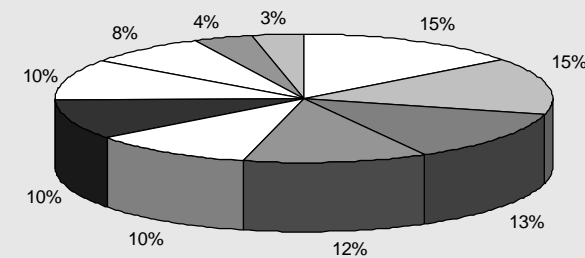


**Distribution of Expenses by Program**



- Suicide Prevention 15%
- Distress Line 15%
- Youth One 13%
- Volunteer Training & Support 12%
- Walk-in Counselling 10%
- Contracted Programs 10%
- Community Service Referral Line 10%
- Volunteer Information and Referral 8%
- Administration 4%
- Publications 3%

Total Revenue: \$1,256,279  
 Total Expenses: \$1,272,062

Audited financial statements are available on request.



**Vision**

*A caring community where people are empowered to obtain help and discover resources to manage or improve their current situation.*

**Mission**

*The Support Network strengthens individuals, families and the community, especially those who are experiencing crisis or distress, through support, information and education.*



Accredited by the American Association of Suicidology



**Major Funders**

**Alberta Mental Health Board**  
 Suicide Prevention & Bereavement Programs

**City of Edmonton, FCSS**  
 Community Service Referral Line  
 Volunteer Information & Referral Line  
 Walk-in Counselling

**United Way of the Alberta Capital Region**  
 Distress Line  
 Walk-in Counselling  
 Volunteer Information & Referral Line

**Anonymous Donor**  
 Distress Line  
 Walk-in Counselling

**Human Resources Development Canada**  
 youthone.com

**The Muttart Foundation**  
 Publications - database grant  
 Technology grants

**Wild Rose Foundation**  
 Walk-in Counselling  
 youthone.com

**Industry Canada**  
 Community Access Program (CAP)

**Edmonton Community Adult Learning Association**  
 Volunteer Training & Support

**Donors over \$1000**

- Allard Foundation Ltd.
- Century Vallen
- Commercial Bearing Service (1966) Ltd.
- Mr. William H. Comrie
- Mr. & Mrs. Rick & Trudy Cormier
- Edmonton Public Teachers Local No. 37 Charity Trust Fund
- Mr. & Mrs. Ronald & Theresa King
- KPMG LLP
- Lloyd Sadd Insurance
- Mac James Motors
- Nahirney & Associates Inc.
- North America Construction Group
- PROCOR Limited
- Redengine Content Manager
- Royal Alexandra Hospital Employees' Charitable Donations Fund
- The Brick Corporation
- TkMC
- Mr. & Mrs. Bosco & Sylvia Yiu



serving Edmonton and area for over **40** years

## Crisis Services

### Distress Line 482-HELP

Despair doesn't punch a time clock; neither do we. At The Support Network, we're here if you need us, every hour, every day.

You, or someone you know, may feel vulnerable, overwhelmed or alone. If you don't know who to reach out to, we can offer hope, help and direction.

We understand that although people may need help, they are not helpless. Through listening, we assist people in developing solutions that meet their needs, on their terms.

21,000 people reached out to the Distress Line last year when life became a difficult or risky business.

#### Most Common Concerns

Relationships  
Mental Illness  
Health  
Loneliness/Alienation  
Bereavement/Loss  
Suicide  
Domestic Violence  
Addictions  
Basic Needs  
Employment/  
Unemployment



### Walk-In Counselling

A supportive environment for maintaining and improving mental health is one that shows respect for personal dignity, recognizes individual strengths, and fosters the sense of having control over one's life. The Walk-In Counselling program offers a solution-focused single session of counselling, no appointments, no fee. People get help with a variety of troubling issues including relationships, stress, addictions, mental health problems and abuse.

In 2002, more than 800 clients left walk-in sessions with practical action plans, complete with the necessary tools for help and healing and a list of accessible resources.

### Suicide Prevention

More people die as a result of suicide than from motor vehicle collisions: more than one every day in Alberta. At The Support Network, we make a difference. We help you spot the early warning signs of suicide, develop practical skills to help a client, friend, or family member, connect with resources, learn to cope as a caregiver.

Our public education program reached out, teaching suicide awareness to over 1000 participants in the community in 2002.



Telephone Follow-up provides additional support for suicidal callers, ensuring they still have the supports and resources they require to be safe. Caregiver Support offers information and direction for caregivers of someone who has made a suicide attempt.

### Suicide Bereavement

The impact of a suicidal death can be devastating, and the feelings of guilt, anger, shame and blame that follow can be intense and frightening. Often survivors feel isolated by the stigma of suicide and the discomfort of others. People who experience a suicidal loss thirst for knowledge about grief, how to mourn the loss, and how the trauma affects them. They long to connect with the warmth and understanding of other people who have had a similar experience. The Suicide Bereavement program offers individual and group support, a chance for people to talk about their loss and share their pain. We help restore their esteem so that they can integrate the loss into their lives.

In 2002, 600 individuals and families learned to cope with a suicide loss.



### Information Services

#### Community Service Referral Line 482-INFO

For over 40 years, The Support Network has linked those who need help with those who can help in the community. When people need a safe place to stay, a nourishing meal, warm clothes, the support of new friends, counselling, or health and consumer services, we help them make the connection to suitable resources. This is an important step in preventing the escalation of problems into crises.

Helping make volunteer dreams come true, our **Volunteer Information and Referral** links people who want to volunteer with organizations that match their interest or the people they would like to help.

Last year 12,500 callers looked to our Community Service Referral Line to point them in the right direction to services for themselves, a friend, relative or client. 30,000 referrals were made to community programs.

There is strength in knowledge. Monthly Information and Referral Networker meetings provide opportunities for caregivers and professionals to network, hear about other community services, share information and best practices, and enhance their own referral skills. Together, we are stronger.



### Publications

The Publications program reaches workers in the human services field through the collection and distribution of community services information in the *Directory of Community Services*. The *Tough Times Handbook* is available to low-income and unemployed individuals both directly and through the agencies that serve them. An online database at [www.InformEdmonton.com](http://www.InformEdmonton.com) offers 24 hour immediate access to community service information.

### Volunteer Program

The Support Network values volunteers...in fact, our programs would not function without them! Volunteers bring enthusiasm, diversity, and resilience to our programs. They provide efficient, compassionate service because they care.

From selection and training through to direct client contact, the volunteer program places a premium on professional conduct. We have a history of volunteerism and have developed a sound approach to the recruitment and treatment of volunteers. Volunteers are as valued as paid staff and are treated with the same sense of appreciation and respect. The volunteer program is dynamic in meeting the needs of program services and organizational support.

346 volunteers contributed a total of 26,000 hours worth \$365,000 to our programs in 2002.

Volunteers are involved as Board and committee members, distress line listeners, bereavement support workers, counsellors, fundraisers, writers, speakers, interviewers and administrative support personnel. They are the lifeblood of our agency.



### youthone.com

youthone.com's vision is to build and strengthen a youth community so that young people can achieve their dreams and ambitions without being restricted by social barriers.

youthone.com offers an opportunity for self-expression in articles on a variety of topics and a youth resource directory. Peer forums and crisis chat are where teens can go to chat about their problems and see how others have dealt with similar problems. It's free and anonymous.

Last year youthone.com received over 270,000 hits, with 20,000 unique visitors every month.

30,000 copies of *MOZ* magazine included content on youth issues, opinions, and connections to community resources.

**YouthSPEAK** connects schools and other youth groups to speakers regarding youth issues.

60 youth were involved as volunteers in 2002.



## Board of Directors 2002



Standing, left to right: Ken Blasius, Don Cummings, Sheila Kelcher, Vivien Wulff, Joan Wright (Executive Director), Brent Hesje, Terena Delaney, Doug Goss. Seated: Rick Cormier, Karen Platten (Chair). Absent: Marshall Sadd, Barbara Burton

### Executive Director's Message

At The Support Network, our history of providing information and resources dates back to 1960. The evolution of the organization has seen changes not only to our name but also in service delivery in response to changing technology and community needs. The mission of The Support Network remains critical to the community and unique in the Capital Region. We provide hope to those experiencing crisis or distress through support and by connecting people who need help with those who can help.

As we celebrate our 10<sup>th</sup> anniversary as The Support Network, we continue to recognize changing client and funding needs. In 2003, The Support Network is embarking on a capital campaign to solidify an endowment fund for future investment in our core services.

I would like to thank the Board of Directors, volunteers, staff, funders and donors who, together, contribute to our success. Your continued annual support, through donating much-needed funds and through volunteering, enables us to meet the needs of callers and clients of all ages.

Joan Wright



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