

The “Do”s and “Don’t”s When Using the Data in this Report

This report represents aggregated data collected from our interactions with anonymous users of our services. This data reflects the outputs, not the outcomes, tracked in Distress Centre’s 211 and Crisis programs. The data may not be representative of the nonprofit sector and there are ways to use this data in helpful and unhelpful ways.

When using the data in this report:

- Do use this data to start conversations with your key stakeholders, to explore and understand how the trends identified in this report may or may not be relevant in your context.
- Do use this data to guide future investigations into trends.
- Do use this data, in conjunction with other data sources, to conduct further research on a subject area.
- Do remember that some services users contact us multiple times and all interactions on our crisis lines are anonymous. We do not report on unique service users.
- Do remember that this data is based on our interactions with service users and may not be representative of the broader sector.
 - Don’t interpret the volume of interactions as volume of service users.
 - Don’t interpret the data as being wholly representative of the sector, a sub-sector or a region.
 - Don’t use statistics from this data without the broader context of how the data was collected and its limitations.