



**Vancouver Island
Crisis Society**

1970 – 2022



Supporting our Vancouver Island communities

52nd
Annual Report
2022



The board, volunteers, and staff of Vancouver Island Crisis Society gratefully acknowledge that we provide our services on the unceded and traditional territories of the Coast Salish, Nuu-chah-nulth, and Kwakiutl Peoples.

(All logos and community photos and their credits are linkable. Locations are identified on pg. 12.)

2021-2022: Collaboratively serving our Vancouver Island communities with compassion and dedication

Fellow Vancouver Islanders continued to reach out for support in large numbers throughout the second year of the COVID-19 pandemic. **Our wonderful team of Crisis Line Responders** continued to support our Island communities with compassion and dedication, as they engaged collaboratively with service users via the **24/7 Vancouver Island Crisis Line** and our **Crisis Chat and Crisis Text** services from 6 pm to 10 pm nightly.

Despite the many challenges of the pandemic, the determination of many members of Vancouver Island communities’ helping agencies, and of individual frontline workers and counsellors, to learn about ways to support their fellow citizens resulted in the biggest annual enrolment in our Community Education programs this past year.

Registrants travelled from all parts of the Island (and other parts of British Columbia) to attend our presentations of **LivingWorks’ ASIST** and **safeTALK** workshops to gain suicide awareness and prevention skills.

Many others eagerly registered and participated online or in person in several of the **customizable workshops developed by the Crisis Society** so that they could learn new ways to help others in times of crisis.

We are honoured to have engaged with Vancouver Islanders via our Crisis Services and our Community Education and School Programs, as we endeavour to support, validate, and empower each other with empathy.

This is community.

Anita Rosewall Peters, President

Elizabeth Newcombe, Executive Director

*The greatness of
a community is most
accurately measured by the
compassionate actions of
its members.*

Coretta Scott King

The Crisis Society completed its 12th year as the regional **Vancouver Island Crisis Line**. Efforts by members of communities throughout Vancouver Island to support **Crisis Chat** and **Crisis Text** resulted in over \$54,000 raised by private donations.

Our greatest asset continues to be our dedicated team:

- 15 volunteer Crisis Line Responders and trainees;
- 17 staff Crisis Line Responders;
- 7 members on our Board of Directors;
- a professional staff of 10 (an Executive Director of 30 years and Trainers with over 23 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 12.5% of the call volume for these two provincial networks.



We answered 6% of the total calls and 2% of the text interactions that were taken on the national **Canada Suicide Prevention Service**.

Our Crisis Lines were covered:

- 10% of the time by volunteers;
- 86% by staff Crisis Line Responders; and
- 4% by Supervisory and Administrative staff.

A total of 1,969 volunteer hours were donated. These services equalled \$29,535 in value. We relied heavily once again this year on Staff Crisis Line Responders to support our communities resulting from a reduction in volunteers.

The levels of coverage on our Crisis Lines (from 8:00 am to midnight) consisted of:

- double coverage, 30% of the time;
- triple coverage at 47%;
- quadruple coverage at 19%;
- quintuple coverage at 3%; and
- 0.5% coverage when six Crisis Line Responders were on shift.

Our overnight coverage (from midnight to 8:00 am) consisted of:

- 89.5% single coverage;
- 10.5% double coverage.



**Crisis Chat and Crisis Text:
Online Emotional Support Services**

The number of Chat and Text Service Users increased by 6% from the previous year. These specific services were shut down on four evenings due to technology interruptions. Remote workers continued to help improve our capacity to answer interactions.

These services supported 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.

There was an overall increase of 1% in regional call, chat and text interactions taken by the Vancouver Island Crisis Society this past fiscal year. We answered fewer Canada Suicide Prevention Service calls and texts this year while we supported increasing numbers of service users from our Vancouver Island communities — all this, while we continued to experience staffing and volunteer shortages. This resulted in our total interaction numbers having lessened as the pandemic began to stabilize (down from a 9% increase in the previous year).

Crisis Line Training

Two Crisis Line volunteer training courses were delivered, with 13 trainees out of 14 candidates completing the training.

Staff Crisis Line workers attended seven monthly training sessions.

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 and employment opportunities.

Although in-person meetings increased this past year, we continued to participate in many online meetings to stay connected with community partners.

Six mass emails were circulated to promote programs Island-wide, including presentations affiliated with Crisis Line Awareness Week and World Suicide Prevention Day.

We continued updating our Community Resource Database, with 1,673 resources being revised this fiscal year.



[The Wolf 106.9 FM](#) [The WAVE 102.3 FM](#)
[The Lounge 99.9 FM](#) [The Beach 88.5 FM](#)
[The Peak 93.3 FM](#) [The Eagle 97.3 FM](#)



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** and other fundraising events, in addition to many generous donors.

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 **Public Health Agency of Canada** and the **Provincial Health Services Authority**.

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 2021-2022.

Visionaries (\$5000+)

Island Health
Public Health Agency of Canada
British Columbia Gaming Community Grant
Pattison Media
Provincial Health Services Authority
Crisis Services Canada
Odd Fellows Columbia Lodge No. 2
Intraworks I.T. Management
Telus SmartHome Security (formerly ADT)

North Stars (\$2500 - \$4999)

Budget Blinds
Samantha Lipinski

Lighthouse Keepers (\$1000 - \$2499)

SLR Consulting (Canada) Ltd.

*We have all known the long loneliness and we have learned
that the only solution is love and that love comes with community.*

Dorothy Day



Life Preservers (\$500 - \$999)

Cowichan Valley Intercultural and Immigrant Aid Society
Knights of Columbus Ascension 7991
Ladysmith Lions Club
Matt Dunae

ANCHORS (under \$499)

Al Dale
Andrea Hubbard
Benevity Canadian Community Impact Fund
Benevity UK Online Giving Foundation
Brett Diana

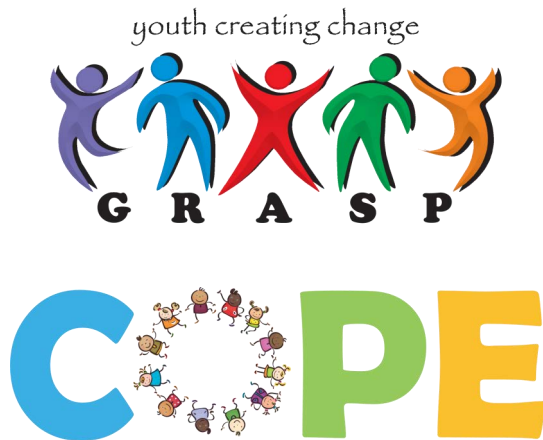
Christina Drake
David Bird
David Schade
Gillian Graeme
Heather Krissa
Island Savings
Kathy Cruz
Margaret Anne Lipinski
Naomi Poier
Omkar Chandorkar
PayPal Giving Fund Canada
Peter Hudson

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:

- 16 ASIST (Applied Suicide Intervention Skills Training) courses to 222 participants;*
- 12 safeTALK workshops to 150 participants;*
- *These workshops continued to be offered in person.
- 4 CIST (Crisis Intervention Skills Training) courses to 67 participants online; and
- 15 customized workshops, delivered to 516 participants online.

This was our busiest year facilitating workshops since we began offering Community Education courses.



School Suicide Prevention Programs

- One GRASP (Growth, Resilience, Acknowledgement, Suicide Awareness, and Personal Safe Planning) 12-hour gatekeeper training workshop was provided to 18 students.
- A total of 15 schools on Vancouver Island participated in the online version of COPE (Communication, Options, Perspective, Enjoy life), reaching over 800 elementary school students and 24 middle school students.

Speak Out, Reach Out, Help Out in-person presentations were not delivered during this past year.



Suicide Bereavement Support

Suicide Bereavement Support Services

Twelve monthly group support meetings were held online, with an average group size of seven participants.

One-on-one contacts were made either online or via telephone to support 30 participants.

Staff Development

We attended virtual annual conferences presented by the American Association of Suicidology (AAS) and the Crisis Line Association of BC (CLABC).

There was occasion to attend informative virtual training sessions during the second year or the pandemic, including:

- Helping Children with Resiliency
- The Wisdom of Trauma, offered by SAND (Science & Nonduality)
- Healing Trauma in a Fractured World, also presented by SAND
- Indigenous Canada, offered by the University of Alberta

As well, four staff successfully completed their Crisis Worker certification with AAS.



I am a huge believer in giving back and helping out in the community and the world. Think globally, act locally I suppose. I believe that the measure of a person's life is the effect they have on others.

Steve Nash

Provincial and National initiatives

Our Executive Director resigned as Treasurer of the Crisis Line Association of BC (CLABC) after 20 years of service. The two provincial networks, 1800SUICIDE and 310Mental Health Support, continued operations with financial support from the Provincial Health Services Authority and Crisis Services Canada.

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 on the Canadian Distress Line Network and the CSPS Leadership Committee.

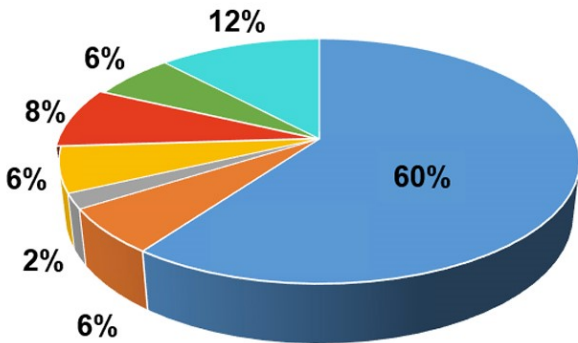


Canada
Suicide
Prevention
Service

Service
Canadien de
Prévention du
Suicide

2021-2022 Financials

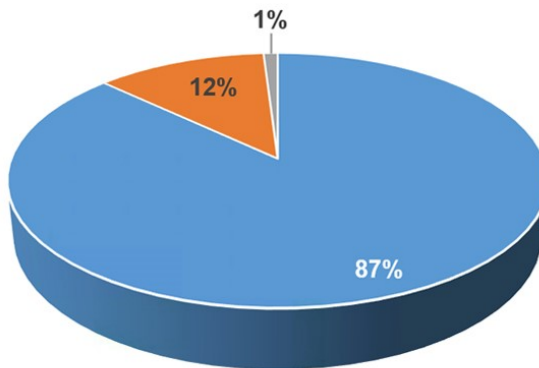
Revenue: \$1,326,398



- 60% Island Health
- 6% Donations, Membership, Fundraising, Other
- 2% Crisis Services Canada for CSPS
- 6% BC Gaming Policy & Enforcement Branch*
- 8% Community Education
- 6% CLABC & PHSA Provincial Funding
- 12% Public Health Agency of Canada

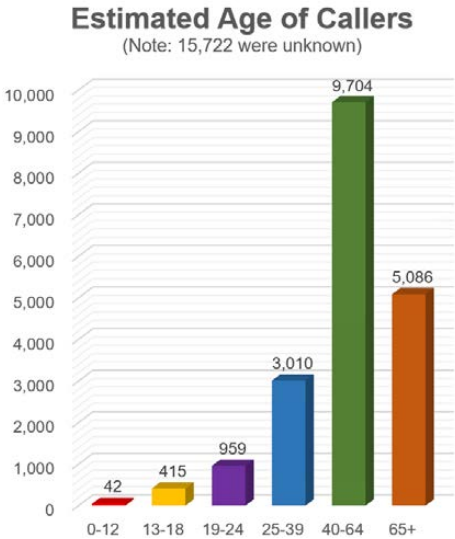
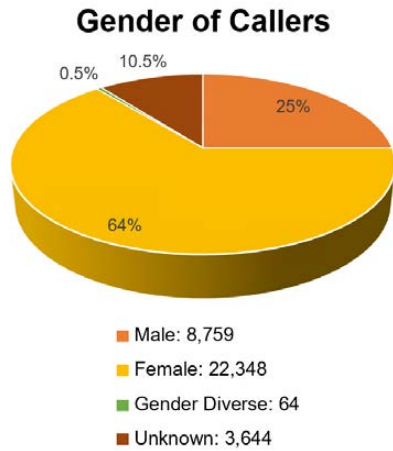
*Note: Deferred Revenue totalled \$239,714

Expenses: \$1,143,915



- 87% Crisis Services
- 12% Community Education
- 1% Administration & Fundraising

Vancouver Island Crisis Line, Chat, Text Statistics
including 1800SUICIDE and 310Mental Health Support
from April 1, 2021, to March 31, 2022



	Crisis Line		Crisis Chat	Crisis Text
Total Interactions	34,938	%	428	537
Victoria and Area	13,971	40	180	254
Cowichan Valley and Area	2,462	7	17	35
Nanaimo/Ladysmith	6,522	19	75	107
Port Alberni/West Coast	504	1	7	6
Parksville/Qualicum	923	3	6	14
Comox Valley and Area	1,816	5	20	17
Campbell River and Area	658	2	9	17
Mount Waddington and Area	222	1	12	13
BC Off-Island	2,575	7	34	44
Remainder of Canada/USA	411	1	0	0
Unknown	4,874	14	68	30

(Regional listing does not include Canada Suicide Prevention Service’s call and text statistics)

- Average calls/chat/texts per day were 98; busiest day was February 7, 2022, with 134 interactions
- 353 follow-up calls completed to high risk callers and third-party call-outs
- 5,987 voice messages left for a call back due to Crisis Line Responder supporting another caller
- 1,522 calls related to COVID-19 that is 4% of our call volume
- 15,917 callers were asked about suicidal thoughts, which is 46% of total calls
- 5,605 (16% of call volume) suicide risk safe plans/assessments were completed for callers
- Language Line accessed on two occasions for a caller who did not speak English

We are constituted so that simple acts of kindness, such as giving to charity or expressing gratitude, have a positive effect on our long-term moods. The key to the happy life, it seems, is the good life: a life with sustained relationships, challenging work, and connections to community.

Paul Bloom



Interactions and Interventions	Mental Health Crisis Response	Interventions (911, MCFD, Other)	Total	Percentage of Calls
1800SUICIDE Calls	34	30	1,877	5%
310Mental Health Support Calls	50	26	4,511	11%
Vancouver Island Crisis Line Calls	2,100	438	28,550	73%
Canada Suicide Prevention Service (CSPS) Calls	—	131	4,121	11%
Total Calls	2,184	625	39,059	100%
Vancouver Island Chats & Texts	5	13	965	—
CSPS Text	—	—	36	—
Total Call, Chat, Text Interactions	—	—	40,060	—

Why People Call the Crisis Line	
Mental Health & Substance Use	45%
Suicide	15%
Information/Resources	9%
Individual & Family Life	8%
Physical Health	3.5%
Basic Needs/ Homelessness	2.5%
Abuse/Family Violence	3%
Other	14%

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 2021-2022

Anita Rosewall-Peters, President

David Reid, Vice President

Lacey Redding, Secretary

Elaine Layman, Treasurer

Directors:

Ryan Butler

Sharon Erickson

Raymond Shred

Kim Bayliss

(joined March 24, 2022)

Maggie Schulz

(resigned October 28, 2021)

Sam Stevens

(resigned October 25, 2021)

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 via 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

Photos

(All community photos and their credits are linkable)

Cover: Tofino Beach

Pg. 4: Goose Spit, Comox Valley

Pg. 5: Fishermen's Wharf, Victoria

Pg. 7: Stiil'nep (Departure Bay) house posts
welcome guests to what was once a Snuneymuxw
winter village site, Nanaimo

Pg 8: Kids' Days at BC Discovery Centre, Cowichan Valley

Pg 10: Walk-Out Island, Port Alice

Pg 11: Kayaking near Cortes Island