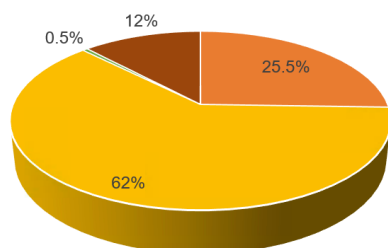




Vancouver Island Crisis Line, Chat, Text Statistics including 1800SUICIDE and 310Mental Health Support

from April 1, 2022, to March 31, 2023

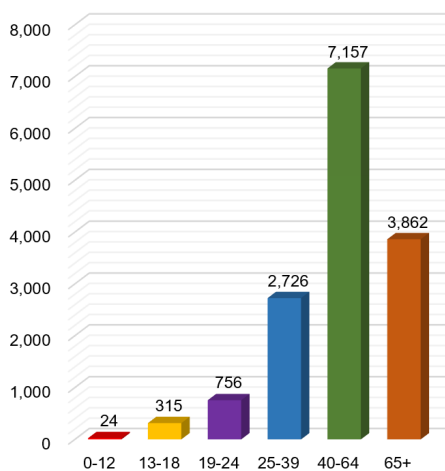
Gender of Callers



Male: 7,223
Female: 17,610
Gender Diverse: 174
Unknown: 3,374

Estimated Age of Callers

(Note: 13,541 were unknown)



| | Crisis Line | | Crisis Chat | Crisis Text |
|----------------------------------|---------------|-------------|-------------|-------------|
| Total Interactions | 28,381 | % | 393 | 425 |
| Victoria and Area | 10,990 | 39 | 156 | 192 |
| Cowichan Valley and Area | 2,166 | 8 | 18 | 30 |
| Nanaimo/Ladysmith | 5,562 | 20 | 79 | 90 |
| Port Alberni/West Coast | 376 | 1 | 7 | 13 |
| Parksville/Qualicum | 846 | 3 | 13 | 15 |
| Comox Valley and Area | 1,463 | 5 | 32 | 19 |
| Campbell River and Area | 608 | 2 | 14 | 14 |
| Mount Waddington and Area | 124 | 0.5 | 15 | 16 |
| BC Off-Island | 2,000 | 7 | 39 | 30 |
| Remainder of Canada/USA | 347 | 1 | 1 | 1 |
| Unknown | 3,899 | 13.5 | 19 | 5 |

(Regional listing does not include Talk Suicide Canada's call and text statistics)

- Average calls/chat/texts per day were 89
- 182 follow-up calls completed to high-risk callers and third-party call-outs
- 4,321 voice messages left for a call back due to Crisis Line Responder supporting another caller
- 316 calls related to COVID-19; that is 1% of our call volume
- 13,561 callers were asked about suicidal thoughts, which is 50% of total calls
- 1,841 (6% of call volume) suicide risk safe plans/assessments were completed for callers
- Language Line accessed on two occasions for a caller who did not speak English

Interactions and Interventions

| | Mental Health Crisis Response | Interventions (911, MCFD, Other) | Total | Percentage of Calls |
|--|-------------------------------|----------------------------------|---------------|---------------------|
| 1800SUICIDE Calls | 21 | 22 | 1,518 | 5% |
| 310Mental Health Support Calls | 21 | 15 | 4,412 | 14% |
| Vancouver Island Crisis Line Calls | 1,634 | 301 | 22,451 | 71% |
| Talk Suicide Canada Calls | — | 62 | 3,264 | 10% |
| Total Calls | 1,676 | 400 | 31,645 | 100% |
| Vancouver Island Chats & Texts | 1 | 6 | 818 | — |
| Talk Suicide Canada Text | — | 1 | 100 | — |
| Total Call, Chat, Text Interactions | — | — | 32,563 | — |

Why People Call the Crisis Line

| | |
|------------------------------------|-----|
| Mental Health & Substance Use..... | 48% |
| Suicide..... | 14% |
| Information/Resources | 8% |
| Individual & Family Life | 7% |
| Physical Health..... | 4% |
| Basic Needs/ Homelessness..... | 4% |
| Abuse/Family Violence | 3% |
| Other | 12% |