Thank you to all our donors!

This list represents all those who supported the Crisis Society financially or with in-kind donations for the fiscal year 2010-11.

VISIONARIES ($5000+)
- Gaming Province of BC
- Inworks I.T. Management – Phil Stiller
- United Way Central & Northern Vancouver Island
- Vancouver Island Health Authority
- Royal Canadian Mounted Police
- A-Channel

NORTH STARS ($2500 – $4999)
- Cowichan United Way

LIGHTHOUSE KEEPERS ($1000 – $2499)
- Knights of Columbus Ascension Council #7991
- Genesis Vocational Services – Tom Goss
- Bernard Calliatt – Christine McAsley
- MacIsaac Law Firms – John Jordan
- Island Radio – The Wave & The Wolf
- Investor Group
- RBC Foundation

LIFE PRESERVERS ($500 – $999)
- Barrie G. Rogers
- Herold Engineering
- Town of Ladysmith
- Campbell & Fairweather
- Island Timberlands
- St John Ambulance
- TD Financing Services
- Vancouver Island University
- Royal Canadian Legion Branch #191
- Dairy Queen
- Nanaimo Daily News
- 24 Carrot Catering
- Joy Vikstrom
- Dan Vandersluis
- Aaron Vanderpool
- Rebecca Burden
- Gordon Webb
- Russel Burke
- Paul Black
- Moira Stuck
cowichan Tribes
- Tsewulhtun Health Centre
- Lands & Governance
- Royal Canadian Mounted Police
- Vancouver Island Health Authority
- United Way Central & Northern Vancouver Island
- IntraWorks I.T. Management
- Island Radio
- MacIsaac Law Firms
- Bernard Calliatt
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- Dan Vandersluis
- Aaron Vanderpool
- Rebecca Burden
- Gordon Webb
- Russel Burke
- Paul Black
- Moira Stuck

CRISIS LINE STATISTICS
April 1, 2010 to March 31, 2011

<table>
<thead>
<tr>
<th>Nature of Problems</th>
<th>Estimated Age of Callers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Crisis Response</td>
<td>0 - 11 12/18 19-30 31-50</td>
</tr>
<tr>
<td>Mental Emotional Health</td>
<td>0 - 11 12/18 19-30 31-50</td>
</tr>
<tr>
<td>Information/Referrals</td>
<td>0 - 11 12/18 19-30 31-50</td>
</tr>
<tr>
<td>Individual &amp; Family Life Issues</td>
<td>0 - 11 12/18 19-30 31-50</td>
</tr>
<tr>
<td>Suicidal</td>
<td>0 - 11 12/18 19-30 31-50</td>
</tr>
<tr>
<td>Addictions</td>
<td>0 - 11 12/18 19-30 31-50</td>
</tr>
<tr>
<td>Physical Health</td>
<td>0 - 11 12/18 19-30 31-50</td>
</tr>
<tr>
<td>Abuse/Family Violence</td>
<td>0 - 11 12/18 19-30 31-50</td>
</tr>
<tr>
<td>Financial Concerns</td>
<td>0 - 11 12/18 19-30 31-50</td>
</tr>
</tbody>
</table>

Gender of Callers

<table>
<thead>
<tr>
<th>Callers</th>
<th>Male 36%</th>
<th>Female 55%</th>
<th>Unknown/other 9%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>906</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td>906</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>Unknown</td>
<td>122</td>
<td>1%</td>
<td></td>
</tr>
</tbody>
</table>

Service Utilization

<table>
<thead>
<tr>
<th>Time</th>
<th>% of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 am to noon</td>
<td>20%</td>
</tr>
<tr>
<td>noon to 4 pm</td>
<td>25%</td>
</tr>
<tr>
<td>4 to 8 pm</td>
<td>21%</td>
</tr>
<tr>
<td>8 pm to midnight</td>
<td>18%</td>
</tr>
<tr>
<td>midnight to 4 am</td>
<td>10%</td>
</tr>
<tr>
<td>4 to 8 am</td>
<td>06%</td>
</tr>
</tbody>
</table>
The Crisis Society started the year off with the huge task of beginning the transition to the Vancouver Island Crisis Line service after winning the VanCrisp contract in March 2010. There was a heavy workload on staff from April to July where three other island crisis lines were called-forward to the new Vancouver Island Crisis Line toll-free number 1-888-494-3888. The staff was challenged with relationship building in all the communities on Vancouver Island, especially in the Port Alberni and Mt. Waddington areas as local crisis lines continued to operate which created confusion for local residents.

The transition period started with the hiring of 13 new staff members on March 15, 2010, followed by the creation of several new policies and procedures. The following list highlights tasks completed during the transition period of April to June:

- New phone system and additional computers installed, including a new server
- New lease agreement signed with an expanded workspace
- Ownership transfers of three old crisis line numbers and call forward remote set up though Telus
- Protocols finalised with seven Mental Health Crisis Response Teams
- Expanded crisis line training with additional sessions
- Resource database reworked to include all island resources
- Letter of introduction mailed to 50 Aboriginal Band Councils on the Island
- Website updated
- New Vancouver Island Crisis Line promotional materials designed, produced, and distributed
- Personal visits made to over 119 organizations across Vancouver Island
- April 1 – Crossroads Crisis Line and Campbell River Family Services Crisis Line transferred over to Nanaimo
- June 21 – Victoria’s NEED Crisis & Info Line transferred over to Nanaimo

Our greatest asset continues to be the people who work with us every day: 47 volunteer crisis line workers and trainers, 12 staff crisis line workers, eight members of our board of directors, a professional staff of eight (Office Manager of 24 years, Executive Director of 19 years, and Trainers with up to 15 years’ experience with the Crisis Society), and our generous donors. There were 2,352,382 total calls last year. We continue to answer calls on two provincial lines the 1-800-SUICIDE and 310 Mental Health support line in addition to the expanded Vancouver Island Crisis Line. Our call answer rate on the Vancouver Island Crisis Line was 98.6%. We are very proud of this call answer rate and will continue to work to improve our performance. A total of 8294 callers were asked about suicidal thoughts or plans (Tier 1, 19,718 callers) and 39 crisis line workers or staff persons. Volunteer honorariums totaling $31,995 were paid out this year. The number of volunteers decreased this past year as we hired internally for all our new positions. We hope to recover our volunteer numbers next year. Three volunteer crisis line training courses took place, yielding 29 new crisis line volunteers out of 37 trainees. There were five refresher/small group training sessions facilitated for 51 crisis line workers.

Promotion of the new Vancouver Island Crisis Line service – New promotional materials were created, including youth-friendly posters and wallet cards. The following materials were distributed Island wide: 8499 rack cards, 72,430 client wallet cards, and 2482 posters. We participated in two mental health forums (Comox Valley and Victoria) as well as the Cowichan Tribes’ Mental Wellness Day. Thirty-three workshops were written about the new service. Media coverage also included 14 radio interviews and one TV news story. Three large-scale promotional advertising campaigns were launched the past year to increase awareness of the 1-888-494-3888 crisis line number, including Crisis Line Awareness Week in late March.

Community Education – Four facilitated four ASIST (Applied Suicide Intervention Skills Training) courses at a total of 61 people were trained. We delivered one CIST (Crisis Intervention Skills Training) workshop to 16 people. Sixteen community briefings about crisis line services and other workshop topics were delivered to over 300 people. Five Suicide Awareness & Response training workshops were also facilitated, including two to Nanaimo Regional General Hospital and one to Campbell River.

School Suicide Prevention – Three-Tiered program approach: Tier 1 – Three school suicide protocol training workshops were provided to 70 volunteers in School District 68 and 79. Tier 2 – In SD68, 24 counselors were trained in ASIST (Applied Suicide Intervention Skills Training). Fifty CAPE staff were trained in Suicide Awareness & Response as part of a Pro-D Program.

Tier 3 – Eight GRASP (Growth, Resiliency, Acknowledgement, Suicide awareness, Prevention and planning) 12-hour gatekeeper training workshops were provided to 17 staff members in School District 68. Seven GRASP training was also facilitated in SD79 to 24 Francis Kelsey students. Twenty Speak Out, Reach Out, Help Out presentations were delivered to 505 students in SD68 and four presentations to 128 students in SD79. This school-based prevention program continues to be a part of a collaborative research evaluation project headed by Dr. Jennifer White of the University of Victoria.

World Suicide Prevention Day (WSPD) – The fifth annual vigil was held on September 10, 2010, for those who have lost loved one to suicide. We did not include a walk this year as part of the event but rather focused on providing support to attendees at the Port Theatre, where there were 105 people in attendance. On September 15, a Free Suicide Awareness & Response workshop was offered to (50 donation) to 18 participants. We also attended WSPD awareness activities with Smaneyitxwax First Nation on September 14.

Suicide Bereavement Support Group – Thirty-nine members sought support from this group in the last year via monthly meetings, coffee meetings, phone calls, and monthly emails.

Provincial Matters – Our Executive Director stepped down after four years as President of the Crisis Line Association of BC (CLAC, which represents 14 generic crisis lines in the province); she was subsequently elected Treasurer. The Program Manager continues working for CLAC for eight hours per week due to limited funding available. A small amount of funding was secured; $3,500 was approved by the Provincial Health Services Authority to help continue with the two provincial lines: 1-800-SUICIDE and the 310 Mental Health Support Line. The CVICS continues to provide bookkeeping services for CLAC.

Staff Development – Three conferences were attended: AAS (American Association ofSuicidology) in Portland, Oregon; CLAC (Crisis Line Association of BC) in Richmond, BC; and CASP (Canadian Association of Suicide Prevention) in Halifax, Nova Scotia. One staff member attended Nanaimo Hospice volunteer training in exchange for one of Hospice’s staff attending our ASIST course. The yearly staff retreat was facilitated in two sessions this year to accommodate the larger size group, it was a successful team building exercise. Thirteen staff successfully wrote the exam for the produced, and distributed suicide awareness poster.

RCPM Appreciation Dinner & Crisis Society 40th Anniversary – The event was held February 12 with a total of 271 people in attendance. The event was marked this year with a special celebration of the Crisis Society’s 40th anniversary. This event has been a wonderful relationship building opportunity. However, it was the first time that I was recognized by the Society. The amount of work that goes into planning and such an event is no longer possible as our mandate continues to be a part of a collaborative research evaluation project headed by Dr. Jennifer White of the University of Victoria.

Board of Directors 2010-2011

John Jordan, President
Dr. Raymond Shred, Vice-President
Maggie Schulz, Secretary
Lisa Trimmer, Treasurer
Phil Stiller
Don Coates
Maureen Dawson
Sharon Erickson

Revenue: $808,094
- 81% VIHA
- 7% Gaming Policy & Enforcement Branch
- 5% Donation & grants, membership, fundraising
- 2% Community Education & Resource Directory
- 3% United Way

Expenses: $814,319
- 83% Crisis Line
- 10% Community Education & Resource Directory
- 7% Administration & Fundraising

Plans for 2011-2012 include:

- Revisiting the need and costs to print the Mid-Island Community Resource Directory
- Continuing to build relationships with schools districts to complete the implementation of suicide prevention programs.
- Revisiting BC Gaming and other funding sources to ensure the continued facilitation of the school suicide prevention programs.

The Central Vancouver Island Crisis Society is committed to providing an accessible, 24-hour, telephone response service. We endeavour to provide emotional support during times of crisis, information about community resources, education intended to promote community wellness, and to reduce the incidence of suicide.

We value the principles of confidentiality, non-judgmental acceptance, respect for diversity, personal empowerment and cooperation.

Mission Statement
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