



April 14, 2026

Service Update

To Whom It May Concern,

The Vancouver Island Crisis Society is committed to ensuring 24/7 crisis support remains available by phone and text. We are reaching out to inform of upcoming changes which will result in a more robust and accessible crisis line service for our residents.

As a proud partner in 9-8-8, Vancouver Island Crisis Society's responders will continue to support service users via the national 9-8-8 text service, as well as 9-8-8 voice available 24 hours a day, 7 days a week.

Effective May 1, 2026, the local Vancouver Island Crisis Society chat and text service previously available nightly from 6:00 p.m. to 10:00 p.m. will be discontinued. Individuals who attempt to access this service will receive a message directing them to the 9-8-8 text service and the Vancouver Island Crisis Line for continued support. This change reflects the evolution of crisis services in Canada and the availability of 24/7 text-based support through the national 9-8-8 service.

Vancouver Island Crisis Society will also continue to provide 24/7 crisis support through the following services:

- Vancouver Island Crisis Line (1-888-494-3888)
- Mental Health Support BC provincial line (310-6789)
- BC provincial 1800SUICIDE line (1-800-784-2433)

If you have any questions, please reach out to our administrative office at 1-877-753-2495 or info@vicrisis.ca.

To find out more about VICS, whose services include Community Education, School Programs, and Suicide Bereavement Support, we invite you to:

- please visit <https://www.vicrisis.ca>
- follow us at <https://www.facebook.com/vicrisis.ca/>
- register to receive our email newsletters at <https://www.vicrisis.ca/subscribe-or-unsubscribe/>.

Sincerely,

Elizabeth Newcombe
Executive Director

Serving the Island Community