

# IN CONNECTION



Box 1118, Nanaimo, BC V9R 6E7 T (250) 753-2495 Toll Free 1-877-753-2495 F (250) 753-2475

April 2010 Issue

## SEAMLESS TRANSITION OF CRISIS LINE SERVICE

**T**he Central Vancouver Island Crisis Society has been providing Crisis Line Service in the Mid Island area for the past 40 years. Starting March 1st, we began one crisis line service for the Island, contracted by the Vancouver Island Health Authority. There will be a five-month transition period and in some communities it may be a little longer. Callers can continue calling their local crisis line numbers over the next year without interruption. Those calls will be seamlessly transferred to the new service provider according to the transition plan. Please access our website at [www.cvics.ca](http://www.cvics.ca) for more information about this transition.

Our message for this Crisis Line Awareness Week is that if for any reason you are feeling overwhelmed or distressed by your situation please give us a call. It is a common belief that people only call a crisis line if they are at the point of considering suicide. We know that suicidal thoughts can be transient and if you reach out to talk to someone those thoughts can change. What might surprise people is that this is only 10% of crisis line calls. We encourage people to pick up the phone before the pain becomes unbearable. The worse thing someone can do is become isolated and alone. When appropriate we can offer resource information island wide.

Although Crisis Lines on the island are going through this transition of consolidation, all communities will be able to continue calling the crisis line number they have always called and will continue to reach a sensitive, caring, non-judgmental crisis line worker on the other end of the line 24/7. You will find that number listed next to 911 under emergency

numbers in your telephone book. You can also contact 1-800-SUICIDE (784-2433) for support around suicide, or 310-6789 for support, information and referrals relating to mental health. Once the transition period to consolidate the crisis lines has been completed, a single number will access service on the island and there will be more formal notification in all communities. You can watch for this information in your local newspapers.

Our crisis line service is provided by a combination of staff and trained volunteers. We are in the process of taking applications for our next volunteer training that will start May 1<sup>st</sup>. This opportunity can be a life changing experience.



Phil Stiller, Central Vancouver Island Crisis Society Director, Sharon Welch, City of Nanaimo Social Planning Advisory Committee, Elizabeth Newcombe, Executive Director of the Central Vancouver Island Crisis Society, Zeni Maartman, City of Nanaimo Social Planning Advisory Committee, Marilyn Moyes, Communications Connection, Peter Guest, Director of Grants Committee with the Nanaimo Community Foundation. The Central Vancouver Island Crisis Society expects to see their volume of calls triple to 45,000 in the next 12 months and is extremely grateful for the local support in receiving a new phone system. Donors who contributed \$13,000 of the \$16,000 cost for the system were Communication Connection, Nanaimo Community Foundation and the City of Nanaimo Social Planning Advisory Committee.

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## Contacts

**Central Vancouver Island Crisis Society**  
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Nanaimo, BC. V9R 6E7  
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Toll Free: 1-877-753-2495  
Fax: (250)753-2475  
Email: [info@civics.ca](mailto:info@civics.ca)  
Webpage: [www.civics.ca](http://www.civics.ca)

**Cowichan Crisis & Info Line**  
Serving North of Malahat to Chemainus  
including Lake Cowichan  
Phone No: (250)748-1133

**Nanaimo Crisis & Info Line**  
Serving Ladysmith, Nanaimo area including  
Gabriola Island  
Phone No: (250)754-4447

**District 69 Crisis & Info Line**  
Serving Parksville, Qualicum Beach and  
surrounding area  
Phone No: (250)248-3111

The Cowichan, Nanaimo and  
District 69 Crisis & Info Lines  
are also the number for public access  
to Mental Health Crisis Response  
Services in the respective communities.

**Provincial Lines:**  
1-800-SUICIDE (784-2433)  
Mental Health Information 310-6789

**Suicide Bereavement Support Group:**  
Support for surviving the loss of a loved one  
to suicide. For information call (250)753-2495

Phone (250)753-2495 or 1-877-753-2495 for...  
Volunteer Training on the Crisis Line  
Suicide Prevention & Intervention Training  
and other customized workshops for your  
business or group.



NOW AVAILABLE FOR 2010

**Community Resource Directory**

(Parksville/Qualicum, Nanaimo, Ladysmith & Cowichan Valley)  
\$25.00 per copy

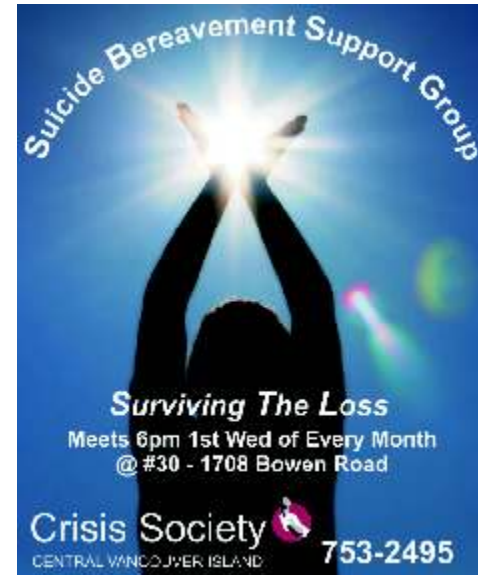
If you have lost someone to suicide, the first thing you should know is that you are not alone. Each year approximately 2000 Canadians die by suicide – the devastated family and friends they leave behind are known as “survivors.” There are multitudes of survivors who, like you, are trying to cope with this heart breaking loss. Many survivors find it comforting to talk to others who have also suffered a suicide loss.

If this sounds like something that might benefit you or someone you know, The Crisis Society offers a monthly suicide bereavement support group where survivors gather together in a non-judgmental and confidential atmosphere to talk about coping with suicide loss.

The group is facilitated by two compassionate staff who have personal experience with suicide bereavement. Guided discussion and sharing often include: what to tell other people about how your loved one has died, how to cope when friends and family don't know what to say or “say the wrong thing,” how to cope with holidays and anniversaries, how to cope with and have an understanding of the complex feelings associated with suicide bereavement including guilt, anger, stigma, shame, isolation, self-doubt, responsibility, and confusion.

We cannot take away your pain, but we can share it in an atmosphere of love, and acceptance. We understand. We accept. We support. It helps to talk, it HEALS to share.

For more information please call Lyndsay or Heather at 250-753-2495 or toll free 1-877-753-2495.



## REMINDER MEMBERSHIP RENEWAL TIME

It is that time of year for your membership renewal. Current members of the Crisis Society are asked to renew their memberships before April 30, 2010 to continue receiving their member discount.



- Member Discount on Training Workshops
- FREE Semi-Annual Newsletter
- Member Discount on Conference Room booking for your group meetings

If you are not a member of the Crisis Society and would like to become one, just call our business line at 753-2495 to sign up. New members welcome.

## COMMUNITY EDUCATION CORNER

**E**ach year our Community Education department presents Suicide Prevention workshops to high school students, teachers, counsellors, and administrators in the Central island area.

In the 2009/2010 school year we will have conveyed our hopeful message of "Speak Out, Reach Out, and Help Out" to over 1000 students in our school district and trained 100 students in a 12-hour peer gatekeeper training program called GRASP. GRASP stands for Growth, Resilience, Acknowledgement, Suicide Awareness, Prevention and Safety Planning.

GRASP is also part of research being conducted by Dr. Jennifer White at the University of Victoria; "Collaborating for Suicide Prevention in the Schools."

The Community Education Department also offers training and presentations for the community at large. Recent workshops include Applied Suicide Intervention Skills Training, Crisis Intervention Skills Training, Community Responders Training for Stz'uminus First Nation, Suicide Awareness and Response, Effective Communication and Building Better Teams, 911 briefings, RCMP Crisis Negotiation Team In-service Training Day, and Suicide Prevention for RCMP Victim Services Nanaimo.

In 2009/2010 the Community Education Department has trained close to 300 community members in these valuable skills.



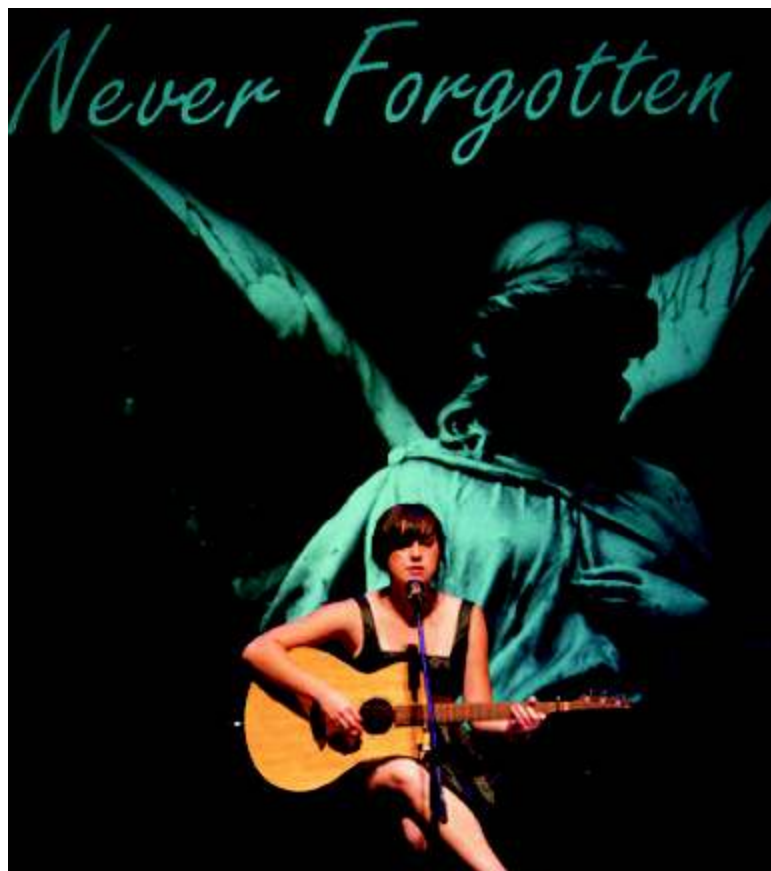
**4<sup>th</sup> Annual  
RCMP  
APPRECIATION  
NIGHT**

**Join us  
February 12<sup>TH</sup>  
@ Beban Park**

**Mark your calendar, show your support  
and consider sponsoring an officer for dinner.**

 All proceeds donated to the Central Vancouver Island Crisis Society Community Education programs.

**Call 250-753-2495 or  
toll free 1-877-753-2495 for information**



## Embrace Life Suicide is Everyone's Loss

**T**he Central Vancouver Island Crisis Society is embarking on several events to commemorate World Suicide Prevention Day in 2010.

Soles Remembering Souls, an event to honour loved ones lost to suicide, will take place at The Port Theatre in Nanaimo on Sunday September 12th, 2010.

Participants are encouraged to bring a new pair of shoes in memory of someone lost to suicide. The shoes will be donated to local agencies for dispersal to those in need in memory of your loved one.

Highlights of the event include speakers, a photo retrospective honouring loved ones lost to the tragedy of suicide, and affirming messages of hope, life, and connection.

Other planned events include a three-hour workshop "Suicide Awareness and Response" on World Suicide Prevention Day, Friday September 10th from 9:00 am - 12:00 pm.

Seating is by donation and is limited so register early by calling 250-753-2495 if you would like to take advantage of this tremendous training opportunity!

Join us in this World Wide Awareness Campaign aimed at preventing the tragedy of suicide and supporting those who have been left behind.

***Together we are making a difference...***

# Welcome to the New Vancouver Island Crisis Line Service

**M**any changes have taken place since the Central Vancouver Island Crisis Society was awarded the new Vancouver Island Health Authority contract for a single Vancouver Island Crisis Line Service on March 1st of this year, including the hiring of 13 new staff. Some would say that more than doubling your staff overnight could be a harrowing experience but not so in this case. All of our new staff came from our volunteer pool and it feels more like having old friends joining the crew. We are all excited about having them aboard and are sure they will make a great addition to the team.

There are many other changes going on too. Look out, we have come into the 21st century. There are renovations and a new phone system to get used to. Everyone has been working overtime to make sure that the transition happens smoothly inside the office and out. Debbi and Karen have been busy training the new staff with all the information they will need to be able to answer those Island wide calls. Lyndsay and Karen have also worked really hard to get all the new staff through the Applied Suicide Intervention Skills Training to sharpen up their skills. Within the next six months all the new staff will be required to complete the Crisis Worker Certification program through the American Association of Suicidology.

Meanwhile, Raymonde and Liz have been reorganizing the phone room, putting together work station areas. Carly has been immersing herself in the new phone system operating procedures so that she can pass all the necessary information on to everyone taking calls. She's also making sure that work stations in the call centre are equipped with necessary and helpful information. Debbi has been putting together a new schedule that will provide the phone room with a mix of office staff, crisis line staff and crisis line volunteers to ensure adequate 24/7 coverage for the expected increase in call volume. Heather has been updating the website to include the Island wide service. What a team!!! It's as busy as a beehive around here but everything is going smoothly and we will have taken our first calls from the new contract as of March 29th. We are expecting that over the next year we will see an increase of calls from 14,000 up to 45,000. We are going to meet those needs by increasing our crisis line workers from 2 people to 5 people on shifts through the day and from 1 person to 2 people on the overnights.

How exciting it is to be forging ahead and be able to put into place that well thought out plan that was not so long ago simply a proposal! Over the next six months communities will be transitioning their calls into the phone room. Here is a breakdown of

what that transition will look like in the different communities around the Island.

## Victoria

NEED Crisis & Information Line will continue to operate their crisis line as they have been until June 30th. After that date, callers can continue calling 250-386-6323 and they will be seamlessly transferred to the new service provider in Nanaimo.

Meetings with Emergency Mental Health Services (EMHS) and other key stakeholders will be arranged in May and June prior to the transfer of calls.

NEED plans to continue with the service delivery of other programs such as their suicide prevention program in the school and webchat. Contact their business line for more information.

## Central Vancouver Island

Cowichan Valley, Ladysmith, Nanaimo, Parkville, Qualicum Beach and surrounding areas. Local crisis line numbers and service remained unchanged at this time.

## Port Alberni & West Coast communities

KUU-US Crisis Line plans to continue their service delivery.

The Vancouver Island Crisis Line number 1-888-494-3888 is now available as of April 1, 2010. A protocol has been finalized with Port Alberni Mental Health for crisis intervention services after hours.

## Comox Valley/Courtenay

The Crossroads Crisis Line number 250-334-2455 was seamlessly transferred to the new service provider in Nanaimo on March 29th, 2010. Callers can continue to call their local crisis line number at this time.

Protocols have been finalized with the Crisis Intervention Nurses at St-Joseph's Hospital and with Mental Health & Addiction services.

## Campbell River

The Campbell River Crisis Line number 250-287-7743 has been seamlessly transferred to the new service provider in Nanaimo on March 30th, 2010. Callers can continue to call their local crisis line number at this time.

Protocols have been finalized with Crisis Nurses at the Campbell River Hospital and Mental Health & Addiction services.

## Port Hardy (Mt Waddington area)

North Island Crisis & Counseling Centre Society plans to continue their crisis line service delivery over the next year.

Dialogue continues between the North Island Crisis & Counselling Centre Society, Mental Health & Addiction services and the Central Vancouver Island Crisis Society as to what seamless transition will look like in the northern communities. Communication with key stakeholders is underway. Crisis line services available are 250-949-6033 North Island Crisis & Counseling Centre Society – Crisis Line and the Vancouver Island Crisis Line 1-888-494-3888.

The most important message we hope to get out to the public is that the transition will be seamless. Anyone who has used the local crisis line in their community can just continue calling the telephone number they have always used. That number will be forwarded to our call centre and like always will be picked up by a caring, non-judgmental crisis line worker ready to offer short term emotional support and resources when asked....business as usual!!!

# VANCOUVER ISLAND CRISIS LINE



## Serving The Whole Community

- Offering Short Term Emotional Support
- Suicide Prevention & Risk Assessment • Crisis Intervention
- 24 Hours 7 Days A Week • Confidential • Non-judgmental Acceptance
- Respect for Diversity • Cultural Sensitivity • Personal Empowerment

## Give Us A Call!



# 1-888-494-3888

An example of current promotional materials being distributed in the Port Alberni area to promote the new Vancouver Island Crisis Line service. Further promotions in other areas will be coming in the fall of 2010 as the transition progresses. Other communities are encouraged to continue to use their previous crisis line numbers in order to access the new service seamlessly.

# Upcoming Community Training

## CRISIS INTERVENTION SKILLS TRAINING

Do you work in an environment where you come into contact with difficult or demanding people? Do you find yourself in situations where you're having to deal with crisis and are lacking the confidence to effectively diffuse situations? Our two-day Crisis Intervention Skills Workshop will increase your professional development skills and give you the confidence to effectively deal with crisis situations. Seating is limited so call right away. If the class is full there will be another class this fall.

**May 13th & 14th**  
**8:30 am - 4:30 pm both days**  
**#30 - 1708 Bowen Rd, Nan. - Cost: \$199.00**  
 (next session will be Nov. 25th & 26th)

## APPLIED SUICIDE INTERVENTION SKILLS TRAINING (A.S.I.S.T.)

Do you want to feel ready, willing and able to prevent the immediate risk of suicide? Just as "CPR" skills make physical first aid possible, training in suicide intervention develops the skills used in suicide first aid. ASIST is a two-day intensive, interactive and practice-dominated course designed to help caregivers recognize and estimate risk, and learn how to intervene to prevent the immediate risk of suicide.

The workshop is for all caregivers (any person in a position of trust). This includes professionals, paraprofessionals and lay people, military and civilians. It is suitable for mental health professionals, nurses, physicians, teachers, counselors, youth workers, police, correctional staff, school support staff, clergy, and community volunteers. Seating is limited so call right away. If the class is full there will be another class coming soon.

**September 30th & October 1st**  
**8:30 am - 4:30 pm both days**  
**#30 - 1708 Bowen Rd, Nan. - Cost: \$295.00**

## Crisis Line Call Statistics

Year April 1, 2009 - March 31, 2010

	Mental Health Crisis Response	Interventions	Total	% of Calls
Cowichan Crisis Line 748-1133	224	7	1727	12.6%
Nanaimo Crisis Line 754-4447	1617	59	9857	72%
District 69 Crisis Line 248-3111	66	4	661	5%
Suicide Distress Line 1-800-SUICIDE	4	10	404	3%
Mental Health Information Line 310-6789	2	4	1003	7%
Vancouver Island Crisis Line from March 29-31	3	0	52	0.4%
<b>TOTAL</b>	<b>1916</b>	<b>84</b>	<b>13704</b>	<b>100%</b>

# Thank you to all our Donors

September 2009 to March 2010

## **ANCHORS (UNDER \$499)**

Coyote Café  
Elliot Willis  
Women of the Moose  
Fraternal Order of Eagles Aerie 2101  
Legal Services Society  
Royal Canadian Legion Branch #53  
Malahat Lions Club  
Vivianne A. Vanderpool  
Peter Martin  
Gerald & Diane Laporte  
Royal Canadian Legion Branch #171

## **LIFE PRESERVERS (\$500 - \$999)**

Kiwanis Club of Parksville - Qualicum Beach  
Chemainus Rotary Club  
June Ross  
Rotary Club of Nanaimo Daybreak  
John Jordan

## **LIGHTHOUSE KEEPERS (\$1000 - \$2499)**

Knights Mid-Island Charitable Society  
Royal Canadian Legion Branch #257  
Royal Canadian Legion Branch #256  
Nanaimo Supportive Lifestyles Ltd.  
Sharyn Ball  
Cowichan United Way

## **NORTHSTARS (\$2500 - \$4999)**

Communication Connection  
Knights of Columbus Ascension Council 7991

## **VISIONARIES (\$5000 +)**

Intraworks IT Management  
United Way Central & North Vancouver Island  
Vancouver Foundation  
Ministry of Child and Family Development  
Vancouver Island Health Authority

**YES, I too would like to make a difference by supporting the work of the Crisis Society & the 24-hour crisis lines. Suicide is everyone's loss and together we can make a difference.**

**With a donation of 20 dollars or more you will receive a receipt for tax deduction purposes.**

First Name: \_\_\_\_\_ Initial: \_\_\_\_\_ Last Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

I would like my donation to be anonymous \_\_\_\_\_

My donation is in honour of my \_\_\_\_\_ Name: \_\_\_\_\_

I would like my donation to be used in the following manner: As the Society sees fit: \_\_\_\_\_

Community Education: \_\_\_\_\_ Volunteer Training: \_\_\_\_\_ Student Gatekeeper Training: \_\_\_\_\_

Please charge to my Credit Card: Visa \_\_\_\_\_ Mastercard \_\_\_\_\_

My Card # \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Name on Card: (if different from above) \_\_\_\_\_

Signature: \_\_\_\_\_

**Please forward this form to The Central Vancouver Island Crisis Society**

**P.O. Box 1118, Nanaimo, BC V9R 6E7**

**OR you can donate online at [www.cvics.ca](http://www.cvics.ca)**

**If you have any questions please call 250-753-2495 or email [info@cvics.ca](mailto:info@cvics.ca)**



## A VOLUNTEER'S STORY



### Volunteer at the Crisis Line!

**You can help save lives and  
build a healthy community.  
And you'll gain valuable,  
practical skills for your**  
• education • employment •  
• every-day life •



**The Crisis Line is looking for  
caring dedicated volunteers from all walks of life to**  
• support people in need through our 24/7 service •

**If you would like to volunteer at the  
Crisis Line, check out our  
website: [www.cvics.ca](http://www.cvics.ca)**



**Want to make a difference?  
Volunteer at the Crisis Line!**

Call 250-753-2495 or email [info@cvics.ca](mailto:info@cvics.ca)  
**Online at [www.cvics.ca](http://www.cvics.ca)**

**Central Vancouver Island  
Crisis Society**



**T**he Crisis Society is the first place that I had ever volunteered. I have learned so much about people, mental illness, crisis, suicide and most importantly, compassion. I realized what I was passionate about, and that I had finally found my "bliss". It also taught me to put my life in perspective and realize all the things that I am truly grateful for.

Having experienced connection with those in crisis has changed me as a person. From the Crisis Society, I went on to train in lay counseling and working as a board member for the Canadian Mental Health Association Mid Island Branch. All these combined experiences have left profound footprints on my heart and soul and I now look at life and people in a whole new perspective.

The support, encouragement, friendship and laughter that I have experienced at CVICS is amazing. You are all the most wonderful people to work with, to look to as role models and friends. The positive energy at CVICS is very evident and the environment is very warm and inviting.

The amazing connection to other fellow volunteers with the same passion to reach out to others has confirmed my belief in the beautiful people in this world.

All in all, it has been the most rewarding experience I have ever gone through and I will hold it very close to my heart. I'll try not to be a stranger, I'm sure I'll see each one of you somewhere in Nanaimo and hopefully our paths will cross again. Who knows, if all goes well, I will perhaps have an opportunity to return in the future.

In the meantime, I wish you all the very best in your work, your lives and your future endeavours. I thank you all, from the depths of my heart for what you have given to me. Volunteer Hazel

### IMPORTANT - PRIVACY ACT

On January 1, 2004, the new privacy legislation came into effect. It is designed to protect individual's personal information from being misused. As you know, we love to stay in touch, keeping you posted on what's happening with the Crisis Society. We now require your consent to do so. We also want to respect your privacy. So if you no longer wish to receive our mailings, newsletters, etc. please let us know and we will delete your name from our database. If we don't hear from you, we shall assume we have your consent to stay in touch. Enjoy reading this issue of "In Connection," the Central Vancouver Island Crisis Society's newsletter.

**NANAIMO: 250-754-4447 - COWICHAN: 250-748-1133 - DISTRICT 69: 250-248-3111**  
**PROVINCIAL LINES: 1-800-SUICIDE (784-2433) MENTAL HEALTH INFORMATION: 310-6789**