

Vancouver Island Crisis Society

IN CONNECTION



Box 1118, Nanaimo, BC V9R 6E7 Toll Free 1-877-753-2495 T (250) 753-2495 F (250) 753-2475 E info@vicrisis.ca

Spring 2013

Crisis Chat

Online Emotional Support

Launched
June 3/13

'Chat Now'
www.vicrisis.ca

6 to 10 pm
7 nights/week



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Contacts

Vancouver Island Crisis Society
 P.O. Box 1118
 Nanaimo, BC V9R 6E7

Toll Free: 1-877-753-2495
 Phone: (250) 753-2495
 Fax: (250) 753-2475
 Email: info@vicrisis.ca
 Webpage: www.vicrisis.ca

The Vancouver Island Crisis Line
 is also the public access to Mental
 Health Crisis Response Services
 1-888-494-3888

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.

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



Cowichan
 Central and
 Northern Vancouver Island



NOW AVAILABLE FOR 2013
 Community Resource Directory
 Central Vancouver Island
 \$25.00 per copy plus shipping
www.vicrisis.ca for details

Vancouver Island Crisis Line Statistics

From April 1, 2012 to March 31, 2013

| Total Calls | 25,704 | % |
|------------------------|--------|----|
| Victoria & area | 9,827 | 38 |
| Nanaimo/Ladysmith | 6,002 | 23 |
| BC Off Island | 2,562 | 10 |
| Unknown | 2,597 | 10 |
| Campbell River & area | 788 | 3 |
| Cowichan Valley & area | 1,492 | 5 |
| Comox Valley & area | 1,343 | 5 |
| Parksville/Qualicum | 602 | 2 |
| Pt Alberni/West Coast | 308 | 1 |
| Rest of Canada/USA | 97 | >1 |
| Mt. Waddington & area | 86 | >1 |

Calls by Incoming Line

1800SUICIDE

1-800-784-2433
 (provincial)
 508 calls
 2%

310Mental Health Support

310-6789
 (provincial)
 1,299 calls
 5%

VI Crisis Line

1-888-494-3888
 23,897 calls
 93%

Reasons Why People Call the Crisis Line

| | |
|--------------------------|-----|
| Mental Health | 51% |
| Information & Resources | 14% |
| Individual/Family Life | 12% |
| Suicide | 9% |
| Addiction | 4% |
| Physical Health Issues | 4% |
| Financial & Homelessness | 3% |
| Abuse & Family Violence | 2% |
| Other | 1% |

Note: 2817 suicide risk reviews were completed

Crisis Call Interventions

| | |
|----------------------|--------------|
| 911 | 133 |
| Police non-emergency | 42 |
| MCFD | 47 |
| Other | 18 |
| MH Crisis Response | 2,119 |
| Total | 2,359 |

Mental Health & Substance

Use Crisis Response

Breakdown

by

Type of Intervention

| | # of Calls |
|-----------------------|--------------|
| Crisis Response Teams | 1,669 |
| Consult Only | 88 |
| Message Relay | 352 |
| Conference call: | 10 |
| Total | 2,119 |

Mental Health & Substance Use

Crisis Response Interventions - by team

| | # of Calls |
|---|------------|
| Campbell River Crisis Nurse | 7 |
| Courtenay Crisis Intervention Nurse | 155 |
| Duncan Crisis Response Team | 171 |
| Nanaimo Crisis Response Team | 874 |
| Parksville Mental Health | 7 |
| Port Alberni Community Response Team | 27 |
| Mt. Waddington Mental Health Daytime | 1 |
| Victoria Integrated Mobile Crisis Response Team | 877 |

DID YOU KNOW?

- ➔ 4 out of 5 people who die by suicide are men
- ➔ For every one person who dies by suicide, six additional people are profoundly impacted for the rest of their lives
- ➔ Over six million men are diagnosed with depression each year in the US (7% of the population)
- ➔ Roughly 1 in 10 American men suffer from rage or "intermittent explosive disorder"
- ➔ Anxiety Disorder is the most common Mental Health issue in the U.S.
- ➔ 17% of men will develop alcohol dependency in their lives vs 8% of women
- ➔ 20% of adults in the U.S. suffer from Mental Illness
- ➔ Men are twice as likely to suffer from anger and rage issues
- ➔ A 2009 UK review study found that anger raises heart attack risk by 28% among healthy individuals
- ➔ Among people who have been diagnosed with Post Traumatic Stress Disorder approximately 27% have also attempted suicide

A study done in Colorado show circumstances in men's lives prior to death by suicide, on men ages 25-54:

- ➔ 90% had a diagnosable Mental Health issue at time of death
- ➔ 46.3% had an intimate partner problem
- ➔ 31.6% had a problem with alcohol
- ➔ 24.3% had a physical health problem
- ➔ 27.5% had a financial problem
- ➔ 29.6% had a job problem
- ➔ 62.9% had a current depressed mood

Innovative Approach to Men's Mental Health

Campaign Uses Humor to Help Men Tackle Depression, Divorce and Suicidal Thoughts

Man Therapy, a groundbreaking new approach to suicide prevention and other men's mental health issues, was launched in Colorado in July of 2012. Man Therapy™ reshapes the conversation, using humor to cut through stigma and tackle issues like depression, divorce and even suicidal thoughts head on, the way a man would do it. The campaign is the result of a unique partnership between Cactus, a Denver-based advertising agency, the Office of Suicide Prevention at the Colorado Department of Public Health and Environment and the Carson J Spencer Foundation, a Colorado suicide prevention nonprofit organization.

"Man Therapy features our hero, the good Dr. Rich Mahogany. He's a man's man who is dedicated to cutting through the denial with a fresh approach using his rapier wit, odd sense of humor, no bullshit approach and practical advice for men," said Joe Conrad, Cactus founder and strategic director. "There exists an age-old stigma that says mental health disorders are unmanly signs of weakness. And our main character and hero, Dr. Rich Mahogany, is dedicated to smashing that."

The centerpiece of the campaign is the mantherapy.org website, where men and their loved ones will find they have a virtual appointment with Dr. Mahogany. He greets visitors, makes them feel at ease and then provides an overview of what they will find and explore during their visit. From there, visitors can navigate through Dr. Mahogany's office where they can find useful information about men's mental health including a guy's guide to Gentlemen's Health™.

The Vancouver Island Crisis Line would like to thank The Carson J Spencer Foundation, a Colorado-based organization which delivers innovative and effective suicide prevention programs, coaches young leaders to develop social enterprises for mental health promotion and suicide prevention, and supports people bereaved by suicide for supplying promotional materials and allowing us to present this information on to our readers.

*You can't fix
your mental
health with
duct tape.*

mantherapy.org

*Therapy. The way a man
would do it.*



WHY CRISIS CHAT?

Vancouver Island Crisis Line Offers Online Emotional Support

Crisis lines are credited with saving the lives of thousands of people. They are seen as a crucial link in crisis intervention. With the growing use of computers and connecting via the internet is it possible that there is a community of people needing support who are being overlooked?

According to [a report from the Canadian Internet Registration Authority \(CIRA\)](#) Canadians are the heaviest users of the internet in the world. The agency's 2013 fact book reports that Canadians have been spending an average of 45.6 hours online per month, compared to 40.3 hours in the U.S. and a world average of 24.4 hours.

While crisis lines know how to connect to people in emotional pain and distress and do it successfully every day, there has been a growing recognition that many people in distress and pain are not reaching out to crisis lines. Anecdotal evidence from crisis centres clearly shows that younger people in particular are not calling crisis lines as much as people in older generations. While younger generations have shifted much of their communication from the telephone to electronic means such as email, texting, discussion boards, and social networking, crisis lines have just begun to explore the best way to reach clients through these new media.

Online crisis services began with the Samaritans UK in 1994. According to Contact USA, centres using online emotional support have found that the services are very effective. Research in online mental health provision has documented an "online disinhibition effect" in essence a phenomenon that describes the tendency of people to open up more and say more

about themselves online than they do in a phone or face-to-face interaction.

Arguments for online crisis service provision include the fact that many people who would not traditionally call crisis lines, or for that matter, access any type of mental health service, will reach out online. Chat visitors remark that it is easier to "talk" online as it seems more anonymous and feels safer. For people

(especially teenagers) who don't have the confidence or verbal acuity required to ask for help in a face-to-face or verbally-based medium, online services are ideal. Chat specialists also remark that chat visitors also tend to disclose a lot of difficult emotional content early in a conversation, showing that chat visitors feel more comfortable in



online mediums.

Crisis Chat is also able to reach certain populations that are traditionally hard to engage in face-to-face mental health care. Such people include the homebound, people with social phobias, people who have transportation difficulties or are located in remote areas and people of all ages who view asking for help with stigma and shame. These visitors often find accessing online services is an easier and preferable first step.

The Vancouver Island Crisis Line launched Crisis Chat on June 3rd and as a starting point will be providing online emotional support every night from 6:00 pm to 10:00 pm seven days a week. Access is gained by logging on to the website at www.vicrisis.ca and choosing the "Chat Now" icon that will connect you to a crisis worker.



Youth Suicide Prevention Programs

The 2012/13 school year has been an exciting one for the Crisis Society as we've had an opportunity to put into practice what we have learned over the past several years about engaging students in meaningful dialogue regarding suicide prevention.

International Journal of Child, Youth, and Family Studies

As such, the Crisis Society is proud to announce the publication of a paper written by our Public Education Program Coordinator Lyndsay Wells, titled *Connection and Relational Engagement in a Youth Suicide Prevention Program*. The paper will appear in an upcoming edition of the International Journal of Child, Youth, and Family Studies.

Youth Mentors

Other milestones include ongoing work with students we are now calling "GRASP Mentors." These are students who have come through our 12 hour GRASP program (*Growth, Acknowledgement, Suicide Awareness, Preparation and Safe Planning*) more than once and are now working to "create a movement" in their schools and communities to promote kindness, notice people who might be struggling, and help them seek appropriate help. One mentor from NDSS in Nanaimo, Jenna Mirau, joined our Public Education Coordinator, Lyndsay Wells in April on a

symposium panel : 'Youth Suicide Prevention: Invigorating the Dialogue' held at the University of Victoria. As well, Jenna and another GRASP mentor Rachael Fritz, gave an inspiring talk called "The Price of Kindness" on the popular YouTube channel "Ted Talks" this year and we couldn't be more proud of them! To see their powerful talk yourself, please visit this link: <http://www.youtube.com/watch?v=Za21WIGop9g>

From yet another student attending the GRASP program, came an eloquent message in the form of a rap lyric written by Isaiah, a grade 11 student at Cedar Secondary. An excerpt:

"Listen"

*I always wonder if there's a reason angels fall and
why when our legs break, we learn to crawl.
It is going to get better, if your life's a storm,
you can always change the weather.
When emotions swarm we've got to stand together
and know this won't last forever.*

Kindness, compassion, finding our strength when life gets difficult, and believing we are stronger than our struggles are core values in all of our programs and it is hugely gratifying to see the ripple effect these ideas are having as the students take them and make them their own.

We are excited to look ahead to another exciting school year in 2013/14!

**School Staff & Students
Connected with This Fiscal Year 2012/13**

- ◆ School Protocols Training SD 68, 69
177 School Staff participated
- ◆ GRASP – SD 68, 79 & Stu"ate Lelum
161 students grades
9-12 participated in the program this year
- ◆ GRASP Mentors – SD 68 - 22 students were
trained as mentors and participated as helpers in
GRASP and our 80 minute presentation Speak
Out, Reach Out, Help Out
- ◆ Speak Out, Reach Out, Help Out – SD 68, 79
1,062 grade 8, 9, & 10 students attended this 80
minute presentation
- ◆ Strengthening Protective Factors in Youth –
68 community members in SD 71, Courtenay
attended

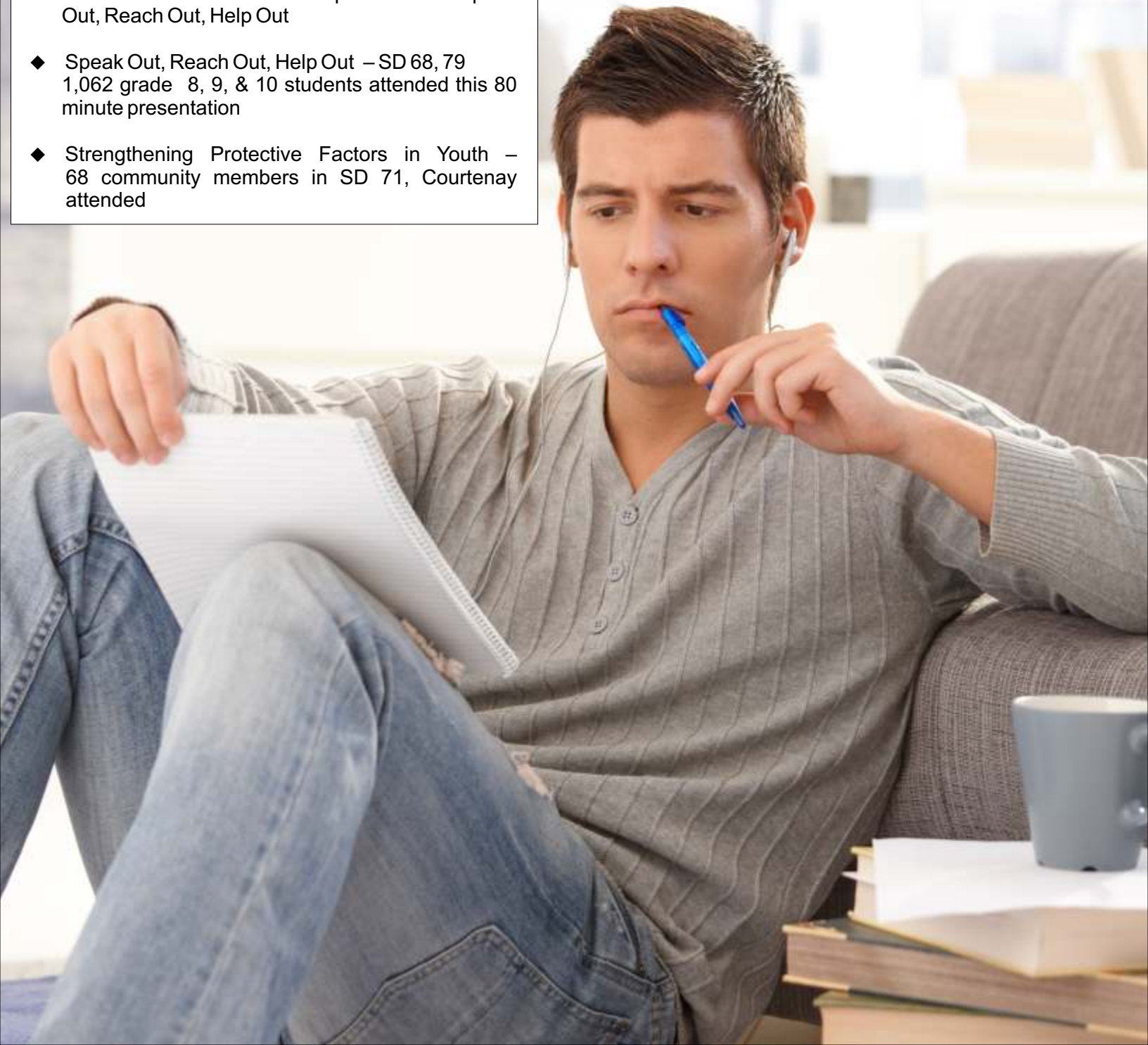
Thank you to our program sponsors:



United Way
Central & Northern
Vancouver Island



United Way
Cowichan



Vancouver Island Community Resource Update



Note: For any further information on a specific program listed please contact the resource directly and if you are needing other resource information please refer to our online resource database at <http://www.vicrisis.ca/community-resource-database/>

This month highlighting “**HOSPICE**”

Victoria:

Victoria Hospice

Richmond Pavilion, Royal Jubilee Hospital, 1952
 Bay St, Victoria, BC V9S 4P3

Phone: 250-370-8715, Bereavement Services: 250-370-8868

Hours: Monday to Friday 9:30am to 3:30pm

Provides specialized care to enhance the quality of life for those facing advancing illness, death, and bereavement through skilled and compassionate care, education, research, and advocacy. Offers counselling for patients and their families on issues related to grief, death, and dying; help with practical concerns like funeral planning, Wills, and finances; spiritual care for all faiths, cultures, and beliefs; assessment and grief counselling as needed for one year following the death; and a variety of support groups and services for adults and children.

www.victoriahospice.org

email: hospice.bereavement@viha.ca

Sooke Hospice

6669 Goodmere Road, Sooke, BC V9Z 1H7

Phone: 250-642-4345,

Hours: 24 hour monitored answering machine.

24 hour care available.

Sooke Hospice offers specialized medical care in progressive and advanced terminal illness; bereavement programs for family members and others experiencing grief due to a death; counselling and spiritual support for patients and families; and trained volunteer support and companionship. - Sooke Hospice is a team of concerned people who offer care for those with life threatening illnesses and offer support and understanding to their families. The team

includes a physician and nurse who have received special education, and a group of specially trained volunteers. Sooke Hospice attempts to help in any way that is appropriate to the individual's or family's needs, such as pain management, nursing assistance, counselling and volunteer support. Sooke Hospice assists with the control and relief of pain and discomforts of the illness, as well as coordinates home support services. Sooke Hospice respects the personality and individual rights of each patient and their family. Services are free and available to all who feel they would like greater control over the choices they may wish to make about the quality of their life. Sooke Hospice may be able to lend appropriate medical equipment to patients, such as beds and special mattresses for the bed-ridden. Sooke Hospice has an extensive bereavement support program for those who have lost someone in the Hospice program or for anyone dealing with a loss through death. A library of books, tapes and videos on death and bereavement is available.

www.sookehospice.com

email: 4sooke@telus.net

Salt Spring Hospice

#203 Upper Ganges Centre, Ganges, Salt Spring Island, BC V8K 2W2

Phone: Business Line 250-537-2770,

Cell 250-537-6411,

Hours: Monday & Wednesday 1pm to 5pm

Loans medical equipment.

Provides volunteer emotional support to patients and their families and friends whom have recently diagnosed with life-threatening illness, patients with chronic or terminal illness.

www.saltspringhospice.org

email: office@saltspringhospice.org

Connecting Resources Island Wide

HOSPICE

Cowichan Valley:

Cowichan Hospice

3122 Gibbins Road, Duncan, BC V9L 1G2
 Phone: Toll Free 1-888-701-4242 Business Line
 250-701-4243,

Hours: Monday to Friday 9am to 3pm

Hospice volunteers provide: compassionate emotional support for people living with advancing illness and their families and for those grieving a loss. Across the Cowichan region we provide: one on one and phone support - drop-in grief support - Palliative home program - Palliative hospital program - vigil support in the last days of life - Spiritual and Pastoral care - resource library open to public - community resource listings - grief groups - walking group - suicide bereavement support group.

www.cowichanvalleyhospice.org

email: cvhospice@shaw.ca

Nanaimo:

Nanaimo Hospice

1729 Boundary Ave., Nanaimo, BC V9S 4P3

Phone: 250-758-8857

Hours: Monday to Friday 9am to 4pm

Hospice staff and trained volunteers provide compassionate care and support to the terminally ill, their families and the bereaved as they struggle with end of life issues.

Adult Grief Programs:

Professional Counselling - Grief Support for All Ages - Finding My Way-Walking Group-Companions Through Grief - Surviving Widowhood - Self Care Clinic - Grief Support for Seniors - Bereavement Follow-up - Library & Resources - **Teen and children grief support programs also available.**

Palliative Programs: Support in your home - Support in hospital - Caregivers Counselling - Self Care Clinic. Also involved in community outreach programs - see website for more information

www.nanaimohospice.com

email: info@nanaimohospice.com

Parksville/Qualicum:

Oceanside Hospice

210 Crescent Rd W, Qualicum Beach, BC V9K 1J9

Phone: 250-752-6227,

Hours: Monday to Friday 9am to 4pm

Hospice is a "philosophy of care". Is it the active, expert, compassionate care of people with serious, progressive illness when cure is not expected. Those who are dying are traveling a special journey and hospice care provides these "travelers" with companionship and loving care for the final journey of life. At some time, in some way, we must all face the end of life. Hospice strives to meet the physical, psychological, social and spiritual needs of clients and their families. Our compassionate, caring volunteers work in conjunction with Continuing Community care (Home care Nursing & Home Support) as well as Family and Palliative Physicians and the Nanaimo Hospice Palliative Care program at the Nanaimo Regional. Our programs include: Grief Counselling: with a professional grief counsellor to discuss loss and receive practical and emotional support there is no charge for up to three sessions and arrangements can be made for further support: One to One Client Service Volunteers: volunteers visit with ailing and or grieving clients. They can also assist the family by providing emotional support and information: Grief Support Groups: Individuals who have lost a loved one come together with a professional grief counsellor for six to eight weeks in a safe, confidential environment where they can share, explore and connect with others who are experiencing loss: Grief Walking Group: anyone who has experienced a loss may participate in fresh air, exercise and receive support from the group and/or volunteers. People are referred to this group after seeing the grief counsellor, having one to one support or having participated in a grief group: Equipment Loan Service: all equipment is loaned, free of charge to our palliative clients. It is delivered and set up by Hospice volunteers. Although there is no charge for this service, donations of money and/or equipment are gratefully accepted and are used to update, maintain and store the equipment: Self-care clinic: Reiki, Healing Touch, etc. for caregivers, palliative people, and grieving people.

www.oceansidehospice.org

email: info@oceansidehospice.org

Connecting Resources Island Wide

Port Alberni:

Alberni Valley Hospice

2649 - 2nd Avenue, Port Alberni, BC V9Y 1Z8

Phone: 250-723-4478,

Hours: Monday to Friday 9:30am to 4pm

A registered, non-profit volunteer organization - Aims to provide compassionate, supportive, non-medical care to persons affected by a progressive life limiting illness or death - Provides educational support, respite care, and support groups -

Caregivers Time-Out Group: For anyone experiencing the joys and stresses of caring for an adult with a life limiting OR chronic illness that may at some point become life threatening - Every 2nd and 4th Tuesday 1:30-3:00pm - Meets at Ty Watson House (lower level) 2649 2nd Avenue - Phone AV Hospice for information and registration

Bereavement Walk and Talk Group: Group meets for a .75 to 1 hour walk and then returns to Ty Watson House for a beverage and a chat about issues they are facing Saturdays 10am-12pm - Phone AV Hospice for information and registration.

www.albernihospice.ca

email: theresa@albernihospice.ca

Comox Valley:

Comox Valley Hospice

2137 Comox Avenue, Comox, BC V9M 1P2

Phone: 250-339-5533 After Hours: 250-334-7475,

Hours: Monday to Friday 9am to 3pm

Palliative Care Program: Referrals to the Clinical Care and/or Volunteer Coordinator for assessment and assignment of trained volunteers and/or anticipatory grief counsellors who provide emotional support, companionship and respite to individuals living with a life limiting, life ending illness and/or families caring for a dying family member, whether at home, in hospital or care facility. Information about palliative care resources, and referrals to related care agencies can be made .

Bereavement Care Program: Referrals to the Clinical Care Coordinator for individual assessment, counselling and referral. Trained hospice volunteers offer one-on-one emotional support.

Monthly & Weekly Grief Support Groups;
Bereaved Parents - Widow & Widowers Group -

Walking Group for Grievors - Time limited, on going and ad hoc groups are provided - Group availability varies - Healing from Loss - General bereavement group.

Community Education; The Executive Director and Board members welcome opportunities to speak with community groups about hospice palliative care. The Society hosts several events each year to inform the public about end of life issues.

Equipment Loan Program; Hospital beds and special pressure relief mattresses are loaned to those who are palliative and choose to stay at home. - Non-Traditional Support (i.e., Healing Touch, and Reiki) - Healing touch and Reiki are offered by volunteers with specialized training in those approaches. This may facilitate relaxation for individuals experiencing anxiety or related distress, and may be provided in the hospital, other care facilities, or in their own home.

www.comoxhospice.com

email: admin@comoxhospice.com

Campbell River:

Campbell River Hospice

Ste 104-301 Dogwood, Campbell River, BC V9W 2Y1

Phone: 250-286-1121,

Hours: Monday to Friday 9am to 3pm

Campbell River Hospice Society exists to provide compassionate support and companionship to individuals facing death, their families and their friends, and to those grieving a loss due to death Non-profit organization dedicated to easing the crisis of terminal illness and grieving for patients and families. Volunteer program, support groups, bereavement, palliative care

www.crhospice.org

West Coast:

Pacific Rim Hospice

240 Neill St, Tofino, BC Phone: 250-725-1240

Hours: Monday to Friday 9am to 3pm

Pacific Rim Hospice Society provides care and support for individuals and families facing life-threatening illness, death and bereavement. Hospice volunteers and counsellors provide emotional care for the dying, the bereaved and those facing life threatening. Supported by a board of directors and permanent staff, 25 volunteers provide services to people living in Ucluelet, Tofino and the neighbouring First Nations communities.

pacificrimhospice.wordpress.com

email: kim@pacificrimhospice.ca

Suicide Bereavement Support Group Conference

Thursday November 21st from 9-4 pm

With the Vancouver Island Crisis Society now taking an island wide approach to supporting suicide bereavement efforts in our communities, we are happy to announce our first ever Suicide Bereavement Support Group Conference taking place in Nanaimo.

The day will feature the most recent information on suicide bereavement gleaned from the conferences of The American Association of Suicidology and the Canadian Association for Suicide Prevention along with ample opportunity to connect in a safe, non-threatening environment.

Registration can be completed starting October 1, 2013,
on the Crisis Society website at www.vicrisis.ca

Who Should Attend

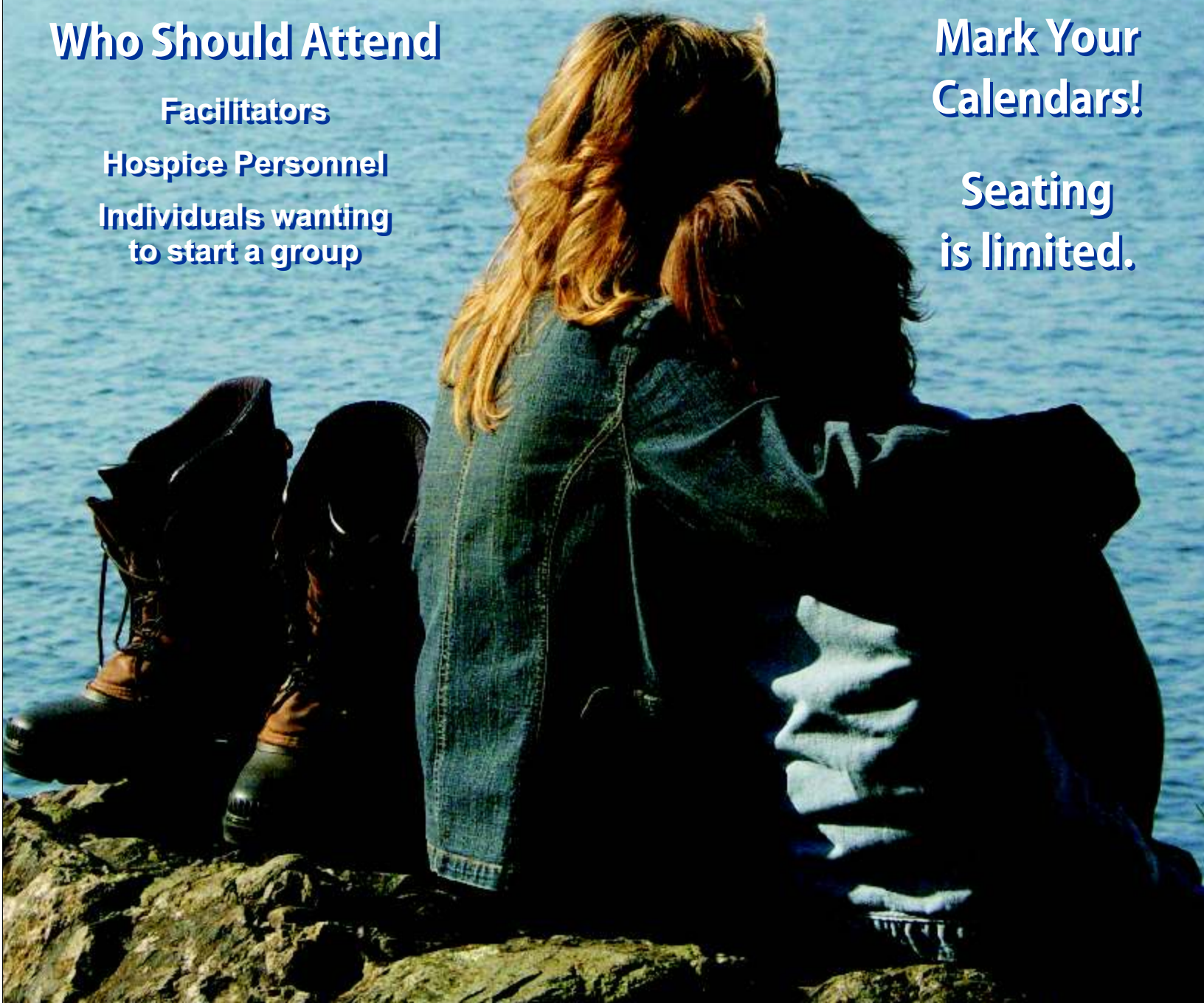
Facilitators

Hospice Personnel

**Individuals wanting
to start a group**

**Mark Your
Calendars!**

**Seating
is limited.**





BC's 1800SUICIDE & 310Mental Health Support Line Networks Receive Funding Until March 2014 from Provincial Health Services Authority

The Crisis Line Association of BC had until the end of June 2013 in which to secure sustained, annualized funding for their 1800SUICIDE and 310Mental Health Support Line networks. The Provincial Health Services Authority came through with \$120,000 to keep these two crucial networks operating until March 2014. This will allow for time for further discussions to take place regarding future sustainable funding beyond the fiscal year.

The Vancouver Island Crisis Line is one network partner that answers calls on these two provincial networks. We answered 12% of the calls on those networks, primarily coming from Vancouver Island. These networks enhance immediate access to 24-hour crisis line services for anyone in the province with suicide or mental health issues and/or concerns.

CLABC developed the networks to enhance crisis line accessibility and launched 1800SUICIDE in 2004 followed by the 310Mental Health Support Line in 2008. The easy to remember, toll-free numbers use routing technology to direct calls to the nearest network crisis line partner. During times when demand for service is high, calls are automatically re-routed to other crisis lines thereby increasing response capacity. Efforts to replicate the success of these networks are currently underway at a national level across Canada.

1800SUICIDE and 310Mental Health Support Line network crisis line partners have now responded to more than 50,000 successfully routed calls. This is no surprise given that phones on both the Lions Gate and Iron Workers Memorial bridges immediately connect callers to 1800SUICIDE and a quick Google search returns many websites including Ministry of Health, Erase Bullying, and HealthlinkBC which cite the network numbers as resources.

Once connected to a crisis line, callers receive support and information intended to increase their ability to cope with whatever it is that has caused their distress. This cost-effective service can be life-saving while at the same time decreasing demand on overburdened police, ambulance and hospital resources.

Network partner crisis line call-takers – many pursuing careers in professions such



as policing, medicine, teaching, mental health and social work – take their knowledge, skill and ability back into their communities, which significantly increases this province's safety-net and response capacity.

1800SUICIDE and the 310Mental Health Support Line were developed and have been supported with one-time funding grants and transitional dollars obtained from Hydrecs, Vancouver Foundation, Provincial Health Authority, Mental Health Literacy and the Bell Mental Health Fund. The current challenge is acquiring annualized sustainable funding now beyond March 2014.



**NEW
Multi
Languages**

Island Wide Online Community Resource Database

New Feature – view your search results in multiple languages on the

Start by going to our website www.vicrisis.ca

Select Resources

Select Community Resource Database

After you have completed your search, take a look at the top left corner for “Select language”.

The database is connected to google search and can translate your search findings into multiple languages.

Check it out for yourself.



Why would I call?

addiction - anxiety - breakups - bullied
depression - financial strain - grief
losses - worries - problem solving
thinking about suicide



*Helping People
Find Their Way*



Who will answer?

professional - empathetic - non-judgmental
confidential - anonymous - respectful
connect to Mental Health Professionals
24 hours a day - 7 days a week



1-888-494-3888

VANCOUVER ISLAND CRISIS LINE

SUPPORT LOCAL RADIO STATIONS WHO SUPPORT THE CRISIS LINE

Island Radio and The Q and The Zone, Victoria are part of the Jim Pattison Broadcast Group. We're all about community and we're dedicated to making our radio stations the voices of the cities we are fortunate to serve. Our philosophy is simple; **Local, Local, Local**. By working with organizations like the Vancouver Island Crisis

Society we further our mandate in a very relevant way. The society's efforts in crisis and suicide prevention, plus providing emotional support and information about community resources is invaluable. We are proud to be able to assist in getting their message out to our listeners.

Rob Bye, General Manager/GSM





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 November 2012. The donations listed are from December 1, 2012 to May 31, 2013. We would especially like to thank those organizations that contributed to keep our Youth Suicide Prevention Programs in our schools.

Anchors (under \$499)

Tigh-Na-Mara Seaside Spa Resort &
 Conference Centre
 Paradieso Spa
 Carly England
 Donald Lorne Ball
 Knights of Columbus Ascension Council 7991
 Marilyn Marshall
 Board of School Trustees District No. 68
 (Nanaimo-Ladysmith)
 TLC Entertainment
 Longwood Brew Pub & Restaurant
 Milano's Ristorante
 Acme Food Co.
 Montana's
 Swiss Chalet
 Nanaimo Daily News
 Joy Vikstrom

Life Preservers (\$500-\$999)

Lighthouse Keepers (\$1000 - \$2499)

Northstars (\$2500 - \$4999)

Grant Thomas McDonald Ltd.
 United Way Cowichan

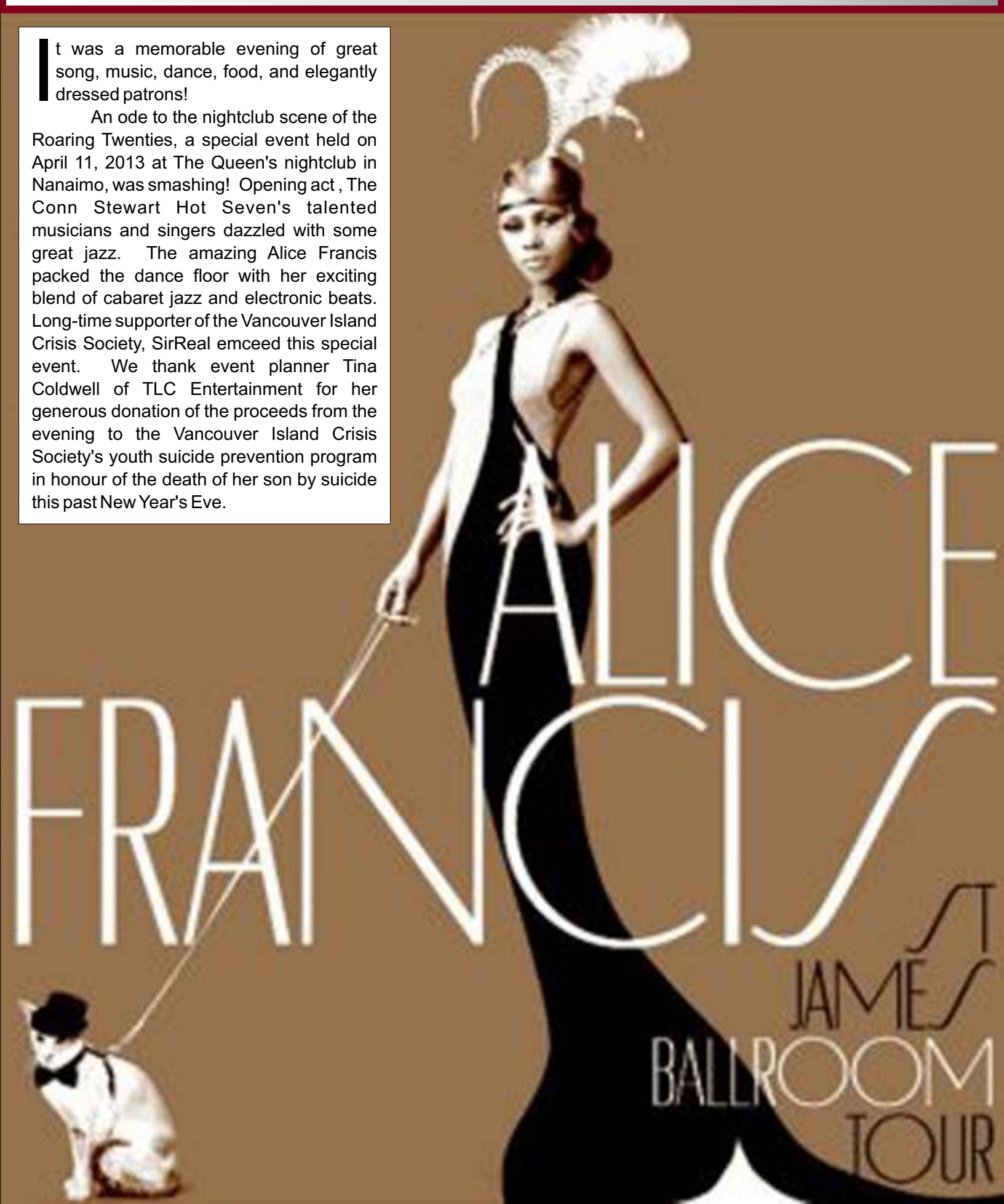
Visionaries (\$5000 +)

Coast Capital Savings
 MacIsaac & Co. - John Jordan
 Intraworks I.T. Management – Phil Stiller
 United Way Central & Northern Vancouver Island
 Province of BC – Gaming
 Island Radio – Jim Patterson Group
 Vancouver Island Health Authority



It was a memorable evening of great song, music, dance, food, and elegantly dressed patrons!

An ode to the nightclub scene of the Roaring Twenties, a special event held on April 11, 2013 at The Queen's nightclub in Nanaimo, was smashing! Opening act, The Conn Stewart Hot Seven's talented musicians and singers dazzled with some great jazz. The amazing Alice Francis packed the dance floor with her exciting blend of cabaret jazz and electronic beats. Long-time supporter of the Vancouver Island Crisis Society, SirReal emceed this special event. We thank event planner Tina Coldwell of TLC Entertainment for her generous donation of the proceeds from the evening to the Vancouver Island Crisis Society's youth suicide prevention program in honour of the death of her son by suicide this past New Year's Eve.





CRISIS LINE VOLUNTEERING

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OVER 40 YEARS OF SERVICE



Vancouver Island Crisis Line

Give back to your community

By giving the gift of time

Gain necessary volunteer hours for Grad School applications

Note: Shifts are done in Nanaimo

Thank you to all our volunteers for their service this past year from
Victoria, Duncan, Courtenay, Parksville, Nanaimo, Port Alberni & Campbell River

Call 250-753-2495 or 1-877-753-2495

Visit our website at www.vicrisis.ca





Pictured above from left to right, Kelly Paul, John Sampson, Bernice Smith with elder Dorothy Henry in front.

Snuneymuxw Community Welcomes Heliset Hale Marathon Runners

The Heliset Hale Marathon runners led by Kelly Paul and joined by Bernice Smith and John Sampson, all from Tsartlip First Nation in Saanich, were warmly greeted by the Snuneymauxw community on Tuesday, June 11th. Elder, Dorothy Henry, from Pauquachin travelled to Nanaimo to share in the festivities and to support the efforts of the team.

The team started its 535 kilometre run on May 18th in Port Hardy and will finish the run in Tsartlip June 21st, on National Aboriginal Day. They are visiting First Nation communities, high schools and middle schools along the way in the hopes of sharing their important message and raising awareness about suicide prevention.

Kelly, who lost her brother to suicide, is wanting to bring the subject out of the darkness and spread the message that we need to start talking about it. She

believes that by talking about it we can begin the healing.

At the luncheon several people in the community shared their stories. As painful as it was, it was important to put words to it and realize that there is a community of support and that the community is the medicine. Kelly stated that this is the kind of sharing and coming together that was taking place in all the communities that Kelly and her team had visited.

The Vancouver Island Crisis Line along with other supporting agencies joined the celebration. The crisis line is there for anyone who is struggling and would like to have their pain heard, 24 hours a day, 7 days a week. Call 1-888-494-3888 or visit our website at www.viccrisis.ca and access online support by using the CHAT NOW button every night from 6 to 10 pm.



Training Opportunities



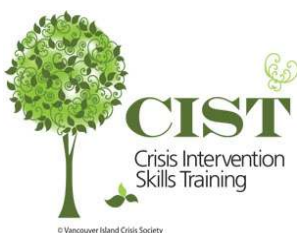
Next workshop
will be held on
September 26th & 27th,
8:30 - 4:30 both days
#30, 1708 Bowen Rd,
Nanaimo.

ASIST is research based, two-day intensive, participatory course designed to help caregivers recognize and assess persons at risk, and master a model for effective suicide intervention. ASIST has been highly evaluated, and remains the most widely used suicide intervention training program in the world

Participants will:

- ➔ Clarify their values & beliefs about suicide
- ➔ Enhance their understanding of suicidal behaviour
- ➔ Recognize, &, assess the risk of suicide
- ➔ Develop the working knowledge & skills for effective suicide intervention (model presented)
- ➔ Talk about suicide and cooperate in sharing info and resources

For more information and registration forms please visit our website at : www.vicrisis.ca



This two day research based workshop has been designed to teach a strengths based approach to the communication, assessment, and suicide response skills essential for crisis intervention.

During this two day interactive program participants will learn:

- ➔ The definitions of crisis
- ➔ How to shift focus from "At Risk" to an "At Promise" perspective
- ➔ How to apply a crisis intervention model in crisis situations
- ➔ How to effectively assess crisis situations
- ➔ How to facilitate the development of a short term coping plan for a person in crisis
- ➔ How to spot the warning signs for suicide and effectively intervene
- ➔ Community resource information
- ➔ Effective safety planning
- ➔ Effective ways to find the "keys" to unlock hope in a person in crisis

The next workshop is October 15th & 16th, 2013 from 9 to 4 both days. For information or registration see our website @ www.vicrisis.ca

BOOK THE CRISIS SOCIETY
to come to your organization with one of our
CUSTOMIZED TRAINING PROGRAMS:

Communication in the Workplace

Effective communication can reduce defensiveness and hostility in co-workers and employees, and create positive team and family environments. Through interactive presentations, discussions, exploration and practice, participants will learn:

- ➔ The foundations of effective communication and the impact of perceptions
- ➔ How to give constructive feedback
- ➔ How to handle difficult situations
- ➔ Active listening skills for emotional and angry individuals
- ➔ How to set boundaries and recognize toxic behaviours

Suicide Awareness and Response

Suicide Awareness and Response is a research based workshop for anyone interested in learning current, research based information about suicide. Through interactive presentations, discussions, exploration and practice, participants will learn:

- ➔ How to recognize Warning Signs and respond to a suicidal person
- ➔ How to explore and access appropriate community resources
- ➔ Common misperceptions about suicide and the stigma that surrounds it.
- ➔ How to define personal boundaries and responsibilities

Suicide Bereavement - Hope and Healing

This 3 hour workshop is designed to build capacity and awareness of Postvention for caregivers working with survivors of suicide. It is our belief that if survivors can understand the dynamics underlying this sudden and traumatic loss, they will be better able to work through the trauma and thereby allow the natural grieving process to unfold, and prevent long term effects.

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 in our Island Community. We now require your consent to do so. We also want to respect your privacy. So if you no longer wish to receive our newsletter please email us at info@vicrisis.ca....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 Vancouver Island Crisis Society's newsletter.

VANCOUVER ISLAND CRISIS LINE: 1-888-494-3888

PROVINCIAL: 1800SUICIDE (1-800-785-2433) 310MENTAL HEALTH SUPPORT (310-6789)



In Honour of **WORLD SUICIDE PREVENTION DAY**

Innovative New Approaches to Suicide Prevention

An interactive three hour workshop presenting current research from the conference of the American Association for Suicidology and practical caregiver tools for suicide prevention.

| | |
|----------------------|------------------------------|
| Victoria: | September 10 & 11 |
| Tofino: | September 13 |
| Duncan: | September 16 |
| Ladysmith: | September 16 |
| Parksville: | September 17 |
| Courtenay: | September 19 |
| Port McNeill: | September 20 |

For further information and registration
visit our website at www.viccrisis.ca





BC Association of Community Response Networks

Older adults in our communities continue to find themselves in vulnerable situations and still experiencing various forms of abuse and neglect," said Sherry Baker, Executive Director of the BC Association of Community Response Networks.

According to Ministry of Health documents, between 4 and 10 percent of seniors will experience some form of physical, emotional, financial or sexual abuse. It is also believed that abuse of seniors is significantly under reported.

As communities around the province prepared to promote the annual World Elder Abuse Awareness Day, local Community Response Networks (CRNs) offered educational activities to increase seniors' awareness of the different forms of abuse and neglect.

The local Southern Vancouver Island Community Response Network includes community, social and health service organizations, government agencies, community minded individuals, local business and seniors. Regional Mentor, Pam Alcorn, has been meeting to determine how each can best support and assist seniors in the Southern Vancouver Island area.

Pam Alcorn relayed the experience of an elderly gentleman who attended a recent workshop. "Bob, 67 years old, had been seen standing on a street corner for hours at a time. He sat attentively listening to the presentation and once it ended, approached one of the CRN members seeking assistance."

Pam continued, "Bob lived alone, did not eat well nor cook for himself. After a visit to the hospital for a check-up, Bob was referred to and moved into public housing where he received the necessary support. He is now participating in seniors activities and enjoying life again."

While the South Vancouver Island CRN does not directly offer services, it supports a coordinated approach to help abused, and neglected adults get the support and assistance they need. In Bob's case, the hospital, public housing authority, seniors' centre and the community's volunteer service - all members of the CRN - came together and worked with Bob to determine what he wanted.

The Vancouver Island Crisis Line attended activities in Victoria along with many other agencies including Victoria Police, RCMP, the Public Guardian Trustee, and VIHA on June 15th to bring awareness

World Elder Abuse Awareness Day

June 15

Wear
PURPLE



SENIORS LIVING IN DIGNITY

promote World Elder Abuse Awareness Day.

If you'd like more information, or you wish to schedule an interview with the CRN Spokesperson, please call Pam Alcorn, Regional Mentor, South Vancouver Island at 250-710-2524 or email pam.alcorn@bccrns.ca.

BC Association of Community Response Networks (BC CRN) online Fact Sheet on Abuse: <http://www.bccrns.ca/generated/resourcesweaad.php>

C R I S I S

C H A T



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www.viccrisis.ca

7 nights a week 6 to 10 pm



Another service provided by

The Vancouver Island Crisis Line

1-888-494-3888