



**Vancouver Island
Crisis Society**

1970 – 2021

*Helping People
Find Their Way*

51st
Annual Report
2021



2020-2021: A Year of Adaptation and Resilience

As all of us braved a number of adjustments in our daily lives in the first year of the pandemic, so too did **the dedicated team of the Vancouver Island Crisis Society.**

We rose to the challenges, often varied and numerous on a day-to-day basis, and changed the way we worked in a number of settings, without ever deviating from our goal of **Helping People Find Their Way.**

Milestones were set: We set a record for total interactions taken by our Crisis Workers. We also set a new fundraising record, as we received additional support from government funders and private donations from foundations, enterprises, and appreciative donors who included folks who fundraised for us in memory of lost loved ones or in appreciation of the support they received from our Crisis Workers.

Interactions related to COVID-19 made up 10 per cent of our record-setting interaction volume. Awareness of and access to empathic, non-judgemental, and confidential support notably increased during the pandemic, especially as a number of community-based services became temporarily inaccessible.

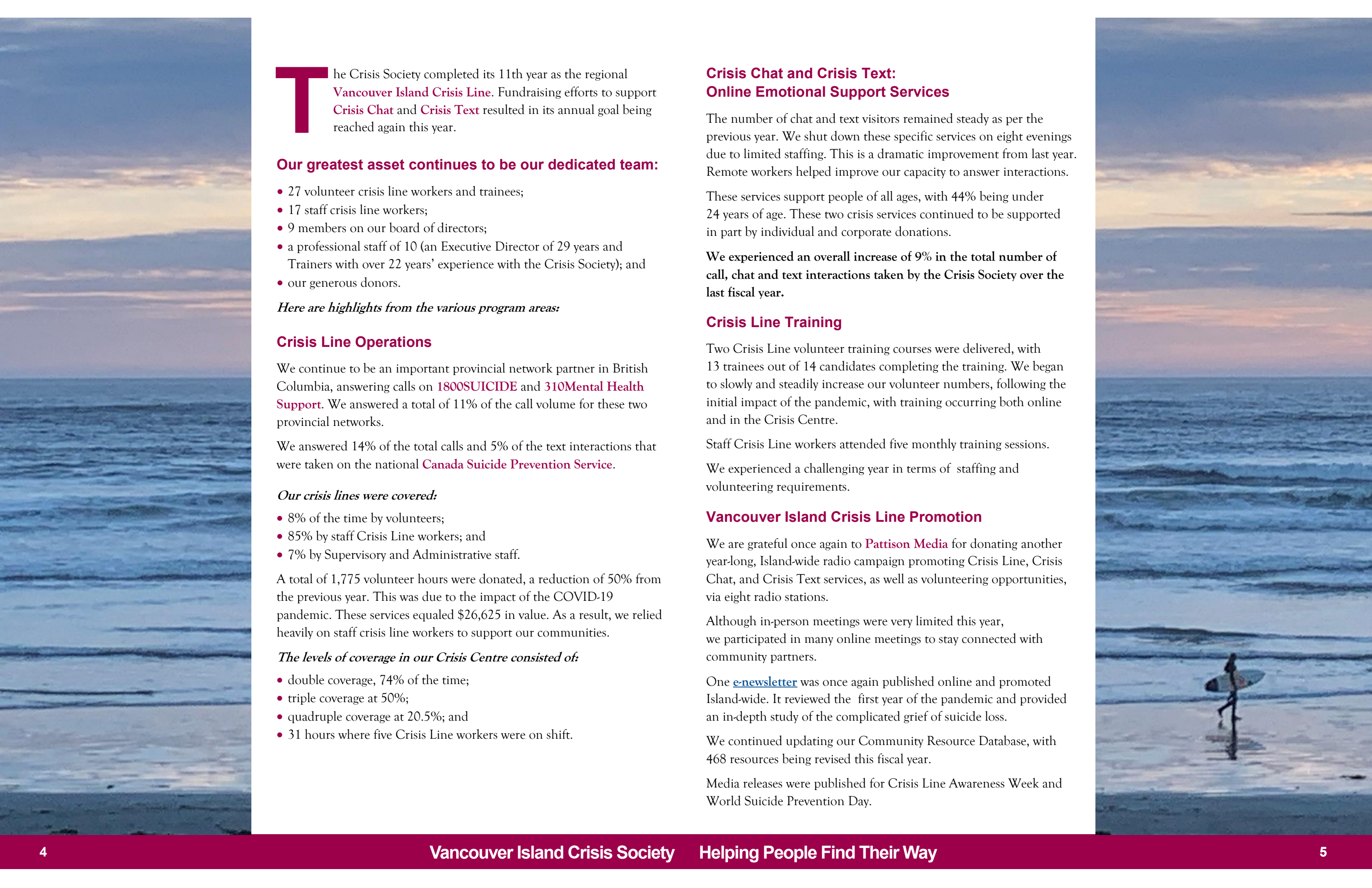
As the Vancouver Island Crisis Society very quietly celebrated 50 years of service in 2020, our Crisis Line Workers, comprising our dedicated crisis staff and volunteers, our board members, our facilitators, and our administrative personnel have already begun the Society's next 50 years of serving and supporting our Vancouver Island communities.

A handwritten signature in blue ink, reading "Anita Rosewall Peters".

Anita Rosewall Peters, President

A handwritten signature in purple ink, reading "Elizabeth Newcombe".

Elizabeth Newcombe, Executive Director



The Crisis Society completed its 11th 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:

- 27 volunteer crisis line workers and trainees;
- 17 staff crisis line workers;
- 9 members on our board of directors;
- a professional staff of 10 (an Executive Director of 29 years and Trainers with over 22 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 11% of the call volume for these two provincial networks.

We answered 14% of the total calls and 5% of the text interactions that were taken on the national **Canada Suicide Prevention Service**.

Our crisis lines were covered:

- 8% of the time by volunteers;
- 85% by staff Crisis Line workers; and
- 7% by Supervisory and Administrative staff.

A total of 1,775 volunteer hours were donated, a reduction of 50% from the previous year. This was due to the impact of the COVID-19 pandemic. These services equaled \$26,625 in value. As a result, we relied heavily on staff crisis line workers to support our communities.

The levels of coverage in our Crisis Centre consisted of:

- double coverage, 74% of the time;
- triple coverage at 50%;
- quadruple coverage at 20.5%; and
- 31 hours where five Crisis Line workers were on shift.

Crisis Chat and Crisis Text: Online Emotional Support Services

The number of chat and text visitors remained steady as per the previous year. We shut down these specific services on eight evenings due to limited staffing. This is a dramatic improvement from last year. Remote workers helped improve our capacity to answer interactions.

These services support people of all ages, with 44% being under 24 years of age. These two crisis services continued to be supported in part by individual and corporate donations.

We experienced an overall increase of 9% in the total number of call, chat and text interactions taken by the Crisis Society over the last fiscal year.

Crisis Line Training

Two Crisis Line volunteer training courses were delivered, with 13 trainees out of 14 candidates completing the training. We began to slowly and steadily increase our volunteer numbers, following the initial impact of the pandemic, with training occurring both online and in the Crisis Centre.

Staff Crisis Line workers attended five monthly training sessions.

We experienced a challenging year in terms of staffing and volunteering requirements.

Vancouver Island Crisis Line Promotion

We are grateful once again to **Pattison Media** for donating another year-long, Island-wide radio campaign promoting Crisis Line, Crisis Chat, and Crisis Text services, as well as volunteering opportunities, via eight radio stations.

Although in-person meetings were very limited this year, we participated in many online meetings to stay connected with community partners.

One [e-newsletter](#) was once again published online and promoted Island-wide. It reviewed the first year of the pandemic and provided an in-depth study of the complicated grief of suicide loss.

We continued updating our Community Resource Database, with 468 resources being revised this fiscal year.

Media releases were published for Crisis Line Awareness Week and World Suicide Prevention Day.



Fundraising

Our Crisis Line, 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 **Odd Fellows Columbia Lodge No. 2's Disc Golf Jamboree**, **VanIsle 460 Souls in Motion**, and other fundraising events, in addition to many generous donors who helped us surpass our annual fundraising goal for this fiscal year.

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.

We were especially thankful this year for funding related to the COVID-19 pandemic from **Nanaimo Foundation/Canada Emergency Support Fund**, the **Provincial Health Services Authority**, and **Pacific Blue Cross Health Foundation**.

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 2020-2021.

Visionaries (\$5000+)

- Island Health
- Crisis Services Canada
- British Columbia Gaming Community Grant
- Nanaimo Foundation & Canada Emergency Community Support Fund
- Pattison Media: The Q, The Zone, The WAVE, The Wolf, The Lounge, The Beach, The Peak, The Eagle
- Odd Fellows Columbia Lodge No. 2 & CIBC Children's Foundation
- Provincial Health Services Authority
- VanIsle 460 Souls in Motion
- Intraworks I.T. Management
- Ivanyi Investments Ltd.
- Clinically Creative Productions – Matt Wells

North Stars (\$2500 – \$4999)

- A Day for Sam Fundraiser – Michael Kymalainen

Lighthouse Keepers (\$1000 – \$2499)

- Knights of Columbus Ascension 7991
- Ladysmith Lions Club
- Nanaimo Beacon Fundraiser
- Nanaimo Mitsubishi
- PayPal Giving Fund Canada
- Riley Evad
- TD Small Business Banking

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.
- Women of the Moose

ANCHORS (under \$499)

- Anne Tomin
- Anthem Postnikoff
- Brian James
- Carol Tromans
- Cassi Starc
- Christina Drake
- Coast Capital Savings Federal Credit Union Employees
- Coco Café
- Cynthis Solylo-Kennedy
- David Currey
- Deb Hamilton
- Dennett Woodland
- Desirea Black
- Diane Hogan
- Elizabeth Newcombe

- Ellis Richer
- Elyse Cleave
- Emma Johnston
- Faith Scanlan
- Glenn Davies
- Island Colourscapes Painting
- Janette Gerow
- Jesse Cammack
- Joanne Hogan
- Joshua Nobleman
- Kaitlin McDonald
- Kathy Landry
- Knights Mid-Island Charitable Society
- Knights of Columbus Mid-Island 3842
- Krista Stubbs
- Leila Danielsen
- Lori Schade
- Lyn Makepeace
- Maggie Schulz
- Marcia Bell
- Oliver Sandberg
- Omkar Chandorkar
- Orbus Business Networks Inc.
- Patricia Cleave
- Patricia Wilson
- Peeranut Visetsuth
- Peter Hudson
- Prov Employees Community Service Fund
- Raymond Shred
- Robin Tosczak
- Royal Canadian Legion Br #134 Shawnigan Lake
- Royal Canadian Legion Br #211
- Samantha Bevan
- Sara Parbery
- Sean and Vicki Finucane
- Sean McCulloch
- Sharyn Ball
- Shirley Sterlinger
- Steve Leavitt
- Steve Marshall Ford Lincoln Ltd.
- T. Lampard
- The Condo Group Real Estate Ltd.



Community Education

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

- nine **ASIST** (Applied Suicide Intervention Skills Training) courses to 82 people;*
- four **safeTALK** workshops to 60 people;*
- *These workshops continued to be offered in person, with an average 50% reduction in the number of participants per workshop for social distancing.*
- two **CIST** (Crisis Intervention Skills Training) courses to 27 people online;
- five customized workshops, delivered to 141 people online.

School Suicide Prevention Programs

Two of our three youth programs were adapted for online facilitation and were presented Island-wide to elementary, middle, and senior schools.

- Two **GRASP** (Growth, Resilience, Acknowledgement, Suicide Awareness, and Personal Safe Planning) 12-hour gatekeeper training workshops were provided to 36 students.
- A total of 31 presentations of **COPE** (Communication, Options, Perspective, Enjoy life) were delivered to over 1,350 elementary school students.

Participating students represented 13 schools from Victoria, seven schools from Nanaimo, two schools from the North Island, and one school from Duncan.

Speak Out, Reach Out, Help Out in-person presentations were not delivered during the COVID-19 pandemic.

Suicide Bereavement Support services return to VICS



Suicide Bereavement Support

To commemorate World Suicide Prevention Day, held on September 10, we re-launched our Suicide Bereavement Support services.

Eight monthly group support meetings were held online, with an average group size of six participants. One-on-one contacts were made either online or via telephone to support 75 participants.

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 stepped down as a Crisis Services Canada board member and continued to serve on the **Canadian Distress Line Network** and the **CSPS Leadership Committee**.



Staff Development

We did not attend any of the annual conferences normally presented by the American Association of Suicidology (AAS), the Canadian Association for Suicide Prevention (CASP), and the Crisis Line Association of BC (CLABC) during the pandemic.

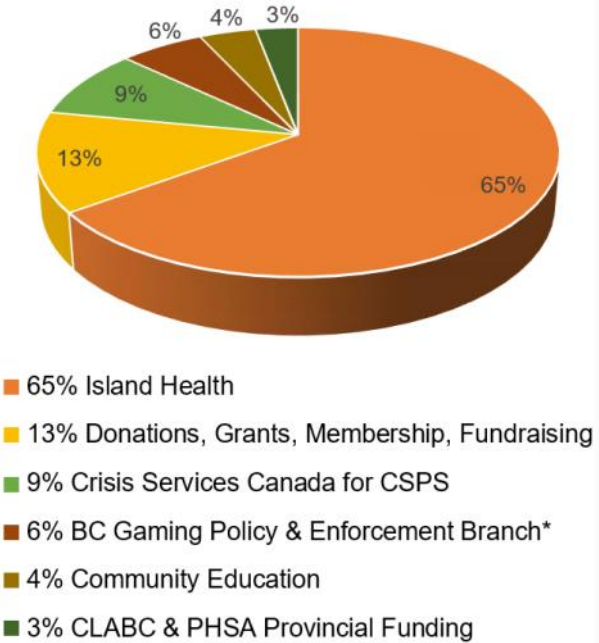
There was occasion to attend informative virtual training sessions during this pandemic year, including:

- Mental Health Academy Suicide Prevention Summit
- Institute of Child Psychology Trauma Summit
- HaaHuuPa Nuu-chah-nulth Cultural Connections
- Institute of Child Psychology, Emotional Regulation and Children’s Education
- Department of Justice Canada, *Love Bombing 101*, addressing youth sexual exploitation

As well, three staff successfully completed their Crisis Worker re-certification with AAS.

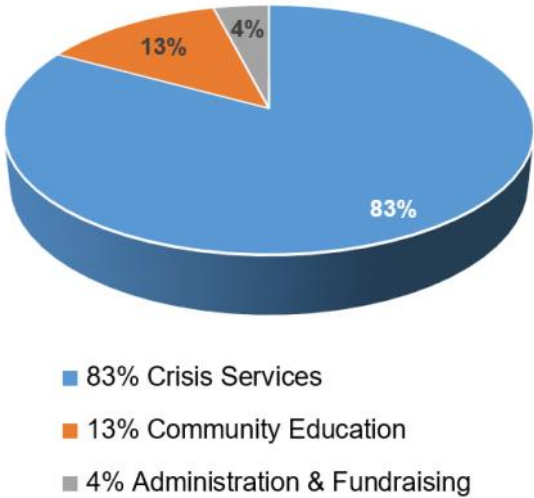
2020-2021 Financials

Revenue: \$1,203,124

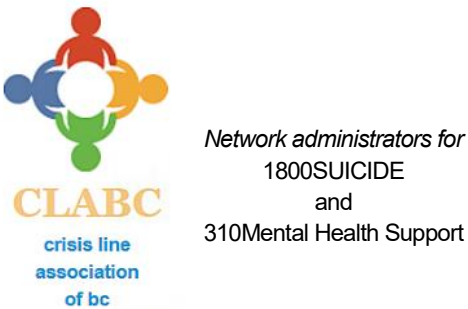


*Note: \$76,025 of Gaming funding deferred to next fiscal year

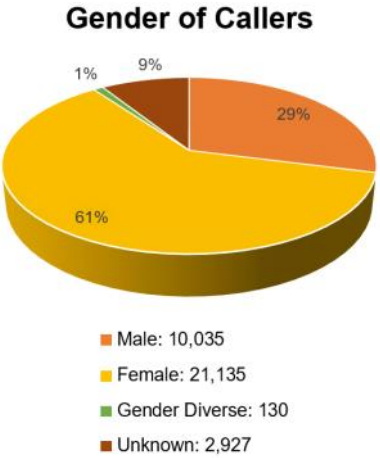
Expenses: \$1,114,718



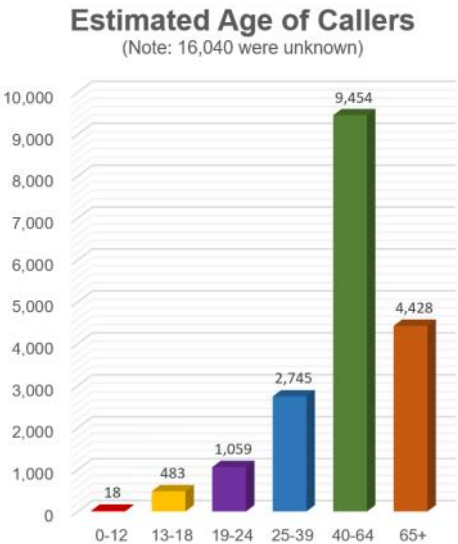
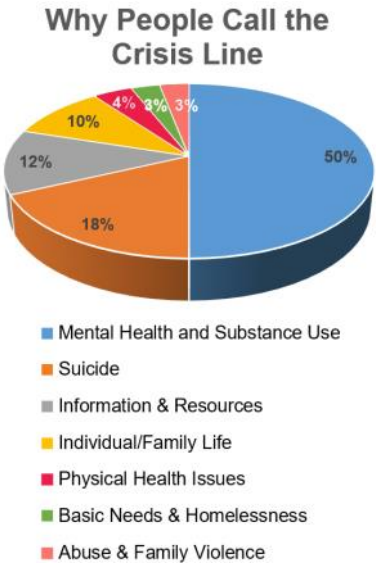
Vancouver Island Crisis Line, Chat, Text Statistics
including 1800SUICIDE and 310Mental Health Support
from April 1, 2020, to March 31, 2021



Interactions and Interventions	Mental Health Crisis	Interventions (911, MCFD, Other)	Total	Percentage of Calls
1800SUICIDE Calls	23	27	1,596	4%
310Mental Health Support Calls	38	11	4,371	11%
Vancouver Island Crisis Line Calls	2,173	296	28,260	68%
Canada Suicide Prevention Service (CSPS) Calls	—	223	7,131	17%
Total Calls	2,234	557	41,358	100%
Vancouver Island Chats & Texts	4	14	913	—
CSPS Text	—	—	757	—
Total Call, Chat, Text	—	—	43,028	—



- Average call, chat, and text interactions per day: 100
- Busiest day: March 20, 2021, with 151 interactions
- Follow-up calls made to high-risk callers and third-party call-outs: 355
- 3,606 voice messages left for a call back due to Crisis Workers supporting other callers
- 3,066 calls related to COVID-19 pandemic
- 17,371 callers asked about suicidal thoughts (51% of total calls)
- 6,022 (18% of call volume) suicide risk assessments/safety plans completed for callers
- Language Line accessed on one occasion for a caller who did not speak English



	Crisis Line		Crisis Chat	Crisis Text
Total Interactions	34,227	%	400	513
Victoria and Area	14,577	43	137	235
Cowichan Valley and Area	2,403	7	25	42
Nanaimo/Ladysmith	6,905	20	70	108
Port Alberni/West Coast	425	1	34	4
Parksville/Qualicum	729	2	4	26
Comox Valley and Area	1,965	6	30	16
Campbell River and Area	753	2	17	19
Mount Waddington and Area	324	1	1	5
BC Off-Island	1,675	5	42	49
Remainder of Canada/USA	388	1	0	0
Unknown	4,083	12	40	9

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 2020-2021

Anita Rosewall-Peters, President

Maggie Schulz, Vice-President

Lacey Redding, Secretary

Elaine Layman, Treasurer

Directors:

Ryan Butler

Sharon Erickson

David Reid

Dr. Raymond Shred

Sam Stevens

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

Registered Charity Number 107758831RR0001

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

Affiliations

Accredited Crisis Centre by the
American Association of Suicidology (AAS)

Canadian Association for Suicide Prevention (CASP)

Crisis Line Association of BC (CLABC)

Crisis Services Canada (CSC)

Greater Nanaimo Chamber of Commerce

Volunteer Nanaimo

Cover and page 8 photos are available on Pixabay.com

Photo on page 4-5, by Lucrezia Mancini