



24 Hour Distress Line
604-872-3311

Toll Free: 1-866-661-3311

Web-Based Hotline for You
www.youthinbc.com

Community Education
604-872-1811

#16.29.

May 4, 2016

C/O Administrative Officer 1
Executive Committee of Council (Grants), Clerk's Department
Burnaby City Hall, 4949 Canada Way
Burnaby, BC V5G 1M2

Dear Committee of Council Members,

Please find enclosed a request for funding from the Crisis Intervention and Suicide Prevention Centre of British Columbia (Crisis Centre) presented to the City of Burnaby in the amount of \$4,000 to help fund the technology upgrades of our 2016 Distress Services Program.

For over 46 years, the Crisis Centre has been committed to empowering individuals to help themselves and others, in times of distress. **In 2015, the Crisis Centre impacted the lives of over 108,000 individuals through our Distress Services and Community Education Programs.** The Crisis Centre utilizes a holistic approach to suicide prevention in our communities, working to further our mandate to de-stigmatize suicide.

The Crisis Centre depends on the hard work of a dedicated group of 450+ volunteers to help deliver our life-saving programs and services to the community. We also depend on the generous support of our community to continue to reach out to people in need. When you donate to the Crisis Centre, you are providing life-saving phone calls that provide hope to people in crisis, eye-opening workshops which inspire young people to communicate about their feelings, opportunities for older adults to seek support from isolation and loneliness, or valuable training for community service providers to learn suicide intervention skills. **Your gift to the Crisis Centre saves lives.**

If you have any questions about the enclosed proposal, please do not hesitate to contact me directly at 604.872.1811 or by email at rlipetz@crisiscentre.bc.ca. Thank you for your time and consideration. I sincerely look forward to hearing from you.

In Best Health,

Rachael Lipetz
Development Coordinator



Distress Services Program – 2016 Technology Upgrade Project

Request for Funding - Presented to the City of Burnaby

CONTACT:

For any questions regarding this proposal, please contact:

Rachael Lipetz

Development Coordinator

Phone: 604.872.1811 ext. 222

Email: rlipetz@crisiscentre.bc.ca

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“I’m fine... how are you doing?” his voice was steady and calm. It did not reflect the fact that a few minutes earlier he told Crisis Centre volunteer Brian that he had immediate plans to kill himself. The caller identified himself only as Rob, a young Burnaby student from Alpha Secondary School. He had connected with the Crisis Centre by calling the Crisis Centre’s 1-800-SUICIDE phone line, and he told Brian that he had a plan to end his life that night.

Brian began to ask Rob about himself. Rob’s responses were flat and mechanical. He seemed hesitant to reveal anything else about himself. Brian persisted, wanting to keep Rob on the phone, wanting to keep Rob safe.

Brian could only hear Rob’s shallow breathing on the other end of the phone, but he continued to chat with him. Brian asked Rob about his family, hoping to find a spark of passion in Rob. Rob’s voice cracked. Rob explained that his family was the most important thing in his life. Brian continued to ask Rob about family, and slowly, Rob became more receptive to Brian’s questions. Brian noticed that Rob was now sobbing softly on the other end of the phone. Rob finally said “I know that I need help.”

With the help of the other volunteers at the Centre that evening, Brian alerted the proper authorities to help remove Rob from immediate danger. Brian stayed on the phone with Rob until he could hear the police arrive. Rob ended the call with a simple and resounding sentiment “thank you.”

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HISTORY OF THE CRISIS CENTRE

2014 marked the 45th anniversary of the Crisis Centre. Since 1969, we have tirelessly worked to ensure the continued evolution and innovation of our life-saving services and programs, never forgetting our original mission – to provide non-judgemental, confidential emotional support 24/7 to youth, adults and seniors in distress.

The Crisis Centre is operated by the assiduous work of more than 450 frontline volunteers, who are supported by a small team of professional staff. Our mission is to help build the strength and capacity of individuals allowing them to seek options for themselves and others in times of crisis; ultimately building resilient, empowered communities.

DISTRESS SERVICES PROGRAM OVERVIEW

The Crisis Centre's Distress Services Program ensures that individuals receive life-saving support in times of crisis, and allows youth, adults and seniors to discover relevant, local resources about topics regarding mental health, suicide, and more.

Our Distress Services Program aims to create connected, supported individuals in the community of Burnaby and beyond, who are equipped with skills for enhanced emotional resiliency and knowledge of where they can turn for help when they need it most.

In 2015, our Distress Services Program impacted the lives of 40,816 individuals, and the demand for our services increases each year. In 2016, we aim to grow overall program impact by a minimum of 5% or almost 43,000 individuals.

ABOUT THE DISTRESS SERVICES PROGRAM

Online Chat Services and Local Resources

- **YouthInBC.com (Ages 12-25):** provides distressed youth, and those concerned about them, with an opportunity to receive private online chat support, and obtain information and resources from highly trained volunteers (noon – 1AM daily)
- **CrisisCentreChat.ca:** An online chat service for adults (ages 25+), available every day from noon – 1am, offering a transition from YouthInBC.com chatters who are developing as adults and need specific resources in their community that relate to their demographic – as well as for adults who may not otherwise connect with traditional crisis intervention counselling services by phone, or in person.

24/7 Crisis Phone Lines

- **Regional Crisis Line and 1-800-SUICIDE:** allow youth, adults, and seniors across our province who experiencing thoughts of suicide, or who are in need of resources and information related to suicide and mental health, to seek free, confidential, non-judgmental phone line support from our highly trained volunteers (24/7)

IMPACT ON THE CITY OF BURNABY

9,014 Burnaby residents were impacted by the Crisis Centre's Distress Service Program in 2015, some of the highlights include:

- **1,331** Burnaby residents contacted the Crisis Centre's Online Distress Service and 24/7 Phone Service during their greatest times of need.
- **3,132** unique Burnaby visitors to YouthInBC.com, who received real-time support chatting with a caring volunteer and accessed local resources.
- **4,551** unique Burnaby visitors to CrisisCentreChat.ca, offering an alternative chat support service for young people transitioning from YouthInBC.com, and adults who may not connect to traditional counselling services.

REQUEST FROM THE CITY OF BURNABY

The Crisis Centre is respectfully requesting a grant of \$4,000 to fund our 2016 Technology Upgrade Project.

The project will fund the purchase of 5 computer workstations to replace our current aging computers in the Distress Service Phone Room. Our Distress Phone Services are operational 24 hours a day, 7 days a week, and 365 days a year. This means that our computer workstations are used on an almost non-stop basis to ensure quality care to our clients.

The drastic amount of use that our computers receive shortens the life span of our technology, and although we make every attempt to create partnerships to receive computer towers and monitors through technology donation programs, our Distress Service Program is still greatly in need of 5 new workstations to continue the uninterrupted operation of these life-saving services.

It is vital that these stations are replaced to:

- Continue the operation and delivery of our life-saving online chat services YouthInBC.com and CrisisCentreChat.ca to Burnaby residents;
- Maintain detailed call logs in our online chat database to ensure that each and every call/chat is handled with Crisis Centre and industry best practice;
- Update our YouthInBC.com website to provide thousands of Burnaby youth with current local resources.

2016 TECHNOLOGY UPGRADE PROJECT BUDGET

REVENUE	Total
Request to the City of Burnaby	\$4,000
EXPENSES	Total
5 new computer workstations (\$800 per unit X 5)	\$4,000

RECOGNITION

The Crisis Centre strives to acknowledge the support of all generous funders through all means possible. Some examples of how we will recognize your amazing support include:

- The City of Burnaby listed on the Crisis Centre's website Donor Wall
- The City of Burnaby showcased in the Crisis Centre's 2016 Annual Report presented to our members and stakeholders in May 2017
- Opportunity for a cheque presentation photo
- Announcement of donation sent in to local newspapers for Kudos sections

At this very moment, the phone is ringing at the Crisis Centre.

We need your help to answer the call.