

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 2012-13.

VISIONARIES (\$5000+)

Vancouver Island Health Authority
Province of BC – Gaming
MacIsaac & Co. – John Jordan
Coast Capital Savings
Island Radio – Jim Patterson Group
McBride Communications & Media
United Way Cowichan
Loyal Protestant Association
United Way Central & Northern Vancouver Island
Intraworks I.T. Management – Phil Stiller

NORTH STARS (\$2500 – \$4999)

Grant Thomas McDonald Ltd.
Big Cheese Charity Classic 2012

LIGHTHOUSE KEEPERS (\$1000 – \$2499)

Great Canadian Casino, Nanaimo
Rotary Club of Lantzville
Women of the Moose

LIFE PRESERVERS (\$500 – \$999)

Island Timberlands
Rotary Club of Parksville A.M.
Town of Ladysmith
Malahat Lions Club
Royal Canadian Legion Br #256
Maximum Yield Publications Inc.

ANCHORS (under \$500)

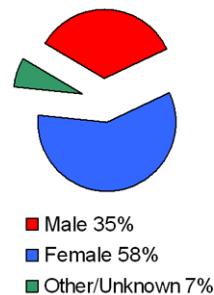
Joy Vikstrom	Nanaimo Daily News
Swiss Chalet	Montana's
Acme Food Co.	Milano's Ristorante
TLC Entertainment	
Marilyn Marshall	
Donald Lorne Ball	
Carly England	
Paradieso Spa	
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Ladysmith Lions Club	
Nanose Bay Lions Club	
Rotary Club of Ladysmith	
Royal Canadian Legion Br#10	
Royal Canadian Legion Br#134	
Nanaimo Harbor Lites Lioness Club	
Kinsmen Club of Lake Cowichan	
Genesis Rehabilitation Ltd.	
Fraternal Order of Eagles Aerie 2101	
Fairwinds Community & Resort	
Coast Community Credit Union	
Longwood Brew Pub & Restaurant	
Tigh-Na-Mara Seaside Spa Resort & Conference Centre	
Board of School Trustees District No. 68 (Nanaimo-Ladysmith students)	

CRISIS LINE STATISTICS April 1, 2012 to March 31, 2013

	Mental Health Crisis Response	Interventions	Total Calls	% of Calls
1800SUICIDE	14	9	508	2%
310Mental Health Support	27	5	1299	5%
Vancouver Island Crisis Line	2078	226	23897	93%
Total	2119	240	25704	100%

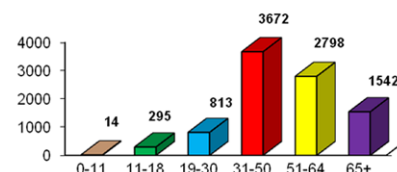
* Average calls per day 70, busiest days were April 10 & 18 with 114 calls
* Follow-up calls to high-risk callers and outreach calls to 3rd parties = 312
* 158 voice messages left as crisis line workers supporting another caller
* 10,961 callers were asked about suicidal thoughts
* 2817 suicide risk reviews/assessments were completed for callers

Gender of Callers



Estimated Age of Callers

(Note: 16,570 were unknown)



Nature of Problems

	Main	Contributes
Mental Emotional Health	51%	46%
Information/Resource Calls	14%	02%
Individual & Family Life Issues	12%	16%
Suicidal	09%	07%
Addictions	04%	04%
Physical Health	04%	09%
Financial/Homelessness	03%	06%
Abuse/Family violence	02%	04%

Service Utilization

8 am to noon	18%
noon to 4 pm	23%
4 to 8 pm	22%
8 pm to midnight	20%
midnight to 4 am	10%
4 to 8 am	07%

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.



**Vancouver Island
Crisis Society**

Helping People Find Their Way

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

1800SUICIDE (Provincial) 1-800-784-2433

310Mental Health Support (Provincial) 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 United Way Cowichan
Greater Nanaimo Chamber of Commerce

**43rd
ANNUAL
REPORT**

2013

**Joint Report of the President
and the Executive Director
March 2013**

The Crisis Society's 42nd year continued to be busy as we entered into the third year of the Vancouver Island Health Authority (VIHA) contract to operate the Vancouver Island Crisis Line. This year's highlights can be summarized as a record number of community education and school suicide prevention training, several staffing changes on the crisis line and development of the new crisis chat service.

Our greatest asset continues to be the people who work with us every day: 46 volunteer crisis line workers and trainees, 11 staff crisis line workers, 10 members on our board of directors, a professional staff of 8 (Executive Director with 21 years, and Trainers with up to 17 years' experience with the Crisis Society), and our generous donors. We had 3 volunteers reach 1000 volunteer hours, 2 reached 500 volunteer hours and 11 completed their 200 hour commitment on the crisis line. There were a total of 5 staff who left our team for a variety of reasons, and 8 staff who changed their employment status/ position as part of our team. I would like to highlight one particular departure and that is the retirement of Raymonde St-Hilaire our Office Manager of 26 years. She has been a tremendous asset over the years and she is missed on a daily basis. We spent approximately a year transitioning various responsibilities to our new Office and Website Manager who has fit in just nicely. We are delighted to continue to see Raymonde on a weekly basis in a volunteer capacity.

Here are further highlights from the various program areas:

- **Community Resources** – The Community Resource Directory for the mid-island area was printed once again in March 2013 as a result of popular demand. The online island wide resource database as part of the VIHA contract continues to be accessible through our website to the public and the updating is an ongoing daily process.
- **Our Crisis Line Operation** continues to be an important provincial network partner answering calls on **1800SUICIDE** and **310Mental Health Support**. We answered a total of 16% of the call volume on the two provincial networks with a call answer rate of 84%. The routing system changed from time of day to geographical proximity that resulted in us answering less mainland calls that are now answered by additional partner crisis lines that joined the network. Our call answer rate was 90% on the Vancouver Island Crisis Line. Our crisis lines are answered by volunteer crisis line workers 32% of the time, 7% volunteer honorariums, and 59% of the time by staff crisis line workers. A total of 7896 volunteer hours helped us to keep a high call answer rate. That is equivalent to \$118,440.00 dollars donated by volunteers. In addition to donated volunteer hours,

a total of \$17,000.00 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 100% of the time, triple coverage 92% and quadruple coverage 42% of the time.

- **Crisis Line Training** – There were 3 crisis line training courses delivered this past year with a total of 20 trainees making it on the crisis line out of 26 candidates. Sixteen (16) volunteers attended 2 refresher small group training sessions. Staff crisis line workers attend 9 training sessions. The ratio is 81% female to 19% male volunteers on the crisis line. This year was a particularly challenging one recruiting and retaining our volunteer numbers. A tremendous amount of development and research hours were devoted by our Crisis Line Training Coordinator towards our new **Crisis Chat online emotional support service** to begin in June 2013.
- **Community Education** – We facilitated 5 ASIST (Applied Suicide Intervention Skills Training) courses for 74 people. We continue to have 4 ASIST Trainers on our staff team. Fourteen (14) community briefings about the crisis line services and other workshops topics were delivered across communities on Vancouver Island that included the RCMP and Police Departments. Ten (10) talks were conducted as part of the United Way campaign including participation in two kick off breakfasts. The community education pilot whereby additional staff was cross trained did not result in meeting our staffing requirements to expand our school presentations. We continue to explore other ideas.
- **Vancouver Island Crisis Line Promotion** – We produced signage for Crisis Line Awareness Week for a bus campaign for a total of 55 buses in the following communities: Victoria, Duncan, Nanaimo, Courtenay, Campbell River, and Port Alberni. We facilitated 11 “Strengthening Protective Factors in Youth” workshops to 225 people in the following communities: Victoria, Duncan, Nanaimo, Port Alberni, Tofino, Ucluelet, Campbell River, Courtenay and Port Hardy. We are grateful once again this year for Island Radio donating another year long island wide radio campaign promoting the Vancouver Island Crisis Line number. McBride Communications and Media on the west coast played our commercial during every Vancouver Canucks game. Two e-newsletters were published and distributed island wide. We attended 12 forums/resource fairs in the following communities: Victoria, Duncan, Nanaimo, Courtenay, Campbell River, and Port Hardy. We served as a committee partner in finalizing the development of a suicide protocol for the community of Campbell River.
- **Aboriginal Connections** – Our relationship continued to expand as we participated in activities, forums, events and meetings and facilitated various training workshops including ASIST for the following aboriginal communities and groups: Cowichan Tribes, Tofino Health and Wellness meetings with 3 Nations represented, Inter Tribal Health Authority, Stzuminus First Nation, Kwakwaka'wakw Secondary, and Tsawout First Nation (hosting 9 Nations). GRASP was delivered to First Nation

youth, Ucluelet First Nation, Kwakiult District Council, Aboriginal Suicide Critical Incident Response Team (ASCIRT) in Duncan, Alberni-Clayoquot Health Network and Snuneymuxw First Nation.

- **School Suicide Prevention – 3 Tiered program approach: Tier 1** – Two protocol training workshops were provided to over 142 school personnel/administrators. **Tier 2** - Teachers received the protocol training through the counselors who attended the Tier 1 training and they participated in the Tier 3 training with students. **Tier 3** – Twelve (12) **GRASP** (Growth, Resiliency, Acknowledgement, Suicide awareness, prevention and Personal safe planning) 12 hour gatekeeper training workshops were provided to 272 students, triple from the previous year, which also included 7 mentors. Forty (40) “Speak Out, Reach Out, Help Out” presentations were delivered to 1069 students. A complimentary version of this presentation was developed for grade 10 students. A GRASP Train the Trainer pilot was facilitated for the Vancouver Crisis Centre. We participated in Reality Check with 97 students and in youth connection day with 56 students in addition to participating in the Youth Against Violence conference. We participated in a panel for the Youth Suicide Enlivening the Dialogue conference at the University of Victoria. We also facilitated 2 “Strengthening Protective Factors in Youth” workshops for 31 Comox Valley school personnel and front line staff. Lyndsay Wells, our Public Education Program Coordinator, submitted a research article titled “Connection and Relational Engagement in Youth Suicide Prevention Program,” which was accepted for publication in the *International Journal of Child, Youth and Family Studies*’ special issue on youth suicide prevention research policy and practice.
- **World Suicide Prevention Day** – This year we focused on education and awareness to honor the September 10th World Suicide Prevention Day. We facilitated “Suicide Awareness and Response” workshops in Duncan, Courtenay, Port Alberni and Nanaimo for a total of 100 participants. We also participated in activities held at Snuneymuxw First Nation.
- **Suicide Bereavement Support Group** – The group averaged 7 participants per monthly meeting. The senior members of the group continue to be a tremendous asset in giving support to new group members. We facilitated a “Train the Trainer” on how to start a suicide bereavement support group for NEED2 in Victoria. A bereavement workshop was facilitated for 32 Victoria Police Victim Services personnel and 8 members of ASCIRT in Duncan. A partnership is being explored with Nanaimo Hospice to transition the facilitation of our support group by next year. This will allow us to take a more regional focus offering support and latest information from conferences we attend to island support group facilitators.
- **Provincial matters** – Our Executive Director continued to serve as Treasurer of the Crisis Line Association of BC (CLABC). Interim funding was received by the Provincial Health Services Authority until March 2014 to continue the

two provincial networks 1800SUICIDE and 310Mental Health Support.

- **Staff Development** – Three conferences were attended: the Canadian Association of Suicide Prevention in Niagara Falls, Ontario by two staff; the American Association of Suicidology in Austin, Texas by two staff; and the Crisis Line Association of BC by 1 staff. One staff person successfully obtained crisis line worker certification with American Association of Suicidology (AAS).

We look forward to continuing the good work we are doing in the coming year, 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.

Board of Directors 2012-2013

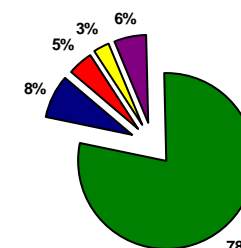
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Dr. Raymond Shred, Vice-President
Maggie Schulz, Secretary
Jenn Schofield, Treasurer
Anita Rosewall Peters

Phil Stiller
Don Coates
Maureen Dawson
Sharon Erickson
Kathy Thorpe

2012-2013 Financials

Revenue: \$843,717

- 78% VIHA
 - 8% Gaming Policy & Enforcement Branch
 - 5% Donation & grants, membership, fundraising, CLABC
 - 3% Community Education & Resource Directory
 - 6% United Way
- Note: Gaming \$54,149 deferred to next fiscal year



Expenses: \$791,731

- 80% Crisis Line
- 14% Community Education & Resource Directory
- 6% Administration & Fundraising

