

# IN CONNECTION



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April 2011 Issue

## Central Vancouver Island Crisis Society Celebrates 40 Years

**1970** - Nanaimo Crisis Centre  
Incorporation, 25 Wallace Street  
**1972** - \$200,000 grant over  
3 yrs to reach street kids on drugs  
Motto: No Booze, No Dope  
**1973** - Name change to NAID  
Nanaimo Association for  
Intervention & Development  
Motto: Here when you need us

**1984** - Community Law leaves  
focus - development of suicide  
prevention & intervention service  
**1987** - first Resource Directory  
- relocation to 477 Wallace Street  
**1989** - Name Change to Central  
Vancouver Island Crisis Society  
program focus: suicide prevention,  
intervention & postvention

**1994** - Cowichan Crisis Line  
funding provided from Canadian  
Mental Health  
**1996** - Cowichan Crisis Line  
funding from VI Providence Farm  
Community Association  
**1997** - District 69 Crisis Line  
formed- call forwarded to Nanaimo  
- Volunteer training 56 hr long.

**2003** - Crisis Line Awareness  
Week established, partnership  
begins with Malaspina facilitating  
practicum for Clinical Psych,  
AAS accreditation received,  
BC Crisis Line Association  
proclaims Crisis Line Awareness  
Week a provincial initiative for  
19 crisis lines in BC, website is  
designed.

**2004** - On-line resources made  
available as part of VIHA contract,  
Cowichan Woman Against  
Violence partnership begins, staff  
become certified AAS Crisis  
Workers, VIHA funding for public  
access to District 69 & Cowichan  
Crisis Response Team (CRT),  
new logo approved, participation  
in CISM efforts in community.

**2005 - 2007** - Relocation to  
1708 Bowen Road, 1st annual  
RCMP Appreciation Dinner  
fundraiser held, World Suicide  
Prevention Day promoted,  
1-800-Suicide calls received,  
school suicide prevention pilot  
program started in SD #68, start  
of Suicide Bereavement Support  
Group, re-accreditation for AAS.

**1976** - focus shifts from drugs  
to youth counselling, housing &  
Community Law Office -  
relocation to 361 Vancouver Street  
**1979** - focus on telephone &  
face-face counselling  
- Volunteer training - 40 hours  
**1983** - funding cuts- no walk-ins  
- relocation to 285 Prideaux Street

**1990** - Suicide rate for Nanaimo  
2x national average. Society must  
raise 80% of its own funding.  
**1992** - no 24 hr crisis assistance  
in Cowichan - Community  
Advisory Committee formed  
**1993** - Cowichan Crisis Line is  
activated on 1 yr pilot project -  
call forwarded to Nanaimo

**1998** - Staff become ASIST  
trainers & community ed begins  
- Vcr Foundation: 10,000 grant  
**2000** - becomes public access  
to Mental Health CRT in Nanaimo  
- software to computerize data  
**2002** - contract with VIHA for  
funding combines Parksville,  
Duncan & Nanaimo services

**2008** - Contract with Service  
Canada Job Creation Project,  
Chamber Sterling Award winners,  
RCMP fundraiser a huge success,  
Crisis Intervention Skills Training  
developed for the public  
**2009** - 3rd annual RCMP dinner,  
school programs grow to SD #70,  
ICarol call sheet software begins,  
received Cowichan United Way funds,  
Vcr Foundation grant \$20,000, crisis  
line honorarium for paid shifts begins,  
VIHA announces cuts, bid to be the  
1 Island Crisis Line submitted.

**2010** - VIHA bid won, Vancouver  
Island Crisis Line launched, staff  
increases from 7 to 20, hybrid of  
both volunteer & staff crisis line  
workers, new telephone system  
installed, new training sessions  
for crisis line training developed,  
84hr volunteer training, final  
RCMP Appreciation Dinner held,  
Executive Director moves from  
4 yrs as President to Treasurer of  
BC Crisis Line Assoc, call volume  
increases 15,000 to 32,000.  
Happy 40th Anniversary!

### Inside this issue:

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**Page 6:** Training & statistics  
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## Contacts

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VANCOUVER ISLAND CRISIS LINE  
 1-888-494-3888

The Vancouver Island Crisis Line is also  
 the number for public access to  
 Mental Health Crisis Response Services .

Provincial Suicide Line  
 1-800-SUICIDE (784-2455)

Provincial Mental Health Information Line  
 310-6789

Suicide Bereavement Support Group:  
 Support for surviving the loss of a loved  
 one to suicide. For information call  
 250-753-2495 or 1-877-753-2495.

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.



Cowichan  
 Central and  
 Northern Vancouver Island



Parksville  
 & Nanaimo  
 Chambers

**NOW AVAILABLE FOR 2011**

**Community Resource Directory**

(Parksville/Qualicum, Nanaimo, Ladysmith & Cowichan Valley)

**\$25.00 per copy**

## Community Education Update

Over the years, the volunteer training programs for Vancouver Island Crisis Line have been highly regarded within our communities and beyond. In the spirit of that, our staff decided to build upon our training expertise to create the Community Education Department – a department that has thrived and grown to include Crisis and Suicide prevention, intervention, and postvention training, communication skills workshops for businesses, and a thriving suicide prevention education program for our school districts.

We do annual training for school counsellors in ASIST (Applied Suicide Intervention Skills Training) and school protocols for suicide intervention and postvention, in-service training for teachers and other school district employees, and workshops for students including the popular GRASP program (growth, resilience, acknowledgment, suicide prevention & safe planning) – a 12 hr suicide prevention/education program for youth gr 9-12.

- o Public Training  
 646 trained in ASIST  
 854 trained in Crisis Intervention Skills Training  
 and other customized workshops
- o School & Youth suicide prevention training  
 495 trained school Administrators & Counsellors  
 2907 students/youth participated in workshops

We've come to an exciting time in the work we do with youth and have the good fortune to sit on a Provincial Collaborative Enquiry Team headed by Dr. Jennifer White of the Child and Youth Care department at the University of Victoria. The Crisis Society has been invited to present their youth programs at the next Child and Youth Care Conference at the University of Victoria.

GRASP Graduates, grades 9 - 12 students from Cedar High School shown below: left to right - back row Aubrey, Madi, Candace, Kaleb, middle row - Kirstyn, Rachel, Lauren, Michaela, Lindsay, Chelsea, Sheridan, front row - Griffin, Alysha, Katrina, Meghan, Desiree





# One Year of Service for the Vancouver Island Crisis Line

Vancouver Island Crisis Line - one number for the whole Island – after one year has passed, we take a look back at the successful transition. Change can be difficult but sometimes it can bring forth new possibilities. The crisis line service was challenged to make it through a difficult time of transition. The way things had been done for 40 years had to be re-examined, reshaped and streamlined to give all residents of Vancouver Island consistency in service, 24 hours a day, 7 days a week, with public access to mental health professionals in their communities.

The new one number service – 1-888-494-3888 started its transition last March by accepting calls from the Courtenay area and slowly transitioned until finally accepting calls from all areas of Vancouver Island including Victoria by the end of June. To date the new service has received approximately 31,000 calls with our busiest day seeing

142 calls answered.

Up until this time the local numbers being used by callers have been automatically forwarded into the new number seamlessly. We have been very busy distributing promotional materials announcing the new number so that we can feel confident that the public will know where to call when the local numbers are no longer in use. Even still there will be a message on the local crisis line numbers advising callers of the new one-access number. This distribution of promotional materials included updates to every school on Vancouver Island. The new number is also listed next to 911 in your local phone directories. There has been an Island wide news campaign including newspaper and radio ads run in September of 2010, January 2011, and again during Crisis Line Awareness Week. With the help of all our VIHA partner agencies such as Mental Health &

Addictions and other major community resources such as the Ministry of Children & Family we feel confident that the materials are getting into the hands of those more vulnerable callers that can benefit from the ongoing support of the crisis line.

Our main message is that anyone who feels overwhelmed with their circumstances should pick up the phone and give us a call. We can all get to that point sometimes in our lives so don't wait until you feel that your options are running out and you have nowhere to turn. We have non-judgmental, empathetic, caring people that are willing to listen and provide encouragement. Sometimes, that kind of support is all that someone needs in order to make it through a difficult time in their life. It takes courage to reach out and admit that you need help but it is the best choice you can make for yourself. So why not give us a call?

1-888-494-3888.

## Central Vancouver Island Crisis Society Historical Facts

**Administration Offices**



**Prideaux Street #1 & #2**



**Wallace Street**



**Bowen Road**



### Crisis Line Services

Over 300,000 calls answered on the crisis line in 40 years

Over 280,000 hours given by volunteers on the crisis line

From 5900 calls in 2000 to 27,000 calls in 2010 to over 31,000 call after transition

Average calls per day from 40 to 86, our busiest day being Nov 18th with 142 calls!

Number of staff from 7 to 20

Crisis Line Workers on a shift increased from 1 to up to 5 workers at any one time

Total Resources available for referrals from 950 to 3420





1-888-494-3888

VANCOUVER ISLAND CRISIS LINE



## 40<sup>th</sup> Anniversary Celebration

**S**uch apparently simple things: kindness, generosity, and service. Yet in a fast paced world, these are values that sometimes get overlooked. As such, it is with immense gratitude that the Central Vancouver Island Crisis Society would like to say "Thank you" on behalf of our staff, volunteers, and the brave men and women of the Royal Canadian Mounted Police for generously supporting the Crisis Society's 40<sup>th</sup> Anniversary Celebration and RCMP Appreciation Event.

*"Teach this triple truth to all: A generous heart, kind speech, and a life of service and compassion are the things which renew humanity."*

~Buddha

The evening opened as 44 officers in red serge, accompanied by the Pacific Gael Pipers entered the room while over 300 people from the business community, social services sector, First Nation groups, academic institutions, medical personnel, past crisis line volunteers, and many more looked on with pride and appreciation. This generosity of spirit sent a clear message that both the Vancouver Island Crisis Line and the RCMP are appreciated and supported for the work we do.

The evening was also supported by several key people such as our host for the evening Ray Evans of Island Radio, Haley Breedlove who provided the gift of her beautiful voice and musical talent in a live performance, event volunteers, and key organizations like our major sponsors Intraworks I.T. Management, MacIsaac and







## RCMP Appreciation Night

Company, Genesis Vocational Services, and Investor's Group, our media sponsors A Channel, The Daily News, and Island Radio, 24 Karat catering who outdid themselves in providing a meal, Vivid photography who captured the moments and memories of an amazing evening, Save On Foods for providing floral centerpieces, and Allen Cottell of Ambient Wave for providing the background music.

Never underestimate the power of that appreciation for an officer who has just had to leave the scene of a terrible car accident or a Crisis Line worker providing support at 3 in the morning to someone who feels they can't go on. These are our unsung heroes – and coming together as community to say “We applaud the work that you do,” means more than you can ever know.

So here's the next forty years of service, kindness, generosity, and growth as we find more ways to work together and support this island community we all love.

*“The best way to find yourself is to lose yourself  
in the service of others.”*

~Ghandi

Pictures: Left to Right, Top to Bottom:

#1 Pacific Gael Pipe & Drum Band #2 Gordon Webb #3 Bernard Callebaut Chocolates display #4 RCMP officers offered to have pictures taken with event volunteers #5 Retired Superintendent Jeff Lott and wife Meg #6(top) table setting #7Superintendent Jeff Lott Rtd. announcing the members in attendance #8 place setting #9 table of RCMP members & guests enjoying the evening #10 Incoming OIC Inspector Al O'Donnell & wife Kelly #11 & #12 (top) RCMP being ushered to their tables #13 Vivid photography booth #14 Crisis Society Staff Joanne, Heather, Debbi, Raymonde, Carly, Lyndsay, (in front) Elizabeth & Karen.





# Upcoming Community Training

## APPLIED SUICIDE INTERVENTION SKILLS TRAINING (ASIST)

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 and military and civilians. It is suitable for mental health professionals, nurses, physicians, teachers, counsellors, 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.

June 23 & 24, 2011  
 8:30 am to 4:30 pm both days  
 #30 - 1708 Bowen Road, Nanaimo

## 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.

May 24 & 25, 2011  
 8:30 am to 4:30 pm both days  
 #30 - 1708 Bowen Road, Nanaimo

## Suicide Bereavement Support Group

### Surviving The Loss

Meets 6pm 1st Wed of Every Month  
 Call for more information.



**Crisis Society**  
 CENTRAL VANCOUVER ISLAND

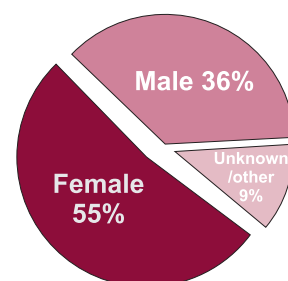
**250-753-2495 or  
 1-877-753-2495**

	MH Crisis Response Team Calls	Interventions	Total	% of Calls
1-800-Suicide Line	18	28	906	3%
Mental Health Info Line 310-6789	2	11	1,906	6%
Vancouver Island Crisis Line 1-888-494-3888	2,225	173	28,570	91%
<b>TOTAL</b>	<b>2,245</b>	<b>212</b>	<b>31,382</b>	<b>100%</b>

## Nature of Problems

Mental Emotional Health	41%
Information/Referrals	16%
Individual & Family Life	14%
Suicidal	7%
Addictions	5%
Physical Health	3%
Abuse/Family Violence	3%
Financial	2%

## Gender of Callers



- Average calls per day: 86, busiest day was Nov 18th with 142 calls
  - Follow up calls completed to high risk callers and for third party callouts: 151
  - 156 messages & 408 missed calls due to crisis line workers supporting other callers
  - 8,294 callers were asked about suicidal thoughts
  - 19,718 callers implied or it was inferred they had an increased ability to cope
- Note: Courtenay/Comox & Campbell River crisis lines transferred over April 1, 2010  
 Victoria Crisis Line transferred over June 21, 2010  
 Port Alberni & Port Hardy did not transfer their crisis lines.



## Thank you to all our Donors

This list represents all those who supported the Crisis Society financially or with in-kind donations since our last newsletter was published in March 2010. The donations listed are from April 2010 to March 31, 2011.

### Anchors (under \$499)

PhilanthroMedia Productions – Neil Cutler  
Coyote's Café  
Margaret Fraser  
Man About the House - Dave Fraser  
Johannsen Group RE – Kim & Jitka Johannsen  
Joy E. Vikstrom  
Woodgrove Centre  
24 Carrot Catering  
Ray Gerrard  
Donald & Margaret Ball  
Save on Foods  
CoalTown Picture Framing – Joanne Cruise  
Fairwinds Community & Resort  
Roger Plamondon  
Pacific Gael Pipes & Drums – Gordon Webb  
Pattie's Party Palace  
Vivid Photography – Neil Gaudet  
Mid Island Co-op  
Nanaimo News Bulletin  
Nanaimo Daily News  
Kwik Kopy – Brad McAuley  
Cowichan Women Against Violence Society  
Canadian Western Bank – Russell Burke  
Vaughan Wells  
Dave Newcombe  
John Mahaffy  
Dan Vandersluis  
Rick Owen  
Bert St-Hilaire  
Maggie Schulz  
Sharon Erickson  
Darren Empey  
Laurel Hillton  
Rebecca Burden  
Aaron Vanderpool  
Angela Anderson  
Louise Slot  
Heather Prochnicki  
Caitlin Funk  
Pamela Bartock  
Theresa Demelo  
Kim Bayliss

Maureen Dawson  
Lisa Trimmer  
Dr. Raymond Shred  
Don Coates  
City of Nanaimo

### Life Preservers (\$500-\$999)

Barrie G. Rogers  
Royal Canadian Legion Branch #191  
Herold Engineering  
Town of Ladysmith  
Campbell & Fairweather  
Cowichan Tribes – Lands & Governance  
Cowichan Tribes – Tsewulhtun Health Centre  
Dairy Queen – Larry Kulai  
Island Timberlands  
St-John Ambulance  
TD Financing Services  
Vancouver Island University

### Lighthouse Keepers (\$1000 - \$2499)

Knights of Columbus Ascension Council # 7991  
RBC Foundation  
Genesis Vocational Services – Tom Goss  
Bernard Callebaut – Christine McAuley  
MacIsaac Law Firms – John Jordan  
Investors Group  
Island Radio – The Wave & The Wolf

### Northstars (\$2500 - \$4999)

Cowichan United Way  
City of Nanaimo (Jan 2010)  
Nanaimo Community Foundation (Jan 2010)

### Visionaries (\$5000 +)

United Way Central & Northern Vancouver Island  
Vancouver Island Health Authority  
Province of BC – Gaming  
Intraworks I.T. Management – Phil Stiller  
A-Channel  
Royal Canadian Mounted Police





The donation from Nanaimo Gyro Georgia Strait Charity Challenge (Windsurfers David Strang & Ralph Petley-Jones) was greatly appreciated. The bi-annual event held in July 2010 raised \$28,000. Of that, \$2000 was donated to the Central Vancouver Island Crisis Society for youth suicide prevention education.

Pictured to the left, from left to right: Malcolm Potts: RBC Investment Advisor, Bill Joss: President Gyro Club of Nanaimo, Elizabeth Newcombe: Executive Director Central Vancouver Island Crisis Society, Saul Hilchey: RBC Investment Advisor.

## WWW.CVICS.CA Gets A Make Over



**Come check us out!**

## CRISIS LINE VOLUNTEERING JOIN THE CROWD 40 YEARS OF SERVICE



### VANCOUVER ISLAND CRISIS LINE

**IS NOW ACCEPTING APPLICATIONS  
PRIOR TO APRIL 15, 2011  
[www.cvics.ca](http://www.cvics.ca)**



**CALL 250-753-2495**

### IMPORTANT - PRIVACY ACT

On January 1, 2004, the new privacy legislation came into effect. It is designed to protect individuals' 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.

**VANCOUVER ISLAND CRISIS LINE: 1-888-494-3888  
PROVINCIAL SUICIDE LINE: 1-800-SUICIDE (785-2433) PROVINCIAL MENTAL HEALTH LINE: 310-6789**