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

<table>
<thead>
<tr>
<th>Mental Health Crisis Response</th>
<th>Interventions (911/MCFD/Other)</th>
<th>Total</th>
<th>% of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800SUICIDE calls</td>
<td>28</td>
<td>1612</td>
<td>4%</td>
</tr>
<tr>
<td>310Mental Health Support calls</td>
<td>35</td>
<td>3429</td>
<td>9%</td>
</tr>
<tr>
<td>Vancouver Island Crisis Line calls</td>
<td>1900</td>
<td>28129</td>
<td>75%</td>
</tr>
<tr>
<td>Canada Suicide Prevention Service (CSPS) calls</td>
<td></td>
<td>4331</td>
<td>12%</td>
</tr>
</tbody>
</table>

| Total Calls                  | 1963                            | 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%