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)

LIGHHOUSE KEEPERS ($1000 – $2499)
- Knights of Columbus Ascension Council #7991 - Qualicum Beach
- Machaa Law Firm - 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
- Herald Engineering - Nanaimo
- Fraternal Order of Eagles - Ladysmith
- Marlion Marshall - Nanaimo
- Xi Delta Pi - Parksville
- Paul Bowden - Victoria
- Murray Lawson - Victoria
- Neil Ramsley - Victoria
- Pat Meadows Personal Real Estate Corp. - Victoria
- Margaret Walker - Victoria
- David Lynn - Victoria
- Talena Holdings Ltd. - Brentwood Bay
- Balvird Joshi - Nanaimo
- Donald & Margaret Ball - Parksville
- Kellie Elder - Victoria
- Josh Vincent - Nanaimo
- Joy Vikstrom - Nanaimo
- Ettiene Quay - Sidney
- Lesley Clift - Nelson, BC
- Anthea Piets - Victoria
- Geoff Ball - Qualicum Beach
- Jennifer Smith – Essex, AB
- Karen Salmon
- Lacy Boy - David Younger - Nanaimo
- Ann Ishiguro
- Josephine Dick - Enshaw, AB
- Michelle Houmin - Enshaw, AB
- Roger Plamondon - Courtenay
- Provincial Employees Community Services

CRISIS LINE STATISTICS

<table>
<thead>
<tr>
<th>Mental Health Crisis Response</th>
<th>Interventions</th>
<th>Total Calls</th>
<th>% of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-800-SUICIDE</td>
<td>19</td>
<td>13</td>
<td>659</td>
</tr>
<tr>
<td>310-6789 Mental Health Support</td>
<td>14</td>
<td>19</td>
<td>2700</td>
</tr>
<tr>
<td>Vancouver Island Crisis Line</td>
<td>2052</td>
<td>197</td>
<td>26420</td>
</tr>
<tr>
<td>Total</td>
<td>2085</td>
<td>229</td>
<td>29779</td>
</tr>
</tbody>
</table>

* Average calls per day 92, busiest day was April 28th with 132 calls
* Follow-up calls to high-risk callers and outreach calls to 3rd parties = 234
* 118 messages/56 inbound calls as crisis line workers supporting another caller
* 169/11 callers were asked about suicidal thoughts
* 2029 suicide risk assessments were completed for callers

Gender of Callers

Estimated Age of Callers

Nature of Problems

<table>
<thead>
<tr>
<th>Main</th>
<th>Contributions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Emotional Health</td>
<td>47%</td>
</tr>
<tr>
<td>Information/Resources Calls</td>
<td>14%</td>
</tr>
<tr>
<td>Individual &amp; Family Life Issues</td>
<td>12%</td>
</tr>
<tr>
<td>Suicidal</td>
<td>07%</td>
</tr>
<tr>
<td>Addictions</td>
<td>04%</td>
</tr>
<tr>
<td>Physical Health</td>
<td>04%</td>
</tr>
<tr>
<td>Financial/Homelessness</td>
<td>03%</td>
</tr>
<tr>
<td>Abuse/Family violence</td>
<td>02%</td>
</tr>
</tbody>
</table>

Service Utilization

- 8 am to noon - 18%
- noon to 4 pm - 12%
- 4 to 8 pm - 24%
- 8 pm to midnight - 18%
- midnight to 4 am - 10%
- 4 to 8 am - 07%

COMMUNITY EDUCATION & SUICIDE BEREAVEMENT SUPPORT GROUP

Mental Health Support (Provincial Line) 310-6789

Vancouver Island Crisis Line
(Previous name Central Vancouver Island Crisis Society)

P.O. Box 1118, Nanaimo, BC, V9R 6E7

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

Vancouver Island Crisis Society
Helping People Find Their Way

42nd ANNUAL REPORT

2012

Affiliations

Canadian Association of Suicide Prevention (CASP)

Community Partner of United Way Central & Northern Vancouver Island and of Cowichan United Way

Greater Nanaimo Chamber of Commerce
The Crisis Society’s 41st year was busier than ever as we entered into our second year of the Vancouver Island Health Authority (VIBA) 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 every day: 48 volunteer crisis line workers & trainees. The 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 Trainees with up to 16 years experience with the Crisis Society) and our generous donors. We had 5 volunteers reach 1,000 volunteer hours, 5 reached 500 volunteer hours and 1 completed their 200 hour commitment on the crisis line. There were a total of 77 changing events 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 ongoing 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 a continuing project. We are still accepting new and updated info. One of the changes we have made is to add an online directory of online resources.

- Our Crisis Line Operation continues to be an important provincial network partner answering calls on the 1800SUICIDE Line and the Mental Health Support Line 518-6789. We answered 3319 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%, -0.5% from the previous year. Our closer 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 provincial total call volume on the mental health support line, which is the same as last year.

- 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 was facilitated for 24 teachers. Tier 3 – Four (4) Group “Growth, Resilience, 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 “Teams Networking with Teens” TTN 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 to join as 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 other facilitators in 2011. 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 – We provided 100% of the ASIST – Applied Suicide Intervention Skills Training to our staff in 2011. We are thrilled at the success of the training and the feedback we have received. We are making the Canadian Association of Suicide Prevention in Vancouver staff are four. Three staff successfully passed their crisis line training with calls originating from all over the province. Our call answer rate was 98% on the Vancouver Island Crisis Line. Our crisis line are answered by volunteer crisis line workers 32% of the time, 4% from volunteers, 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 trainers making it on the crisis line out of 33 candidates. A total of 61 crisis line workers participated in 8 refreshers small group training sessions. The ratio is 94% female to 6% male volunteers on the crisis line.

- Community Education – We have provided 4 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 breakfats. 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 $11,000 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 across the following communities on Vancouver Island: Duncan, Nanaimo, Port Alberni, Hombly/Denman Island, Courtenay, Campbell River, Port McNeill, 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 our partners (Cowichan Tribes Health, Snuneymuxw First Nation and (Chemainus) Stz’uminus First Nation) being the Canadian Association of Suicide Prevention in Vancouver Island.

- Community Resource Directory - We participated in the following activities to promote better community wellness, and reduce the incidence of suicide. We value the principles of confidentiality, non-judgmental acceptance, respect for diversity, personal empowerment and cooperation.

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-elect    Dr. Raymond Sheed, Vice-President    Maggie Schulz, Secretary    Lisa Trimmer, Treasurer
Phil Sillier    Don Coates    Maureen Dawson    Sharon Erickson

2011-2012 Financials
Revenue: $822,288
- 80% VIBA
- 11% Gaming Policy & Enforcement Branch
- 3% Donation & grants, membership, fundraising
- 2% Community Education & Resource Directory
- 1% United Way

Expenses: $803,823
- 83% Crisis Line
- 11% Community Education & Resource Directory
- 6% Administration & Fundraising

Acknowledgement, Suicide Awareness, Prevention and Safe