

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 2011-12.

VISIONARIES (\$5000+)

Gaming - Province of BC
 Intraworks I.T. Management – Phil Stiller
 United Way Central & Northern Vancouver Island
 Cowichan United Way
 Vancouver Island Health Authority
 Island Radio - Jim Patterson Group
 Toskan Casale Foundation, Toronto

NORTH STARS (\$2500 – \$4999)

LIGHTHOUSE KEEPERS (\$1000 – \$2499)

Knights of Columbus Ascension Council #7991 - Qualicum Beach
 MacIsaac Law Firms – John Jordan
 RBC Foundation

LIFE PRESERVERS (\$500 – \$999)

Trinity Church - North Saanich
 Town of Ladysmith
 Malahat Lions Club - Cobble Hill
 Royal Canadian Legion Branch # 256 - Nanaimo

ANCHORS (under \$500)

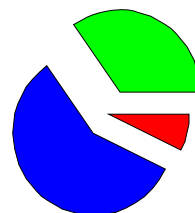
Rich 1 Beauty Salon & School - Nanaimo
 Fairwinds Community & Resort - Nanaimo
 Herold Engineering - Nanaimo
 Fraternal Order of Eagles - Ladysmith
 Marilyn Marshall - Nanaimo
 X1 Delta PI - Parksville
 Paul Bowden - Victoria
 Murray Lawson - Victoria
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 Pat Meadows Personal Real Estate Corp. - Victoria
 Margaret Walker - Victoria
 David Lynn - Victoria
 Talesta Holdings Ltd. - Brentwood Bay
 Balvir Joshi - Nanaimo
 Donald & Margaret Ball - Parksville
 Kellie Elder - Victoria
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 Lesley Clint - Nelson, BC
 Anthea Piets - Victoria
 Geoff Ball - Qualicum Beach
 Jennifer Smith - Exsaw, AB
 Karen Salmon
 Lazy Boy - David Younger - Nanaimo
 Ann Ishiguro
 Josephine Dick - Exshaw, AB
 Michelle Hounslow - Exshaw, AB
 Roger Plamondon - Courtenay
 Provincial Employees Community Services

CRISIS LINE STATISTICS April 1, 2011 to March 31, 2012

	Mental Health Crisis Response	Interventions	Total Calls	% of Calls
1-800-SUICIDE	19	13	659	2%
310-6789 Mental Health Support	14	19	2700	9%
Vancouver Island Crisis Line	2052	197	26420	89%
Total	2085	229	29779	100%

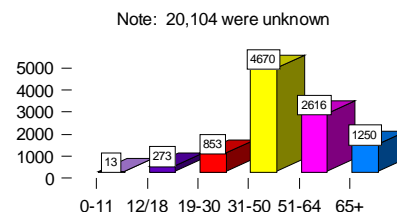
* Average calls per day 82, busiest day was April 28th with 132 calls
 * Follow-up calls to high-risk callers and outreach calls to 3rd parties = 234
 * 158 messages/561 missed calls as crisis line workers supporting another caller
 * 10,971 callers were asked about suicidal thoughts
 * 2059 suicide risk assessments were completed for callers

Gender of Callers



Male 35%
 Female 58%
 Unknown/other 7%

Estimated Age of Callers



0 200 400 600 800 1000 2000 3000 4000

Nature of Problems	Contributes	
	Main	Contributes
Mental Emotional Health	47%	30%
Information/Resource Calls	14%	01%
Individual & Family Life Issues	12%	09%
Suicidal	07%	03%
Addictions	04%	05%
Physical Health	04%	06%
Financial/Homelessness	03%	02%
Abuse/Family violence	02%	02%

Service Utilization	
8 am to noon	18%
noon to 4 pm	24%
4 to 8 pm	23%
8 pm to midnight	18%
midnight to 4 am	10%
4 to 8 am	07%



Vancouver Island
Crisis Society

Vancouver Island Crisis Society
 (previous name Central Vancouver Island Crisis Society)
 P.O. Box 1118, Nanaimo, BC, V9R 6E7
 Business Line: 250-753-2495
 Toll-Free (BC only): 1-877-753-2495
 Fax: 250-753-2475
 Email: info@vicrisis.ca
 Website: www.vicrisis.ca

CRISIS LINE SERVICES

Vancouver Island Crisis Line 1-888-494-3888

1-800-SUICIDE (Provincial Line) 1-800-784-2433

Mental Health Support (Provincial Line) 310-6789

COMMUNITY EDUCATION &
 SUICIDE BEREAVEMENT SUPPORT GROUP
 250-753-2495 or 1-877-753-2495

Accredited Crisis Centre by the
 American Association of Suicidology

Affiliations

Canadian Association of Suicide Prevention (CASP)
 Crisis Line Association of BC (CLABC)
 Community Partner of United Way Central &
 Northern Vancouver Island and of Cowichan United Way
 Greater Nanaimo Chamber of Commerce



Vancouver Island
Crisis Society

Helping People Find Their Way

42 nd
**ANNUAL
 REPORT**

2012

Joint Report of the President and the Executive Director March 2012

The Crisis Society's 41st year was busier than ever as we entered into the second year of the Vancouver Island Health Authority (VIHA) contract to operate the Vancouver Island Crisis Line. Staff continued to tackle heavy workloads with policy revisions, staffing adjustments and ongoing relationship building across island communities. With the expansion of our mandate we voted to change our name to "Vancouver Island Crisis Society" in February, 2012, legally finalized on April 20th, 2012. Along with that change we revised our mission statement and approved our agency motto as (Helping People Find Their Way). As an agency we were reaccredited for another five years with the American Association of Suicidology in August 2011.

Our greatest asset continues to be the people who work with us everyday: 48 volunteer crisis line workers & trainees, 12 staff crisis line workers, 8 members of our board of directors, a professional staff of 8 (Office Manager with 25 years, Executive Director with 20 years, and Trainers with up to 16 years experience with the Crisis Society), and our generous donors. We had 5 volunteers reach 1000 volunteer hours, 5 reached 500 volunteer hours and 11 completed their 200 hour commitment on the crisis line. There were a total of 7 staffing changes on the crisis line (1 maternity leave, 3 departures and 3 new hires).

Here are further highlights from the various program delivery areas:

- The **Community Resource Directory** for the mid-island area was printed for the last time in December 2011. The online island wide resource database became accessible through our website to the public in December 2011 and has replaced the paper copy. The updating of resources for all the island communities is an ongoing daily process rather than a blocked time period once a year as in the past.
- Our **Crisis Line Operation** continues to be an important provincial network partner answering calls on the **1800SUICIDE line** and the **Mental Health Support Line 310-6789**. We answered 3359 calls making that 11% of our total crisis line call volume. The suicide line is answered by 5 crisis lines in BC and our average call answer rate was 92% - 95% with the closest networked partner's call answer rate being 74%. We answer 11.6% of the provincial total call volume on the suicide line with most of the calls we receive originating from Vancouver Island. The Mental Health Support Line is answered by 3 crisis lines in BC and our average call answer rate is 90% with the closest networked partner's call answer rate being 62%. We answer 56.1% of the total provincial call volume on the mental health support line with calls originating from all over the province. Our call answer rate was 98% on the Vancouver Island Crisis Line. Our crisis lines are answered by volunteer crisis line workers 32% of the time, 8% volunteer honorariums, 2% by administrative staff and 58% of the time by staff crisis line workers. A total of 8212 volunteer hours helped us to keep a high call answer rate. That is equivalent to \$82,120.00 dollars donated by volunteers. To supplement the volunteer hours donated a total of \$11,995.00 was spent on honorariums for the year paying a crisis line worker to

cover the crisis line in the absence of a volunteer. We had double coverage 33% of the time, triple coverage 45% and quadruple coverage 22% of the time.

- **Crisis Line Training** –There were 3 crisis line training courses delivered this past year with a total of 27 trainees making it on the crisis line out of 33 candidates. A total of 61 crisis line workers participated in 8 refresher small group training sessions. The ratio is 94% female to 6% male volunteers on the crisis line.
- **Community Education** - We facilitated 5 "ASIST" Applied Suicide Intervention Skills Training courses where a total of 83 people were trained. In October we also increased our ASIST Training staff by two making a total of 4 ASIST Trainers on our staff now. We delivered one Crisis Intervention Skills Training workshop to 14 people. Twenty-one community briefings about the crisis line services & other workshops topics were delivered across communities on Vancouver Island that included the RCMP Mental Health Training Day. Four talks were conducted as part of the United Way campaign including participation in three kick off breakfasts. We embarked on a three month community education pilot whereby additional staff was cross trained to assist with school presentations and briefings in the community. The evaluation of this pilot will assist us as we move forward with looking at our staffing requirements as programs expand.
- **Vancouver Island Crisis Line Promotion** – Crisis Line Awareness Week was celebrated once again this year in March. We are grateful for Island Radio donating \$111,800 towards a year long island wide radio campaign promoting the new Vancouver Island Crisis Line number. We now publish an electronic version of our newsletter rather than a paper copy that is distributed island wide to fit with our new mandate. We attended 17 Forums/Resource Fairs in the following communities, Victoria, Duncan, Nanaimo, Port Alberni, Hornby/Denman Islands, Courtenay, Campbell River, Port McNeil, and Tofino. We were a committee partner in developing a suicide protocol for the community of Campbell River.
- **Aboriginal Connections** - Our relationship with the aboriginal community continues with Cowichan Tribes (Duncan), (Nanaimo) Snuneymuxw First Nation and (Chemainus) Stz'uminus First Nation and is now expanding to other communities on the island. We participated in the following activities to promote better understanding and increase collaboration among our agencies and people (Cowichan Tribes Health Fair, Mt Waddington Building Bridges – First Nations Cultural Training, Aboriginal Mental Wellness Committee meetings, First Nation Residential School & Colonization Training, Aboriginal Cultural workshop at Vancouver Island University, Aboriginal Forum on Violence). We have expanded our online resource database to include a separate section for aboriginal community resources. In addition we provided suicide bereavement support in the Campbell River area for the Kwakwaka First Nation.
- **School Suicide Prevention – 3 Tiered program approach: Tier 1** – Three school suicide protocol training workshops were provided to over 81 school personnel/administrators. **Tier 2** - Teachers received the protocol training through the counselors who attended the Tier 1 training. One of the ASIST – Applied Suicide Intervention Skills Training we facilitated was for 24 teachers. **Tier 3** – Four (4) **Grasp** "Growth, Resiliency, Acknowledgement, Suicide Awareness, Prevention and Safe Planning" 12 hour gatekeeper training workshops were provided to fifty-eight (58) students. Forty-three (43) "Speak Out, Reach Out, Help Out" presentations were delivered to one thousand and twenty-seven (1227) students. This is double the number of students from the previous year. We worked collaboratively with two aboriginal representatives to share ideas around including an aboriginal cultural component to the training. This school based prevention program remains part of a collaborative research evaluation project headed by Dr. Jennifer White of the University of Victoria. Lyndsay Wells our Public Education Program Coordinator presented about these programs at the Canadian Association of Suicide Prevention conference in Vancouver in October 2011. We also participated in the development of the "Teens Networking with Teens" TNT phone app in school district 68. This phone app gives teens the awareness and tools to report bullying and reach out for help to the Vancouver Island Crisis Line, RCMP and others.
- **World Suicide Prevention Day** – In September the fifth annual vigil was held for those who lost a loved one to suicide. The event this year was held at the Port Theatre in Nanaimo with 65 people in attendance. We also participated in activities held at Snuneymuxw First Nation in Nanaimo.
- **Suicide Bereavement Support Group** – The group averages 10 participants per monthly meeting with attendance as high as 18 and as low as 5. New members continue to register as it fills a much needed gap in the community supporting those who have lost a loved one to suicide. The senior members of the group continue to be a tremendous asset in giving support to new group members. As the demand has grown from other island communities, we developed a "Train the Trainer" package to assist others in facilitating such a program. One such training has been delivered to date to a Duncan Hospice group.
- **Provincial matters** - Our Executive Director continues as the Treasurer of the Crisis Line Association of BC (CLABC). The Program Manager still uses the Nanaimo Crisis Society business office as her main contact info but works primarily from her residence in Nova Scotia. A small funding amount was secured for another year by CLABC with the Provincial Mental Health Services as well as a foundation grant from Bell to continue the operation of the Mental Health Support Line and 1800SUICIDE. Nanaimo continues the bookkeeping duties for CLABC.
- **Staff development** – One major conference was attended that being the Canadian Association of Suicide Prevention in Vancouver by four staff. Three staff successfully passed their crisis line worker certification with American Association of Suicidology (AAS) and three staff renewed their certification. Two supervisory staff completed an online "Indigenous Competency Training".

We look forward in the next year to continue the good work we are doing both in our crisis line operation and with our community education programming. The agency we are is a reflection of the staff, volunteers and donors that make up our team.

Mission Statement

The Vancouver Island Crisis Society is committed to providing an accessible, 24-hour, telephone crisis and suicide prevention, intervention service, including postvention programs. We endeavour to provide emotional support during times of crisis, information about community resources, education intended to promote community wellness, and reduce the incidence of suicide. We value the principles of confidentiality, non-judgmental acceptance, respect for diversity, personal empowerment and cooperation.

Board of Directors 2011-2012

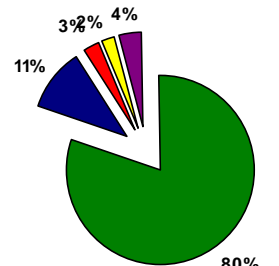
John Jordan, President
Dr. Raymond Shred, Vice-President
Maggie Schulz, Secretary
Lisa Trimmer, Treasurer

Phil Stiller
Don Coates
Maureen Dawson
Sharon Erickson

2011-2012 Financials

Revenue: \$822,288

- 80% VIHA
- 11% Gaming Policy & Enforcement Branch
- 3% Donation & grants, membership, fundraising
- 2% Community Education & Resource Directory
- 4% United Way



Expenses: \$803,823

- 83% Crisis Line
- 11% Community Education & Resource Directory
- 6% Administration & Fundraising

