

# 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 2016-17.

## VISIONARIES (\$5000+)

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

## NORTH STARS (\$2500 – \$4999)

City of Parksville

## LIGHTHOUSE KEEPERS (\$1000 – \$2499)

ArtSpres Yourself – Victoria  
 Ashley Anness – Comox Valley Suicide Awareness Group  
 Coast Capital Savings Credit Union – Westshore Branch  
 Country Roads Marathon – Liz Royer  
 Fairway Gorge Paddling Club  
 Fraternal Order of Eagles – Ladysmith #2101  
 Kai J. Brown – Go Fund Me Page  
 Mambo Gourmet Pizza  
 Mid-Island Co-op  
 Peter Hudson Comedy  
 Royal Canadian Legion Br 76  
 Takes A Dollar Campaign – Wes Richardson & Andrew Degroot

## LIFE PRESERVERS (\$500 – \$999)

Fraternal Order of Eagles No. 4400  
 Hub International Ltd.  
 Kingfisher Oceanside Resort & Spa  
 Knights of Columbus Council 7991  
 Maximum Yield Publications Ltd.  
 Mill Bay Lions Club  
 Royal Canadian Legion Br 171  
 Royal Canadian Legion Br 191  
 Sharyn Ball

## ANCHORS (under \$499)

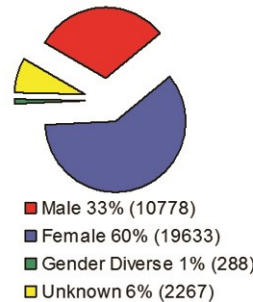
Arbutus Ridge Performing Arts Soc  
 Bruce Ogilvie  
 Can Fed of University Women – Parksville  
 Caprice Soames – Nanoose Bay  
 Corinna Reynolds  
 Debbie Harit  
 Danisa Clarke  
 Duncan United Church – A.O.T.S.  
 Elizabeth Newcombe  
 Rebecca and Jef Gurney  
 Harbour Air Seaplanes  
 James Volen  
 Kinsmen Club of Lake Cowichan  
 Ian Thompson  
 Island Timberlands  
 Joanne Hogan  
 Kathryn Dunn  
 Laura Allen  
 Malahat Lions Club  
 Parksville Newcomers Club  
 Playtime Community Gaming Centre  
 Prov Employees Com Services Fund  
 Rick Degroot  
 Royal Canadian Legion Br 134  
 Royal Canadian Legion Br 211  
 Royal Canadian Legion Br 257  
 Sandy George  
 Sherry, Rod and Taryn Morgan  
 Tanya Rosteck

## CRISIS LINE STATISTICS April 1, 2016 to March 31, 2017

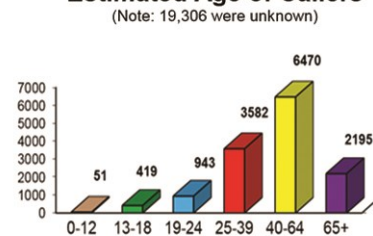
	MH Crisis Response	Interventions (911/MCFD/other)	Total Calls	% of Calls
1800SUICIDE	54	32	1576	5%
310Mental Health Support	70	18	3677	11%
Vancouver Island Crisis Line	3008	302	27713	84%
<b>Total</b>	<b>3132</b>	<b>352</b>	<b>32966</b>	<b>100%</b>
Crisis Chat/Text	11	31	1427	

\* 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  
 \* 20180 callers were asked about suicidal thoughts – 61% of total calls  
 \* 6027 (18% 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	47%	50%
Suicide	14%	23%
Individual & Family Life Issues	10%	9%
Information/Resource Calls	12%	7%
Addictions	5%	2%
Physical Health	4%	2%
Basic Needs/Homelessness	4%	2%
Abuse/Family Violence	3%	5%
Other	1%	0%

Service Utilization	Percentage
8 am to noon	19%
noon to 4 pm	23%
4 to 8 pm	22%
8 pm to midnight	21%
midnight to 4 am	9%
4 to 8 am	6%

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

## 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](mailto:info@vicrisis.ca)  
 Website: [www.vicrisis.ca](http://www.vicrisis.ca)

### CRISIS LINE SERVICES

**Vancouver Island Crisis Line** 1-888-494-3888  
**Crisis Chat** via [www.vicrisis.ca](http://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

**47th  
ANNUAL  
REPORT**

**2017**

**Joint Report of the President  
and the Executive Director  
March 2017**

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. Fundraising 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-accreditation in September 2016
  - ⇒ VIU training relationship expanded
  - ⇒ Social media marketing expanded
  - ⇒ New strategies focussing on job fairs for volunteer recruitment
  - ⇒ Integration of provincial crisis line policies with our local crisis line including a 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 to 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 \$16,975 was spent on honorariums to assist with line coverage. There was double coverage 91% of the time, triple coverage 91% and quadruple coverage 28% of the time. Fifty-two percent of the time, staff work single overnights as a result of lower volunteer numbers. This is a 46% increase from last year.

- **Crisis Line Training** – Two crisis line training courses were delivered this past year with a total of 10 trainees completing the training out of 15 candidates. Forty-one (41) volunteers attended 5 refresher small group training sessions. Staff crisis line workers attended 9 monthly training sessions including 2 combined with volunteers. The ratio is 74% female to 26% male crisis line workers. Despite dedicated efforts to recruit more volunteers this year, we experienced our lowest volunteer numbers in the crisis line's history.

- **Crisis Chat and Crisis Text online emotional support services** – The number of visitors has remained steady due to previously mentioned limited human capacity. We were however able to train an additional six (6) volunteers/staff in 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 30 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 collaborate 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 affiliate stations from Victoria (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 Cablesystems. We attended 19 conferences/community meetings, forums and resource fairs, in various 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, Komox First Nation, Kwakwilt District Council in Komox and Campbell River, Nuuchahnulth Nations in Port Alberni, and First Nations Health Authority. A suicide protocol arrangement continues with Gwa'Sala-'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. **Tiers 2 & 3** – Eleven (11) **GRASP** (Growth, Resiliency, Acknowledgement, Suicide Awareness, Prevention and Personal Safe Planning) 12-hour gatekeeper training workshops were provided to 187 students. Thirty-three (33) *Speak Out, Reach Out, Help Out* 80-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 again was on education and awareness to honor the September 10<sup>th</sup> 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 (CASP) conference in Iqaluit this year due to other financial priorities.

- **Fundraising** – 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: ArtSpres Yourself Victoria, Comox Valley Suicide Awareness Group, Courtenay Country 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 operation including chat 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.

**Board of Directors 2016-2017**

Dr. Raymond Shred, President	Sharon Erickson
Phil Stiller, Vice-President	Maureen Dawson
John Jordan, Past President	Anita Rosewall Peters
Maggie Schulz, Secretary	Brian Sampson
Tiffany Donovan, Treasurer	
Kathy Thorpe (resigned Jan 2017)	

