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 2014-15.

**VISIONARIES ($5000+)**
- City of Nanoaimo
- Intraworks I.T. Management – Phil Stiller
- Island Health
- Island Radio – Jim Patterson Group
- Muckle & Co. – John Jordan
- Province of BC – Gaming
- United Way Central & Northern Vancouver Island
- United Way Cowichan

1003 The Q FM & 91.3 The Zone FM

**NORTHERN LIGHTS ($2500 – $4999)**
- Lighthouse Keepers ($1000 – $2499)
- Mambo Gourmet Pizza – Marc & Amanda Fillion
- Mid-Island Co-op
- Rotary Club Lantzville
- Rotary Club Qualicum Beach
- TLC Entertainment
- United Way Operates

**LIFE PRESERVERS ($500 – $999)**
- Women’s of the Moose

**Board of Trustees, School District No. 68 (Nanoaimo-Ladysmith)**
- Coastal Community Credit Union
- Fraternal Order of Eagles Ladysmith Crofton #4440 Ladies
- Fraternal Order of Eagles Ladysmith Auxiliary #2101
- Maximum Yield Publications Ltd.
- Nanaimo Harbor Lites Lioness
- Robert F. Fischer and Company
- Royal Canadian Legion Branch 191 Chemainus
- Royal Canadian Legion Branch 76 Qualicum Beach
- Royal Canadian Legion Branch 171 Ladysmith
- Royal Canadian Legion Branch 191 Chemainus
- Town of Ladysmith
- Zonta Club of Nanaimo

**ANCHORS (under $500)**
- Alyssa Miller
- Bent Tree Wellness
- Community Options Society
- Country Club Mall
- Cowichan Hospitality Group Ltd.
- CUP Local 3376
- Curious Comics - Rob McKee
- Donald & Margaret Ball
- Elisa Cote
- Fairwinds Golf Club
- Jeannine & Richard Banks
- Jordan Buxton
- Kim & Brenda Pirie
- Kinmen Club of Lake Cowichan
- Knights Mid-Island Charitable Soc.
- Ladysmith Lions Club
- Longwood Brew Pub & Restaurant
- Mils Cremesery
- Nanaimo Daily News
- Nanaimo Bulletin
- Parkville Newcomers Club
- Port Theatre
- Provincial Employees Community Service Fund
- Seven Barre
- Theresa Slater
- Timh Na Mar
- TimberWest
- Travel Hotel & Conference Centre (Duncan)
- Woodgrove Centre

**CRISIS LINE STATISTICS**

CRISIS LINE STATISTICS

<table>
<thead>
<tr>
<th>MH Crisis Response</th>
<th>MH Crisis Interventions</th>
<th>MH Crisis Total Calls</th>
<th>% of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800SUICIDE</td>
<td>45</td>
<td>25</td>
<td>1,117</td>
</tr>
<tr>
<td>310Mental Health Support</td>
<td>61</td>
<td>12</td>
<td>1,614</td>
</tr>
<tr>
<td>Vancouver Island Crisis Line</td>
<td>3,077</td>
<td>321</td>
<td>26,494</td>
</tr>
<tr>
<td>Crisis Chat/Text</td>
<td>17</td>
<td>15</td>
<td>960</td>
</tr>
<tr>
<td>Total</td>
<td>3,200</td>
<td>373</td>
<td>30,185</td>
</tr>
</tbody>
</table>

* Average calls per day 80, busiest day was August 21st with 116 calls
* Follow-up calls to high-risk callers and outreach calls to 3rd parties = 367
* 654 voice messages left as crisis line workers supporting another caller
* 15972 callers were asked about suicidal thoughts
* 8840 (30% of calls) suicide risk reviews/assessments were completed for callers

Gender of Callers

<table>
<thead>
<tr>
<th>Estimated Age of Callers (Midle 18-90 were unknown)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Male 25%</td>
</tr>
<tr>
<td>Unknown 0%</td>
</tr>
</tbody>
</table>

Nature of Problems

<table>
<thead>
<tr>
<th>Calls</th>
<th>Chat/Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Emotional Health</td>
<td>45%</td>
</tr>
<tr>
<td>Information/Resource Calls</td>
<td>11%</td>
</tr>
<tr>
<td>Individual &amp; Family Life Issues</td>
<td>14%</td>
</tr>
<tr>
<td>Suicide</td>
<td>13%</td>
</tr>
<tr>
<td>Addictions</td>
<td>4%</td>
</tr>
<tr>
<td>Physical Health</td>
<td>4%</td>
</tr>
<tr>
<td>Financial/Homelessness</td>
<td>3%</td>
</tr>
<tr>
<td>Abuse/Family Violence</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
</tbody>
</table>

Service Utilization

<table>
<thead>
<tr>
<th>Time</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 am to noon</td>
<td>19%</td>
</tr>
<tr>
<td>noon to 4 pm</td>
<td>23%</td>
</tr>
<tr>
<td>4 pm to 8 pm</td>
<td>23%</td>
</tr>
<tr>
<td>8 pm to midnight</td>
<td>20%</td>
</tr>
<tr>
<td>midnight to 4 am</td>
<td>9%</td>
</tr>
<tr>
<td>4 to 8 am</td>
<td>6%</td>
</tr>
</tbody>
</table>

Note: 6-10pm Crisis Chat/Text adds 3%

**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
P.O. Box 1118, Nanoaimo, 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 www.vicrisis.ca (Chat Now)
Crisis Text from your mobile 250-800-3806

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 (AAS)

Affiliations

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

Helping People Find Their Way

45th ANNUAL REPORT

2015
The Crisis Society completed its fifth year of the Island Health contract to operate the Vancouver Island Crisis Line. The community education and school suicide prevention program initiatives continue to expand beyond the central island. Crisis Chat continues to increase and we launched Crisis Text in October 2014.

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 10 (Executive Director of 23 years, and Trainers with up to 19 years’ experience with the Crisis Society), and our generous donors. There was a total of 5 staff changes this past year.

Here are highlights from the various program areas:

**Strategic Planning** - We are in our second year of a 5 year plan. Some of the key accomplishments were:
- Crisis Text was implemented in October 2014
- New lease signed for 5 years with renovations
- Technological upgrades — Printers and Windows 7
- 2 new Trainers mentored
- 4 ASIST Trainers upgraded to version 11
- Island wide promotional campaign reviewed
- Suicide prevention initiatives—a 4th tier developed for parents, expansion to peer secondary/VIU students; adapted program for elementary students for parents; expansion to post secondary students. A total of 31 volunteers/staff were chat/text trained. These programs are currently supported by donation.

**Community Education** – We facilitated 3 ASIST (Applied Suicide Intervention Skills Training) courses for 44 people as well as 3 Crisis Intervention Skills Training courses. Training courses to 42 people. We continue to have 4 ASIST Trainers on our staff team. A total of 14 workshops on various topics were delivered to 522 people including “Trauma Informed Approaches to Suicide Prevention”, “Mindfulness Therapy”, and “Suicide Awareness and Response”. Three talks were conducted as part of the United Way campaign to 82 people. One Train the Trainer “Uncovering Stresses Supporting Life” workshop was customized for 9 VIU counsellors. Two evenings were held on social media and 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. Our 30-second TV commercial was updated and continues with thanks to Cable Systems. We attended 7 conferences, forums and resource fairs in various Vancouver Island communities. A total of 12 presentations about the crisis line services were delivered to over 270 people. Six Island communities were visited to increase awareness about the online resource database reaching 893 agencies.

**Aboriginal Connections** – Our relationship continued to expand as we participated in activities, forums, events, meetings and facilitated various training workshops for the following aboriginal communities and groups: Cowichan Tribes, Inter Tribal Health Authority, Stzuminus First Nations, Ucluelet Community Development, Snuneymuxw First Nation, Victoria Native Friendship Centre, Alberni District Secondary, Port McNeil First Nations community and Laichwiltach Alternative School and KDC Health in Campbell River. Four staff have now completed the “Cultural Competency” training offered by Provincial Health Services Authority.

**School Suicide Prevention – 4 Tiered program approach:**
- **Tier 1** – Three protocol training workshops were provided to over 173 school personnel/administrators.
- **Tier 2** – Teachers received the protocol training through the counsellors who attended the Tier 1 training and by participating in the Tier 3 training with students.
- **Tier 3** – Nine (9) GRASP (Growth, Resiliency, Acknowledgement, Suicide Awareness, Prevention and Personal Safe Planning) 12 hour gatekeeper training workshops were provided to 217 students which also included 34 mentors. Forty-three (43) “Speak Out, Reach Out, Help Out” presentations were delivered to 2367 students.

**Tier 4** – A new parent workshop was developed and facilitated for 30 parents.

**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 8 workshops “Creating New Conversations – Suicide Attempt Survivors” in various Island communities for 162 participants.

**Suicide Bereavement Support** – Our Vancouver Island regional approach continued with the “Soles remembering Souls” event in November for “International Survivors of Suicide Loss Day,” attended by 60 participants. A “Suicide Bereavement” workshop was facilitated in February as well.

**Provincial & National issues** – Our Executive Director continued to serve as Treasurer of the Crisis Line Association of BC (CLABC). The two provincial networks 1800SUICIDE and 310Mental Health Support continued operation with financial support from the Provincial Health Services Authority. Through our ongoing involvement with CLABC, we continue to participate 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 (CASPR) virtual conference by seven staff; the American Association of Suicide Prevention (AAS) in Los Angeles, CA by two staff; and the Crisis Line Association of BC (CLABC) by 2 staff. Four crisis line staff workers successfully obtained crisis worker certification and three staff renewed their certification with (AAS).

We look forward to continuing the good work we are doing in the coming year through our crisis line operation and our community education programming. The agency we are is a reflection of the staff, volunteers and donors that make up our team. Thank you!

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

**March 2015**

**Board of Directors 2014-2015**

- John Jordan, President
- Dan Read Sheld, Vice-President
- Maggie Schule, Secretary
- Jenn Schofield, Treasurer
- Anita Rosewall Peters

**Phil Stiller**

**Kathy Thrope**

**Maurine Dawson**

**Sharon Erickson**

**2014-2015 Financials**

**Revenue: $893,371**

- 75% Island Health
- 8% Gaming Policy & Enforcement Branch
- 7% Donation & grants, membership, fundraising, CLABC, SET Wage Subsidy
- 4% Community Education & Resource Directory
- 3% United Way
- Note: Gaming $52,112 deferred to next fiscal year

**Expenses: $882,368**

- 79% Crisis Line
- 18% Community Education
- 4% Administration & Fundraising

- 79% Clasran Health