CRISIS LINE STATISTICS

<table>
<thead>
<tr>
<th>Nature of Problems</th>
<th>Calls</th>
<th>Chat/Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Emotional Health</td>
<td>47%</td>
<td>50%</td>
</tr>
<tr>
<td>Suicide</td>
<td>14%</td>
<td>23%</td>
</tr>
<tr>
<td>Individual &amp; Family Life Issues</td>
<td>10%</td>
<td>9%</td>
</tr>
<tr>
<td>Information/Resource Calls</td>
<td>12%</td>
<td>7%</td>
</tr>
<tr>
<td>Addictions</td>
<td>5%</td>
<td>2%</td>
</tr>
<tr>
<td>Physical Health</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>Basic Needs/Homelessness</td>
<td>4%</td>
<td>2%</td>
</tr>
<tr>
<td>Abuse/Family Violence</td>
<td>3%</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Service Utilization

8 am to noon: 13%
noon to 4 pm: 23%
4 to 8 pm: 22%
8 pm to midnight: 21%
nighttime to 4 am: 9%
4 to 8 am: 6%

Note: 6-10 pm Crisis Chat and Text services increase call volume by 4%.

Crisis Line Statistics April 1, 2016 to March 31, 2017

<table>
<thead>
<tr>
<th>MH Crisis Response</th>
<th>Interventions (911/MCFD/Other)</th>
<th>Total Calls</th>
<th>% of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800SUICIDE</td>
<td>54</td>
<td>32</td>
<td>1576</td>
</tr>
<tr>
<td>310Mental Health Support</td>
<td>70</td>
<td>18</td>
<td>3677</td>
</tr>
<tr>
<td>Vancouver Island Crime Line</td>
<td>3008</td>
<td>302</td>
<td>27713</td>
</tr>
<tr>
<td>Total</td>
<td>3132</td>
<td>352</td>
<td>32966</td>
</tr>
<tr>
<td>Crisis Chat/Test</td>
<td>11</td>
<td>31</td>
<td>1427</td>
</tr>
</tbody>
</table>

* Average calls per day: 90. The busiest day was January 10th with 132 calls
* 260 follow-up calls to high-risk callers and outreach calls to third parties
* 1284 voice messages left as crisis line workers supporting another caller
* 2018 callers were asked about suicidal thoughts - 61% of total calls
* 6027 (18% of calls) suicide risk reviews/assessments were completed for callers

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

Helping People Find Their Way

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.

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

47th ANNUAL REPORT

2017

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
The Crisis Society completed its seventh year as the regional Vancouver Island Crisis Line. Community education and school suicide prevention program initiatives continue to expand. Efforts to support Crisis Chat and Crisis Text were successful this year.

Our greatest asset continues to be the people who work with us every day: 28 volunteer crisis line workers and trainees, 11 staff crisis line workers, 9 members on our board of directors, a professional staff of 10 (Executive Director of 25 years, and Trainers with over 20 years’ experience with the Crisis Society), and our donors. Here are highlights from the various program areas:

- **Strategic Planning** – We are in our fourth year of a 5-year plan. Some of the key accomplishments were:
  - Successful fundraising campaign to continue Crisis Chat and Text services
  - AAS agency re-accrual in September 2016
  - VIU training relationship expanded
  - Social media marketing expanded
  - New strategies focusing on job fairs for volunteer recruitment
  - Integration of provincial crisis line policies with our local crisis line in our unified call report
  - Next-generation VICS website implemented

- **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 16% of the call volume on the two provincial networks with a combined call answer rate of 77%. Our call answer rate was 94% on the Vancouver Island Crisis Line (75% call answer rate during crisis chat/crisis text time periods). Our crisis lines are answered by volunteers 24% of the time, 7% by volunteer honorariums, and 69% of the time by staff crisis line workers. A total of 5475 volunteer hours helped us keep a good call answer rate. That is equivalent to $82,125 for services donated by volunteers. In addition to donated volunteer hours, a total of $39,000 was spent on honorariums to support our Crisis Chat and Crisis Text services. These services support people of all ages with 30% being under 18 years of age. These two crisis services continue to be supported by private donations.

- **Community Education** – We facilitated 6 ASIST (Applied Suicide Intervention Skills Training) courses to 98 people, 20 safeTALK workshops to 311 people as well as 2 Crisis Intervention Skills Training (CIST) courses to 26 people. We continue to have 4 ASIST Trainers and 2 safeTALK trainers on staff. A total of 6 customized workshops on various topics were delivered to over 300 people. During Crisis Line Awareness Week, the Anxiety and Non-Suicidal Self-Injury in Youth workshop was presented to 73 people in Victoria, Nanaimo and Courtenay. We collaborated with the Canadian Mental Health Association locally and provincially to facilitate ASIST/safeTALK training as part of the provincial gatekeeper initiative.

- **Vancouver Island Crisis Line Promotion** – We are grateful once again this year for Island Radio and two affiliated stations from The Q (The Q and The Zone) for donating another year long Island-wide radio campaign promoting the Vancouver Island Crisis Line number. Our 30-second TV commercial continues with thanks to Shaw Cable systems. We attended 19 conferences/community meetings and recruitment events across Vancouver Island communities. A total of 10 presentations about the crisis line services were delivered across the island. One e-newsletter was published and distributed Island-wide. Our new agency website was launched this year.

- **Aboriginal Connections** – Our relationship remains strong as we participated in activities, forums, events, meetings and facilitated various training workshops for the following Aboriginal communities and groups: Cowichan Tribes, ’Namgis First Nation, Stz’uminus First Nation, Snuneymuxw First Nation, Komoks-Nuu-chah-nulth Tribes, Kwa’lilas First Nation in Port Alberni, and First Nations Authorization. A suicide protocol arrangement continues with Gwa’ala’Nakwaxda’xw First Nation and Komox First Nation.

- **School Suicide Prevention – 4-Tiered Program Approach:** Tier 1 – One protocol training workshop was facilitated to 85 school personnel and administrators. Tier 2 & 3 – Eleven (11) GRASP (Growth, Resiliency, Acknowledgement, Suicide Awareness, Prevention and Personal Safety Planning) 12-hour gatekeeper training workshops were provided to 187 students. Thirty-three (33) 30-minute Reach Out, Help Out 30-minute presentations were delivered to 4371 students. Tier 4 – A safeTALK workshop was presented to parents in September 2016.

- **World Suicide Prevention Day and Suicide Bereavement Support** – The focus this year was on education and awareness to honor the 10th World Suicide Prevention Day. We facilitated a workshop called Helping People Bereaved by Suicide to 12 participants. We once again held the Soles Remembering Souls memorial event, attended by 45 participants. We attended the Celebration of Life presented by Snuneymuxw First Nation.

- **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 continued to participate on the National Suicide Prevention Service (NSPS) working group with the goal of moving towards one access number for help across Canada. The VICS is one of four pilot sites selected for this national initiative.

- **Staff Development** – One national conference was attended: the American Association of Suicidology (AAS) in Arizona by two staff; and a provincial conference the Crisis Line Association of BC (CLABC) in Kelowna by 2 staff. One staff crisis line worker successfully renewed her crisis worker certification with AAS. Two staff attended Gabe Matte’s Biology of Loss and Cultural Competence. We did not attend the Canadian Association of Suicide Prevention (CASPi) conference in Iqaluit this year due to other financial priorities.

- **Funding** – Crisis Chat and Crisis Text services, as well as our youth suicide prevention programs, were supported this past year financially by some group fundraising events: ArtExpress Yourself Victoria, Comox Valley Suicide Awareness Group, Courtenay-Colwood Roads Marathon, Cowichan Ride For Suicide, Peter Hudson Comedy, and Takes A Dollar Campaign, — and many other generous donors who helped us reach our fundraising goal. A list of donors is found on the reverse of this brochure. We certainly appreciate the trend of groups fundraising on our behalf and supporting suicide prevention program initiatives and the work of the crisis line including call and texting services. While our crisis line operation is primarily funded by an Island Health contract, we rely on BC gaming, United Way and donations to support our community education programs.

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Joint Report of the President and the Executive Director
March 2017

**2016 Financials**

**Revenue:** $904,155

- 77% Island Health
- 8% Gaming Policy & Enforcement Branch
- 8% Donations & grants, membership, fundraising, CLABC
- 4% Community Education
- 3% United Way

Note: Gaming $53,399.85 and Coast Capital grant $5,685 were referred to next fiscal year

**Expenses:** $865,131

- 81.5% Crisis Line
- 18% Community Education
- 0.5% Administration & Fundraising

**2017 Financials**

**Revenue:** $1,103,638

- 77% Island Health
- 8% Gaming Policy & Enforcement Branch
- 8% Donations & grants, membership, fundraising, CLABC
- 4% Community Education
- 3% United Way

Note: Gaming $58,593.59 and Coast Capital grant $5,685 were referred to next fiscal year

**Expenses:** $865,131

- 81.5% Crisis Line
- 18% Community Education
- 0.5% Administration & Fundraising