



Vancouver Island
Crisis Society

Helping People Find Their Way

May 10, 2023

Dear Madam or Sir,

**CHANGES IN CRISIS LINE SERVICE INFRASTRUCTURE WILL ENABLE US
TO SUPPORT MORE CALLERS — AND THAT MEANS WE’LL NEED
MORE PERSONNEL TO HELP OUR FELLOW VANCOUVER ISLANDERS**

Although there will indeed be funding by the Provincial Health Services Authority to support Crisis Line operations, there continues to be increased demand for the additional services we provide. One example is increasing the hours of operation for Crisis Chat and Crisis Text services, demonstrating a need for additional staff Crisis Line Responders.

Because more folks are reaching out through our Chat and Text services, we need your support. In line with the Vancouver Island Crisis Line, our Crisis Text and Crisis Chat services help Vancouver Islanders of all ages, with the additional benefit of enabling us to support those who live in very rural areas, who have no access to line services.

As well, demand is increasing exponentially for our Community Education workshops and our School Programs. Our travels throughout Vancouver Island have increased accordingly.

Thus, we hope that you will consider once again donating on behalf of those who reach out directly to our non-profit agency for support.

**AS ALWAYS, YOUR DONATIONS CONTRIBUTE TO HELPING US SUPPORT
THOSE SUFFERING FROM MENTAL HEALTH ISSUES.**

We are eternally grateful to all who have previously supported Vancouver Island Crisis Society. Together, we increase access to support those in distress and to lessen the impact of suicide loss for Vancouver Islanders.

Your supportive donations are accepted online at <https://www.canadahelps.org/en/dn/m/15220/donation>, by transferring funds via etransfer@vicrisis.ca, by credit card by calling 1-877-753-2495, or by mailing a cheque to **PO Box 1118, Nanaimo, BC V9R 6E7**.

Thank You!

Warm regards,

Elizabeth Newcombe
Executive Director
250-753-2495 ext 114
elizabeth@vicrisis.ca

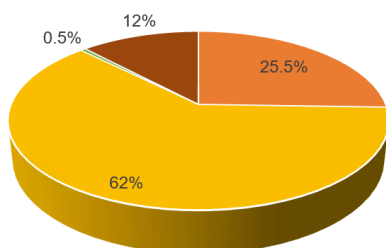
Serving the Island Community



Vancouver Island Crisis Line, Chat, Text Statistics including 1800SUICIDE and 310Mental Health Support

from April 1, 2022, to March 31, 2023

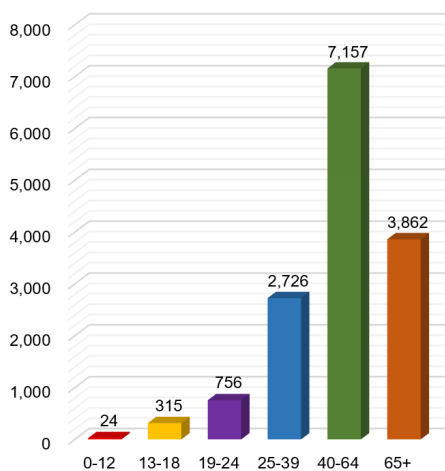
Gender of Callers



Male: 7,223
Female: 17,610
Gender Diverse: 174
Unknown: 3,374

Estimated Age of Callers

(Note: 13,541 were unknown)



	Crisis Line		Crisis Chat	Crisis Text
Total Interactions	28,381	%	393	425
Victoria and Area	10,990	39	156	192
Cowichan Valley and Area	2,166	8	18	30
Nanaimo/Ladysmith	5,562	20	79	90
Port Alberni/West Coast	376	1	7	13
Parksville/Qualicum	846	3	13	15
Comox Valley and Area	1,463	5	32	19
Campbell River and Area	608	2	14	14
Mount Waddington and Area	124	0.5	15	16
BC Off-Island	2,000	7	39	30
Remainder of Canada/USA	347	1	1	1
Unknown	3,899	13.5	19	5

(Regional listing does not include Talk Suicide Canada's call and text statistics)

- Average calls/chat/texts per day were 89
- 182 follow-up calls completed to high-risk callers and third-party call-outs
- 4,321 voice messages left for a call back due to Crisis Line Responder supporting another caller
- 316 calls related to COVID-19; that is 1% of our call volume
- 13,561 callers were asked about suicidal thoughts, which is 50% of total calls
- 1,841 (6% 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

Interactions and Interventions

	Mental Health Crisis Response	Interventions (911, MCFD, Other)	Total	Percentage of Calls
1800SUICIDE Calls	21	22	1,518	5%
310Mental Health Support Calls	21	15	4,412	14%
Vancouver Island Crisis Line Calls	1,634	301	22,451	71%
Talk Suicide Canada Calls	—	62	3,264	10%
Total Calls	1,676	400	31,645	100%
Vancouver Island Chats & Texts	1	6	818	—
Talk Suicide Canada Text	—	1	100	—
Total Call, Chat, Text Interactions	—	—	32,563	—

Why People Call the Crisis Line

Mental Health & Substance Use.....	48%
Suicide.....	14%
Information/Resources	8%
Individual & Family Life	7%
Physical Health.....	4%
Basic Needs/ Homelessness.....	4%
Abuse/Family Violence	3%
Other	12%