and fostering relationships with our community, the Centre secured a total revenue of \$2,594,670 to support our frontline work, up from \$2,142,836 the year before.

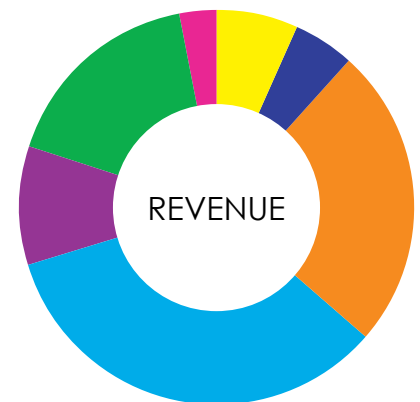
The Centre is grateful for its main sources of revenue, provided by various organizations, service contracts and fee-for-service programming, foundations, businesses, and individuals. A list of donors is provided in this report. The Centre received significant funding in previous years to respond to the rise in demand during the COVID-19 pandemic. We are posting a deficit in 2022/2023 as we spend out prior year funding, intended for use on distress services.

The Centre also operates with a generous and dedicated volunteer team and would like to acknowledge this value, which is not necessarily present in the financial statements. Our volunteers, supporting frontline distress services, community learning, and administrative work, are providing an in-kind donation of services worth an estimated \$1,105,785 per year.

## THE CENTRE IS A BEACON OF HOPE BECAUSE OF DEDICATED VOLUNTEERS.

### REVENUE

● Individual Donations	\$ 178,460	7%
● Corporate Donations	\$ 124,790	5%
● Grants & Foundations	\$ 653,680	25%
● Provincial Health Services Authority / Vancouver Coastal Health Contract	\$ 884,260	34%
● Province of BC — Community Gaming Grant	\$ 250,000	10%
● Fees for Service and Training	\$ 437,110	17%
● Interest & Miscellaneous	\$ 66,370	3%
<b>TOTAL</b>	<b>\$ 2,594,670</b>	<b>100%</b>



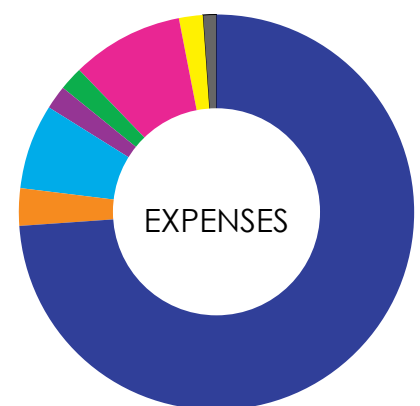
In-kind donation of services provided by Crisis Centre volunteers

\$ 1,105,785

**TOTAL \$ 3,700,455**

### EXPENSES

● Salaries & Benefits	\$ 1,987,890	74%
● Administrative & Fundraising	\$ 86,310	3%
● Telecommunications & Technology	\$ 182,790	7%
● Building Occupancy	\$ 55,970	2%
● Amortization	\$ 53,600	2%
● Community Training	\$ 244,980	9%
● Volunteer Support & Staff Development	\$ 44,980	2%
● Publicity & Marketing	\$ 29,600	1%
<b>TOTAL</b>	<b>\$ 2,686,120</b>	<b>100%</b>



\* 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:

- Anywhere in BC: 1-800-SUICIDE (1-800-784-2433)
- Mental Health Support Line: 310-6789
- Online Chat Services for Youth: [www.YouthInBC.com](http://www.YouthInBC.com) (noon to 1am)
- Online Chat Services for Adults: [www.CrisisCentreChat.ca](http://www.CrisisCentreChat.ca) (noon to 1am)



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

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