



LIVINGWORKS
EDUCATION INC.

suicide-safer communities

ANNUAL REPORT 2013

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President's Message



This year LivingWorks celebrated its 30th anniversary.

When the first pilot of what is now ASIST—Applied Suicide Intervention Skills Training—was conducted in a small community in northern Alberta, no one had any inkling of what the future would bring in a few years, let alone 30 years out. Developed

by University of Calgary academics in psychiatry and social work along with counseling psychology graduates working as volunteers with the Canadian Mental Health Association (Calgary), the program was initially known as the Foundation Workshop. With funding from Alberta’s newly mandated suicide prevention strategy, it was to provide training for front-line caregivers who might be able to recognize and help a person with thoughts of suicide.

Delivery beyond Alberta was never considered in the start-up days of what was to become the world’s first standardized, locally adaptable, 2-day suicide intervention training program—along with its well-developed Training for Trainers (T4T) course and built-in quality assurance process. An intellectual property agreement with the CHMA (Calgary) would eventually set the stage for out-of-province delivery, which, in turn, paved the way for the emergence of LivingWorks as we know it today: a sustainable company with a social mission to help save lives from suicide.

Although looking back on these years gives pause for reflection and a time to be proud of many achievements, including the development of new programs and progressively updated and improved editions of ASIST, the motivation of LivingWorks’ founders, leadership team, staff, and vast network of trainers has never been driven by the need for applauded achievements. The purpose, not the accolades, is what has been fulfilling and rewarding.

That’s not to say we can’t openly share and celebrate the successes that organizations and individuals have experienced, from recent to long-term associates of LivingWorks. Word-of-mouth support was quick to spread ASIST to other parts of Canada almost before the official launch in Alberta.

To have the founders of the famed Los Angeles Suicide Prevention Center recommend the program in its early days—calling it the only one that could deliver the kind of statewide training the California Mental Health Department wanted—was enormously supportive. Seeing ASIST spread over the years to other states, territories, tribal nations, and military services, including a recent project in California has been particularly rewarding, as has the growing number of training collaborations with organizations and governments in Asia Pacific and European countries.

A completely unexpected achievement came when the United Nations invited us to organize and co-host a meeting of inter-regional representatives to develop guidelines on national suicide prevention strategies. The resulting publication *Prevention of Suicide: Guidelines for the Formulation and Implementation of National Strategies* remains in use to this day.

Finally, some of the most important achievements over these 30 years have been the support garnered from independent evaluations and the innumerable stories we have received with heartfelt appreciation from training participants. Many of these describe the life-assisting interventions they were able to make with someone at risk of suicide and are among the most meaningful reminders that we are succeeding in our mission.

What the next 30 years will be like is hard to envision, but I can say with certainty that the sustained focus on high-quality, leading-edge, widely deliverable training programs to support the mission of saving lives and helping to build suicide-safer communities will remain constant. In closing, I extend my deepest appreciation to everyone who makes our programs possible: our leadership team, staff, trainers, team leaders, coaching trainers, consulting trainers, readers, organizers, consultants and participants. Without you our dedication to helpers saving lives for tomorrow would not be possible.

Sincerely,

RICHARD RAMSAY
President & Co-founder

2013: A Year in Review

2013 was a milestone year for LivingWorks. We celebrated our 30-year anniversary, introduced a new edition of our flagship ASIST program, launched esuicideTALK online, and had many new staff join our team. Our workshops and Training for Trainers courses also saw unprecedented annual growth around the world. Here are some visual highlights of this busy, productive year:

VIDEO
TESTIMONIAL
PROJECT

trainers and participants
share their stories in
nearly 30 videos

INTERNATIONAL PARTNERS

Australia office
OPENS IN
Canberra



AWARD OF EXCELLENCE

presented to

Grassroots Suicide Prevention
in England

78 ASIST
T4Ts held

Contract to provide
ASIST & safeTALK
T4Ts to the U.S. Navy



TRAINER WEBSITE
REDEVELOPED

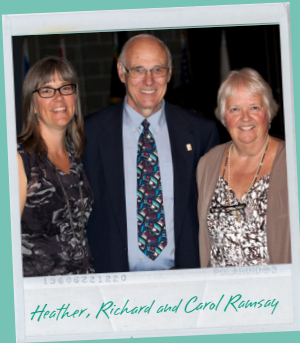


98

safeTALK T4Ts held
—a new record!



94,539 people learned
ASIST skills
43,861 people learned
safeTALK skills



LivingWorks' Legacy 30 Years: Celebrating and Reflecting,
a written commemoration by Heather Ramsay
and Richard Ramsay, is published

30
YEAR
ANNIVERSARY



**Gould Study
is published**

A major study demonstrated
the effectiveness of ASIST

page 20 has
more details



**esuicideTALK
IS LAUNCHED.**

Suicide awareness
training goes online.



ASIST 11 Launch!



**LivingWorks
Legacy Conference**

— trainers and
associates gather
from around the
world to celebrate

more information
on page 19



RECOGNITION PROJECT LAUNCH
support for allies and associates



*LivingWorks trainers and leaders
presented a panel at the International
Association for Suicide Prevention's
annual conference in Norway*

L-R: Dag Willy Tallaksen, Heather Stokes, Ellen Cho,
Matthew Taylor, Ann-Jorid Moller, and Lindy MacGregor
share a hug following a successful presentation.
Jorgen Gullestrop (not pictured) also presented.

International Growth and Development

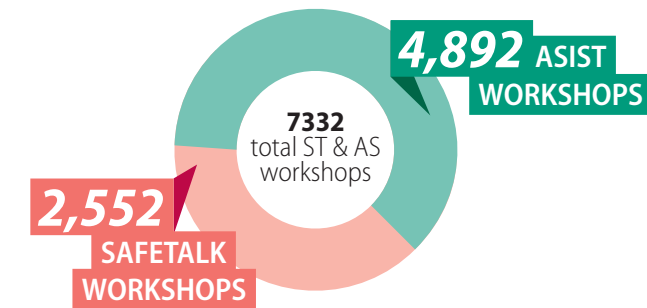
LivingWorks' trainer network includes over 7,000 active trainers located all around the world. Over the past decade, these trainers have made internationally standardized LivingWorks training possible in over 20 countries each year. 2013 represented a new record with workshops taking place in 30 countries worldwide. Some saw only a handful of workshops while others featured dozens or even hundreds, with Canada and the United States hosting more than a thousand each.

Regardless of the numbers, the philosophy of saving lives one intervention at a time remains the same. "Working with international communities all over the world contributes to our learning and growth and allows us to share lessons learned. I am amazed by many of the core similarities found in cultures and demographics seemingly so different from one another. I am constantly reminded that we are all human and all endure pain and suffering and all have a better chance at thriving when another human provides a listening and compassionate ear," says Heather Stokes, Vice-President of Strategic Development.

Most of LivingWorks' activities around the world are administered through offices in Canada, where our headquarters are located, as well as in the United States and Australia. LivingWorks Education Inc. arose from a partnership founded in Canada in 1983, while LivingWorks Education USA and LivingWorks Education LP were established in 2004 and 2010, respectively. LivingWorks Australia was founded in 2012, following fifteen years of local administration through Lifeline Australia. The LivingWorks offices work with local, regional, and national affiliates in both the public and private sectors to help create suicide-safer communities in their respective countries. They also facilitate training, capacity-building, and strategic development in other nations.

The Canadian headquarters office oversees the International Collaborative Committee (ICC), a group of countries and organizations who manage their own training, strategy, and administration. Although they continue to work closely with the LivingWorks office in Canada, they operate as self-directed partners in implementing LivingWorks training programs. More information about ICC developments in 2013 can be found on page 11.

2013 by the numbers



total trainers = 100 safeTALK = 100 ASIST



94,539 **43,861**
ASIST participants safeTALK participants



LivingWorks Education Inc.

Calgary Office

2013 has been a busy year for LivingWorks Education's headquarters! The LivingWorks 30 Year Legacy Conference took place in Calgary in June, with more than 300 leaders and trainers from around the world gathering to strategize, reconnect, and develop their skills. ASIST, safeTALK, and suicideTALK trainings were held across Canada, and a series of Inuktitut-language videos first filmed in 2011 were screened as part of workshops in the territory of Nunavut.



Trainers from around the world gather at a plenary session during the Legacy Conference.



L-R: Cynthia Hodge, Heather Stokes, Kathryn VanBoskirk, Devon Tayler, and Richard Ramsay at LivingWorks' 30th anniversary celebration.

Other major Canadian developments included work with the Chiefs of Ontario through the Nishnawbe Aski Nation to offer ASIST and safeTALK to about 90 First Nations communities throughout the province of Ontario, as well as ongoing trainings through the Ontario School Boards and the Ontario School Counsellors Association. Alberta's Centre for Suicide Prevention also achieved significant results, training over 5,000 participants over the course of the year. For more information on the Centre's successes, see page 11. 2013 also saw further efforts in a project to train Calgary Transit personnel in suicide awareness and intervention techniques. A public awareness campaign to share these details with Calgarians is in the works for 2014.



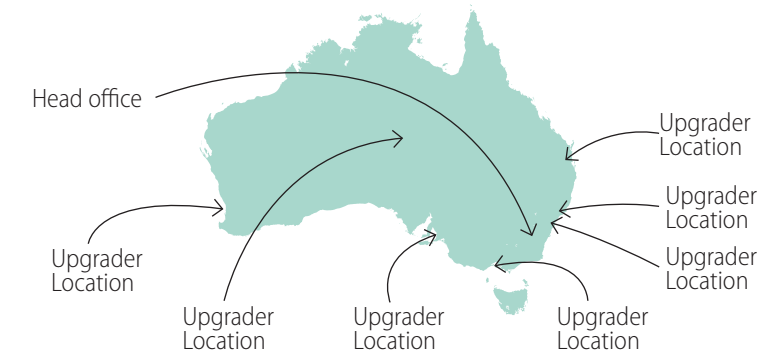
Tarie Kinzel holds a hand-crafted wood carving modelled on the LivingWorks logo, presented in recognition of her long-time service and leadership.

LivingWorks Education Australia Pty. Ltd.

Canberra Office

Following the creation of LivingWorks Australia in 2012, this subsidiary of LivingWorks Education established its head office in Canberra in 2013. This office provides support to over 250 Australian trainers who deliver LivingWorks programs and also oversees strategic development and growth across Australia.

The release of ASIST 11 was highly anticipated in Australia, and nearly 160 of Australia's ASIST trainers had upgraded to the new version by December 2013. Upgrading nearly two-thirds of trainers nationwide was possible thanks to the outstanding efforts of training coaches in Melbourne, Adelaide, Perth, Sydney, Brisbane, Canberra, Newcastle, and Alice Springs.



2013 also sent an important message about LivingWorks' continued presence and growth in Australia, with clear development plans outlined to many allies and partners across the country. LivingWorks Australia also emphasized its commitment to the Australian national suicide prevention strategy and its goals of reducing the number of suicides year after year. At the 2013 Suicide Prevention Australia conference in Melbourne, LivingWorks Australia unveiled ASIST 11's new *Pathway for Assisting Life* model to excitement and acclaim.

LivingWorks Australia hosted three ASIST T4Ts and eight safeTALK T4Ts in 2013, with Life-line Australia, Uniting Communities, Centacare, Anglicare, Richmond Fellowship, Mates in Construction, and the Australian Defence Force among the major participants. In 2014, the office aims to increase the number of T4Ts as well as the participants in each course.



Trainer Marina Johns leads participants during the small group component of an ASIST workshop in Margaret River, Australia.

LivingWorks Education LP – USA Office

Fayetteville, North Carolina Office

In 2013, hundreds of organizations across the United States hosted and sponsored LivingWorks trainings, helping community members and professionals from a wide range of disciplines learn to save lives from suicide.

With 2500 ASIST workshops and 770 safeTALK workshops, the United States had the highest total number of workshops and participants in the world in 2013. Workshops were held in virtually every US state. LivingWorks also worked extensively with tribal communities across the country to implement ASIST and safeTALK trainings.



2013 marked the third and final year of LivingWorks’ statewide training contract with the California Mental Health Services Authority (CalMHSA). The contract has been renewed for an additional year in 2014, and ASIST senior team leader Kathleen Snyder will be taking on a coordination and leadership role as the extension comes into effect.

LivingWorks also continued its strong relationship with the National Suicide Prevention Lifeline, which provides 24-hour crisis support across the United States. In December 2013, a study by Dr. Madelyn Gould and colleagues from Columbia and Rochester Universities evaluated the impact of ASIST training for callers at risk of suicide. The study found that callers were 83% more likely to experience a reduction in suicide thoughts if they spoke to an ASIST-trained counselor rather than a counselor trained in another method. To learn more about this groundbreaking study, see page 20.

In partnership with LivingWorks, the United States Military also made significant strides in suicide prevention training in 2013. Many installations exceeded last year’s training rates, and a number of military personnel were honored for their contributions to safety. For more information on LivingWorks training in the military, please see page 22.

Top: L-R: Patty Rives, Heather Stokes, and Sue Eastgard.
Bottom: L-R: Michelle Wiggins, Sharon Sutton, and Jerry Swanner.

International Collaborative Committee (ICC)

The LivingWorks International Collaborative Committee (ICC) is a group of nationally focused organizations that have entered into a partnership agreement for the distribution of LivingWorks programs in their specific regions. ICC members, including Scotland, Norway, and Alberta’s Centre for Suicide Prevention, maintain their own training administration and print their own workshop materials. A number of other countries—including New Zealand, the Republic of Ireland, the Republic of Korea, and Wales—are also in the process of developing the self-contained administration, quality assurance, and printing processes associated with the ICC.

An important aspect of the ICC is the chance to come together and discuss strategies, opportunities, and lessons learned. While gathered in Calgary for the 2013 Legacy Conference, ICC members and guests did just this. Part of the discussion also focused on plans to upgrade trainers to ASIST 11, and 2013 saw significant progress in their implementation. Finally, they also offered insight to help guide LivingWorks’ strategic global vision. Representatives from all LivingWorks organizations were also present at the ICC meeting to share and collaborate in these discussions.

Here is a look at the activities undertaken by the ICC members in 2013.

THE CENTRE FOR SUICIDE PREVENTION: The Centre for Suicide Prevention (CSP), a long-standing ICC member and one of LivingWorks’ first partners, is dedicated to suicide information, awareness, and prevention in LivingWorks’ home province of Alberta. In 2013 the Centre presented 212 ASIST workshops and 61 safeTALK workshops, resulting in 5,105 total participants. With 154 active trainers, CSP remains a model of sustainable program dissemination and infrastructure.

SCOTLAND: Scotland’s training leaders received a LivingWorks Award of Excellence in December 2013 in recognition of their 3,925 participants trained in ASIST and safeTALK. With a national population of just over five million, this represents one of the highest national training ratios per capita in 2013. Scotland has also unveiled a new chapter in its

national suicide prevention strategy to last through 2016. Commitment #9 of this strategy calls for continued emphasis on training, and ASIST and safeTALK are poised to play a major role in Scotland’s suicide safety for years to come.

NORWAY: In 2013, Norway had 159 active ASIST trainers who delivered 111 workshops to 2228 participants. Thanks to proactive translation efforts, Norway held its first field trial of ASIST 11 in April. With knowledge gained at the LivingWorks Legacy Conference in June, a Norwegian ASIST 11 pilot was subsequently offered in Norway in October. Work to translate and implement ASIST 11 is ongoing, and ASIST 10 workshops remain in high demand. A journal article by ASIST Senior Training Coach Dag Willy Tallaksen and colleagues was also published in 2013. Entitled “A qualitative study of public health nurses and their professional competence related to suicidal adolescents,” it examined the role and value of ASIST for nurses in a public health setting. With more workshops expected in 2014, ASIST continues to play a major role in the Norwegian government’s updated suicide prevention plan.



Top: Choose Life leadership and ASIST Training Coaches stand with suicidologist Steve Platt as he presents Scotland’s Award of Excellence on behalf of LivingWorks leadership.
Bottom: Norwegian ASIST trainers and staff gather at the LivingWorks Legacy Conference. L-R: Ann-Jorid Moller, Oyvind Dasvatn, Rune Nilsen, Dag Willy Tallaksen, Harriet Johansen, and Hans Lander.

International Growth and Activity

In collaboration with LivingWorks, a number of other countries also made strides toward suicide safety in 2013.

ENGLAND: In England, various trainer groups—including Mind charities, Grassroots Suicide Prevention, Papyrus, the Lincolnshire Partnership Trust, Plymouth Community Health Care, PHIT, Liverpool Charity and Voluntary Services, and Suicide-Safer London, among others—have been working tirelessly to build suicide-safer communities.

Grassroots Suicide Prevention, a charitable organization based in Brighton, received the first ever LivingWorks Award of Excellence for Best Practice Community Service and Achievements. This award recognizes its exemplary delivery of ASIST and safeTALK and its commitment to building a suicide-safer community for the citizens of Brighton and Hove.



L-R: Helen Gibson, Fiona Houston, Mayor Martin Reilly, Alan Dagg, Kathryn VanBoskirk, Barry McGale, Kevin Bailey, Aislinn Delaney at the presentation ceremony for the mayor's award of recognition in Derry.

NORTHERN IRELAND: Key leaders in Northern Ireland, which has been hosting LivingWorks trainings since 2003, began discussions to explore the idea of organizing nationally to support their trainer network. In recognition of these leaders' contributions, Martin Reilly, the Mayor of Derry, presented them with an award celebrating their work and achievements in suicide prevention.

REPUBLIC OF IRELAND: Among the early adopters of ASIST, the Republic of Ireland has been active with LivingWorks since 2003. In 2013, the country made a proactive commitment to upgrade its trainers to ASIST 11 and has scheduled four upgraders for early in 2014. The Republic of Ireland also made strides toward local administration of training following an agreement signed between LivingWorks and the National Office of Suicide Prevention in 2009.



Chris Brown (left) and Miranda Frost (right) of Grassroots Suicide Prevention receive their Award of Excellence from LivingWorks' Kathryn VanBoskirk.

REPUBLIC OF KOREA: Two members from the Korean Association for Suicide Prevention (KASP) attended the LivingWorks Legacy Conference in Calgary. ASIST and safeTALK, translated into Korean, continue to be delivered in a range of workplaces and communities across the country, and with over 150 workshops held in 2013, the country is experiencing strong year-to-year program growth.

SINGAPORE: Singapore held its first-ever ASIST T4T in March 2013, adding 12 trainers to the community. Previously, Singaporeans had attended North American or Australian T4Ts. The attendees of the March 2013 T4T also broadened Singapore's range of trainers beyond medical social work for the first time. The new trainers have a variety of roles and are focused on reaching out to different community demographics including youth, seniors, and faith groups.



Left: L-R: Sue Jean Kim, Su-Young Koh, and Lindy MacGregor.
Right: L-R: The Republic of Ireland's John Kennedy, Scotland's Marie Murphy, and England's Jenny Pickup hold wooden carvings given in recognition of their training leadership and achievements.



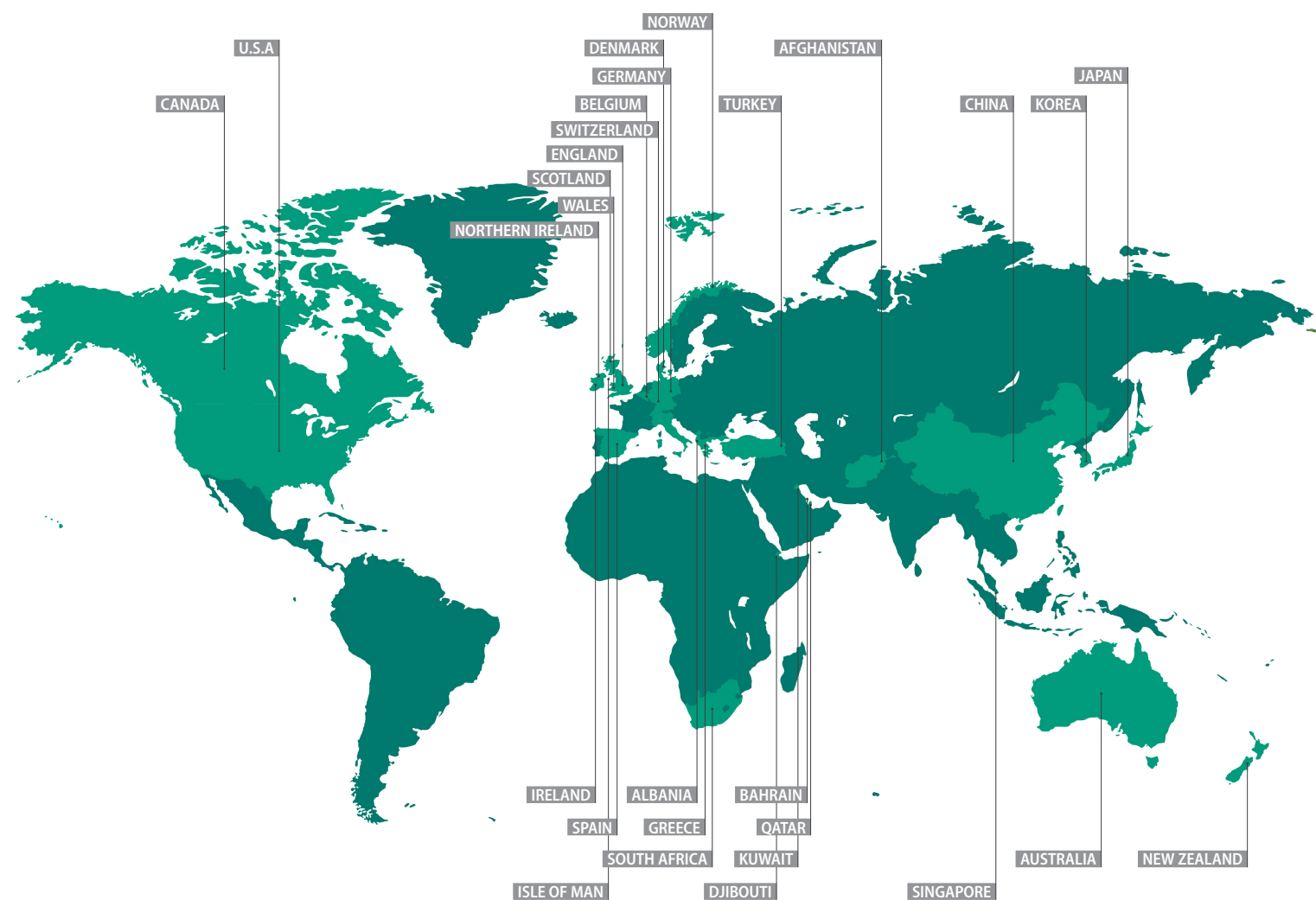
Left: Trainers Gaynor Hicks (furthest left) and Lindy MacGregor (second from left in blue scarf) with participants at Singapore's first-ever ASIST T4T.

US Army Gila River Health Care US National Guard NASA California Mental Health Services Authority Crouch Foundation Lifeline OZHelp Mental Health America of Texas Virginiaia Department of Health US Air Force Team Rubicon US Navy West Texas Centers New York State Office of Mental Health Kansas Youth Suicide Prevention US Marine Corp Orange County Firefly Lifeline Broken Hill Southcentral Foundation National Suicide Prevention Lifeline US Coast Guard MHMRA of Harris County Naropa University Utah Navajo Health System Mississippi Department of Mental Health Commuity Reach Center Crisis Call Center Lifeline Canberra American Foundation for Suicide Prevention New York Region III Mental Health Miami Dade College Arkansas Crisis Center Missouri Institute of Mental Health Wounded Warrior Project Los Angeles County Department of Mental Health Lifeline Ipswich Research Foundation for Mental Hygiene Bluebonnet Trails Community Services Indian Health Services Multnomah County Nevada Coalition for Suicide Prevention Yellowhawk Tribal Health Center Colville Indian Reservation Vermont 2-1-1 Lifeline Mid Coast California Rural Indian Health Board San Bernardino County Superintendent of Schools Ventura Office of Education Lifeline Australia Riverside County Department of Mental Health Chickasaw Nation Family Resource Division Lifeline Melbourne College of Charleston Imperial County Behavioral Health Service Behavioral Health & Recovery Services Nevada Office of Suicide Prevention We Care, Inc. Apache Behavioral Health Services Idaho Suicide Prevention Hotline Confederated Salish and Kootenai Tribes Interior Health Suicide Prevention Center of New York Lifeline Gippsland Kern County Mental Health Hillside Family of Agencies Aspen Institute Rexdale Centre North Slope Borough School District Lodi Unified School District Sutter Yuba Mental Health Services Partners in Recovery Adams State University Central Mississippi Residential Center Crisis Preparation & Recovery Littleton Public School University of Toronto Family Service Agency of Marin California State University Sacramento Santa Clara County Suicide Prevention Lines For Life San Francisco Suicide Prevention Lakes Regional MHMR Center Alaska Native Tribal Health Consortium NNADP The Help Center CMHA Durham Lake County Behavioral Health American Foundation for Suicide Prevention Montana Winslow Indian Health Care Center American Foundation for Suicide Prevention Boston The Firemen's Association of Chicago CMHA Brampton American Indian Health & Family Meridian Court Mental Health Association Oklahoma DMH & Substance Abuse Services North Dakota State University Common Ground HeartLine California State University Channel Islands Ionia County Community Mental Health AFSP Washington State CMHA London Humboldt County Department of Health & Human Services Denton County MHMR Center Nevada Urban Indians Inc. Mercy Family Services Kids under Twenty-One Southeast Human Service Center Nevada Department of Education White Earth Tribal Mental Health Living Communities Emergence Health Network Colorado Department of Public Health and Environment Fresno Unified Scool District Behavioral health Center of Nueces County Lifeline South West Vic California Institute for Mental Health Jackson County Mental Health Lower Kuskokwim School District Stanislaus County Behavioral Health & Recovery Services Lifeworks North West Lifeline South East SA Lenawee Community Mental Health Authority National Alliance on Mental Illness MN Adams State College Wheeler Clinic Power of 3 Gizhewaadiziwin Health Access Centre Lifeline North Coast New South Wales Samaritans on Cape Cod & the Islands Newfoundland and Labrador Housing Kahnawake Shakotia'a'takehnhas British Columbia Schizophrenia Society Peter Ballantyne Band Health Services PANDA Safe Harbor Behavioral Health New Mexico State University Venango County Mental Health Adams 12 Five Star Schools Goodwill of the Finger Lakes . Louisiana Federation of Families Merced County Mental Health Fresno County Office of Education Team Health Tehama County Mental Health Jefferson Center for Mental Health Lifeline New Zealand Inc. Community Bridges Inc. The Training Duo Lifeline Mackay-Whitsunday Tomnet Inc San Francisco State University La Familia Counseling Center Inc. Magellan Behavioral Health of Pennsylvania Independent Living Resource Centre of Calgary California State University CMHA Thunder Bay Sportslife IQ Family Service Agency - Central Coast Sumunumu Program Northwest Portland Area Indian Health Wellspace Health Spiritworx Inc Central Unified School District North Central Education Cooperative Government of Guam Matanuska School District Shoshone-Bannock Tribes Mental Health America of Greater Indianapolis Resolve Crisis Network Elko County School District COTA Health Lifeline Ballarat Y Plas Headquarters Counseling Center Jesse Klump Memorial Fund Inc University of Utah Neuropsych Institute HSI Crisis Connection Yolo County Alcohol, Drug and Mental Abuse Triple Care Farm Behavioral Health Solutions Steamboat Mental Health Tanana Chiefs Conference Lifeline Tasmania Worcester County Health Department Orange County Health Care Agency Lower Yukon School Turning Point Child and Family Guidance Center Butte County Office of Education Bridges of West Michigan Contra Costa Crisis Center Port Curtis Rotary Club Lifeline Central Victoria and Mallee California Polytechnic State University North Slope Borough School District Cheyenne River Youth Project Sonoma County Indian Health CMHA Nova Scotia South Coast Community St Vrain Valley School Lifeline Gold Coast Jefferson Center for Mental Health Lifeline Macarthur Rainy River District School Board Lakeland Health Care North East Montana Health Services Lassen County University of Montana Lifeline Central West REAL Crisis Intervention Mental Health Queensland Health Association in Delaware Pyramid Lake Tribal Health Center ASIST Lambton Lifeline Darling Downs College Boreal Chippewa County Health Department Campus Suicide Prevention Center of Virginia CMHA Brantford C Sara Foundation Inc Connex Ontario Washington Metropolitan Area Transit Authority Medical Services Amador Tuolumne Community Action Agency Cate's Corner Riverside Community College District Lifeline South Coast American Foundation for Suicide Prevention - National Front Porch Coalition Northern Arizona Regional Behavioral Health Authority Salt River Pima-Maricopa Indian Community Tribal Government Lifeline Tasmania Forefront Innovations in Suicide Prevention University of Puget Sound Behavioral Health Response CMHA Fredericton Sheridan College Palestine United Methodist Church InoMedic Health Applications Lifeline City Sutherland Arcata High School Swtchboard of Miami Inc. United Synergies Resurrection Lutheran Church Kings View Behavioral Health Services Overcoming the Darkness Distress Centres Ontario Crisis Center Johnson County Appalachian State University Lansing Public School District CMHA Guelph Star View Community Services Lifeline Central Coast NSW Carlton County Public Health & Human Service Choose Life Services Queen Margaret University Lifeline Top End Golden Triangle CONTACT Teleministry Inc. Injury Control Council of Western Australia Mental Health Association of NYC Success College Scottish Association for Mental Health Pembroke Regional Hospital Orgian College Headingley Correctional Centre South Eastern Health Univeristy of Ballarat Brantford Native Housing Labrador District School Board Keewaytinook Okimakanak King's University College Ontario Federation of Indian Friendships Centres Child Care and Education Centre Distress Centre Lanark City of St. John's Maple Leaf International School CMHA Wellington-Dufferin Southern First Nations Network of Care Battlefords Tribal Council East Riding of Yorkshire HSE House / Health Promotion First Nations of Northern Manitoba Caring Choices Holistic Nursing Pursue Life Beaver Brae Secondary School Humber College Health and Social Care Public Health Agency CMHA Brantford School Board St. Patrick School Brighton Counselling, Psychotherapy & Coaching Lennox & Addington Addiction and Community Mental Health CatholicLife ASCERT Distress Centre Calgary Montfort Hospital Battlefords Family Health Centre Uxbridge Youth Centre Cambrian College City of London Sykes Assistance Services Haliburton, Kawartha, Pine Ridge District Health Unit Norwest Community Health Centres Children's Centre CMHA Community Services CareGivers Inc Family Services Durham Children's Mental Health Leeds Grenville Lifeline Newcastle & Hunter Crisis Centre of Norhtern British Columbia Ste. Anne's Hospital St James George Brown College CMHA Ottawa Algonquin College Institute For Human Services Education Ehrlo Community Services Opportunities for Independence Inc. Standby Response Service Renfrew County Catholic District School Board St. Joseph's Care Group Night Wind Treatment Centres Campus Living Centres Kinark Child and Family Services Sleaford Learning and Development Centre Hamilton Regional Indian Centre Garnduwa Thunder Bay Catholic School Board Eel Ground First Nation CMHA Halton CCNB-Campbellton Wuskwi Sipihk First Nation San Mateo County Behavioral Health & Recovery Services San Joaquin County Office of Education Virginia Medical Center

Our Friends

AMH Works Providence Healthcare White Buffalo Youth Inhalant School District 72 Campbell River Kilburn Hall Youth Centre Lifeline Northwest New South Wales Manitoba Family Services Lac La Ronge Indian Band West Kootenay Boundary Regional Heart Beat Inc. Conseil Scolaire de District du Grand Nord de l'Ontario Government of Nova Scotia Conseil des Ecoles Fransaskoises Bishop Smith Catholic High School Brain Injury Services of Hamilton CMHA Owen Sound Meta Employment Services Canadore College Mohawk College Bookstore Lambton Kent District School Board Upper Grand District School Board Matawa First Nations Alife Auz Parkland Regional Health Authority Cree Board of Health and Social Services Sheridan College Residence Sara Riel Inc. Trent University Northern Light School Suicide Prevention Network Survivors of Suicide Loss TYPs Almonte's Youth Centre North of Superior Counselling CMHA Fredericton Conseil Scolaire Catholique De District Des Grandes R Batchewana First Nation Health Department CMHA Simcoe County Forward for Life Superior-Greenstone District School Board Porcupine Health Unit ASPNIQL St. Joseph's Health Centre CMHA Peel Government of Yukon Carlisle Eden Mind College of the North Atlantic New Brunswick Internal Services Agency Ottawa Public Health Whitefish River First Nation Canada Orcadia Youth Residence Children's Mental Health of Leeds and Grenville Cape Breton University Queen's University Whitecap Dakota/Sioux First Nation Health Office Creative Works Psychological Services St John Committee of Suicide LAxis Family Resources CMHA Saskatchewan/Friends for Life Halifax Regional Police Hamilton-Wentworth Catholic District School Board Muskoka Parry Sound Community Mental Heal CMHA New Liskeard St Matthew's United Church Community Health Centre Border Land School Prince Albert Youth Residence Thunder Bay District Health Unit Glasgow Royal Infirmary George Brown College Headspace CMHA Nova Scotia North Antrim Community Network Sir Sandford Fleming College Brant Haldimand Norfolk Catholic DSB Halton Regional Department Pink Triangle Services Durham Mental Health Services Community resource Connection of Toronto VIVAT Mood Disorders Association of Manitoba Mountain View School Membertou Wellness Centre Community Mental Health Centre Labrador District School Board Frontenac Community Mental Health Services North Bay Regional Health Centre Lifeline Western Sydney Region of Peel Mount Saint Vincent University Mississaugas of the New Credit First Nation North Okanagan-Shuswap School Burnaby School District Department of National Defence Canadian Forces Military Police Academy Lifeline Albury Wodonga Bristol Mind Eagle's Nest Youth Ranch Kaepriion Consulting Limited City of Vincent Carleton University Students Association Heartland Health Region Eastern School District File Hills Qu'Appelle Tribal Council Mamawetan Churchill River Health Region Veterans Affairs Canada Trellis Mental Health and Developmental Services Haldimand-Norfolk REACH Red River College Community Mental Health - Bathurst Southern Health Timmins Native Friendship Centre Agency Chiefs Tribal Council Laurentian University Halifax Regional Municipality Waypoints Everest College of Business, Technology and Health Care Kitchener London District Catholic School Board CMHA Barrie Branch Regeneration Community Services College of the North Atlantic Western School District Waypoint Centre for Mental Health Care The Corner House Hospital Edmundston Bluewater District School Board Conseil ScolairePpublic du Nord Lifeline Harbour to Hawkesbury Waterloo Catholic District School Board University of Toronto Mississauga NEED2 Suicide Prevention Lanark County Mental Health University of Manitoba Cherry Creek Schools Centre for Suicide Prevention Nunatsiavut Government Department of Health Alexandra Hospital NE Ontario Family and Children's Services Seine River School Division Central Vancouver Island Crisis Society Ministère de la Sécurité Publique New Brunswick Youth Center Ministry of Children and Family Development of British Columbia BTC Indian Health Child Protection Branch Manitoba Family Opaskwayak Cree nation Vancouver School Board Lakehead University Conseil Scolaire de District Catholique des Aurores Boreales Royal Canadian Mounted Police of Winnipeg Paul Dojack Youth Centre SunCountry Health Region Hamilton Wentworth District School Board Beacon Counselling Trust Liverpool Addiction treatments Clinic Thunder Bay Regional Health Sciences Centre Youth Services Bureau of Ottawa St. Clair Catholic District School Board Eminata Group Trillium Health Partners Dasch-Direct Action In Support Of Community Homes Inc Madame Vanier Children Services CMHA Charlottetown Promotion de la Santé Brockville General Hospital District School Board Ontario NE Woodview Mental Health City of Winnipeg Life Central Hastings and Prince Edward District School Sioux Lookout Meno Ya Win Prairie Mountain Health Child and Family Centre Murray McKinnon Foundation Canadian Mental Health Association of Middlesex Government of New Brunswick Sandwell Mind Nipissing University Assembly of Manitoba Chiefs Secretariat The Richmond Fellowship Scotland Lambton College Gerstein Crisis Centre Klinik Community health Centre Touchwood Agency Tribal Council Singapore General Hospital Pte Ltd Hull and East Yorkshire Mind Ts'ewulhtun Health Centre Government of Northwest Territories Simple Reality Counselling and Consulting Lifeline Central Australia CMHA Orchard Park Ottawa Catholic School Board Sahtu Health and Social Services Niagara Catholic District School Board Prairie Psychology Services Inuvialuit Regional Distress Centre of Ottawa & Region Ottawa Police Service Suicide-Safer London CIC Indian Child and Family Services Kawartha Pine Ridge District School Board Metis Child and Family Services Authority Sault Area Hospital Southeast Resource Development Council St Lawrence College Singapore Association of Social Workers Boab Health Services Conseil des Ecoles Publiques Native Spirit Consulting New Brunswick Community College Providence Care Northern Ireland Prison Service JP Training and Consulting Suicide Awareness & Support Group York Support Services Network Onion Lake Healing & Wellness Centre Conseil Scolaire de District Catholique de l'Est Ontarien Conseil scolaire de district catholique Centre-Sud Saskatchewan Polytechnic Simcoe County District School Board CMHA Canadian Mental Health Association Reconnexion Confederation College South West VETlink Reach Conseil des écoles publiques de l'Est de l'Ontario Forum for Action on Substance Abuse ASIST Newfoundland and Labrador Department of Defence Crisis Intervention & Suicide Prevention British Columbia Belfast Education & Library Board Grassroots Training Conseil scolaire Viamonde Regina Child and Youth Services Greater Essex County District S.B. Blackburn Public Bealth Anglicare WA CatholicCare NT Kids Help Phone Thames Valley District School Board Waterford Hospital Kelsey Trail Health Region CMHA Ontario Nipissing First Nation Nunavut Arctic College Trillium Lakelands District School Board Qamutik Training and Consulting Six Nations Council Anglicare NT National Council of Social Service Uniting Care Community Gay and Lesbian Community Service Nishnawbe Aski Nation Distress Centre Niagara CMHA New Brunswick Government of Canada Prince Albert Grand Council Hopewell Hospice Services Lifeline Queensland Alzheimer's Australia Algonquin & Lakeshore Catholic District School Board Wagga Wagga Suicide Prevention Network Conseil scolaire catholique Providence Isle of Man Department of Health and Social Security CMHA Grand River Branch Lifeline Adelaide Winnipeg Regional Health Authority Edmonton Police Service Conseil des Ecoles Catholiques du Centre-Est Anxiety Recovery Centre Ipswich Grammar School Latrobe Regional Hospital Psychiatric Disability Services of Victor National Center for Suicide Prevention Training Monash University Clayton Campus Murrumbidgee Medicare Local National Automobile Dealers Association The Univeristy of Melbourne Southern Area Health Promotion Department Six Nations Health Services HSE National Office for Suicide Prevention Common Unity Ltd. Northern Ireland Ambulance Service Six Nations Mental Health Team South Eastern Trust Ards Hospital Stolo Nation Health Services Rochdale and District Mind Peel District School Board Meadow Lake Tribal Council Australian College of Community Services Uniting Care Mental Health Nova Scotia Community College Western Health and Social Care Trust Top End Association for Mental Health Reseau Sante Vitalite Niagara Public Health Grassroots Suicide Prevention York Region District School Board Lifeline Northern Beaches UnitingCare Tasmania Barwon Mental Health Education Team Korea Association for Suicide Prevention Wallis Balog & Associates Queensland Injectors Health Network Suicide Prevention Council of Hamilton Vancouver Coastal Health ChooseLife NHS Scotland Rockhampton Mental Health Services Southern Cross University Student Guild St Vincent's Mental Health-Nevil Re-engage Youth Services Onelife-Eastern Wheatbelt Gulf Trace Elementary School Pharmacists Support Services Finding The Light Counselling Service Aftercare Awareness Australia Bega Garribirringu Health Services Gin Gin State High School Eastern Regional Mental Health Association Child and Youth Mental Health Community Services Directoraite ACT Government GET Mental Health and Wellbeing Uniting Communities Nannup Community Resource Centre Lifeline Northern Rivers Lifeline UnitingCare Community Lifeline Western Australia North West Hospital and Health Services Richmond Fellowship of Western Australia Western Australian Association of Mental Health Strategic Workforce Development Suicide Prevention Training Program Victorian Association for the Care and Resettlement of Offenders Humber College CMHA Moose Jaw West Moreton-Oxley Medical Local Wimmera Uniting Care Health Canada CMHA Toronto

Worldwide Development



2013 was a year of significant worldwide accomplishments for LivingWorks, with trainings taking place in 30 countries around the world. “I’m honored and proud to be part of a group of people dedicated to making their communities safer from suicide,” said Cynthia Hodge, Vice-President of Training. “The commitment of our trainers to help save lives is remarkable. 138,400 people attended ASIST and safeTALK in 2013—a new record. Every life we touch—and save—matters.”

With 2013 representing our highest yearly training totals ever, we are truly thankful for the number of people around the world who have made a commitment to learning life-saving skills, and to the trainers and organizers who make these workshops possible. Here are the global training statistics from 2013—please note that these numbers are based on the trainer report and participant feedback forms after every workshop and reflect LivingWorks’ database as of May 1, 2014.

Afghanistan ASIST: 40 total trainers 715 participants	Albania ASIST: 1 workshop 14 participants	Bahrain safeTALK: 4 workshops 77 participants	Belgium ASIST: 3 workshops 23 participants
China safeTALK: 2 workshops 50 participants	Denmark ASIST: 1 workshop 26 participants	Djibouti ASIST: 1 workshop 21 participants	Germany ASIST: 10 workshops 174 participants
Greece ASIST: 4 workshops 83 participants	Isle of Man ASIST: 6 total trainers 2 new trainers	Kosovo ASIST: 5 workshops 46 participants	Kuwait ASIST: 36 workshops 839 participants
Norway ASIST: 159 total trainers 111 workshops 2,228 participants	Qatar ASIST: 1 workshop 12 participants	Switzerland ASIST: 1 workshop 21 participants	Turkey ASIST: 2 workshops 42 participants

Our training in Denmark was conducted in Danish and English. Although all participants understood English, many felt more comfortable with their home language. Following the success of this workshop, one of the participants has registered for an ASIST T4T in 2014 and has already begun talking with key stakeholders to develop an implementation plan in order to begin building suicide safety in Denmark.

—Lindy MacGregor, ASIST Senior Team leader and safeTALK instructor

Australia <div> ASIST: 398 total trainers 19 new trainers 486 workshops 7,827 participants </div> <div> safeTALK: 213 total trainers 65 new trainers 315 workshops 3,989 participants </div>	Canada <div> ASIST: 1,194 total trainers 198 new trainers 1,023 workshops 18,569 participants </div> <div> safeTALK: 782 total trainers 383 new trainers 810 workshops 14,786 participants </div>	England <div> ASIST: 102 total trainers 18 new trainers 152 workshops 2,511 participants </div> <div> safeTALK: 69 total trainers 20 new trainers 104 workshops 1,699 participants </div>
Ireland <div> ASIST: 82 total trainers 142 workshops 3,083 participants </div> <div> safeTALK: 68 total trainers 19 new trainers 169 workshops 3,131 participants </div>	Italy <div> ASIST: 6 workshops 120 participants </div> <div> safeTALK: 1 workshop 14 participants </div>	Japan <div> ASIST: 20 workshops 410 participants </div> <div> safeTALK: 6 workshops 105 participants </div>
Korea <div> ASIST: 32 total trainers 76 workshops 1,774 participants </div> <div> safeTALK: 41 total trainers 82 workshops 2,261 participants </div>	New Zealand <div> ASIST: 20 total trainers 32 workshops 578 participants </div> <div> safeTALK: 15 total trainers 14 new trainers 6 workshops 91 participants </div>	Northern Ireland <div> ASIST: 62 total trainers 70 workshops 1,298 participants </div> <div> safeTALK: 94 total trainers 15 new trainers 99 workshops 1,227 participants </div>
Scotland <div> ASIST: 186 total trainers 85 workshops 1,507 participants </div> <div> safeTALK: 124 total trainers 9 new trainers 175 workshops 2,418 participants </div>	Singapore <div> ASIST: 20 total trainers 15 workshops 321 participants </div> <div> safeTALK: 1 workshop 15 participants </div>	
South Africa <div> ASIST: 1 total trainer </div> <div> safeTALK: 1 workshop 30 participants </div>	Spain <div> ASIST: 2 workshops 39 participants </div> <div> safeTALK: 1 workshop 30 participants 30 participants </div>	
USA <div> ASIST: 3,923 total trainers 953 new trainers 2,500 workshops 50,874 participants </div> <div> safeTALK: 1,313 total trainers 500 new trainers 770 workshops 13,839 participants </div>	Wales <div> ASIST: 39 total trainers 19 new trainers 63 workshops 1,322 participants </div> <div> safeTALK: 18 total trainers 4 new trainers 4 workshops 45 participants </div>	

“The first ASIST in Switzerland was in 2011, and we came back to do another one in 2013. The audience included workers from group homes, police, and school personnel and administrators. The workshop was offered in French, and the participants found it very useful—they’re anxious for us to go back.

—Jackie Hounjet,
 ASIST Team Leader and
 safeTALK Instructor



Ned Evans of Cable Beach, Australia, holds his LivingWorks Recognition Award along with Kaz Fitzpatrick (left) and his mother Zoe Evans (right). Ned was honored for helping to keep a class-mate safe from suicide.

The Recognition Project

Whether it’s intervening to save someone from suicide, providing a safe space to train people in intervention skills, or offering the support that gets a workshop off the ground, some of the greatest contributors to suicide safety work quietly behind the scenes. Because of the vital role they play in making suicide-safer communities a reality, LivingWorks wanted to recognize these often unsung heroes. On November 20, 2013, the LivingWorks Trainer Recognition Project was launched with the goal of supporting any LivingWorks trainer—whether ASIST or safeTALK—in recognizing people and organizations who have helped to make their families, communities, cities, agencies, or countries safer from suicide. Certificates have been awarded publicly

or privately as deemed appropriate by the presenting trainer, but the message is always the same: LivingWorks acknowledges and values your contributions to protecting life.

Sixteen different individuals were recognized with certificates in 2013, representing Australia, Canada, England, Northern Ireland, Scotland, and the United States. Awards were presented for a broad range of accomplishments including intervening to save a life, going above and beyond to support training programs, and providing space and resources to make workshops possible. More than a dozen awards were presented in 2013—our small way of helping trainers around the world say “thank you.”

New Research by Dr. Madelyn Gould and Colleagues

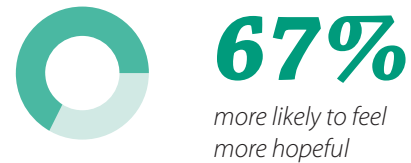
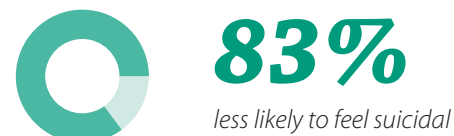
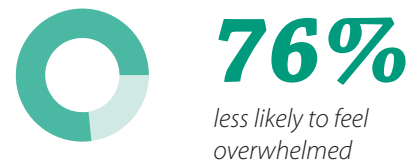
In December 2013, researchers from Columbia and Rochester Universities published a groundbreaking study on ASIST's effectiveness. The evaluation, which appeared in the the December issue of *Suicide and Life-Threatening Behavior*, "might just be the most important document in the history of ASIST" according to LivingWorks co-founder Dr. Bill Lang.

What makes the study, conducted by Dr. Madelyn Gould and colleagues, so remarkable? Although previous studies have evaluated the outcome of ASIST for participants—observing that they were more willing, ready, and able to provide help—this was the first evaluation to measure the actual impact on those at risk. In other words, the study helped to determine whether the unique features of the ASIST model helped telephone hotline counselors increase suicide-safety for persons at risk when compared to non-ASIST trained counselors.

It was also determined that ASIST-trained counselors exhibited a number of distinct intervention approaches that made these outcomes possible. The ones most strongly associated with callers' behavior included exploring callers' reasons for living, their ambivalence about dying, and informal support contacts.

And the results?

After speaking with an ASIST-trained counselor, callers were:



"As members of the LivingWorks community, we know ASIST works—we hear about how the ASIST model saves lives every day," said Dr. Philip Rodgers, Vice-President of Design, Development, and Evaluation. "Yet rigorous evaluation has always been an important part of the LivingWorks philosophy. Our programs are scientifically based, and to have ASIST's impact validated by a large-scale, peer-reviewed, independent study—that's fantastic."

The study's authors, who carried out the evaluation by monitoring calls to the National Suicide Prevention Lifeline in 2007 and 2008, used a variety of features to ensure its reliability. "These features are important," said Dr. Rodgers. "They contribute to the validity of the results and establish the significance of the study within the scientific community." _____

What's next now that the study has been published? "This research can help people understand the value and importance of the ASIST model, and how it can save lives in all settings," Dr. Rodgers said. "There's every reason to believe we'd see the same results in other environments besides crisis lines, and the improvements in ASIST 11 build on many of what were identified as the program's greatest strengths." LivingWorks encourages rigorous evaluation of our programs, and we look forward to more studies in 2014 and beyond.

Gould, M. S., Cross, W., Pisani, A. R., Munfakh, J. L., & Kleinman, M. (2013). Impact of Applied Suicide Intervention Skills Training on the National Suicide Prevention Lifeline. *Suicide and Life-Threatening Behavior*, 43(6), 676-691.

➤ **Methodology features:**

Large sample size:

1507 distinct calls to the Lifeline
were monitored

Blind monitoring:

Monitors didn't know if counselors had ASIST training or not, and counselors didn't know if they were being monitored or not

Random controlled, dynamic waitlist:

Calls were sourced at random from 17 individual crisis centers

Independent:

The study was conducted with government funding for public benefit, and didn't rely on the support of any individual or group

For a detailed summary
visit www.livingworks.net

ASIST

Makes a Difference for Persons at Risk of Suicide


LivingWorship

A groundbreaking study has shown that LivingWorship ASIST (Applied Suicide Intervention Skills Training) program helps caregivers provide effective help to persons at risk in immediate suicide first-aid situations. Conducted by leading suicide researchers at Columbia and Rochester Universities, the *Impact of ASIST on the National Suicide Prevention Lifeline* study evaluated over 1,500 calls made to the Lifeline and showed that callers working with ASIST-trained counselors were significantly less depressed and suicidal—and significantly more hopeful about living.

Developed three decades ago, ASIST is the world's leading suicide intervention training program and has been continuously iterated to reflect the latest advances in counseling and adult learning. Although previous studies have validated ASIST's ability to increase help competence in carrying out interventions (Rodgers, 2011), it is only now that ASIST has been shown to help improve outcomes for people at risk of suicide as well.

A clear choice

All crisis line counselors receive training before they work with callers. As such, this study compared ASIST-trained counselors with counselors who have received training in various other ways. The National Suicide Prevention Lifeline also provides similar training, explaining why the study found no significant differences between counselors on a number of variables. The difference that significantly benefited persons at risk included rising calls, exploring intentions, connecting visitors to thoughts of suicide, exploring reasons for giving, exploring alternatives about dying, and exploring informal support contacts. Almost all of these variables are unique and central to ASIST theory, and ASIST is the only training that has been shown to be effective. Simply put, the unique features of the ASIST program have been proven effective in helping crisis line workers help those in suicidal crisis. The study was monitored over a two-year period from 2008 to 2009, and it is also encouraging that time did not diminish the effectiveness or impact of their training.

Transferable skills

Lifeline workers have varying levels of overall training and experience. Some are volunteers; others are social workers and psychologists. As such, the study's effects directly on the value of ASIST training for all types of helpers. All helpers working with persons at risk of suicide are trained by the people who present the same varied issues, the goal of safety-for-everyone is the same, and the processes to resolve the crisis are the same. The study also found that these results are generalizable to all helpers, both novice and experienced, even more so for helpers who have no suicide risk intervention training. This suggests ASIST training could be effective in empowering all kinds of caregivers to help people at risk.

Improvements are already here

ASIST 11, the latest edition of ASIST, anticipated the results of this study. Created before the results were known, ASIST 11 strengthens the processes most related to the positive outcomes among callers. It also offers innovative solutions to problems that all suicide intervention caregivers face in terms of assessing risks and developing safety plans. ASIST 11 offers a number of ways—whether positive, neutral, or cause for concern for the previous version of ASIST—to help support the improvements in ASIST 11. What was good or neutral has been strengthened; what was a cause for concern has become a cause for change. ASIST 11 will now be even more effective in empowering all kinds of caregivers to help people at risk.

Rigorous methodology

Conducted by Madeyni Groll, PhD, and colleagues, the study is forthcoming in the *Journal of the American Association of Suicidology* (09.2013). The study was conducted using rigorous scientific methods.

Large sample size: 1,507 calls were analyzed and the reliability of the analysis procedures was high.

Blind monitoring: The call monitors did not know what they were evaluating the counselors had or what center they worked at all the counselors didn't know they were being monitored.

Random assignment: The 1,507 calls were randomly assigned to 77 Lifeline centers were randomly assigned to training conditions.

Independent: Conducted with government funding, this was a scientific, ASIST training for public benefit and did not rely on the support of any individual or group.


 © LivingWorship Education 2013

The differences observed in this study were in those behaviors that are specifically and distinctly emphasized in the ASIST model: exploring callers' reasons for living, highlighting ambivalence between living and dying, and having callers identify informal sources of support.

— *Gould et al., 2013*

LivingWorks and the Military

LivingWorks has a long history of providing suicide intervention training to members of the Armed Forces, beginning with an agreement to train the United States Army's V Corps in 1989. 2013 included many significant accomplishments in the collaboration between LivingWorks and the military, with many of them occurring in the United States.

"ASIST is one of the most productive tools we have at our disposal," said ASIST Consulting Trainer Joe Varney, Suicide Prevention Manager at Fort Campbell, Kentucky. "It has proven itself to be effective, and soldiers enjoy attending the training. In feedback, over 80% of participants feel the training should be longer and mandatory—for a soldier, that is high praise." Varney, who led nearly one ASIST workshop a week throughout 2013 and was honored with ACSAP Director's Award for Suicide Prevention Program Manager of the Year, has helped Fort Campbell go from no personnel trained in ASIST in 2009 to over 1,300 today.

Following an initial contract in 2012, the US Army signed on for an additional year in 2013, adding another 27 ASIST T4Ts.

The US Army wasn't the only branch of the armed forces to expand its use of LivingWorks programs in 2013. The US Navy's Commander Naval Installation Command (CNIC) signed a contract to provide up to 17 ASIST T4Ts and up to 17 safeTALK T4Ts. LivingWorks is also collaborating with a number of new Army National Guard and Reserve Suicide Prevention Program Managers who are becoming ASIST trainers in order to implement the intervention training aspects of the Army Suicide Prevention Strategy.

All in all, our US Military trainers have been busy in 2013, with nearly 900 personnel attending ASIST T4Ts and over 35,000 participants receiving ASIST training. The US Military also added close to 160 new safeTALK trainers and trained over 2,500 safeTALK participants. For both ASIST and safeTALK, this represents significant growth

since 2012: there was a 40% increase in ASIST participants, with more than 10,000 trained than in the previous year. For safeTALK, the total trained more than doubled over the past year.

Leading the way is Fort Bliss, Texas, where Michelle Wiggins and her cadre of trainers (better known to many as "Team Bliss") have conducted 389 ASIST Workshops, training 10,174 participants in ASIST—almost a third of their entire Active Duty Population—in just one year! This has been made possible by skilled and dedicated trainers, an inspiring leader in the form of Fort Bliss' Installation Commander, and a compassionate vision of saving lives. The success at Fort Bliss has been an inspiration throughout the uniformed services. Many important military officials have visited Fort Bliss and come away motivated to provide training to their own installations as well. In this way, Team Bliss can take some pride in knowing that they are not only saving lives in their own community, but inspiring others to do so as well.

In addition to these exciting developments in the United States, Armed Forces in Norway and Australia benefited from LivingWorks training in 2013. "The versatility of the workshops is a significant advantage to armed forces personnel around the world," said Glen Bloomstrom, LivingWorks' Military Director. "The roleplay components, for example, allow them to participate in scenarios that reflect military life and camaraderie. There is a feeling that the trainings have real relevance to the armed forces."



L-R: Chaplain (Major) Mark Perkins, Karen Milner, Joe Varney, and Kent Shaw. Mr. Varney is holding a LivingWorks statuette in recognition of his Director's Award as Suicide Prevention Program Manager of the Year from the Army Center for Substance Abuse Program (ACSAP). Not pictured is Tony Saluzzo, an ASIST trainer who works with Mr. Varney and is a key player in Fort Campbell's suicide intervention training team.

ASIST is one of the most productive tools we have at our disposal. It has proven itself to be effective, and soldiers enjoy attending the training. In feedback, over 80% of participants feel the training should be longer and mandatory—for a soldier, that is high praise.

—Joe Varney, Suicide Prevention Manager
Fort Campbell, Kentucky



Back row: L-R: Rick Dennis, Joe Johnston, David Pina, Chris Piper, Debra (Michelle) Wiggins, Sharon Sutton, Jerry Swanner, Alan Dagg, Glen Bloomstrom, John Swanson, Drew Aquino Front Row: Michael Heuer

The LivingWorks Team

Our team continued to grow in 2013, with several new additions and an abundance of work to do in this busy year. We now have 20 full-time and 17 contract employees.

Our Leadership Team



- 1: Jerry Swanner** Executive Director of LivingWorks USA
- 2: Brenton Tainsh** Manager of LivingWorks Australia
- 3: Philip Rodgers** Vice-President of Design, Development, and Evaluation
- 4: Glen Bloomstrom** Military Director
- 5: Tim Houle** Financial Director
- 6: Kathryn VanBoskirk** Vice-President of Associate Care
- 7: Cynthia Hodge** Vice-President of Training
- 8: Heather Stokes** Vice-President of Strategic Development
- 9: Richard Ramsay** President and co-founder
- 10: Carole Thannhauser** Vice-President of Operations

Supporting our Trainers

Supporting our trainers is a vital part of LivingWorks' values, and we do it in a variety of ways. 2013 included some significant advances in administration and infrastructure to help us do this even better. Here's a look at some of them:

ASIST Consulting Trainers

Consulting Trainers are ASIST Master Trainers, usually having completed 20 or more workshops, who undergo an advanced workshop to be able to provide support to other ASIST trainers. New ASIST trainers, or those who want extra help with the material, can request the support of a Consulting Trainer to aid them in improving their workshop process and delivery. Consulting Trainers also play an important role in trainer reactivations, working with reactivating trainers to ensure that workshops meet international standards. In 2013, LivingWorks added 9 new Consulting Trainers to the team, bringing our total to 118.

Trainer reactivation

ASIST and safeTALK trainers who don't complete a minimum number of workshops each year become inactive in the LivingWorks' database and are no longer allowed to present workshops. Many inactive trainers want to become registered and start training again, however, and this is where trainer reactivation begins. "We want to get people back to training and contributing to suicide-suicide safer communities whenever we can," said Harald Thannhauser, who coordinates ASIST trainer reactivations at LivingWorks. "We work with them to develop reactivation plans, which can also incorporate upgrading—to ASIST 11, for example."

In 2013, 128 ASIST trainers indicated their intention to reactivate over a twelve-month period. Of these, 39 had completed their reactivation by the end of the year, with 82 more planning to finish the process in 2014. safeTALK follows a similar path to reactivation, overseen by reactivation coordinator Heather Brown. 7 safeTALK trainers reactivated in 2013.

ASIST and safeTALK reader support

An important part of the LivingWorks quality assurance process involves participant feedback. At the end of each ASIST workshop, this feedback is collected anonymously and passed on to a team of readers who are LivingWorks consultants and experts in ASIST's process and procedures. After safeTALK workshops, the feedback is first seen by the trainers, and then trainer workshop reports are sent to the LivingWorks office. The safeTALK reader and workshop expert then follows up if necessary.

Trainer questions and FAQs

ASIST and safeTALK trainers often have questions about workshop process and logistics. LivingWorks strives to provide quick, effective answers anytime during business hours, and we also incorporate the most common into FAQs on the trainer website. "There's a lot of information for new trainers to learn, said Carole Thannhauser, Vice-President of Operations. "Reading the FAQs is an excellent way for them to learn more about the process and delivery of the workshops. The answers are provided by workshop experts in our staff team, and we update them regularly to ensure current information," she added. Thanks to website upgrades which took place in 2013, the trainers' FAQ section is now easier to search and navigate.

ASIST Program Update



Originally developed as the Foundation Workshop in 1983, ASIST (Applied Suicide Intervention Skills Training) remains LivingWorks’ flagship program thirty years later.

As the world’s leading suicide intervention program, it has been updated numerous times since it was first introduced. These updates reflect participant and trainer feedback, research literature, and the latest clinical developments, ensuring that the ASIST model is easy to learn and apply while aligning with best practices in suicide prevention. The latest edition, ASIST 11, was launched at LivingWorks’ Legacy Conference after over five years of design and development.

ASIST 11 represents a number of advancements over ASIST 10, but the prior edition is still a valuable and proven model, and will continue to be disseminated until 2015. “ASIST 11 is fundamentally the same as ASIST 10—but also fundamentally better,” said LivingWorks co-founder Dr. Bill Lang. “At the end of the day, all editions of ASIST are about providing people with the skills to save a life, and the past thirty years have shown that they do that very well. Participants will receive those life-saving skills regardless of whether they attend an ASIST 10 workshop or an ASIST 11 workshop. However, there are also several fundamentally better features in the new edition that will make a big difference for participants and trainers alike.”

What are the new features in ASIST 11, and why do they make such a big difference? At the Legacy Conference, Dr. Lang gave a presentation called *Eight Things Better About ASIST 11*. Here are the eight features of the new model that he emphasized:

- ASIST 11 clearly and consistently advocates a life-saving approach, organized and reinforced in the PAL model—the *Pathway for Assisting Life*.

- ASIST 11 more directly teaches the importance of flexibility in providing guidance to people at risk. This reflects how different participants have varying approaches to intervention based on their beliefs and experiences with suicide, and how different people at risk need varying levels of guidance for effective collaboration to help them stay safe.
- ASIST 11 consistently and directly talks about institutional roles and how they can influence the intervention process. It includes a role survey, and enables the discussion of written and unwritten institutional rules to which participants must adhere alongside the general principles of suicide intervention.
- ASIST 11 encourages collaboration with the person at risk, allowing them to make their own decisions about safety by exploring their reasons for living on their own terms. By incorporating individual needs and situations into the planning process, the model enables a person at risk to have more involvement and participation in creating an effective safeplan.
- ASIST 11 features a stronger focus on safety. Safety is the goal of any suicide intervention, and once thoughts of suicide are known, ASIST 11 allows participants to meet people at risk “wherever they need to be” in the methodology to begin a clear and consistent focus on safety.
- The goal of ASIST 11 is to create “safety-for-now.” While the PAL model contains elements that deal with longer-term safety and finding reasons to stay alive, a central goal of the ASIST 11 safety framework is to ensure immediate, short-term safety

that allows for longer-term reflection and growth once the person is safe.

- ASIST 11 includes more interactive teaching methods to help participants practice and contextualize their skills. While ASIST has always had a strong emphasis on interactivity, ASIST 11 increases this even more to allow for true skills practice.
- ASIST 11 offers more of a focus on the ASIST standard procedures, and materials such as the ATLA and new materials in development reinforce the methodology to help trainers and participants carry out workshops and interventions according to international ASIST standards.

“Many of the improvements in ASIST 11 can be said to anticipate the results of the study by Dr. Madelyn Gould and colleagues, even though that study was performed on ASIST 10,” said Dr. Lang. For more information on the study, which found that crisis line callers who spoke with ASIST-trained counselors were 83% less likely to feel suicidal after the call when compared to those who spoke with counselors not trained in ASIST, see page 20. “For example, the study found that a focus on creating safety—which is emphasized even more in ASIST 11 —made a significant difference for many of the callers.”

ASIST’s biggest year yet

2013 was a remarkable year for ASIST not only because of the new edition, but also the program’s significant growth around the world. Here are some of the figures that made 2013 ASIST’s biggest year yet; a breakdown by country can be seen starting on page 16.



ASIST 11 upgraders

“Updating our programs to stay current with the latest information and techniques is important,” said Carole Thannhauser. “Whenever we do so, we also need to think about trainers who want to upgrade to the latest version, and how we can help them get there.” Because it still provides effective intervention skills, ASIST 10 is not being phased out until the latter part of 2015. “ASIST 10 remains a very valuable program, and for that reason we wanted to make it clear that we weren’t rushing or pressuring our trainers to upgrade,” said Cynthia Hodge, Vice-President of Training. “We wanted to work with them and allow them to take the time to do it right.”

To cover the differences between ASIST 10 and ASIST 11—and allow trainers to upgrade without having to retake the T4T—LivingWorks developed a day-long upgrader course. Launched in July 2013, one month after the release of ASIST 11, the upgrader was highly popular, with over 90 sessions being held in the second half of the year.

Work on an eUpgrader, which will allow trainers to upgrade to ASIST 11 by participating in an online knowledge exam followed by an interactive webinar, is also underway. The eUpgrader will allow trainers to make the transition to ASIST 11 without having to travel. Several field trials were held at the end of 2013, with widespread availability planned for the following year.

safeTALK



LivingWorks’ safeTALK program, which uses a referral model based around the TALK steps—Tell, Ask, Listen, and Keep-Safe—was first introduced in 2006 and has grown steadily ever since. 2013 was a landmark year for the program.

For a breakdown of statistics by country, see page 16. Each of these numbers represents a new annual high, but numbers weren’t the only thing growing for safeTALK in 2013. “In order for our trainers to succeed, it’s essential they have the proper support,” said Cynthia Hodge, LivingWorks’ Vice-President of Training. “This support takes a variety of forms: resources, administration, and quality assurance. From the very end of 2012 through to 2013, we added a number of members to the safeTALK team to increase our support for safeTALK trainers.”

The new members include Sue Eastgard, safeTALK Trainer Consultant, who helps provide answers and information about workshop

process and methods, and Heather Brown, safeTALK Reactivation Coordinator, who supports trainers as they work to return to delivering workshops after a period of absence. Patty Rives will be taking on the role of safeTALK Instructor Consultant in early 2014, helping to support and assign the safeTALK instructors who deliver safeTALK T4Ts. They join the existing safeTALK committee members including Wallis Balog, Renée Ouimet, and Devon Taylor.

The growth in safeTALK trainings also resulted in restructured staffing at the Calgary office, with an increase in the size of the safeTALK team to accommodate the needs of Trainers and Instructors more efficiently. A Spanish translation of the *safeTALK Participant Workbook* has also been in the works throughout 2013. With a dedicated team filling key administrative roles and a Spanish edition opening up access to new audiences, safeTALK is poised to continue its growth and expansion in the years to come.

A landmark year for safeTALK

With a record-high number of T4Ts as well as growth in countries around the world, 2013 saw safeTALK truly realize its potential as a life-saving suicide awareness program. A detailed breakdown of statistics by country is available starting on page 16.



esuicideTALK

esuicideTALK was launched on September 10, 2013, in honor of World Suicide Prevention Day. The program takes approximately two hours to complete, and uses a voucher-based license system to access.

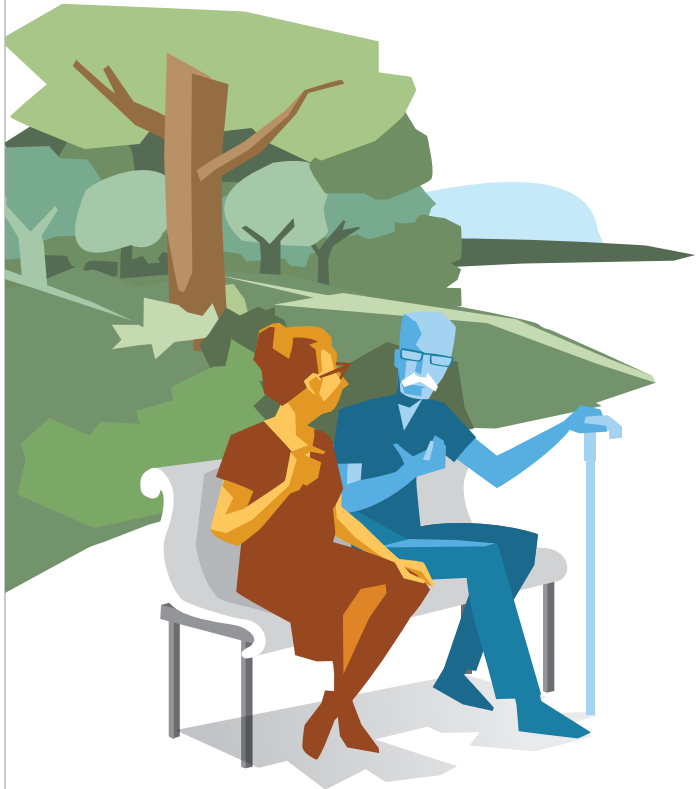
“We had thought about a program that would explore the same issues as our suicideTALK session in an online setting, but weren’t sure the technology had reached a place where we could guarantee a safe, consistent learning experience. Over the last few years, that changed, and we felt we could effectively simulate a classroom-type experience,” said Richard Ramsay, President of LivingWorks. “Because it’s online, esuicideTALK can be accessed by an individual at any time, and organizations can make esuicideTALK available to employees at their convenience rather than needing to schedule a session. There is potential to build awareness around suicide and how it can be prevented without an organization having to bring in facilitators and workshop materials.”

The development team worked through a number of challenges, including how to create a safe environment for people exploring the subject of suicide, how to represent human diversity in the workshop, and how to encourage participants to reflect on what they’d learned. The result was a series of features designed for safety and interactivity, culminating in the esuicideTALK we know today:

- Users choose a guide and a learning companion from a diverse group of personas represented in dozens of recorded videos
- The user’s chosen guide and learning companion progress through the workshop with them to create a simulated classroom experience
- The message of safety—including the need to step back from the program for a while if users find the subject of suicide overwhelming—is reinforced throughout
- Users participate in quizzes as well as short, open-ended response questions to help reflect, reinforce, and give voice to what they have learned

Organizations can receive a bulk discount on vouchers or even allow all their employees unlimited access for a year. “Since we launched esuicideTALK, many people have obtained individual vouchers, and organizations are using it as well,” noted Mary Cook, LivingWorks’ Project and Materials Management Coordinator. “For example, CalMHSA—the California Mental Health Services Authority—has an unlimited subscription.”

www.esuicidetalk.net



Looking Forward

All in all, 2013 has been LivingWorks' busiest year ever: we celebrated our 30th anniversary, welcomed new leadership, staff, and trainers to our team, updated ASIST and launched esuicideTALK, and saw record growth in our programs all around the world. So what's next?

"In 2014, we want to do even better," said Carole Thannhauser, LivingWorks' Vice-President of Operations. "It is very rewarding to see what a difference this team's efforts are making around the world, and our mission of saving lives continues to guide us as we move forward. We have some very exciting new projects planned for 2014. We feel that these can help us provide even better support for our trainers and offer even more ways to build suicide-safer communities."

Projects on the horizon include an upgrade to the LivingWorks website that will modernize its look and feel—and make it easier for trainers around the world to access the information and resources they need. Additionally, there is an effort underway to create a group of Consulting Trainers for safeTALK in much the same way as there currently are for ASIST. French and Welsh translations of the ASIST 11 participants' kit are also projected for 2014, as well as a Spanish edition of safeTALK.

"Being able to reach participants in their native language has always been an important part of our philosophy," said Thannhauser. "We've had translations of previous editions of ASIST into French, Norwegian, Inuktitut, and more. Bringing the new version to French, and making safeTALK available in Spanish, will continue to uphold that belief."

LivingWorks is also developing a new program called *suicide to Hope: Aiding Recovery and Growth*, which was first announced to our trainer network in November 2013. "suicide to Hope brings a growth and recovery model to people who had been at heightened risk of suicide, but are currently safe," said Dr. Philip Rodgers, LivingWorks' Vice-President of Design, Development, and Evaluation. "A growth and recovery model has proved successful in overcoming trauma and substance abuse, for example, and we believe it can make a big difference in suicide prevention as well." Teams across LivingWorks are hard at work on suicide to Hope, and the first pilot workshops are scheduled for the annual American Association of Suicidology conference in April 2014.

As 2013 comes to a close, we've accomplished a great deal, but there remains much to be done. Thanks to the advocacy efforts of public and private organizations around the world, awareness about suicide as a public health issue is growing. More and more people, agencies, and governments are wondering how they can get involved and make a difference. Although each year brings many changes, as we move into 2014, our mission remains the same: saving lives one intervention at a time.

Our accomplishments in 2013 are the result of passion, dedication, hard work, and most of all, teamwork. Thank you to all of our staff, partners, friends, and trainers around the world for a fantastic year. We look forward to working together to achieve our hopes and goals for 2014.

— Heather Stokes, Vice-President of Strategic Development



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