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.

VISIONARIES ($5000+)
- IntraWorks I.T. Management – Phil Stiller
- Island Health
- Island Radio – Jim Patterson Group
- Macbas & Co. – John Jordan
- Province of BC – Gaming
- Tsuut'ina Investment Inc. – Steven Ivanyi
- United Way: Central & Northern Vancouver Island and Cowichan
- Ivanyi Investment Inc. – Steven Ivanyi
- Province of BC – Gaming
- MacIsaac & Co. – John Jordan
- Island Radio – Jim Patterson Group
- Island Health
- Intraworks I.T. Management – Phil Stiller

LIFE PRESERVERS ($500 – $999)
- Women of the Moose #197
- United Flooring
- Town of Ladysmith
- Sharyn Ball
- Royal Canadian Legion Malahat Branch 134
- Royal Canadian Legion Branches 171 Ladysmith & 191 Chemainus
- Rotary Club of Nanaimo Daybreak
- Robert F. Fischer and Company
- OM Town Yoga
- Maximum Yield Publications Ltd. – Don Moores
- Hub International Ltd
- Knights of Columbus Ascension Council 7991
- Island Timberlands LP
- Ladysmith Lions Club
- Mill Bay Lions Club
- OM Town Yoga
- Robert F. Fischer and Company
- Rotary Club of Nanaimo Daybreak
- Royal Canadian Legion Branches 171 Ladysmith & 191 Chemainus
- Royal Canadian Legion Malahat Branch 134
- Sharyn Ball
- Town of Ladysmith
- United Flooring
- Women of the Moose #197

ANCHORS (under $500)
- A1 Cocola
- A.O.T.S. Duncan
- Board of School Trustees District 68
- BCEHS Station 180 – Rob Penhale
- Cowichan Hospitality Group Ltd.
- Curious Comics – Rob McKee
- David M. Paton
- Great Canadian Oil Change
- Kinsmen Club of Lake Cowichan
- Knights Mid-Island Charitable Soc.
- Laxxe Studios
- Mokula Yoga
- Nanaimo News Bulletin
- Natalie Edwards
- Nicole Novak

NORTH STARS ($2500 – $4999)
- Lighthouse Keepers ($1000 – $2499)
- Country Roads Marathon – Liz Royer
- Fairway Gorge Paddling Club Society
- Mambo Gourmet Pizza – Marc & Amanda Fillion
- TLC Entertainment – Tauna Coldwell

MISSIONARIES ($250+)
- 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 STATISTICS April 1, 2015 to March 31, 2016

<table>
<thead>
<tr>
<th>Calls</th>
<th>Chat/Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>MH Crisis Response</td>
<td>49</td>
</tr>
<tr>
<td>Interventions</td>
<td>1248</td>
</tr>
<tr>
<td>Total Calls</td>
<td>3021</td>
</tr>
<tr>
<td>% of Calls</td>
<td></td>
</tr>
</tbody>
</table>

Vancouver Island Crisis Line
- 310Mental Health Support
- 3152
- 26613
- 86%

Total
- 3297
- 427
- 30882
- 100%

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 at crisis line workers supporting another caller
- 3745 calls were asked about suicidal thoughts – 56% of total calls
- 4300 (16% of calls) suicide risk reviews/assessments were completed for callers

Nature of Problems
- Mental Emotional Health: 44%
- Suicide: 15%
- Individual & Family Life Issues: 12%
- Information/Resource Calls: 12%
- Addictions: 4%
- Physical Health: 4%
- Financial/Homelessness: 4%
- Abuse/Family Violence: 3%
- Other: 2%

Service Utilization
- 8 am to noon: 18%
- noon to 4 pm: 25%
- 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.

Helping People Find Their Way

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)
- Community Partner of United Way Central & Northern Vancouver Island and United Way Cowichan
- Greater Nanaimo Chamber of Commerce

2016 ANNUAL REPORT
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 interactive engagement
  - 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 honorees, and 64% of the time by staff crisis line workers. A total of 6220 volunteer hours were recorded. Our 30-second TV spot helped us to keep our crisis line number in front of the public and continues with thanks to Shaw Cable systems. We attended 16 conferences, forums and resource fairs in various Vancouver Island communities.

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 Training the Trainer (Crisis 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 4 workshops during Crisis Line Awareness Week. We conducted 5 workshops for the following Aboriginal communities and groups: Cowichan Tribes, Alert Bay First Nation, Stz’uminus First Nation, Snuneymuxw First Nation, Komoks First Nation, Homalco First Nation, Kwakuitl First Nation, District Council in Komox and Campbell River, Malahat First Nation, First Nations Health Authority, Wei Wai Kum First Nation, Penelakut First Nation, Lytton First Nation, and bands and agencies from Merritt. A total of six staff have now completed the Indigenous Cultural Training Competency 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’ala’-Nakwaxda’w I. 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 by 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 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 workshops were 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 (CDL) focusing towards one access number for help across Canada.

- **Staff Development** – Two conferences were attended: the American Association of Suicideology (AAS) in Chicago by two staff; and the Crisis Line Association of BC (CLABC) in Kelowna by 2 staff. Five crisis line center 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**

John Jordan, President
Dr. Raymond Shred, Vice-President
Maggie Schulz, Secretary
Jenn Schofield, Treasurer (Apr-Nov)
Tiffany Donovan, Treasurer (Nov-Mar)
Anita Rosewall Peters

**Phil Stiller**

**Kathy Thorpe**

**Maureen Dawson**

**Sharon Erickson**

**Brian Sampson**

**2015-2016 Financials**

Revenue: $891,466
- 76% Island Health
- 18% Community
- 18% Charity & Enforcement Branch
- 7% Donation & grants, membership, fundraising, CLABC
- 6% Community Education & Resource Directory
- 3% United Way

Expenditures: $912,421
- 81% Crisis Line
- 18% Charity & Education
- 1% Administration & Fundraising

Note: Gaming $48,996 deferred to next fiscal year.