

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 Nanaimo
 Intraworks I.T. Management – Phil Stiller
 Island Health
 Island Radio – Jim Patterson Group
 MacIsaac & Co. – John Jordan
 Province of BC – Gaming
 United Way Central & Northern Vancouver Island
 United Way Cowichan
 100.3 The Q FM & 91.3 The Zone FM

NORTH STARS (\$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
 Women of the Moose

LIFE PRESERVERS (\$500 – \$999)

Board of Trustees, School District No. 68 (Nanaimo-Ladysmith)
 Coastal Community Credit Union
 Fraternal Order of Eagles Chemainus/Crofton #4440 Ladies
 Fraternal Order of Eagles Ladysmith #2101
 Fraternal Order of Eagles Ladysmith Auxiliary #2101
 Maximum Yield Publications Ltd.
 Nanaimo Harbor Lites Lioness
 Robert F. Fischer and Company
 Rotary Club of Nanaimo North
 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)

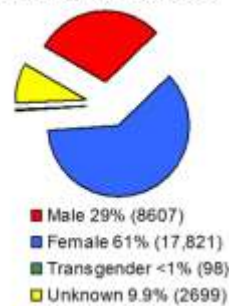
Alysia Miller	La-Z-Boy
Bent Tree Wellness	Longwood Brew Pub & Restaurant
Community Options Society	Mila Czernerys
Country Club Mall	Milano's Ristorante
Cowichan Hospitality Group Ltd.	Nanaimo Clippers
CUPE Local 3376	Nanaimo Daily News
Curious Comics - Rob McKee	Nanaimo Bulletin
Donald & Margaret Ball	Parksville Newcomers Club
Elise Cote	Port Theatre
Fairwinds Golf Club	Provincial Employees Community
Jeannine & Richard Banks	Service Fund
Joanne Hogan	Steven Barre
Jordan Buxton	Theresa Slater
Joy Vikstrom	Tigh-Na-Mara
Kim & Brenda Pirie	TimberWest
Kinsmen Club of Lake Cowichan	Travel Hotel & Conference Centre
Knights Mid-Island Charitable Soc.	(Duncan)
Ladysmith Lions Club	Woodgrove Centre

CRISIS LINE STATISTICS April 1, 2014 to March 31, 2015

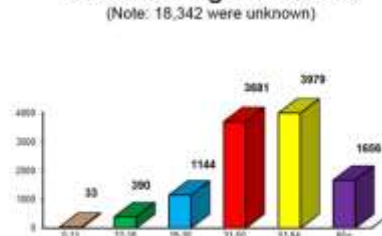
	MH Crisis Response	Interventions	Total Calls	% of Calls
1800SUICIDE	45	25	1,117	4%
310Mental Health Support	61	12	1,614	5%
Vancouver Island Crisis Line	3,077	321	26,494	88%
Crisis Chat/Text	17	15	960	3%
Total	3,200	373	30,185	100%

* 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
 * 19972 callers were asked about suicidal thoughts
 * 8840 (30% of calls) suicide risk reviews/assessments were completed for callers

Gender of Callers



Estimated Age of Callers



Nature of Problems

	Calls	Chat/Text
Mental Emotional Health	45%	48%
Information/Resource Calls	11%	9%
Individual & Family Life Issues	14%	11%
Suicide	13%	15%
Addictions	4%	1.5%
Physical Health	4%	2.5%
Financial/Homelessness	3%	1.5%
Abuse/Family Violence	2%	5%
Other	4%	6.5%

Service Utilization

8 am to noon	19%
noon to 4 pm	23%
4 to 8 pm	23%
8 pm to midnight	20%
midnight to 4 am	9%
4 to 8 am	6%
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.



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 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 and United Way Cowichan
 Greater Nanaimo Chamber of Commerce

45th
 ANNUAL
 REPORT

2015

**Joint Report of the President
and the Executive Director
March 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 post-secondary VIU students; adapted program for elementary students with financial assistance from the City of Nanaimo.
- **Online Community Resource Database** – Promotion happened island wide to increase awareness and easier access for agencies in the various communities.
- **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 87%. Our call answer rate was 95% on the Vancouver Island Crisis Line. Our crisis lines are answered by volunteer 30% of the time, 9% by volunteer honorariums, and 61% of the time by staff crisis line workers. A total of 7596 volunteer hours helped us to keep a high call answer rate. That is equivalent to \$113,940 dollars donated by volunteers. In addition to donated volunteer hours, a total of \$22,025

was spent on honorariums to assist with line coverage. We had double coverage 97% of the time, triple coverage 96% and quadruple coverage 59% of the time. Note: the decrease in double coverage is due to staff working single overnights as a result of lower volunteer numbers.

- **Crisis Line Training** – There were 3 crisis line training courses delivered this past year with a total of 27 trainees completing the training out of 30 candidates. Twenty (20) volunteers attended 3 refresher small group training sessions. Staff crisis line workers attended 7 training sessions. The ratio is 84% female to 16% male volunteers on the crisis line. We are beginning to see the impact from the recruitment strategy with a larger training group in May 2015.
- **Crisis Chat & Text online emotional support services** – They are steadily increasing. The challenge is funding sustainability for the 6-10pm daily time slot before any plans of expansion happen. We are definitely reaching a younger demographic between 11-18 years of age. 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 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”, “Man 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 Stressors Supporting Life” workshop was customized for 9 VIU counsellors. Two 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. Our 30-second TV commercial was updated and continues with thanks to Shaw Cablesystems. 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 Nation, Ucluelet community, Ditidaht, Snuneymuxw First Nations, 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 for 27 participants.
- **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 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 (CASP) virtual conference by seven staff; the American Association of Suicidology (AAS) in Los Angeles, CA by two staff; and the Crisis Line Association of BC (CLABC) by 2 staff. Four staff crisis line 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!

Board of Directors 2014-2015

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	

