



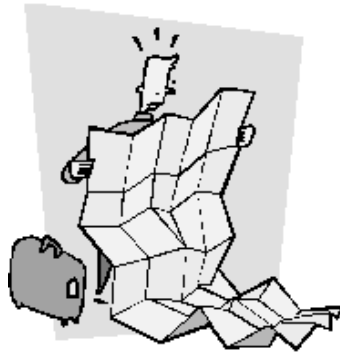
Pointing you in the right direction *Joan Wright, Executive Director*

Summer is a time for holidays and relaxation with our families, and often that means travel by car. When planning a holiday, we tend to use a map and consult it many times in our travels to point us in the right direction.

The Support Network has a 40-year history of helping people find their way through the myriad telephone numbers and services by offering a 'map' of the Edmonton area's resources. We do this with different tools and points of access:

- by phone: 482-INFO
- online: www.informedmonton.com
- in print: *Directory of Community Services*

All of our programs offer 'directions' and referrals as part of the support we give individuals and families confused or overwhelmed by life's struggles. There are many programs in the community that can help. But where are they? How do you find that specific number for that special service that can help you and your family? The Community Service Referral Line (482-INFO)



and, soon, 211 can answer these questions.

In previous issues I have explained the need for 211 as the ultimate direction-finding tool or road map for human services. A highly visible first stop number that people find easy to remember, even in stressful situations, 211 will more efficiently help people find services that address their needs. This will result in better access for people looking for help and better links to those that deliver help. By accessing the appropriate services,

individuals are empowered to solve their problems and find solutions.

On June 13, 2002, Community Information Toronto launched the first 211 in Canada receiving 1,000 calls that first day! Across the country, United Way and municipalities are assisting local Information and Referral organizations like The Support Network to prepare for the operation of 211 in their communities.

We look forward to continuing our long history of pointing people in the right direction.

Where do I start helping a friend or relative who is suicidal?

If someone is feeling depressed or suicidal, our first response is to try to help. We offer advice, share our own experiences, try to find solutions.

We'd do better to be quiet and listen. People who feel suicidal don't want answers or solutions. They want a safe place to express their fears and anxieties, to be themselves.

Listening—really listening—is not easy. We must control the urge to say something—to make a comment, add to a story or offer advice. We need to listen not just to the facts that the person is telling us but to the feelings that lie behind them. We need to understand things from their perspective, not ours.

Here are some points to remember if you are helping a person who feels suicidal.

What do people who feel suicidal want?

- **Someone who will take time to really listen to them.** Someone who won't judge, or give advice or opinions, but will give their undivided attention.
- **Someone to trust.** Someone who will respect them and won't try to take charge. Someone who will treat things in confidence.
- **Someone to care.** Someone who will make themselves available, put the person at ease, and speak calmly. Someone who will reassure, accept and believe. Someone who will say, "I care."

(continued on page 2)

The Support Network programs include:

HELP Lines

- Distress Line
482-HELP(4357)
- Community Service Referral Line
482-INFO(4636)

CONTACT THE FOLLOWING PROGRAMS AT 482-0198:

Publications

- *Directory of Community Services*
- *Self-Help & Support Group Directory*
- *Tough Times Handbook*

Suicide Bereavement Program

Suicide Prevention Program

Volunteer Program

Walk-In Counselling

youthone.com

Inside

Back to School	2
Workshops in the Works	3
Upcoming Events	3
Volunteer Voice	4
YouthOne	4

Accredited by the
American Association
of Suicidology



Pointing you in the right direction

(continued from front page)

What do people who feel suicidal not want?

- To be alone. Rejection can make the problem seem ten times worse. Having someone to turn to makes all the difference. **Just listen.**
- To be advised. Lectures don't help. Nor does a suggestion to 'cheer up' or an easy assurance that 'everything will be okay.' Don't analyze, compare, categorize or criticize. **Just listen.**
- To be interrogated. Don't change the subject, don't pity or patronize. Talking about feelings is difficult. People who feel suicidal don't want to be rushed or put on the defensive. **Just listen.**

You may also find it helpful to read the information page on "When Someone Feels Suicidal" at www.befrienders.org.

Suicide affects all of us. Let's talk about it.

Helping someone who may be suicidal

If someone you know:

- Threatens suicide
- Talks about wanting to die
- Shows changes in behaviour, appearance, or mood
- Abuses drugs and/or alcohol
- Deliberately injures himself
- Appears depressed, sad, withdrawn...

You can help:

- Stay calm and listen
- Let the person talk about their feelings
- Be accepting; do not judge

- Ask if the person is having suicidal thoughts
- Take all threats of suicide seriously
- Do not swear secrecy—tell someone

Get help: You cannot do it alone.

Contact your:

- Family, friends, relatives
- Local or national crisis lines
- Clergy, teachers, counsellors
- Family doctor
- Mental health services
- Hospital emergency department

Source: www.suicideinfo.ca

The glorious moments in your life are not the so-called days of successes, but rather those days, when out of dejections and despair you feel rise in you a challenge to life, and a promise of future accomplishments.

- Gustave Flaubert



Where to start?

The start of a new school year can put a strain on the family budget. Some community programs that can help include:

➔ **Tools for Schools:** a community initiative designed to reduce barriers to children's success in school. This program solicits children's school supplies, which are allocated by a teacher who identifies a child's need. Last year, more than 4,700 children received the "tools" necessary to succeed. If you, or someone you know, is in need of this program, contact your child's teacher or principal. This year the program is scheduled to run from July 31 to August 31, 2002.

To **donate** to Tools for Schools, drop off notebooks, pencils, paper, crayons/non-toxic markers, duotangs, and erasers at any Boston Pizza location, Costco Wholesale (Edmonton locations only), any

Value Drug Mart/Apple Drugs location, CFRN TV, or the United Way (10020 - 108 Street).

For more information visit www.unitedthisistheway.com/toolsforschool.htm

➔ Nutrition plays an important role in a rounded education. The **Edmonton City Centre Church Corporation (E4C)** has helped provide some Edmonton schools with a Hot Lunch Program and Nutrition Snack Program. Contact your local school to see if it participates in this program or contact Jasmin Hoeven at 424-5408 for more information.

➔ To find "back-to-school" clothing, contact the following agencies that provide help to families in need:

Hope Mission provides free clothing to families at their 9908 106 Avenue location. Individuals may drop in at the Hope Mission on Friday mornings between 9:30 and 11:30 and acquire up to three garbage bags full of free clothing, for both adults

and children. Individuals are encouraged to bring their own bags. For more information or to donate clothing, call the Hope Mission at 422-2018.

Unity Centre of Northeast Edmonton, 101-14530 72 Street, offers a clothing bank to clients accessing the centre. They have adult and children's clothing including "back-to-school" and "back-to-work" clothes. For more information or to donate clothing, call the Unity Centre at 478-4548.

➔ With winter approaching, many families are in need of winter coats. The **Coats for Kids** campaign starts in September. Donations can be taken to any **Page Cleaners** location where the coats will be cleaned and readied for distribution according to need.

For distribution locations, visit the United Way In-Kind Centre's website at www.unitedthisistheway.com/ikc.htm or call the **Community Service Referral Line** at 482-4636.

If you, your family or friends have experienced a loss to suicide, we at The Support Network invite you to talk about your loss with us. We may be able to help you come to terms with your feelings, either through supportive conversations, participation in our Bereavement Group or through referrals to other helping agencies in the community.

Please call 482-0198.

Workshops in the Works

Introduction to Suicide Prevention

a one-day introductory seminar for anyone working in the helping professions

The aim is to increase the understanding and knowledge of suicide for those in a helping relationship with people who might be at risk for suicide. Some factors that put people at risk include:

- experiencing significant losses · facing multiple stressors
- isolation · having few resources

Content addresses attitudes, warning signs, risk assessment, intervention techniques, and resources.

Choose from these dates

Wednesday, September 25, 2002
Thursday, October 17, 2002
Wednesday, November 13, 2002
Friday, December 13, 2002

8:30 am - 4:30 pm
#301 - 11456 Jasper Avenue
Cost: \$20 per person



Suicide Intervention Refresher Training

One day seminars for those who already have a certificate for Suicide Intervention Training of 8 hours duration or longer.

Registrants must bring in or fax us a copy of their certificate before the training date. If unable to provide a certificate, please register in one of our regular 8-hour intervention workshops.

Date: Friday, October 25, 2002
Time: 8:30 am - 4:30 pm
Place: The Support Network
#301, 11456 Jasper Avenue
Cost: \$20 per person

Call 482-0198 for further information or to register with Visa or MasterCard or register online at www.thesupportnetwork.com

Upcoming Events

Distress Line Volunteer Training

Edmonton's only 24 Hour Distress Line answers over 2,000 calls each month from people in need. We need your help to ensure those calls are answered.

We offer volunteers:

- excellent training in communication skills
- crisis and suicide intervention training
- an opportunity for a rewarding and satisfying experience.

Two fall training sessions start:

Thursday, September 12, 2002
Monday, October 21, 2002

Call Colette at 482-0198 or visit us online at www.thesupportnetwork.com under Volunteer Program for more information and/or a volunteer application.



Spirit Lifter Breakfast

Join us for an appetizing, get-you-going breakfast and an inspirational presentation

"Freedom of Speech"
Dare to dream...
with Cam Tait

November 7, 2002
7:30 am
Fairmont Hotel Macdonald
Empire Ballroom

\$65/person
\$600/table of 10

RSVP to Laurie 482-0198 or
lauriec@thesupportnetwork.com

Last year over \$9,000 was raised for our 24 hour Distress Line and no fee Walk-In Counselling Program.

Help people dare to dream!

Information and Referral Network Meetings

Information forums are held the third Wednesday of the month from 9:00 am to 11:00 am at The Support Network.

Each month, three organizations present information on their programs and services on a selected topic. Here is an opportunity to learn about other organizations, network with peers, and gain more information for your clients. Share your service brochures and promotional materials with others at a resource table.

September 18: Men's Services
October 16: Parenting Services
November 20: Christmas Services

Check out our website or call our office to find out about the next meeting.

Some of the best reasons to give

Some of the best reasons to give are the ones you may not have considered—the ones that make it worth your while to go that extra step. People who have spent time volunteering for a cause or have contributed money to a charity report that they get back in satisfaction and joy more than they ever expend in inconvenience or effort—what you get back is immeasurable. You'll also get these benefits:

- Volunteering brings out the best in people and helps you make a difference.
- Volunteering can lead to learning new skills and personal development.
- Giving helps keep taxes and other costs down in the community.
- Giving returns to society some of the benefits society gives you.
- Volunteering can help you deal with some of your personal challenges.
- Giving lets those who have more share with those who have less.
- Volunteering helps you meet new people and breaks down barriers of misunderstanding, mistrust, and fear.
- Giving may bring tax benefits.
- Volunteering can create new contacts which may help your business or career.

What better ways to spend a day or a dollar?

Source: *independentsector.org*

Don't know where to start?

482-INFO

Bringing volunteers and people together

Our Information & Referral Specialists provide information about organizations, matching you with the cause or issue that matters to you or with the population you want to help. The more specific your search, the easier it will be to give you leads. Is there a cause you are drawn to? Is there a group of people you would like to help? Check our website for a screening tool called **Looking to Volunteer?**

Check out:

www.InformEdmonton.com, a roadmap to community services at your fingertips. Use the keyword "volunteer".

Volunteering brings out the best in people! Do you have time to give?

Unique volunteer experience for counsellors

Waiting lists and money are often obstacles for people in distress who require counselling. Do you want to help remove some of those barriers? Would you like to be a part of a program that creatively deals with a variety of clients and issues?

At The Support Network, our counselling program offers no fee, solution-focused counselling on a walk-in basis to clients in distress. Counsellors contribute two four-hour shifts per month.

If you, a friend, or a colleague are interested in donating some counselling time to a worthwhile program, contact our Volunteer Program.



A whole lot is new!

Youth One has branched out. This is what's happening:



In print. MOZ is a free magazine distributed in schools, community organizations, and youth oriented stores. With 30,000 copies printed three times a year, MOZ is Edmonton's only youth magazine. The content includes youth issues, opinions, and connections to resources in the community. If you would like some copies to distribute or are interested in advertising or sponsorship, send an email to info@youthone.com.



In person. Currently in the developmental stage, YouthSPEAK!

will connect schools and other groups with presentations and speakers regarding youth issues. For more details on the initiative, or if you are looking to either present or host a presentation, contact Tina Faizmehr at tina@youthone.com.

YOUTH ONE.COM

Online. Monthly, youthone.com receives over 600,000 hits and 20,000 unique visitors. The website offers a great youth resource directory and peer support forums. To have your organization included in the directory or to check out the forums regarding issues such as suicide, sex, parents, and relationships, go to www.youthone.com or email us at info@youthone.com.



The Support Network is proud to be a member of the Alliance of Information & Referral Systems, Inc.



The Support Network Listener
 #301 - 11456 Jasper Avenue • Edmonton, AB • T5K 0M1
 Phone: (780)482-0198 Fax: (780)488-1495
 E-mail: admin@thesupportnetwork.com
 Website: www.thesupportnetwork.com



Member of the Canadian Association for Suicide Prevention

The Support Network is a member of

