

## CSC/CSPS Public Fact Sheet

### What is the Canada Suicide Prevention Service (CSPS)?

- Launching on November 28, 2017, the Canada Suicide Prevention Service (CSPS) is Canada's first nationally available, regionally delivered suicide prevention service providing support for voice, text and chat methods;
- CSPS does not replace, but complements existing local services to ensure that all people in Canada have immediate and equitable access to free and confidential support on the device of their choice, available 24 hours per day, 7 days a week, 365 days per year.

### History of Crisis Services Canada:

Crisis Services Canada (CSC) evolved out of the Canadian Distress Line Network (CDLN) – a pan-national network of existing distress, crisis and suicide prevention line services that has been engaging members since 2002.

In recent years the network has formalized its organizational structure with a focus on strengthening regional service delivery and ensuring nation-wide gaps in service are addressed.

In August 2017, the organization incorporated federally under the name **Crisis Services Canada**, and launched the Canada Suicide Prevention Service (CSPS). Its board members represent distress centres from across Canada, as well as senior executives from various sectors including technology, finance and military.

The CSC virtual headquarters team are a small team of experienced, dedicated distress centre, training, technology professionals who are committed to support the distributed members and their teams to ensure Canadians receive support as and when they need.

### CSPS Goals, Principles and Values:

Crisis Services Canada is guided by several core goals and principles including a belief that partnerships are the path to increasing service provision and improving outcomes for individuals in distress or crisis and who may be experiencing suicidal thoughts.

CSC members have decades of experience in providing emotional support to people in need across Canada, and share a commitment to best practice and a common set of core values:

#### ***Inclusion:***

We are committed to respecting cultural and social differences and believe that every human being deserves an equal opportunity to express themselves free of judgement.

### ***Least Intrusive Interventions:***

We are committed to supporting individuals who are emotionally vulnerable or who may have significant mental health issues, in the most caring and least intrusive manner possible.

### ***Collaboration:***

We value collaborative methods with family, friends and community organizations to help reduce the risks of suicide among individuals at risk.

### ***Accessibility:***

We will strive towards ensuring services that are confidential, cost free and available 24 hours 7 days a week to individuals in need across Canada.

### ***Professionalism:***

We will strive to ensure a high quality of services based on best or promising practices.

### ***Leadership:***

We are dedicated to successfully representing the voices and or needs of organizations across Canada who share a common interest in a National Network.

### ***Integrity:***

Our members are dedicated to our organizations mission, vision and values.

## **Objectives of Crisis Services Canada:**

CSC Partners share a commitment to best practices and a common set of core values that promote accessibility, inclusivity and leveraging our collective strengths to:

- Strengthen regional service delivery
- Address nation-wide gaps in service
- Reduce the impact of suicide in Canada

## **Why does it matter?**

Each day, approximately 11 people in Canada die by suicide. That's over 4,000 people a year, making suicide a leading cause of death in Canada. We can help prevent suicide with the right support services.

## **What Suicide Prevention Support Services does CSPS offer?**

24/7 suicide prevention support by toll-free phone, chat and text, available from anywhere in Canada (telecom and network access required)

- Telephone support: Call toll free 1-833-456-4566
- Chat support: [www.CrisisServicesCanada.ca](http://www.CrisisServicesCanada.ca)
- SMS/text support: text 45645

## How does it work?

- A person in crisis contacting CSPS will be routed to the closest available responder, who will provide crisis support and resources unique to the caller's community and needs;
- When local demand is high, CSPS can route people in need to responders provincially, regionally or nationally, identifying the right skill sets to support the service user's needs; and
- CSPS leverages the best in local crisis centre knowledge, resources, and experience, on a state of the art, high availability technology platform that swiftly and intelligently routes people in need to crisis support and resources.

## Who is it for?

Anyone in Canada who is thinking about suicide, has experiencing suicidal ideation, has attempted suicide in the past, has been bereaved by suicide or is concerned about someone who is thinking about suicide.

## What else does it offer?

- A national training and standards strategy to ensure best practices and quality assurance;
- Integration of 3<sup>rd</sup> party translation services for additional language support; and
- Nationally coordinated statistical/evaluative activities supporting quality assurance and national suicide prevention strategies.

## What's next?

- Expanding service partnerships to meet anticipated demand and strengthen capacity of English and French services, across all media, 24/7;
- Integration with 211 and other emergency and culturally-informed resource databases and services;
- Strengthening collaboration and support for indigenous communities;
- Collaboration 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;
- Development of a communications plan to ensure that people across Canada are aware of and can access crisis support; and
- The Public Health Agency of Canada (PHAC), one of the service's funding partners, will help increase awareness of CSPS through various communications initiatives.