



Vancouver Island
Crisis Society

Helping People Find Their Way

Proud partner in

9-8-8

April 1, 2026

Dear Madam or Sir,

Although we are funded by the Provincial Health Services Authority to support Crisis Line operations, there continues to be increased demand for these additional services. For example, our Community Education services for youth and adult suicide prevention programs are not funded by this contract.

Folks continue to reach out for our educational workshops including our Suicide Grief Support services and we need your help to support them.

Demand continued to increase for our Community Education workshops and our School Programs during this past fiscal year. Our travels throughout Vancouver Island have once again set new records in response.

We thus hope that you will consider donating on behalf of those who reach out directly to our non-profit agency for support.

**AS ALWAYS, YOUR DONATIONS CONTRIBUTE TO HELPING US SUPPORT
THOSE SUFFERING FROM MENTAL HEALTH ISSUES**

We offer our heartfelt thanks to all who have previously supported Vancouver Island Crisis Society. Together, we increase access to support those in distress and to lessen the impact of suicide loss for Vancouver Islanders.

Your kind donations are accepted online at <https://www.canadahelps.org/en/dn/m/15220/donation>, by transferring funds via etransfer@vicrisis.ca, by credit card by calling 1-877-753-2495, or by mailing a cheque to PO Box 1118, Nanaimo, BC V9R 6E7.

Thank You!

Warm regards,

Elizabeth Newcombe
Executive Director
250-753-2495
elizabeth@vicrisis.ca

Serving the Island Community

1800SUICIDE (784-2433) • VI Crisis Line 1-888-494-3888 • Mental Health Support 310-6789

Box 1118, Nanaimo, BC V9R 6E7 T (250) 753-2495 TF 1-877-753-2495 info@vicrisis.ca

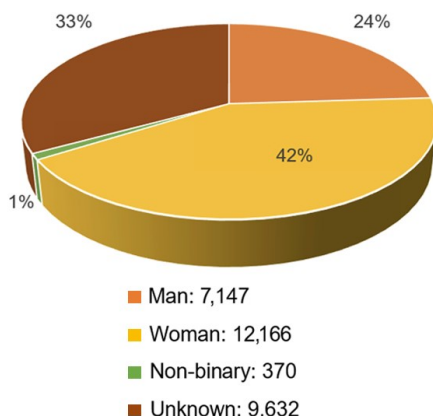


Vancouver Island
Crisis Society

Vancouver Island Crisis Line 1800SUICIDE and 310Mental Health Support from April 1, 2025, to March 31, 2026

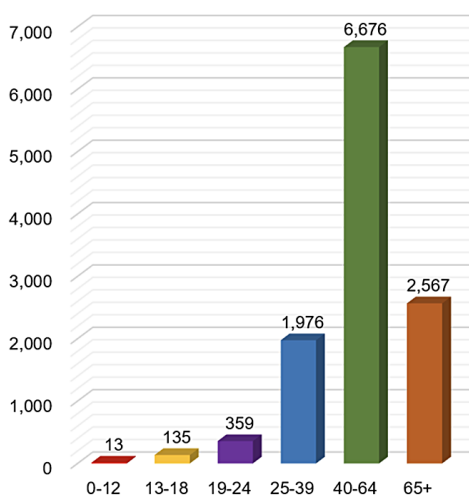


Gender of Callers



Estimated Age of Callers

(Note: 17,527 were unknown)



Geographic Location	Calls	%
Victoria and Area	6,934	24
Cowichan Valley and Area	1,030	3.5
Nanaimo and Area	2,972	10
Port Alberni and West Coast Area	226	1
Parksville/Qualicum Area	224	1
Comox Valley and Area	416	1
Campbell River and Area	219	1
Mount Waddington (Port Hardy, Port McNeill & Area)	39	—
Other BC (off Vancouver Island)	15,962	54.5
Other Canada/USA	1,175	4
Unknown	58	—
Total	29,255	100%

- Average calls/chat/texts per day were 127

Note: 9-8-8 Suicide Crisis Helpline is not included in the breakdown below

- 72 follow-up calls were arranged for high-risk callers and third-party call-outs
- 124 calls related to COVID-19, which was 0.5% of our call volume
- 22,475 callers were asked about suicidal thoughts, which was 77% of total calls
- 3,961 (14% of call volume) suicide risk assessments, which included safety plans, were completed for callers
- Language Line was accessed on 36 occasions for callers who did not speak English

Incoming and Outgoing Calls	Mental Health Crisis Response	Interventions: 9-1-1, MCFD, Other	Total	Percentage of Interactions
1800SUICIDE	5	25	1,773	4%
310Mental Health Support	31	47	8,065	17%
VI Crisis Line & BC Network	1,337	256	19,417	42%
9-8-8 Suicide Crisis Helpline	—	545	10,510	23%
Total Calls	1,373	873	39,765	—
Vancouver Island Chats and Texts	0	8	552	1%
9-8-8 National Texts	—	Part of 9-8-8 Calls Total	5,870	13%
Total Call, Chat, Text Interactions	1,373	881	46,187	100%

Why People Call the Crisis Line

Mental Health & Substance Use	46%
Suicide	21%
Information/Resources	9%
Physical Health	4%
Basic Needs/Unhoused	3%
Abuse	3%
Individual & Family Life	2%
Other	12%