

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 2013-14.

VISIONARIES (\$5000+)

Intraworks I.T. Management –Phil Stiller
 Island Health
 Island Radio –Jim Patterson Group
 MacIsaac & Co. – John Jordan
 Province of BC –Gaming
 United Way Cowichan
 United Way Central & Northern Vancouver Island

NORTH STARS (\$2500 – \$4999)

CHMZ-FM Radio

LIGHTHOUSE KEEPERS (\$1000 – \$2499)

Altrusa Club of Nanaimo
 Great Canadian Casino, Nanaimo
 Sharyn Ball

LIFE PRESERVERS (\$500 – \$999)

Alexander Grinton
 Fair Gorge Paddling Club
 Fraternal Order of Eagles Aerie 2101
 Fraternal Order of Eagles Aerie 4400
 Gabriola Lions Club
 Knights of Columbus Ascension Council 7991
 Malahat Lions Club
 Maximum Yield Publications Inc.
 Qualicum Bay Lions Club

ANCHORS (under \$500)

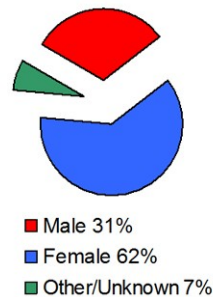
Acme Food Co.
 Country Club Mall
 Community Options Society
 Dave Newcombe
 Donald and Margaret Ball
 Fraternal Order of Eagles Aerie 2546
 John Mahaffy
 Joy Vikstrom
 Kim & Brenda Pirie
 Ladysmith Lions Club
 Longwood Brew Pub & Restaurant
 Mambo Gourmet Pizza
 Marilyn Marshall
 Milano's Ristorante
 Nanaimo Daily News
 Nanaimo Harbour Lites Lioness Club
 News Bulletin
 Provincial Employees Community Services Fund
 SD 68-Ladysmith Secondary
 Steven Barre
 TLC Entertainment

CRISIS LINE STATISTICS April 1, 2013 to March 31, 2014

	MH Crisis Response	Interventions	Total Calls	% of Calls
1800SUICIDE	26	35	850	3%
310Mental Health Support	32	11	1001	4%
Vancouver Island Crisis Line	2559	309	25216	93%
Total	2617	355	27067	100%
Crisis Chat	4	7	473	

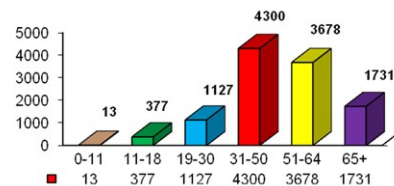
* Average calls per day 74, busiest day was February 25th with 113 calls
 * Follow-up calls to high-risk callers and outreach calls to 3rd parties = 367
 * 212 voice messages left as crisis line workers supporting another caller
 * 13,592 callers were asked about suicidal thoughts
 * 4573 suicide risk reviews/assessments were completed for callers

Gender of Callers



Estimated Age of Callers

(Note: 15841 were unknown)



Nature of Problems	Main Contributors	
	Main	Contributes
Mental Emotional Health	47%	27%
Information/Resource Calls	12%	02%
Individual & Family Life Issues	11%	11%
Suicidal	10%	07%
Addictions	05%	05%
Physical Health	05%	07%
Financial/Homelessness	03%	05%
Abuse/Family violence	02%	03%

Service Utilization	
8 am to noon	18%
noon to 4 pm	23%
4 to 8 pm	23%
8 pm to midnight	20%
midnight to 4 am	10%
4 to 8 am	06%

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

Crisis Chat via our website: www.vicrisis.ca (Chat Now)

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

310Mental Health Support (Provincial) 310-6789

COMMUNITY EDUCATION
 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

**44th
ANNUAL
REPORT**

2014

**Joint Report of the President
and the Executive Director
March 2014**

The Crisis Society's completed its fourth year of the Island Health contract to operate the Vancouver Island Crisis Line. Although, awareness of the crisis line service Island wide is an ongoing endeavor, huge progress has been gained with call volumes steadily increasing from the north and west coast. The community education and school suicide prevention program initiatives continue to expand. Staffing levels have increased slightly to meet the demand and launch 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, 12 staff crisis line workers, 9 members on our board of directors, a professional staff of 8 (Executive Director with 22 years, and Trainers with up to 18 years' experience with the Crisis Society), and our generous donors. We added two new positions this year: Community Education Training Assistant and a Crisis Line Training Assistant to assist with the ever growing workloads in both departments. Two volunteers reached 1500 volunteers hours, 2 volunteers reached 1000 hours, 3 volunteers reached 750 hours, 4 reached 500 hours and 8 completed their 200 hour commitment on the crisis line. There was a total of 1 staff member who left our team and one new hire. In addition, 9 staff changed their employment status/position as part of our team.

Here are highlights from the various program areas:

- **Strategic Planning** - A 5 year strategic plan was completed with three key areas of focus: 1) Recruiting, training and holding onto more crisis line volunteers, 2) a review of our physical location and equipment needs, 3) research and implementation of the texting capability in September 2014 for our crisis line operation.
- **Community Resources** – The Community Resource Directory for the Mid-Island area was printed once again in April 2014. The online Vancouver Island wide resource database as part of the Island Health 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 12% of the call volume on the two provincial networks with a call answer rate of 91%. Our call answer rate was 97% on the Vancouver Island Crisis Line. Our crisis lines are answered by volunteer 28% of the time, 10% volunteer honorariums, and 62% of the time by staff crisis line workers. A total of 7102 volunteer hours helped us to keep a high call answer rate. That is equivalent to \$106,530 dollars donated by volunteers. In addition to donated volunteer hours, a total of \$25,500 was spent on honorariums to assist with line coverage. We had double coverage 100% of the time, triple coverage 95% and quadruple coverage 56% of the time.

- **Crisis Line Training** – There were 3 crisis line training courses delivered this past year with a total of 28 trainees completing the training out of 33 candidates. Seventeen (17) volunteers attended 5 refresher small group training sessions. Staff crisis line workers attended 6 training sessions. The ratio is 88% female to 12% male volunteers on the crisis line. This year was a particularly challenging one recruiting and retaining our volunteer numbers.
- **Crisis Chat online emotional support service** began in June 2013 and a total of 473 youth were supported via chat.
- **Community Education** – We facilitated 7 ASIST (Applied Suicide Intervention Skills Training) courses for 103 people as well as one Crisis Intervention Skills Training course to 8 people. We continue to have 4 ASIST Trainers on our staff team. A total of 11 workshops on various topics were delivered to 633 people including “Trauma Informed Approaches to Suicide Prevention.” Two talks were conducted as part of the United Way campaign. Two e-newsletters were published and distributed Island wide.
- **Vancouver Island Crisis Line Promotion** – 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. A 30 second TV commercial was produced through program sponsorship with thanks to Shaw Cablesystems. We attended 11 forums/resource fairs in Vancouver Island communities. A total of 14 presentations about the crisis line services were delivered to over 240 people.
- **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, Inter Tribal

Health Authority, Stzuminus First Nation. Aboriginal Suicide Critical Incident Response Team (ASCIRT) in Duncan, Alberni-Clayoquot Health Network, Nanoose, Ucluelet, Ditidaht and Snuneymuxw First Nations.

- **School Suicide Prevention – 3 Tiered program approach:** **Tier 1** – One protocol training workshop was provided to over 86 school personnel/administrators. **Tier 2** – Teachers received the protocol training through the counsellors who attended the Tier 1 training and they participated in the Tier 3 training with students. **Tier 3** – Thirteen (13) **GRASP** (Growth, Resiliency, Acknowledgement, Suicide awareness, prevention and Personal safe planning) 12 hour gatekeeper training workshops were provided to 279 students which also included 42 mentors. Thirty-Five (35) “Speak Out, Reach Out, Help Out” presentations were delivered to 1678 students and 14 mentors.
- **World Suicide Prevention Day** – The focus this year again was on education and awareness to honor the September 10th World Suicide Prevention Day. We facilitated “Innovated Approaches to Suicide Prevention” workshops in Victoria, Langford, Ucluelet, Tofino, Ladysmith, Parksville, Campbell River, Duncan, Courtenay, Port Alberni and Port McNeil for a total of 403 participants.
- **Suicide Bereavement Support Group** – The group averaged 6 participants per monthly meeting. The transition of our agency's support group to Nanaimo Hospice was completed in December 2013. We took a more regional focus by hosting an Island wide workshop on November 21st to support locally facilitated support groups. Thirteen (13) registrants came from Victoria, Duncan, Nanaimo and Port Alberni. In February, we participated in a Suicide Bereavement conference at which we co-facilitated workshops.
- **Provincial & National issues** – Our Executive Director continued to serve as Treasurer of the Crisis Line Association of BC (CLABC). A funding grant was received by the Provincial Health Services Authority until March 2015 to continue the two provincial networks 1800SUICIDE and 310Mental Health Support. A review of crisis line services in the province resulted in a number of recommendations that are now being implemented by a working group that includes health authority and crisis line representatives from across the province. Our Executive Director is also participating in a working group on the Canadian Distress Line Network working towards one access number for help across Canada.

- **Staff Development** – Three conferences were attended: the Canadian Association of Suicide Prevention in Winnipeg, Manitoba by two staff; the American Association of Suicidology in Los Angeles, CA by two staff; and the Crisis Line Association of BC by 2 staff. Three staff crisis line workers successfully obtained crisis 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. Thank you!

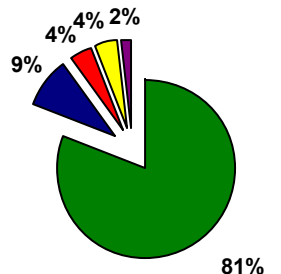
Board of Directors 2013-2014

John Jordan, President	Phil Stiller
Dr. Raymond Shred, Vice-President	Kathy Thorpe
Maggie Schulz, Secretary	Maureen Dawson
Jenn Schofield, Treasurer	Sharon Erickson
Anita Rosewall Peters	Don Coates - resigned Feb

2013-2014 Financials

Revenue: \$833,592

- 81% Island Health
 - 9% Gaming Policy & Enforcement Branch
 - 4% Donation & grants, membership, fundraising, CLABC
 - 4% Community Education & Resource Directory
 - 2% United Way
- Note: Gaming \$52,847 deferred to next fiscal year



Expenses: \$863,123

- 82% Crisis Line
- 15% Community Education & Resource Directory
- 3% Administration & Fundraising

