

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 2015-16.

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Intraworks I.T. Management – Phil Stiller
Island Health
Island Radio – Jim Patterson Group
MacIsaac & Co. – John Jordan
Province of BC – Gaming
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United Way: Central & Northern Vancouver Island and Cowichan
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Sharyn Ball
Town of Ladysmith
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ANCHORS (under \$500)

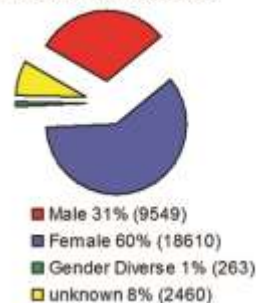
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CRISIS LINE STATISTICS April 1, 2015 to March 31, 2016

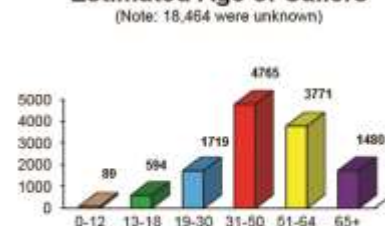
	MH Crisis Response	Interventions	Total Calls	% of Calls
1800SUICIDE	49	30	1248	4%
310Mental Health Support	96	25	3021	10%
Vancouver Island Crisis Line	3152	372	26613	86%
Total	3297	427	30882	100%
Crisis Chat/Text	11	26	1422	

* Average calls per day: 85. The busiest day was July 14th with 131 calls
* 279 follow-up calls to high-risk callers and outreach calls to third parties
* 833 voice messages left as crisis line workers supporting another caller
* 17445 callers were asked about suicidal thoughts – 56% of total calls
* 4830 (16% 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	44%	50%
Suicide	15%	16%
Individual & Family Life Issues	12%	17%
Information/Resource Calls	12%	7%
Addictions	4%	1%
Physical Health	4%	2%
Financial/Homelessness	4%	2%
Abuse/Family Violence	3%	5%
Other	2%	0%

Service Utilization

8 am to noon	18%
noon to 4 pm	23%
4 to 8 pm	23%
8 pm to midnight	21%
midnight to 4 am	9%
4 to 8 am	6%

Note: 6-10pm Crisis Chat and Text services increase call volume by 5%.

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 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

**46th
ANNUAL
REPORT**

2016

**Joint Report of the President
and the Executive Director
March 2016**

The Crisis Society completed its sixth 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** and **Crisis Text** continue to attract visitors and have put financial pressure on the overall budget resulting in a deficit this year.

Our greatest asset continues to be the people who work with us every day: 47 volunteer crisis line workers and trainees, 11 staff crisis line workers, 10 members on our board of directors, a professional staff of 10 (Executive Director of 24 years, and Trainers with up to 20 years' experience with the Crisis Society), and our generous donors.

Here are highlights from the various program areas:

- **Strategic Planning** – We are in our third year of a 5-year plan. Some of the key accomplishments were:
 - ⇒ Crisis Chat and Crisis Text policies developed
 - ⇒ 2 new Trainers certified in LivingWorks' safeTALK
 - ⇒ Last printed version of the resource directory now available online exclusively
 - ⇒ Social media policies developed with our Facebook page now allowing interactivity
 - ⇒ Cost analysis of Crisis Chat and Crisis Text completed with a set target for yearly fundraising.
- 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 3% of the call volume on the two provincial networks with a call answer rate of 82%. Our call answer rate was 95% on the Vancouver Island Crisis Line. Our crisis lines are answered by a volunteer 26% of the time, 10% by volunteer honorariums, and 64% of the time by staff crisis line workers. A total of 6220 volunteer hours helped us to keep a high call answer rate. That is equivalent to \$93,300 for services donated by volunteers. In addition to donated volunteer hours, a total of \$21,460 was spent on honorariums to assist with line coverage. We had double coverage 94% of the time, triple coverage 94% and quadruple coverage 45% of the time. Six percent of the time, staff work single overnights as a result of lower volunteer numbers. There has been a decline in volunteers over the past six years from a 50% volunteer

coverage of the crisis line to just over 25%. This has had a financial impact on our budget as we attempt to maintain a good call answer rate. The NICCCS Crisis Line in Port Hardy transitioned to our crisis line in September 2015.

- **Crisis Line Training** – There were 3 crisis line training courses delivered this past year with a total of 32 trainees completing the training out of 38 candidates. Thirty-four (34) volunteers attended 5 refresher small group training sessions. Staff crisis line workers attended 8 monthly training sessions. The ratio is 68% female to 32% male volunteers on the crisis line. The impact from the recruitment strategy unfortunately did not increase our overall volunteer numbers despite one large training group.
- **Crisis Chat and Crisis Text online emotional support services** – Visitors are steadily increasing. This now presents a challenge to find sustainable funding for the 6-10pm daily time slot. We are reaching people of all ages with 42% being under 18 years of age. An additional thirteen (13) volunteers/staff were chat/text trained. These programs continue to be supported by private donations.
- **Community Education** – We facilitated 4 ASIST (Applied Suicide Intervention Skills Training) courses for 83 people as well as 5 Crisis Intervention Skills Training (CIST) courses to 78 people. We continue to have 4 ASIST Trainers on our staff team with the addition of 2 new safeTALK trainers. A total of 5 customized workshops on various topics were delivered to 96 people. One Train the Trainer GRASP (Growth, Resilience, Acknowledgement, Suicide Awareness, and Prevention and Personal Planning) program was delivered to the Northern BC Crisis Centre in Prince George. Nine (9) safeTALK workshops were delivered to 175 participants including four workshops during Crisis Line Awareness Week.
- **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 to include chat and text and continues with thanks to Shaw Cablesystems. We attended 16 conferences, forums and resource fairs in various Vancouver Island communities. A total of 10 presentations about the crisis line services were delivered to over 100 people. Two Island communities were visited to increase 107 agencies' awareness of the online resource database. Two e-newsletters were published and distributed Island-wide.

- **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, Alert Bay First Nation, Stz'uminus First Nation, Snuneymuxw First Nation, Komox First Nation, Homalco First Nation, Kwakwilt District Council in Komox and Campbell River, Malahat First Nation, First Nations Health Authority, Wei Wai Kum First Nation, Penelekut First Nation, Lytton First Nation, and bands and agencies from Merritt. A total of six staff have now completed the *Indigenous Cultural Competency Training* offered by Provincial Health Services Authority and a training module has been incorporated into the crisis line training. A suicide protocol was signed with Gwa'Sala-'Nakwaxda'xw First Nation. As well, the Crisis Society participated in festivities on National Aboriginal Day.
- **School Suicide Prevention – 4 Tiered Program Approach: Tier 1** – Two protocol training workshops and one Pro-D Day training was provided to over 205 school personnel and 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** – Ten (10) **GRASP** (Growth, Resiliency, Acknowledgement, Suicide Awareness, Prevention and Personal Safe Planning) 12-hour gatekeeper training workshops were provided to 149 students. Twenty-nine (29) *Speak Out, Reach Out, Help Out* 80-minute presentations were delivered to 2426 students.
 - Tier 4** – No parent workshop was delivered within the fiscal year but one is scheduled for the fall of 2016.
- **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 5 workshops "How to Avoid 10 Common Errors in Suicide Prevention" in various Island communities for 157 participants.
- **Suicide Bereavement Support** – A Suicide Bereavement Gathering was facilitated in November for "International Survivors of Suicide Loss Day" for 27 participants including the *Soles Remembering Souls* memorial program.
- **Provincial and 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. 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** – Two conferences were attended: the American Association of Suicidology (AAS) in Chicago by two staff; and the Crisis Line Association of BC (CLABC) in Kelowna by 2 staff. Five staff crisis line workers successfully obtained crisis worker certification and one staff renewed their certification with AAS. *Level 1 Violence Threat Risk Assessment* training was taken by one staff.

Board of Directors 2015-2016

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Dr. Raymond Shred, Vice-President	Kathy Thorpe
Maggie Schulz, Secretary	Maureen Dawson
Jenn Schofield, Treasurer (Apr-Nov)	Sharon Erickson
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