Vancouver Island Crisis Line, Chat, Text Statistics including 1800SUICIDE and 310Mental Health Support from April 1, 2021, to March 31, 2022

Gender of Callers

- Male: 8,759
- Female: 22,348
- Gender Diverse: 64
- Unknown: 3,644

Estimated Age of Callers
(Note: 15,722 were unknown)

Interactions and Interventions

<table>
<thead>
<tr>
<th></th>
<th>Mental Health Crisis Response</th>
<th>Interventions (911, MCFD, Other)</th>
<th>Total</th>
<th>Percentage of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800SUICIDE Calls</td>
<td>34</td>
<td>30</td>
<td>1,877</td>
<td>5%</td>
</tr>
<tr>
<td>310Mental Health Support Calls</td>
<td>50</td>
<td>26</td>
<td>4,511</td>
<td>11%</td>
</tr>
<tr>
<td>Vancouver Island Crisis Line Calls</td>
<td>2,100</td>
<td>438</td>
<td>28,550</td>
<td>73%</td>
</tr>
<tr>
<td>Canada Suicide Prevention Service</td>
<td>—</td>
<td>131</td>
<td>4,121</td>
<td>11%</td>
</tr>
<tr>
<td>Total Calls</td>
<td>2,184</td>
<td>625</td>
<td>39,059</td>
<td>100%</td>
</tr>
<tr>
<td>Vancouver Island Chats &amp; Texts</td>
<td>5</td>
<td>13</td>
<td>965</td>
<td>—</td>
</tr>
<tr>
<td>CSPS Text</td>
<td>—</td>
<td>—</td>
<td>36</td>
<td>—</td>
</tr>
<tr>
<td>Total Call, Chat, Text Interactions</td>
<td>—</td>
<td>—</td>
<td>40,060</td>
<td>—</td>
</tr>
</tbody>
</table>

(Regional listing does not include Canada Suicide Prevention Service’s call and text statistics)

- Average calls/chat/texts per day were 98; busiest day was February 7, 2022, with 134 interactions
- 353 follow-up calls completed to high risk callers and third-party call-outs
- 5,987 voice messages left for a call back due to Crisis Line Responder supporting another caller
- 1,522 calls related to COVID-19 that is 4% of our call volume
- 15,917 callers were asked about suicidal thoughts, which is 46% of total calls
- 5,605 (16% 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

Why People Call the Crisis Line

- Mental Health & Substance Use: 45%
- Suicide: 15%
- Information/Resources: 9%
- Individual & Family Life: 8%
- Physical Health: 3.5%
- Basic Needs/Homelessness: 2.5%
- Abuse/Family Violence: 3%
- Other: 14%