



November 9, 2021

The Honorable Mayor Malcolm Brodie
City of Richmond
6911 No. 3 Road
Richmond, British Columbia V6Y 2C1

Dear Mayor Brodie,

We are writing to inform you that our 1-800-SUICIDE, 310-6789 Mental Health line, and local distress lines are in jeopardy.

After almost a decade of working closely with the Province to ensure crisis lines can provide skilled and effective 24/7 crisis service for all British Columbians, the Province has decided to dramatically increase funding and centralize the technology to allow all crisis centres across the province to support one another's call. That's good news.

And there's bad news. Because funding will be increasing, the Province has informed the Crisis Line Network that they will put all crisis line services to competitive bid through a Request for Proposals (RFP). This means crisis centres across the province will be preparing proposals to bid on the contracts we have historically held at a time when demand on our services is at an all-time high.

The RFP process will delay our transition by many months and raises the possibility that crisis services could be taken over by a private corporation.

As Crisis Centres, we are keenly aware of the importance of responding to the record-breaking number of British Columbians, including your constituents, who need us to answer their call when they are in distress. We are ready to grow.

We request you formally engage the Minister of Mental Health and Addictions and the Minister of Health to stop the ongoing process to put these crisis services out to tender, delaying our important work and risking the introduction of more for-profit operators in the system as well as the more significant concern of jeopardizing ongoing access to crisis services.

Additional information has been included in this letter, and we invite you to reach out to us. We serve the same folks you represent. Their lives matter. Their wellbeing is our top priority.

In good health,

Kathy Nakhleh

Kathy Nakhleh (she, her, hers)
Manager of New Initiatives and Crisis Lines



120-7000 Minoru Blvd. Richmond, BC V6Y 3Z5

P 604.279.7072 | **F** 604.279.7075



Chimo is situated on the traditional and ancestral territory of the Sc̓awaḡn M̓asteyax^w (Tsawwassen People), and the traditional, ancestral, and unceded territory of the Kwantlen, x^wm̓əḡk^wəḡəm (Musqueam), Stó:lō, and Stz'uminus Peoples.

Mayor and Councillors

From: Kathy Nakhleh <knakhleh@chimoservices.com>
Sent: November 9, 2021 6:20 PM
To: Mayor and Councillors; Baker, Gillian; Adamson, Claire; Somerville, Kim M
Cc: Tabitha Geraghty; Joyce Alisharan; Kathy Nakhleh
Subject: Chimo - Save BC's Crisis Lines
Attachments: Letter to City of Richmond Council Members.docx; Letter to mayor 1.docx; Brief from BC Crisis Line Network.docx; Councilman Fry motion to Vancouver City Council.docx

Follow Up Flag: Follow up
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GP- 123

Kathy Nakhleh (she, her, hers)

Manager of New Initiatives and Non Facing Client Services



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