

Celebrating 50 Years of **Helping People Find Their Way**



Vancouver Island Crisis Society

1970–2020

50th Annual Report 2020



Joint Report of the President and the Executive Director March 2020

The Crisis Society completed its tenth year as the regional **Vancouver Island Crisis Line**. Fundraising efforts to support **Crisis Chat** and **Crisis Text** resulted in its annual goal being reached again this year.

Our greatest asset continues to be our dedicated team:

- 25 volunteer crisis line workers and trainees;
- 16 staff crisis line workers;
- eight members on our board of directors;
- a professional staff of nine (an Executive Director of 28 years and Trainers with over 20 years' experience with the Crisis Society); and
- our generous donors.

Here are highlights from the various program areas:

Crisis Line Operations

We continue to be an important provincial network partner in British Columbia, answering calls on **1800SUICIDE** and **310Mental Health Support**. We answered a total of 13.5% of the call volume for these two provincial networks, with a combined average call answer rate of 63%.

Our call answer rate was 91% on the **Vancouver Island Crisis Line**, with a 66% call answer rate during Crisis Chat/Crisis Text time periods.

Our crisis lines were covered:

- 16% of the time by volunteers;
- 1% by volunteers earning honorariums;
- 76% by staff Crisis Line workers; and
- 7% by Supervisory and Administrative staff.

A total of 3,604 volunteer hours helped us increase our call answer rate. Services donated by volunteers equalled \$54,060. In addition to donated volunteer hours, a total of \$2,914 was spent on honorariums to assist with line coverage.

The levels of coverage in our Crisis Centre consisted of:

- double coverage, 77% of the time;
- triple coverage at 50%;
- quadruple coverage at 20%; and
- 3.5% where five Crisis Line workers were on shift.

Crisis Line Training

Two Crisis Line volunteer training courses were delivered, with 16 trainees out of 20 candidates completing the training.

Staff Crisis Line workers attended nine monthly training sessions, which included two that combined volunteers and staff.

We continued to experience a reduction in volunteer numbers, notably when self-isolation began during the COVID-19 pandemic.

Crisis Chat and Crisis Text: Online Emotional Support Services

The number of chat and text visitors decreased by 42% from last year. We unfortunately had to shut down these specific services on 55 evenings due to limited staffing.

These services support people of all ages, with 42% being under 24 years of age. These two crisis services continued to be supported in part by individual and corporate donations.

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 Crisis Line, Crisis Chat, and Crisis Text services, as well as volunteering opportunities. A tag line was added to a commercial for our 50th anniversary.

We attended 11 forums, resource fairs, and presentations about Crisis Services on Vancouver Island.

One newsletter was published online and promoted Island-wide. Its theme was *Sharing Knowledge with Our Communities' Schools, Agencies, and Businesses*.



Fundraising

Crisis Chat and Crisis Text services, as well as our youth suicide prevention programs, were supported financially by various community fundraising events such as the **Cowichan Valley Ride for Suicide Awareness**, and the **Odd Fellows Columbia Lodge No. 2's Disc Golf Jamboree**, and other fundraising events, in addition to many generous donors who helped us reach our annual fundraising goal. We certainly appreciated the trend of those who raised funds on our behalf to support suicide prevention program initiatives and the work of the Crisis Line operation, including Crisis Chat and Crisis Text services.

While our Crisis Line operation is primarily funded by an Island Health contract, we rely on BC Gaming and donors who support our Community Education programs.

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 2019-2020.

Visionaries (\$5000+)

Crisis Services Canada
 Cowichan Valley Ride for Suicide Awareness – Fundraiser contributors
 Intraworks I.T. Management – Phil Stiller: *Special thanks to the team for transitioning the Crisis Society to the cloud*
 Island Health
 Island Radio – Jim Patterson Group,
 The Q & The Zone, Victoria
 Odd Fellows Columbia Lodge No. 2,
 Victoria – Fundraiser contributors
 Province of BC – Gaming
 Provincial Health Services Authority



North Stars (\$2500 – \$4999)

Mambo Gourmet Pizza T-Shirt – Fundraiser contributors
 Meyers Norris Penny Jeans Day Fundraiser contributors
 Wanderlust Tattoo Fundraiser contributors

Lighthouse Keepers (\$1000 – \$2499)

Nanaimo Harbor Lites Lioness
 Royal Canadian Legion Branch #76 Qualicum Beach

Life Preservers (\$500 – \$999)

Chameleon Hair Inc. Fundraiser
 Fraternal Order of Eagles – Chemainus –
 Crofton Aerie No. 4400
 Ladysmith Lions Club
 Lynn Wood
 M Graham & Associates Inc.
 Nanoose Bay Lions Club
 Peter Hudson Comedy Fundraisers
 Royal Canadian Legion – Br #191 Chemainus
 Royal Canadian Legion – Br #134 Shawnigan Lake/Mill Bay
 Vault Café Fundraiser
 Westwood Metals Ltd.



ANCHORS (under \$499)

Alexandra Kamprath
 Bev Ford
 Caroline Bailey in honour of Kyle Bailey
 Coast Capital Savings Credit Union
 Coast Capital Savings – Kris Moan
 Charlotte Coleman
 CUPE Local 556, Courtenay
 David Baanstra
 Joanne Hogan
 Knight Mid-Island Charitable Society
 Ladysmith Secondary Student Council
 Lynn Wilson
 Marcia Bell in honour of Heather and Rick Owen
 Marion Harrison honouring Casey Harrison
 Marilyn McKnight memory of D. Cauchie
 Megan Schram
 Nanaimo Magazine and Vancouver Island Voyager Magazine
 Parkland Fuel Corporation
 Royal Canadian Legion Br #257 Lantzville
 Royal Canadian Legion Br #211 Bowser
 Shelby Warner
 SignAge
 Sean McCulloch
 Takesadollar Campaign –
 Andrew Degroot and Wes Richardson



Community Education

With our facilitators consisting of four ASIST Trainers and one safeTALK Trainer, and two trainers experienced in presenting customized workshops, we facilitated a total of :

- six **ASIST** (Applied Suicide Intervention Skills Training) courses to 74 people;
- seven **safeTALK** workshops to 99 people;
- three **CIST** (Crisis Intervention Skills Training) courses to 44 people; and
- ten customized workshops, delivered to 418 people.

School Suicide Prevention Programs

Our three youth programs, all developed by the Crisis Society, continued to be facilitated at several Vancouver Island elementary, middle, and senior schools.

- four **GRASP** (Growth, Resilience, Acknowledgement, Suicide Awareness, and Personal Safe Planning) 12-hour gatekeeper training workshops were provided to 62 students;
- a total of 17 **Speak Out, Reach Out, Help Out** presentations were delivered to 2437 students; and
- twelve presentations of **COPE** (Communication, Options, Perspective, Enjoy life) elementary school presentations were facilitated to 393 students.

World Suicide Prevention Day

To commemorate World Suicide Prevention Day, held on September 10, we once again held the **Soles Remembering Souls** memorial event, attended by 74 participants. A **Survivor of Suicide Loss** workshop was facilitated for seven participants.

Meetings were held with community partners to begin the monthly suicide bereavement support group once again, to fill a gap of support provided by community hospice programs.



**YOU are Suicide Prevention
WE are Suicide Prevention**

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 operations with financial support from the Provincial Health Services Authority.

We continued to answer calls on the **Canada Suicide Prevention Service** (CSPS) as a member site with financial support from the Public Health Agency of Canada. Our Executive Director continued to serve as a **Crisis Services Canada** board member and served on several national committees.

Staff Development

We attended four conferences presented by the **American Association of Suicidology** (AAS), the **Canadian Association for Suicide Prevention** (CASP), the **Crisis Line Association of BC** (CLABC) and the online **Youth Mental Health** conference.

Three staff successfully completed their Crisis Worker re-certification with AAS.



2019-2020 Financials

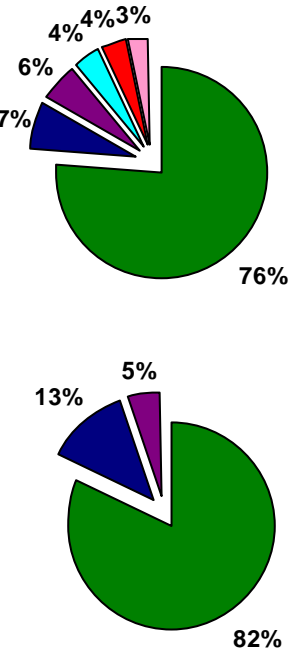
Revenue: \$1,011,926

- 76% Island Health
- 7% Gaming Policy & Enforcement Branch*
- 6% Donations, grants, membership, fundraising
- 4% CSPS – National
- 4% Community Education
- 3% CLABC/PHSA – Provincial funding

**Note: \$71,347 of Gaming funding deferred to next fiscal year*

Expenses: \$1,044,284

- 82% Crisis Line
- 13% Community Education
- 5% Administration & Fundraising



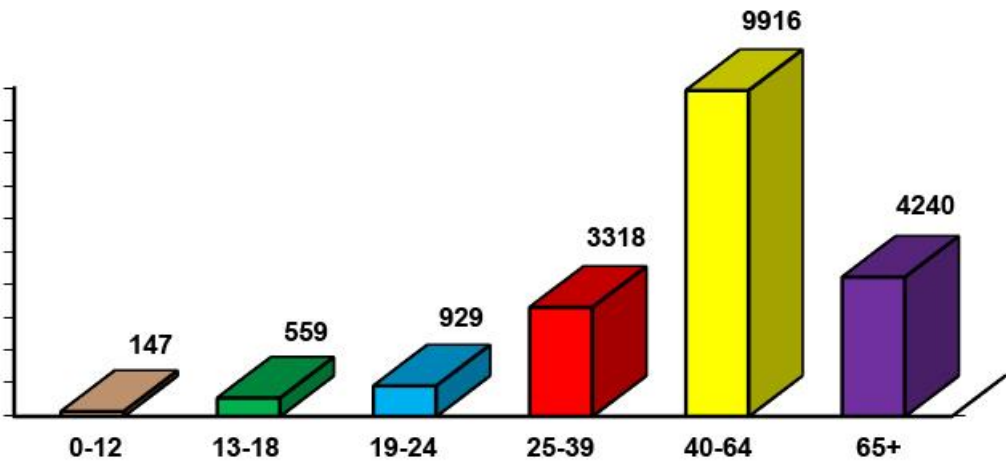
Crisis Services: April 1, 2019 to March 31, 2020

As answered by Vancouver Island Crisis Society	MH Crisis Responses	Interventions (911, MCFD, Other)	Total Contacts	% of Contacts
BC 1800SUICIDE	28	29	1,612	4%
BC 310Mental Health Support	35	9	3,429	9%
Vancouver Island Crisis Line, Chat and Text	1,908	361	29,128	75%
Canada Suicide Prevention Service	N/A	N/A	5,033	12%
Total	1,971	399	39,202	100%

- 107 average Vancouver Island Crisis contacts per day
- 428 COVID-19 related calls in February and March 2020
- 353 follow-up calls and outreach calls to third parties for those at high risk
- 1,907 voice messages left while Crisis Workers were supporting others
- 7,270 (22% of calls) Suicide Risk Safety Plans were completed for callers

Estimated Age of Callers

14,061 callers were unknown



Nature of Problems

	Calls	Chat/Text
Mental Health & Substance Use	51%	50%
Suicide	15%	31%
Individual & Family Life Issues	11%	8%
Information/Resource Calls	11%	4%
Physical Health	6%	1%
Basic Needs/Homelessness	3%	1%
Abuse/Family Violence	3%	5%

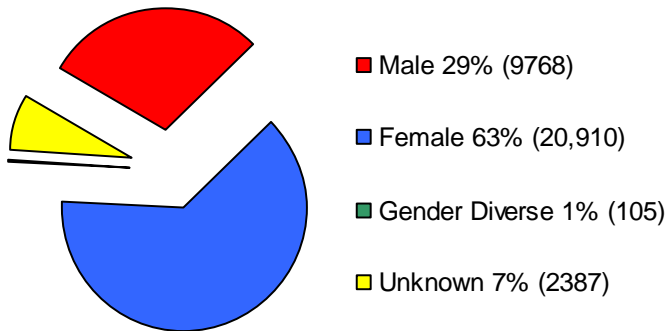
Service Utilization

8 am to noon.....	21%
Noon to 4 pm	23%
4 to 8 pm.....	24%
8 pm to midnight	18%
Midnight to 4 am	8%
4 to 8 am.....	6%

Note: 6 pm to 10 pm Crisis Chat and Text services increase call volume by 3%.

Gender of Callers

33,170 calls taken on 1800SUICIDE, 310Mental Health Support, and Vancouver Island Crisis Line



Network administrators for
1800SUICIDE
and
310Mental Health Support



Administered by
Crisis Services Canada



1970 – 2020: Celebrating 50 Years of Helping People Find This Way

Nanaimo Crisis Centre (1970)

Nanaimo Association for Intervention & Development (NAID) (1973)

Central Vancouver Island Crisis Society (1989)

Vancouver Island Crisis Society (2012)

A Brief Glance at Our Society's History

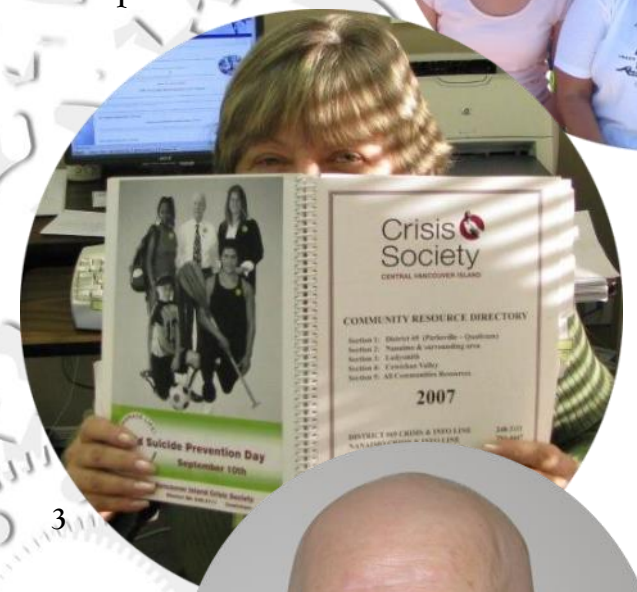
1. Neil volunteered for many World Suicide Prevention Day events.
2. Debbi, Liz, Raymonde, Karen, Gloria, and Lyndsay in 2004.
3. Raymonde peeks over the 2007 Resource Directory.
4. Carolyn and Rob from Island Radio in 2017.
5. John Godfrey volunteered over 5000 hours on the Crisis Line.
6. Joanne enjoys herself at the Volunteer Halloween Party in 2007.
7. Shawna says goodbye to supervisors Lucie and Karen in 2018.
8. Jennie surpasses 2000 hours of volunteering on the Crisis Line.
9. Andy reaches the 2500-hour volunteer mark.
10. Long-time Crisis Society President John Jordan of MacIsaac & Company.
11. Raymonde, Tekah, Liz, Linda, and Laraine celebrate Christmas in 1992.
12. A legacy of RCMP Fundraisers from 2007 to 2011. Debbi, Lyndsay, Raymonde, Kelli, Karen, Liz, and Heather at the 2007 fundraiser.
13. Posters for Soles Remembering Souls, honouring World Suicide Prevention Day, which has also taken place from 2013 to 2019.
14. Liz is honoured in 2017 for 25 years of service at the Crisis Society by board members Anita, Maggie, Phil, Sharon, and Raymond.



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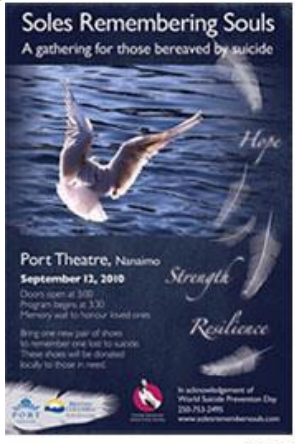
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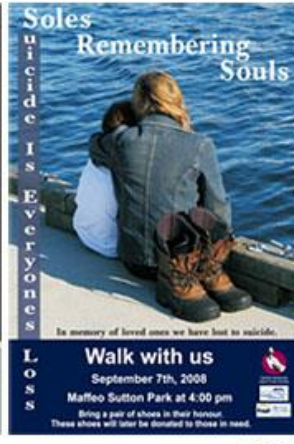
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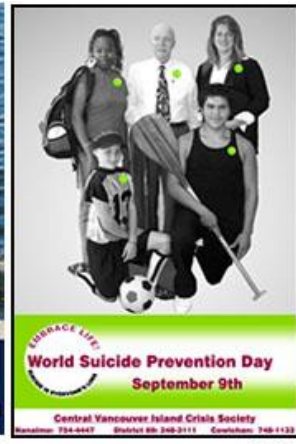
2010



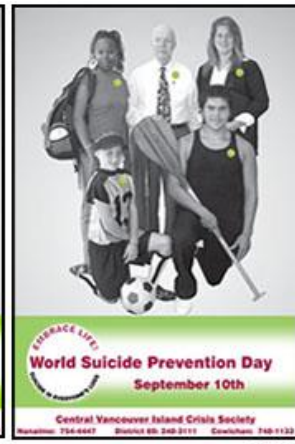
2009



2008



2007



2006

Mission Statement

The Vancouver Island Crisis Society is committed to providing an accessible voice, text and chat crisis intervention and suicide prevention services, 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.

Board of Directors 2019-2020

Anita Rosewall-Peters, President

Maggie Schulz, Vice-President

Lacey Redding, Secretary

Dr. Raymond Shred, Treasurer

Sharon Erickson

David Reid

Sam Stevens

Elaine Layman

Phil Stiller resigned in September 2019

Kim Bayliss resigned in September 2019

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

Canada Suicide Prevention Service (National)

1-833-456-4566

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 for Suicide Prevention (CASP)

Crisis Line Association of BC (CLABC)

Crisis Services Canada (CSC)

Greater Nanaimo Chamber of Commerce

Image of gears by [Gerd Altmann](#) on Pixabay.com