



The fine heart of listening.

2008-2009

ANNUAL REPORT

CRISIS INTERVENTION AND
PUBLIC INFORMATION SOCIETY
OF GREATER VICTORIA
(1971-2009)



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REPORT FROM THE CHAIR: ECHO KULPAS

Once again, it has been an eventful year at NEED. However, some things remain the same. Again this year, our committed, empathic and well-trained volunteers have provided 24-hour support to lonely, isolated and sometimes desperate adults and youth in community. I would like to thank our Volunteer Manager, her assistant and all of the volunteers who worked so hard to decrease down time and ensure overnight coverage. Although some of the mechanics of how we provide support change over time, the need for warm, non-judgemental support remains.

"I am touched by the breadth and depth of knowledge of our staff and volunteers."

I would like to begin my report by updating information from last year. As you recall, we started a web-based program to provide support and information to youth. Youthspace is a joint project between Pacific Centre and NEED, funded by the United Way. Youthspace has really taken off. In this first year we had 127 live chats where youth in distress "talk" directly with a volunteer and approximately 500 forum posts, where youth post questions and see information provided by our trainers. Our next goal is to evaluate the program and then determine the best way to continue to offer support to youth.

Last year I also reported that staff had voted to unionize. I am happy to announce that we have successfully negotiated a contract with BCGEU. Thanks to our Executive Director, Jane Arnott, and the bargaining unit, we were able to negotiate a mutually beneficial agreement that takes into account the unique service we provide.

This year NEED experienced its own crisis when Jane Arnott suddenly fell very ill and was forced to take a medical leave. We were all worried about Jane, but staff, board members and volunteers all pulled together to continue running the agency. Previous employees and board members came forward to help fill in gaps in staffing and Joyalle Bunyan-Maynard, a previous volunteer and trainer, was re-hired as a trainer and ended up taking on the position of Acting Executive Director. As Jane began to recover, she provided valuable guidance from a distance. Jane continues to be on leave, but she continues to recover and feels better every day. I want to extend my heartfelt thanks to her and to all the staff, board and volunteers at NEED for their dedication and working above and beyond the call of duty.

I am pleased to report that funding continues to be stable thanks to the efforts of our Executive Director and Acting Executive Director. On the fund raising front we again enjoyed the generous support of Sharon Wadsworth, a former NEED trainer, and her partner, John Fisher who donated the profits from the Rhythm and Blues Festival. In addition, Thrifty Foods donated 5% of the profits of Smile cards used by friends of NEED for a total of \$2,612 this year. The Smile card program has helped to raise awareness of NEED's service as well as financially supporting youthspace.ca.

As I reflect on this past year at NEED I am touched by the breadth and depth of knowledge of our staff and volunteers. Furthermore, I am impressed by the steadfast support from previous employees, board members, and partner agencies that was so forthcoming in our time of need. Although our role has become increasingly complex over the past 38 years, NEED continues to serve our community with heart.

MISSION STATEMENT

NEED supports the well-being of the community by offering emotional support, crisis intervention and information with concern and respect.

Dear Need,

You were there when I needed you (and yes, this must be the most stereotypical and oft-recycled opening in all the thank you letters you receive). I went through a particularly excruciating breakup over the past month and a half, and things got really bad at certain points. I was concerned about what I would do and who I could talk to in my moments of extreme need. I didn't have the money or the insurance to get more than a single session of professional counselling. So you, Need, constituted my primary support system during the many evenings, sometimes night after night, when I needed someone to talk to. You listened to me while I worked through my thoughts aloud and sorted my way through a great deal of pain, confusion and complicated feelings. So, thanks. You guys really came through for me. And if you ever need me, please don't hesitate to call... before bedtime.

Chris. (name used with permission)

This letter came to NEED via e-mail and it eloquently tells the story of how NEED fulfils its mission.

As of March 31, 2009 NEED SERVICES include:

24-Hour Line

Youth Line

Youthspace.ca

Suicide Awareness for Youth (SAY)

Gatekeeping for Youth

Gatekeeping for Seniors

1-800-SUICIDE

(In conjunction with Crisis Line Association of BC partners)

Community Workshops

NEED CONTINUES THE TRADITION OF BEING

A VOLUNTEER DELIVERED SERVICE

NEED is an agency that exists in order to fulfil this simple, straightforward mission. The mission has remained uncomplicated but the services themselves are becoming more layered and complex. The ways in which the volunteers and staff at NEED deliver these services continue to become more sophisticated and demanding as NEED in particular, and crisis lines in general, become even more of a continuum of care for members of our community. To this end, in the 2008-09 year, a monthly average of 89 dedicated volunteers provided an annual total of 12,694 hours of volunteer coverage. This amounts to a monthly average of 1,068 volunteer hours devoted to a total of 13,346 calls and chats on the three phone lines plus youthspace.ca

NEED volunteers spent, on average, 1,068.25 hours per month serving callers and chatters.

We were somewhat more successful at recruiting new volunteers this year; 73 people joined us compared to 57 in the previous year. Recruiting and retaining volunteers continues to be NEED's biggest challenge. This, from reports from other crisis lines, is universal across lines in BC and further afield. This is not surprising given current trends in volunteering combined with the extensive training and demanding expectations. NEED is in good company as we face, and work to solve, this problem. Our dedicated Manager of Volunteer Services, and her assistant, worked hard to ensure that volunteers know they are our most valued resource.

Generally, volunteers have a very positive experience at NEED. The following quotes provide some insight into the experience of volunteering at NEED.

"...I receive as much from callers as I give... Anyone who has the courage to call and share their troubles is an inspiration to me... I see the caller and the listener as equal partners, belonging to that brave fraternity of those willing to look for the truth about themselves... There is so much that is superficial in our lives today, it is a pleasure spending four hours at NEED each week, getting down to real issues with real people... At NEED I have the privilege of excellent training, support and supervision by our professional staff. I have the pleasure of friendship and camaraderie of other volunteers. I have the comfort and security of a well-appointed office in which to do this work. But, most of all I have this reassuring larger network of my fellow humans of all shapes and sizes and backgrounds, brought together by the amazing telephone.

A Volunteer, Veteran of 20 years

SUMMARY OF 2008-2009 STATISTICS FOR ALL LINES

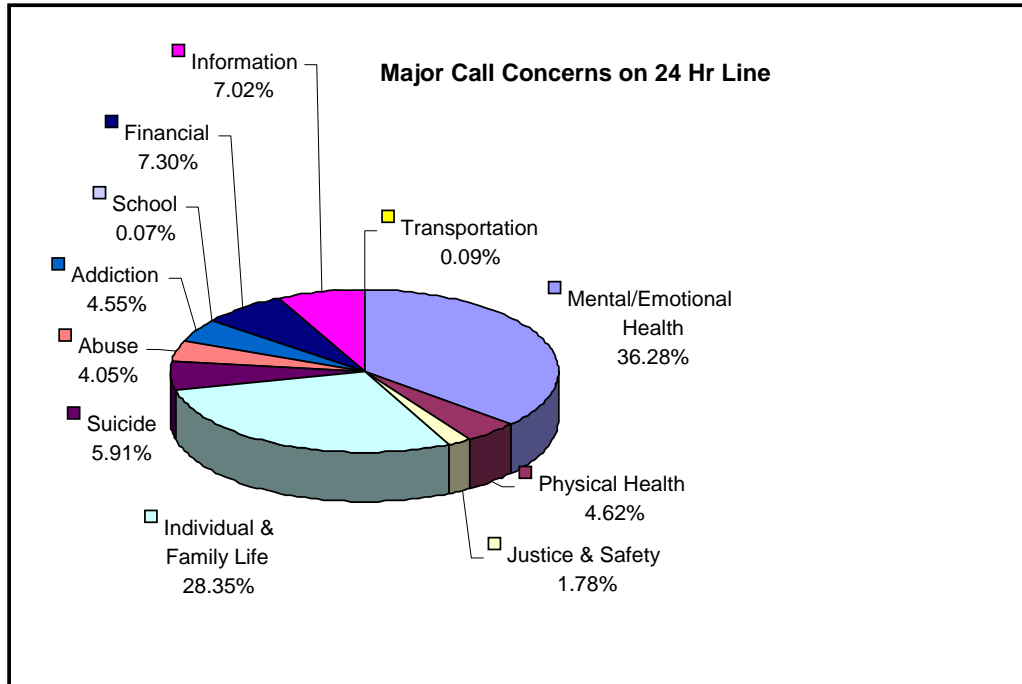
SERVICE	NUMBER OF CONTACTS (CALLS AND CHATS)	PERCENTAGE OF TOTAL CONTACTS WITH NEED
24 Hour Line	12565	94.15
1-800-Suicide	566	4.24
Web-Chat	127	.95
Youth Line	88	.66

The 24 Hour Line received a total of 12,565 calls

As a generic service NEED Crisis and Information Line volunteers respond to a wide variety of concerns; volunteers never know the nature of a call when they hear the phone ring on the 24-Hour line. The types of calls, and our volunteers' abilities to respond to a broad spectrum of issues and levels of acuity, reflect our mission to provide immediate emotional support, crisis intervention, and information on community resources. This number to the 24-Hour line is up slightly over last year and constitutes 94% of all calls and chats to NEED.

CALLER CONCERNS ON THE 24 HOUR LINE

Our call statistics show that caller concerns have not changed significantly over the year. The two most often cited categories remain Mental/Emotional Health, Individual and Family Life.



Caller concern statistics are based on “known calls” and do not include hang-ups or wrong numbers.

Mental/Emotional Health:

These calls relate to major mental illness, depression, bereavement/loss, acute emotional distress, loneliness and social isolation. Calls may be first or third party calls.

Individual and Family Life:

In the previous year, known calls in this category were broken into two categories: Individual and Family Life and Relationships. Those two categories made up 25.3% of calls to the 24 Hour Line. In 2008-2009 just over 28% of known calls fell into Individual and Family Life, which includes Relationships. This shows a consistent upward trend over three years now. This category includes such concerns as marital and partners; parenting including single parenthood; family issues; sexual identity concerns (gay, lesbian, bi-sexual, transgendered); and ethnic and intercultural concerns.

Statistics show increases in numbers of known calls in two categories: Individual and Family Life and Financial/Housing/Occupational.

Financial/Occupational/Housing

This cluster of calls relates to employment, housing, and poverty. The number of calls in this category is up from 6.5% last year. Volunteers reported that they noticed more callers were talking about the economic recession as one factor contributing to stress in their lives.

Suicide and Self-Harm Related Calls on the 24 Hour Line

Calls in this category continue to make up about 6% of all known calls to the 24 Hour Line. This includes calls from first and third party and also includes calls related to self-harm. All calls in this category are more challenging for our volunteers. They demand a high degree of compassion, understanding and risk assessment skills plus an ability to make sound decisions in moments of heightened emotion. This number does not include the calls that come in on the separate service, 1-800-SUICIDE.

From a note on the notice board: "A caller phoned last night; she said that NEED saved her life this time. She said our service is invaluable."

NEED VOLUNTEERS ANSWERED 566 CALLS ON 1-800-SUICIDE

Volunteers took 135 more calls on 1-800-SUICIDE than last year.

NEED, in partnership with four other members of The Crisis Line Association of BC, answers calls that come in on the 1-800 SUICIDE line. This is a province wide service that connects callers to the crisis line which is geographically closest to them. If that line is busy the call is forwarded to the next crisis line in the series, until the call is answered. This means that volunteers answer calls from anywhere in the province; they need to be prepared to make referrals and interventions to agencies in geographic regions outside of the Greater Victoria area. In the 2008-2009 year NEED volunteers answered 566 calls, compared to 431 calls in the previous year. These calls line to be of a higher acuity level; 29% of the calls are classified as 'crisis' compared to 11% on the 24-Hour Line. Information calls to 1-800-SUICIDE totalled 5.3%, down 2.7 % from last year and 50% of calls were classified as Support, up 8% over last year. Of the calls that come into 1-800-SUICIDE, 9% resulted in an intervention in 2008-2009, up 1.5% over the previous year.

Combined Totals

When the totals from the 24 Hour Line and 1-800-SUICIDE are combined, volunteers are answering an average of approximately 36 calls per day. The table to the right shows the call levels, or intensity and acuity of the calls on the two lines.

12,749 known calls were answered on both lines:

<i>Call Level</i>	<i>24 HR</i>	<i>1-800</i>
Information	10%	5%
Support	69%	50%
Crisis	11%	29%
Outreach and Follow-up calls	0.5%	

YOUTHSPACE.CA IS ATTRACTING MANY USERS

Youthspace is meeting teens and young adults where they are: on the web.

The research and development for youthspace.ca was completed in this year; the site was launched the last week of May, 2008. It is a multi-portal web-site oriented to youth and young adults providing a 'culturally appropriate' means of seeking and receiving help. In this first, very successful year of operation, NEED has provided a unique service for those members of our community who prefer keyboards to telephones.



"Thank you for making this website. I'm not a very open person, and I'm so grateful to you that you guys have created something for teens like me to express ourselves." Before Youthspace launched in May 2008, surveyed youth told us they weren't likely to reach out, let alone reach out regarding difficult issues like self-harm, abuse and suicide. In its first year, Youthspace has heard from dozens of youth who are struggling in their daily lives. These youth are reaching out because they feel they don't have many, if any, people who will provide support. Often feelings of shame, guilt and embarrassment prevent youth from sharing their stories. Whether in relation to relationship issues, family conflict, or stressors from school, the issues youth most commonly chat or post about are suicide and self-harm - all heavy topics to bear in isolation. Youthspace provides the kind of emotionally safe, anonymous, empathic and non-judgmental space youth so desperately crave in their time of need. Being heard is enough for youth to feel empowered to seek support elsewhere. "Thank you for the guidance, it's giving me courage."

"Thank you for making this website. I'm not a very open person, and I'm so grateful to you that you guys have created something for teens like me to express ourselves."

-Rose

YOUTHLINE TOOK A TOTAL OF 88 CALLS

The Youth Line is open between the hours of 4pm - 10pm, seven days a week. Of the calls received on the Youth Line, volunteers classified 44% of them as 'support' calls and 9% of them as 'crisis' calls; 58% of the known calls related to concerns about Individual and Family Life.

ACCESS TO EMERGENCY SERVICES

61% of all calls come to NEED between 4 p.m and midnight and on weekends and holidays.

Historically, more calls come into NEED at times when most other social service agencies are closed. This remains the case. Our volunteers play a vital role in providing support and information to callers when there is no access to other support services. NEED maintains both formal and informal partnerships with many agencies in the Greater Victoria area, as the 'go-to' agency after hours.

Integrated Mental Health Emergency Response Team

NEED remains a vital link to callers, both first and third party, who need a access to the Integrated Mental Health Emergency Response Team, generally known as Emergency Mental Health Services. This is a mobile, community-based, psychiatric response team, which operates from 1 p.m. to midnight each day. In 2008-2009 NEED volunteers called EMHS a total of 710 times in order to provide callers with the best care possible in a situation involving a psychiatric emergency. This partnership remains a model for BC's Best Practice for Mental Health Crisis Response/Emergency Services.

*NEED
volunteers
called EMHS
710 times in
2008-2009*

Emergency Access System

To help provide maximum access to this service, and others, NEED continues to operate a voicemail system which allows callers who are unable to get through to a volunteer immediately, the option to leave a message. Messages left on this system will be returned within 20 minutes. This service was used 717 times in the 2008-2009 year.

Sexual Assault Response Team and Vulnerable Adults

NEED continues to provide the public with access to services as varied as the Sexual Assault Response Team (SART) and Vancouver Island Health Authority agencies which serve vulnerable adults.. The Woman's Sexual Assault Centre forwards calls to their crisis line to NEED between the hours of 5 p.m. to 9 a.m. and on the weekends and holidays. NEED volunteers have specific training to help support these callers and in emergencies page a SART worker to get immediate, specialized help for the caller.

In the case of vulnerable adults NEED volunteers have, again, received some specific training that helps them discern when a first or third party caller needs to be referred to Vancouver Island Health Authority professionals who provide services to vulnerable adults. NEED remains the public access point so that those who are vulnerable or their friends, family members or care givers may report situations in which an adult is at risk of abuse, neglect or self-neglect.

Interventions

Any time a volunteer calls out on behalf of a caller that call is classified as an intervention. In this fiscal year the combined total of interventions for the 24 Hour Line and 1-800 Suicide is 1,058. Sixty-seven percent of these involved EMHS.

NEED'S EXPANDING COMMUNITY EDUCATION PROGRAMS

Suicide Awareness for Youth (SAY)

As well as Youth Line and youthspace.ca, NEED runs a very successful, school-based suicide awareness program. SAY is a volunteer delivered prevention education program available to all middle and high schools as well as community youth groups in the Capital Region. The objective is to develop skill and awareness among youth about risk factors, signals of suicide, how to talk to a troubled friend, and where to get help. This program is well utilized by both public and private schools and other audiences including university and college campuses, alternative schools and youth groups.

This year, 13 individuals completed SAY training, and we currently have 10 volunteers active in the schools. They delivered 65 presentations this year. Ongoing mentoring and supervision throughout the school year provides continued support for SAY volunteers.

We continue to use feedback from youth, school staff, and the SAY volunteers in order to evaluate and improve the program on an ongoing basis. We also consult with the Crisis Intervention and Suicide Prevention Centre of BC, (i.e., the Vancouver Crisis Line) and Dr. Jennifer White of the University of Victoria, School of Child and Youth Care regarding developments in best practices in the field of school-based suicide education programs

*Since SAY
started in 1996,
volunteers
have given
1132
presentations
and reached
over 27,000
youth.*

SAY volunteer training was condensed and modified this year in order to: (1) improve our effectiveness and efficiency in moving new volunteers into the schools more quickly, (2) increase the sense of connection with our agency for SAY volunteers coming from the community (i.e., those individuals who are not phone line volunteers with NEED), and (3) improve SAY volunteer retention.

Gatekeeper Training For Youth

NEED continues to offer a limited number of the Peer Gatekeeper Training sessions free to youth peer helper groups in Greater Victoria. This skills-based training program teaches youth peer helpers in grades 8-12 how to assess risk for suicide and initiate an intervention. The program makes use of a variety of teaching techniques to help youth understand suicide and prepare them to be first responders to peers in crisis. In 2008-2009, NEED developed and piloted gatekeeper presentations for parents and staff in two schools which supports the best practice of a 'whole schools' approach to suicide awareness. This will be an important area for growth in our school-based education program in the coming year, and a number of schools have expressed interest to work with us.

Seniors Gatekeeper Training

Older adults have among the highest rates of suicide worldwide. Depression and suicide are serious issues among seniors in our community. Research also tells us the majority of older adults who die by suicide have seen a front-line health care provider in the prior month. Training these “gatekeepers” (i.e., professionals and other service providers who work with older adults) has been demonstrated to be an effective suicide prevention strategy.

With the support of a grant from the Victoria Foundation’s *Ernest and Hazel Kay Fund for Seniors*, NEED developed a multi-media presentation to educate these gatekeepers about depression and suicide in seniors. It was piloted in December and presented to a group of Senior Peer Counsellors in April. Both presentations were well received and we will continue to promote this resource to community groups in the coming year.

Community Workshops

Experienced, professional NEED trainers offer workshops on communication skills, suicide awareness, prevention and risk assessment to a broad range of community services on a fee for service basis. This year we delivered a total of 25 community workshops. This is up significantly from the average of 8 community workshops per year over the previous three years.

In 2008-2009 the following groups received our workshops: Capital Mental Health Association, Camosun College, Lay Counsellor Conference, B.C. Cancer Society, Sprott-Shaw Community College, COOL Aid Network, Umbrella Society, B.C. Aboriginal Network on Disabilities Society, Greater Victoria Police Victim Services, Single Parent Resource Society, Ministry of Health Seniors Helpline, Ministry of Health Patient Quality Care Review Board, Victoria Immigrant & Refugee Centre, BCGEU, Victoria Women’s Sexual Assault Centre, Hepatitis C B.C., VIHA Community Mental Health Course, Victoria Brain Injury Society, Worklink, and NEED Community Workshops during Suicide Awareness Week.

The number of community workshops has increased significantly.

World Suicide Awareness Week Activities

Each year on World Suicide Prevention Day, September 10th, communities around the world host events in order to break the silence about suicide and increase public awareness and involvement in this important public health issue. This includes calling on the federal government to support a national suicide prevention strategy. Working with a number of community partners, NEED hosted a gathering of hope and healing on September 7th 2008 at the University of Victoria’s Interfaith Chapel. About 50 people gathered in a circle of remembrance for the lives lost to suicide. NEED staff were available for support and resource information was displayed.

Throughout this week, NEED also offered suicide awareness workshops for the general public in three community locations. We believe organizing Suicide Awareness Week activities each year honours the lives of those affected by suicide, builds relationships with our community partners and embodies NEED’s philosophy of community education and service.

PARTNERSHIPS

NEED And Pacific Centre Continue To Collaborate

Youth are able, through youthspace.ca, to access email counselling from Pacific Centre Family Services. According to their Annual Report, this form of counselling has enabled them to provide direct service to twice as many youth.

Umbrella: A New Partnership

NEED joins Umbrella in a new partnership to help people with addictions.

This year NEED formed a formal partnership with Umbrella, a Victoria not-for-profit, that “actively promotes understanding, acceptance and support for people affected by substance use and mental health issues through advocacy, education and other assistance.” (www.umbrellasociety.ca) With a caller’s permission, volunteers may now make a referral directly to Umbrella. This simple act takes advantage of a caller’s readiness to seek help and eliminates one barrier to action towards help: when a referral is made directly and in the moment, callers are more likely to follow-up with their intention to make changes in their behaviour. NEED made a total of 94 referrals to Umbrella this year. Gordon Harper, Executive Director of Umbrella reports the referrals from NEED are of particular importance to them and have been working very well.

Integrated Health Network

In the 2008-2009 fiscal year, we were a partner in the Integrated Health Network, a Vancouver Island Health Initiative which supports family physicians as they provide care to patients who have chronic disease. One of our trainers attended training on chronic illness, we provided workshops for Network members on suicide risk assessment and intervention and we distributed literature about NEED’s services to member doctors of the Network.

ACCESS TO INFORMATION

Some callers to NEED are seeking information about local or issue specific services. NEED volunteers will assist with this process. In 2008-2009, 2,554 referrals were made to services in the Greater Victoria area and beyond. Because our data base is extensive, and because we receive calls from well outside of our region, volunteers have given referrals to agencies in our area and as far away as North Bay, Ontario. The most frequent referral is to the Integrated Mental Health Crisis Response Team, known to us as EMHS. The next two most frequent referrals are to Citizens' Counselling Centre and Adult Addictions Community Treatment Services. Other issues related to frequent referrals include domestic violence, family support, basic needs and physical health.

OUR AGENCY WEBSITE IS WELL USED

www.needcrisis.bc.ca

Members of the public are clearly making good use of our agency web-site. In the 2008-2009 year, 14,198 visitors made 20,383 visits. The largest number of these visits (2,961) was to seek out community resources. This number remains steady over last year. The statistics show that there were 2,306 visits to the section of our web-site that provides support and information regarding suicide prevention and 1,445 visits to our Youth Services page. Our web-site is also the single most important source of information about volunteering at NEED and has become an essential tool for recruiting volunteers.

*A total of
14,198 visitors
access our
web-site for a
variety of
reasons*

DEMONSTRATED LEADERSHIP

NEED is a recognized leader in crisis line services in BC. We first achieved accreditation with the American Association of Suicidology, the standard setting organization for crisis services in North America, in 1995. NEED is an active partner in the Crisis Line Association of British Columbia, formerly the Distress Line Network of BC. A core group of five partner agencies of CLABC respond to calls on 1-800-SUICIDE for B.C. In the last year NEED staff members have been very active in helping to develop a Single Number Access system. Jane Arnott has been acknowledged as a very valuable contributor, especially when it came to internet technology and web-based databases. Her contributions were greatly missed in the later months of this year.

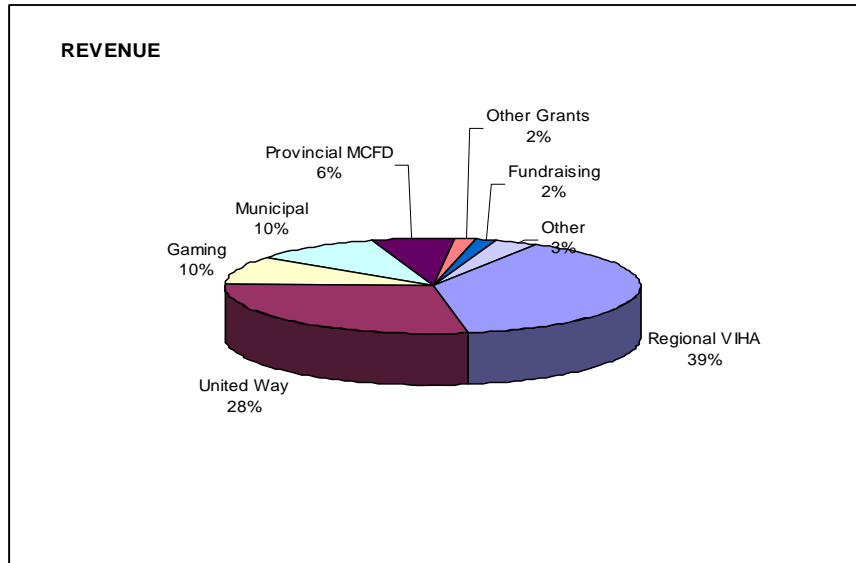
This system was piloted during the 2008-2009 year. NEED will join the network in the coming year.

REVENUES & EXPENDITURES

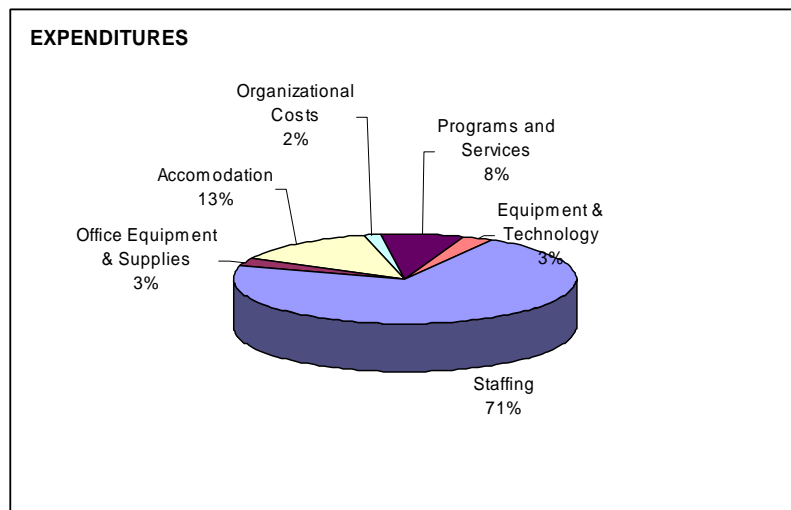
Statement of Operations and Net Assets		
For the Year Ended March 31, 2009		
<u>Revenue</u>	2009	2008
Vancouver Island Health Authority	\$258,259	\$239,233
United Way	\$188,440	\$145,011
Gaming	\$63,900	\$68,900
Municipal Grants	\$65,917	\$66,548
Ministry of Children and Family Development	\$42,756	\$42,737
Other Grants	\$11,289	\$20,195
Donations and Fundraising	\$10,570	\$7,558
Other Income	\$23,013	\$1,414
Workshops	\$3,541	\$1,756
Sale of Guides/Training Fee	\$3,005	\$2,215
	\$670,690	\$595,567
<u>Expenses</u>		
Advertising	\$15,913	\$13,470
Amortization	\$6,205	\$5,269
Audit	\$2,859	\$2,575
Education	\$2,305	\$2,173
Equipment	\$5,485	\$6,427
Fundraising		\$37
Insurance	\$4,213	\$4,187
Janitorial	\$3,015	\$3,145
Maintenance	\$5,447	\$5,524
Memberships dues and publications	\$2,666	\$4,858
Miscellaneous	\$4,236	\$8,568
Office and Postage	\$4,996	\$4,367
Rent	\$73,290	\$66,852
Salaries and Benefits	\$372,925	\$363,782
Stationery	\$8,674	\$7,658
Technology Costs	\$3,681	\$10,280
Telecommunications	\$13,088	\$12,452
Travel	\$2,685	\$2,092
Volunteer Expenses	\$7,844	\$5,741
Youthspace Partnership	\$20,000	\$46,561
	\$559,527	\$576,018
Excess of Revenues Over Expenses for the Year	\$111,163	\$19,549
Net Assests, beginning of year	\$160,042	\$140,493
Net Assests, end of year	\$271,205	\$160,042

NEED receives funding from a variety of sources.. Over the past four years most key funders have maintained their level of funding to NEED. However, all area municipalities have increased funding support during that time as well as two municipalities have written funding for NEED into their annual budget.

NEED has been able to improve its financial position and ensure that funds are available to protect the agency, cover its liabilities, and provide for unanticipated contingencies.



NEED's expenditures reflect the nature of its operation. Staffing costs make up the largest proportion of costs. Other costs specific to the delivery of core services (crisis line telephones, service advertising) and to volunteer support are reflected in the Programs and Services category.



Service improvements have resulted from changing technologies. Equipment and technology costs have an ongoing maintenance and replacement component which requires ongoing annual expenditures.

A GENEROUS COMMUNITY

NEED would like to acknowledge the contributions of local businesses and groups who collectively contributed to support the work of NEED volunteers on the lines and the youth oriented projects NEED undertook:

Beacon Drive In	Floyd's Diner
Bird of Paradise Pub	Graphic FX
Bolen Books	IMAX
Brickyard Pizza	John's Place
Butchart Gardens	Mayfair Mall
Cactus Club Café	Milestones
Canada Safeway	Needs of Victorians Society
Canadian Tire	R&B Fest 2009
Chateau Victoria	Royal BC Museum
Christopher Estates	Royal London Wax Museum
Cinecenta Theatre	Silk Road
Don Mee Seafood Restaurant	Sunrise Assisted Living
Fifth St Bar & Grill	Thrifty Foods

along with innumerable individuals who have so generously supported NEED in the past year.

A thank you, as well, to our funding partners:

City of Langford	Ministry of Children and Family Development
City of Victoria	Province of BC – Gaming
District of Central Saanich	Town of Sidney
District of Highlands	Town of View Royal
District of Metchosin	Township of Esquimalt
District of North Saanich	United Way of Greater Victoria
District of Oak Bay	Vancouver Foundation
District of Saanich	Vancouver Island Health Authority
District of Sooke	Victoria Foundation



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Jordana Duffy

Youthspace Project Co-ordinator

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On Leave

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Mark Nixon

Resigned

Peggy Mahoney

Kari Marshall

*Thank you for supporting
NEED Crisis and Information Line and
the United Way*



United Way
OF GREATER VICTORIA
COMMUNITY PARTNER

NEED Crisis & Information Line

P.O.Box 5501

Victoria, B.C. V8R 6S4

Phone: 250-386-6328

Fax: 250-386-9748

Email: admin@needcrisis.bc.ca

www.needcrisis.bc.ca

24-Hour Crisis & Information Line:

250-386-6323 1-866-386-6323 Gulf Islands

www.youthspace.ca

1-800-SUICIDE