



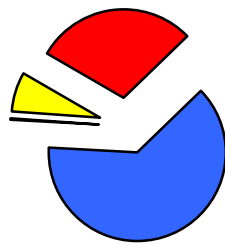
INTERACTION STATISTICS

April 1, 2019, to March 31, 2020
(last complete fiscal year)

| | Mental Health Crisis Response | Interventions (911/MCFD/Other) | Total | % of Calls |
|--|----------------------------------|-----------------------------------|--------------|-------------|
| 1800SUICIDE calls | 28 | 29 | 1612 | 4% |
| 310Mental Health Support calls | 35 | 9 | 3429 | 9% |
| Vancouver Island Crisis Line calls | 1900 | 347 | 28129 | 75% |
| Canada Suicide Prevention Service (CSPS) calls | | | 4331 | 12% |
| Total Calls | 1963 | 385 | 37501 | 100% |
| Vancouver Island Crisis Chat/Text | | | 999 | |
| CSPS Chat and Text | | | 702 | |
| Total Calls, Chats, Texts | | | 39202 | |

- **107** average Calls/Chats/Texts per day; busiest day was December 13, 2019, with **124** interactions
- **353** follow-up calls completed to high-risk callers and third-party call-outs
- **1907** voice messages left for a call back due to Crisis Line Workers supporting other callers
- **428** calls related to COVID-19 were handled in February and March 2020
- **18,553** callers were asked about suicidal thoughts, which is 56% of total calls
- **7270** (22% of call volume) Suicide Risk Assessment and Safety Plans were completed for callers
- Language Line accessed on **two** occasions for callers who did not speak English.

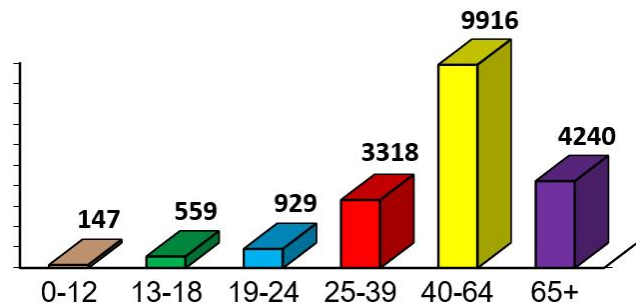
Gender of Callers



- Male 29% (9768)
- Female 63% (20,910)
- Gender Diverse 1% (105)
- Unknown 7% (2387)

Estimated Age of Callers

(Note: 14,061 were unknown)



Nature of Problems: Main Concern

| | |
|-------------------------------|-----|
| Mental Health & Substance Use | 51% |
| Suicide | 15% |
| Information/Resources | 11% |
| Individual & Family Life | 11% |
| Physical Health | 06% |
| Basic Needs/Homelessness | 03% |
| Abuse/Family Violence | 03% |

Service Utilization

| | |
|------------------|-----|
| 8 am to noon | 21% |
| noon to 4 pm | 23% |
| 4 pm to 8 pm | 24% |
| 8 pm to midnight | 18% |
| midnight to 4 am | 08% |
| 4 am to 8 am | 06% |

Note: 6-10 pm Crisis Chat/Text adds 3%