

# 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 2017-18.

## VISIONARIES (\$5000+)

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

## NORTH STARS (\$2500 – \$4999)

Oddfellows Columbia Lodge No. 2 – 2017 Disc Golf Jamboree fundraiser

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

Comedy Showcases – Peter Hudson  
 Cowichan Valley Ride for Suicide Awareness fundraiser contributors  
 Mambo Gourmet Pizza – Marc-Andre & Amanda Fillion  
 460 Realty Inc. fundraiser contributors  
 Royal Canadian Legion Branch #76 Qualicum Beach  
 Wanderlust Tattoo Company fundraiser contributors

## LIFE PRESERVERS (\$500 – \$999)

Chemainus-Crofton Aerie No.4400  
 Emily Craig  
 Knights of Columbus Council No. 3842 Mid-Island  
 Knights of Columbus Council No. 7991  
 Nanaimo Ballroom Dance Society  
 Nolan Stewart  
 Royal Canadian Legion Branch #191 Chemainus  
 Royal Canadian Legion Branch #171 Ladysmith  
 Sharyn Ball

## ANCHORS (under \$499)

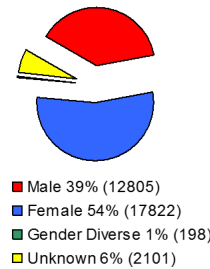
Brenda Martin	Kelsey Croft
Cactus Club Café	Ladysmith Lions Club
Chantal Gates	Leonard Krog, MLA
Charles Long	Lisa Garvie, Real Meals Nanaimo
Dave Payne, Campbell & Fairweather Psychology Group	Long Lake Physiotherapy
Debra Vincent	Timberwest Forest Corp.
Doug Ross, Pomme Natural Market	M & B Demens
Duncan United Church – A.O.T.S.	Parksville Newcomers Club
Flying Fish	Provincial Employees Community Services Fund
Frank Allen Financial Group	Raven Castle-Griffey
Fraternal Order of Eagles Chemainus #4400	Royal Canadian Legion Branch #211 Bowser
Grant Thornton	Sharon Erickson
Helen Cheng	Stefan Jonsson
Holy Trinity Anglican Church, North Saanich	Smythe LLP
Jacqueline Smith	Tigh-Na-Mara Resort
Kim & Brenda Pirie	Timberwest Forest Corp.
	West-Barr Contracting Ltd.

## CRISIS LINE STATISTICS April 1, 2017 to March 31, 2018

	MH Crisis Response	Interventions (911/MCFD/other)	Total Calls	% of Calls
1800SUICIDE	47	31	1377	4%
310Mental Health Support	61	9	2946	9%
Vancouver Island Crisis Line	2912	342	28603	87%
<b>Total</b>	<b>3020</b>	<b>382</b>	<b>32926</b>	<b>100%</b>
VICL Chat/Text	16	41	1710	

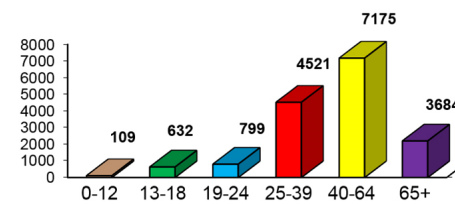
- CSPS total interactions: 1457 (phone/chat/text). That is 1.4% of our call volume
- Average calls per day: 90. The busiest day was April 19 with 141 calls
- 356 total follow-up calls to high-risk callers and outreach calls to third parties
- 1548 voice messages left as crisis line workers supporting another caller
- 5901 (18% of calls) suicide safety assessments were completed for callers

### Gender of Callers



### Estimated Age of Callers

(Note: 16,006 were unknown)



### Nature of Problems

Nature of Problems	Calls	Chat/Text
Mental Emotional Health	48%	43%
Suicide	15%	17%
Individual & Family Life Issues	7%	5%
Information/Resource Calls	13%	1%
Addictions	5%	1%
Physical Health	4%	2%
Basic Needs/Homelessness	4%	1%
Abuse/Family Violence	3%	3%
Other	1%	27%

### Service Utilization

8 am to noon	19%
noon to 4 pm	24%
4 to 8 pm	23%
8 pm to midnight	20%
midnight to 4 am	8%
4 to 8 am	6%

*Note: 6pm to 10 pm 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](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

**Canada Suicide Prevention Service (National)**  
**1-833-456-4566**  
**CSPS Chat** [www.crisiservicescanada.ca](http://www.crisiservicescanada.ca)  
**CSPS Text** 45645

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

**48th  
ANNUAL  
REPORT**

**2018**

The Crisis Society completed its eight year as the regional **Vancouver Island Crisis Line**. Fundraising efforts to support **Crisis Chat** and **Crisis Text** reached its annual goal.

Our greatest asset continues to be the people who work with us every day: 27 volunteer crisis line workers and trainees, 15 staff crisis line workers, 8 members on our board of directors, a professional staff of 9 (Executive Director of 26 years, and Trainers with over 20 years' experience with the Crisis Society), and our donors.

Here are highlights from the various program areas:

- **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 combined call answer rate of 70%. Our call answer rate was 94% on the Vancouver Island Crisis Line (64% call answer rate during crisis chat/crisis text time periods). Our crisis lines are answered by volunteers 18% of the time, 8% by volunteer honorariums, and 74% of the time by staff crisis line workers. A total of 3885 volunteer hours helped us with our call answer rate. That is equivalent to \$58,275.00 for services donated by volunteers. In addition to donated volunteer hours, a total of \$19,930.00 was spent on honorariums to assist with line coverage. There was double coverage 89% of the time, triple coverage 93% and quadruple coverage 18% of the time.
- **Crisis Line Training** – Two crisis line training courses were delivered with a total of 12 trainees completing the training out of 28 candidates to go on the crisis line. Six (6) volunteers attended 1 refresher small group training session. Staff crisis line workers attended 8 monthly training sessions including 2 combined with volunteers. The ratio is 75% female to

25% male crisis line workers. Lower volunteer numbers are now the accepted norm with a focus on recruiting and hiring more staff for the crisis line.

- **Crisis Chat and Crisis Text online emotional support services** – The number of visitors increased by 17%. We trained an additional nine (9) volunteers/staff in Crisis Chat and Crisis Text services. These services support people of all ages with 12% being under 18 years of age. These two crisis services continue to be supported in part by private donations.
- **Community Education** – We facilitated a total of 5 ASIST (Applied Suicide Intervention Skills Training) courses to 74 people, 16 safeTALK workshops to 246 people as well as 2 Crisis Intervention Skills Training (CIST) courses to 22 people. We have four ASIST Trainers and two safeTALK trainers on staff. One customized workshop was delivered to 12 people. We collaborated with the Canadian Mental Health Association locally and provincially to facilitate ASIST and 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 crisis line and a new commercial focusing on the volunteer opportunity. We attended 6 conferences, forums and resource fairs on Vancouver Island including indigenous communities. A total of 9 presentations about crisis line services were delivered across the island including 3 on behalf of United Way CNVI. One e-newsletter was published and distributed Island-wide.
- **School Suicide Prevention Programs:**  
**Tier 1** – One protocol training workshop was facilitated to 75 school personnel and administrators.  
**Tiers 2 & 3** – Eleven (10) **GRASP** (Growth, Resilience, Acknowledgement, Suicide Awareness, and Personal Safe Planning) 12-hour gatekeeper training workshops were provided to 183 students.

Thirty-four (34) *Speak Out, Reach Out, Help Out* 80-minute presentations were delivered to 3553 students. A new mentor training workshop was developed. Six (6) trainings were provided for 90 students. One TeenFest was attended and 75 students were greeted.

- **World Suicide Prevention Day** – To honour September 10<sup>th</sup> World Suicide Prevention Day, we once again held the *Soles Remembering Souls* memorial event, attended by 74 participants. We attended the Celebration of Life presented by Snuneymuxw First Nation.
- **Provincial and National initiatives** – 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 participated on the Canada Suicide Prevention Service (CSPS) as a pilot site. The national service was launched November 28th, 2017 without any promotion. We answered a total of 1457 interactions (phone/chat/text) that being 25% of the total national interaction volume. Our Executive Director is a Crisis Services Canada board member and serves on several national committees.
- **Staff Development** – One national conference was attended: the American Association of Suicidology (AAS) in Washington DC by one staff; and a provincial conference the Crisis Line Association of BC (CLABC) in Kelowna by 2 staff. Five (5) crisis line workers successfully achieved their crisis worker certification with AAS. One staff attended the “Suicide to Hope” training in Vancouver.
- **Fundraising** – Crisis Chat and Crisis Text services, as well as our youth suicide prevention programs, were supported financially by various community fundraising events: Cowichan Valley Ride for Suicide Awareness, Oddfellows Columbia Lodge 2’s Disc Golf Jamboree, Peter Hudson Comedy’s showcases, Mambo Gourmet Pizza’s

t-shirt campaign, 460 Realty Inc., Wanderlust Tattoo Company, Nanaimo Ballroom Dance Society, and many other generous donors who helped us reach our annual 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 2017-2018

Phil Stiller, President	Sharon Erickson
Dr. Raymond Shred, Vice-President	Maureen Dawson
John Jordan, resigned Jan 2018	Anita Rosewall Peters
Maggie Schulz, Secretary	Brian Sampson
Tiffany Donovan, Treasurer	

