



**As we honour Crisis Line Awareness Week
March 22 to 26, 2021**

VICS Crisis Services' interaction numbers exceed previous year's record-setting rates during COVID-19 pandemic

March 22, 2021

Since our 2020-21 fiscal year roughly coincides with the first year of the COVID-19 pandemic, we wanted to present statistics surrounding our Crisis Services, beginning on April 1, 2020, up to and including March 16, 2021:

- 40,957 **Crisis Line** calls answered on our Vancouver Island Crisis Line, 1800SUICIDE, 310Mental Health Support line, and Canada Suicide Prevention Service.
- 43,000 Number of interactions anticipated by March 31, 2021, our fiscal year end. This predicts a nine per cent increase from the last fiscal year's numbers.
- 1,613 **Crisis Chat and Crisis Text** interactions. Sixty per cent of these interactions supported youth under 18 years of age.
- 275 Active rescues via 9-1-1.
- 1,911 Interventions affiliated with Mental Health Crisis Services.
- 59 Contacts made with the Ministry of Children and Families.

Interactions related to COVID-19 made up 10 per cent of our call volume. Awareness and access of empathic, non-judgemental, and confidential support notably increased during the pandemic, especially as a number of community-based services became temporarily inaccessible. This widened the gap further between Crisis interaction access rates and population growth rates in our communities.

As **Vancouver Island Crisis Society very quietly celebrated 50 years of service in 2020**, our Crisis Line Workers, comprising dedicated staff and volunteers, our board members, our facilitators, and our administrative personnel have taken on the Society's next 50 years of serving and supporting our Vancouver Island communities in 2021.

We will also present a one-hour workshop via Zoom on April 15, 2021, starting at 11:00 am, entitled **Filling Up Our Resilience Tanks: Recognizing and Reducing Underlying Tensions in Our Daily Lives**. It too acknowledges Crisis Line Awareness Week while it fosters resilience during the pandemic's second year and beyond. Please visit our website to register and donate as you wish.

The Vancouver Island Crisis Line is available 24/7 by dialling 1-888-494-3888.

For more information, please contact:

*Emily Post, Community Awareness Coordinator
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*Joanne Hogan, Office and Promotions Administrator
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Please visit our website at www.vicrisis.ca