

*News Release – For Immediate Release*

## **Crisis Services Canada Launches Canada Suicide Prevention Service**

November 28, 2017, Toronto, ON – Today Crisis Services Canada (CSC), a pan-Canadian network of local and regional crisis and distress centres, launched the new Canada Suicide Prevention Service (CSPS) that enables callers anywhere in Canada\* to access crisis support using the technology of their choice (phone, text or chat), in French or English:

- Phone: toll free 1-833-456-4566
- Text: 45645
- Chat: [www.crisisservicescanada.ca](http://www.crisisservicescanada.ca)

CSPS uses a new contact centre platform to link to existing local/regional service providers who deliver crisis support. A person in crisis contacting CSPS from anywhere in the country will be routed to the closest available responder, who will provide crisis support and resources unique to the caller's community and needs. CSPS complements local services to ensure that all people in Canada have immediate and equitable access to free and confidential support.

*The Canada Suicide Prevention Services provides toll-free, 24/7 suicide crisis support to anyone in Canada”, said Alison Caird, Crisis Services Canada President. “Best practices meet best in class technology to bolster existing local resources and ensure that anyone concerned about suicide reaches a trained responder fast”.*

The Public Health Agency of Canada invested \$2 million to support the development of the CSPS by CSC as part of the Government of Canada's commitment to improve the overall mental health of Canadians through collaborative initiatives with public, private, not-for-profit stakeholders and Indigenous partners.

*“Every suicide is a tragedy” said the Honourable Ginette Petitpas Taylor, Canada's Minister of Health. “The Canada Suicide Prevention Service will ensure that individuals feeling the need, regardless of where they live in Canada, will have access to support.”*

CSPS is committed to working with Kids Help Phone and the First Nations and Inuit Hope for Wellness Help Line to advance research, knowledge sharing and advocacy so that every person in Canada can access the suicide prevention supports they need, when they need it, and how they need it.

\*Since the Province of Québec already has a governmental suicide prevention strategy, Québec residents are therefore invited to call the Québec National Suicide Prevention Line (1 866 APPELLE) to get help from responders who are also trained in suicide prevention.

### **About Crisis Services Canada**

CSC is a collaboration of non-profit distress and crisis service centres from across Canada whose members have been working together since 2002 to reduce the impact of suicide. In 2017, the organization incorporated under the name Crisis Services Canada. In recent years, the network has formalized its organizational structure with a focus on strengthening regional service delivery to address nation-wide gaps in service.

CSC members have decades of experience in providing emotional support to people in need across Canada, and share a commitment to best practices and a common set of core values that promote accessibility, inclusivity and leveraging our collective strengths, local knowledge, resources, experience, information and technology to support the needs of all people in Canada.

### **For Further Information**

In English

Ms. Alison Caird is President of Crisis Services Canada, Chair of Distress Centres Ontario and Executive Director of the Toronto Distress Centre. She can be reached at 416-598-0168 or

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In French

Charles Laframboise is the Executive Director of the Distress Centre of Ottawa and Region. He can be reached at 613.238.1089 or [CLaframboise@dcottawa.on.ca](mailto:CLaframboise@dcottawa.on.ca)

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