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Vancouver Island Crisis Services Statistics
April 1, 2018 to March 31, 2019

<table>
<thead>
<tr>
<th>Service</th>
<th>Crisis Line</th>
<th>Crisis Chat</th>
<th>Crisis Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Calls</td>
<td>32,376</td>
<td>807</td>
<td>925</td>
</tr>
<tr>
<td>Victoria &amp; area</td>
<td>14,294</td>
<td>223</td>
<td>258</td>
</tr>
<tr>
<td>Nanaimo/Ladysmith</td>
<td>6,488</td>
<td>190</td>
<td>375</td>
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<tr>
<td>Unknown</td>
<td>3,304</td>
<td>20</td>
<td>6</td>
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<tr>
<td>Cowichan Valley &amp; area</td>
<td>1,469</td>
<td>61</td>
<td>29</td>
</tr>
<tr>
<td>Comox Valley &amp; area</td>
<td>1,555</td>
<td>39</td>
<td>90</td>
</tr>
<tr>
<td>Campbell River &amp; area</td>
<td>864</td>
<td>44</td>
<td>120</td>
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<tr>
<td>BC Off Island</td>
<td>1,167</td>
<td>44</td>
<td>22</td>
</tr>
<tr>
<td>Parksville/Qualicum</td>
<td>1,485</td>
<td>18</td>
<td>10</td>
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<tr>
<td>Pt Alberni/West Coast</td>
<td>1,335</td>
<td>155</td>
<td>11</td>
</tr>
<tr>
<td>Mt. Waddington &amp; area</td>
<td>176</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Rest of Canada/USA</td>
<td>239</td>
<td>7</td>
<td>0</td>
</tr>
</tbody>
</table>

Why People Call the Crisis Line

- Mental Health: 49%
- Suicide: 10%
- Information & Resources: 5%
- Individual/Family Life: 3%
- Addiction: 3%
- Physical Health Issues: 13%
- Basic Needs & Homelessness: 4%
- Abuse & Family Violence: 4%
- Other: 4%

Total Number of Contacts by Our Crisis Workers for Each Service

<table>
<thead>
<tr>
<th>Service</th>
<th>Quantity</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1800SUCIDE</td>
<td>270,681</td>
<td>77%</td>
</tr>
</tbody>
</table>
| 1-800-784-2433 (provincial)    | 1,418    | 4%
| 310Mental Health Support       | 3432     | 9%
| 310-6789 (provincial)          |          |   |
| VI Crisis Line                 | 27,256   |   |
| 1-888-494-3888                  | 1,732    |   |
| VI Crisis Chat & Crisis Text   | 3348     |   |
| Canada Suicide Prevention Service | 724     |   |
| 1-833-456-4566                 |          |   |

Mental Health & Substance Use

Crisis Response Interventions (Crisis Calls)

- Campbell River Crisis Nurse: 17
- Courtenay Crisis Intervention Nurse: 132
- Duncan Crisis Response Team: 54
- Nanaimo Community Outreach Response: 566
- Oceanside Crisis Response Nurse: 7
- Port Alberni Community Response Team: 69
- Mt. Waddington Mental Health Daytime: 1

Note: Communities with lower intervention numbers have the option to access mental health crisis services directly.
School Program Innovations by the Crisis Society

by Lyndsay Wells
Community Education Program Coordinator

COPE uses the principals of mindfulness to help students from Grades 5 to 7 achieve better mental wellness and cope with issues like anxiety, overthinking, stress, sleep loss, and social media use – all things that recent research tells us can contribute to mental health issues and suicidal ideation.

COPE is taught in four 60-minute sessions and covers:

Communication: Talking with a safe adult about our struggles or the things we worry about helps us COPE. What does it mean to COPE? Becoming aware of how we speak to ourselves and the ways we think about ourselves can teach us how to be our own best friend. How to communicate our feelings through art, poetry, journalling, culture. What it means to have someone listen. What a safe adult is. What it looks like if they call, chat, or text our Crisis Services.

Options: What are options? What does it mean to have options? Exploring internal and external options. Mindfulness, self-care, self-compassion.

Perspective: Tools for handling overthinking, worry, and anxiety. Helping students learn how to put things back into perspective for themselves and see the gifts in difficult times. Helping learners understand their own strength and resilience.

Enjoy Life: It’s about balance and finding a sense of calm or peacefulness even when we go through a hard time. Creating intentional happiness. Students identify things that contribute to their personal happiness. This also includes an exploration of gratitude and a gratitude project following COPE.

On behalf of Cumberland Community School, I would like to convey our heartfelt thanks and great appreciation to Lyndsay Wells and the Vancouver Island Crisis Society for the very informative and engaging COPE presentation. The Grade 7 class to whom Lyndsay presented learned some very important coping skills for dealing with life’s stresses and struggles that will help to immunize them against any future mental health challenges.

I have recommended the COPE program to my counselling colleagues in the [Comox Valley School District] and look forward to scheduling the presentation again next year.

With appreciation,

Mike Copes, Counsellor
Cumberland Community School

Note: There is also a version of COPE designed for Indigenous learners. It has been informed by the national We Matter campaign, research from Dr. Jennifer White at the University of Victoria, and consultation and collaboration with Indigenous educators, elders, community members, and students. Schools can request the version they think will be most suited to their students’ needs. The program can also be adapted as a blend of both.

School Program Innovations continued on page 4
School Program Innovations  continued from page 3

Since its start date in January, 2019, COPE has been presented to 300 students at Rock City Elementary, Fairview Elementary, and Pleasant Valley Elementary in Nanaimo. The Indigenous version of COPE was presented at Alexander Elementary in Duncan.

Cumberland Community School brought in our entire school package: COPE for Grades 6 and 7, Speak Out, Reach Out, Help Out – Unplugged for the Grades 5 to 9 on Youth Mental Health Day (May 7), and GRASP for 12 motivated student leaders.

Next year, we hope schools will take advantage of the entire package so that as many young people as possible are armed with the valuable, life-saving information the three presentations bring.

GRASP (Growth, Resilience, Acknowledgement, Suicide Awareness, Prevention and Personal Planning) will consist of four, two-hour sessions, beginning in the Fall of 2019.

Focussing anew on imparting peer helper skills, this gatekeeper program will be facilitated to a minimum of 8 participants and a maximum of 12 participants per presentation.

Speak Out, Reach Out, Help Out – UNPLUGGED takes on an exciting new format with a shorter, 45-minute TED Talk style presentation. Versions of SOROHO for both elementary and high school students were presented in schools throughout Vancouver Island.

- Beginning in the Fall of 2019, a maximum of 100 students from Grades to 5 to 7 will attend a presentation of SOROHO.
- A maximum of 50 students from any of the Grades 8 through 12 will participate at a presentation of SOROHO.

We recently had the Speak Out Reach Out Help Out presentation at Queneesh Elementary [in Courtenay] for our Grades 6 and 7 students. Lyndsay did an absolutely fabulous job of combining the perfect amount of self-disclosure, popular video bits (the students could relate to), and an effective visual prop.

The incredibly meaningful Spoken Word was a wonderful way to demonstrate bravery and share important content. The 45-minute long presentation was just the right amount of time and, considering there were 90 students, their attention (for the most part ☺) was held for the entire presentation.

Thank you, Lyndsay!

Sue Diewert
District Counsellor

Our thanks to Taylor Tyas, a long-time GRASP mentor, who has supported peers on an ongoing basis.
The Effects of the Word “Crisis” on People

by Joanne Hogan, Editor

We are named the Vancouver Island Crisis Society. Because of the fact that we support folks in crisis, the word “Crisis” has been part of the society’s name in all its forms since it was founded in 1970.

What we have noticed is how the inclusion of this “Crisis” in an agency’s name often has the effect of the other words in the society’s name being completely overlooked. The result is that agencies in our community are confused with other agencies which include the word “Crisis” in their names.

Outcomes of this confusion result in payments or donations meant for our society being sent to the another crisis agency, and vice versa, people arriving at our administrative location for crisis counselling, when we do not offer this service, and representatives of our agency being associated with other agencies at community gatherings and business expositions.

The word “Crisis” stands out in the list of words that make up our society’s name and these other words are forgotten. We are confounded by this. So, we research the effect of certain words on people. “A single negative word can increase the activity in our amygdala (the fear center of the brain).

This releases dozens of stress-producing hormones and neurotransmitters, which in turn interrupts our brains’ functioning,” states Therese J. Borchard.¹

This leads to research regarding “negative” brand names. Researchers begin their thesis by defining two types of valance, which “as used in psychology, especially in discussing emotions, means the intrinsic attractiveness/“good”-ness (positive valence) or averseness/“bad”-ness (negative valence) of an event, object, or situation. The term also characterizes and categorizes specific emotions.”

Further, “This automatic vigilance also influences memory. Relative to non-negative words, words with negative valence are better recognised and recalled.”²

At the Crisis Society, we do not necessarily associate “crisis” with negativity. We present the following quotation, by Lee Ann Hoff, on our website’s home page: “Crisis is a point of opportunity as well as danger. Successful crisis intervention involves helping people take advantage of the opportunity and avoid the danger inherent in crisis.”³

We also note other “crisis” agencies which provide a range of services throughout Vancouver Island.

“Crisis” Agencies are listed on page 12

References

1. Therese J. Borchard, Associate Editor, PsychCentral. Words Can Change Your Brain.
2. S. Doerksen and A.P. Shimamura, Source Memory Enhancement for Emotional Words.
3. E.A. Kensinger and S. Corkin, Memory enhancement for emotional words:
   Are emotional words more vividly remembered than neutral words?
4. Lee Ann Hoff, People in Crisis.

Thank You!
Our Funders & Donors (2018-19)

VISIONARIES (Funders) ($5000+)

**island health**
Vancouver Island Crisis Line
An Island Health Contracted Service

**islandRADIO**

Jim Pattison Broadcast Group
Promotion of the Vancouver Island Crisis Line

We acknowledge the financial support of the
**Province of British Columbia**
for Community Education programming

**United Way**
Central & Northern
Vancouver Island

Youth Suicide Prevention Programs
*Note: This funding ended April 2019*

**IntraWorks**

Vancouver Island Crisis Line
and Community Education

**FELLOWS**

Odd Fellows Columbia Lodge No. 2, Victoria
Youth Suicide Prevention Programs
and Crisis Chat and Crisis Text

We are pleased to share the list of those who supported the
Crisis Society financially or with in-kind donations from
April 1, 2018, to March 31, 2019. We would especially like
to thank those organizations that contributed to keep our
Youth Suicide Prevention Programs in our schools, and who
supported our Crisis Chat and Crisis Text services.

**NORTH STARS** ($2500 to $4999)
Cowichan Valley Ride for Suicide Awareness Fundraiser,
including Royal Canadian Legion, Malahat District Branch #134
Telus
The Marcus Negrin Memorial Foundation, Dawn Negrin

**LIGHTHOUSE KEEPERS** ($1000 to $2499)
Knights of Columbus Ascension Council #7991
Peter Hudson Comedy Fundraisers
Royal Canadian Legion Branch #76 Qualicum Beach

**LIFE PRESERVERS** ($500 to $999)
Chemainus-Crofton Aerie No. 4400
Heather Chadwick-Taskey, 4th Annual Maurine's Way 10K Walk
Knights of Columbus Mid-Island Council #3842
Koncept Nightclub
Mambo Gourmet Pizza
Westwood Metals Ltd.

**ANCHORS** (under $499)

BCAA
Benevity Community Impact Fund,
Employees of Coast Capital Savings Federal Credit Union
Calgary Distress Centre
Canadian Federation of University Women, Parksville/Qualicum
Caroline Bailey in honour of Kyle Bailey
Central Drugs, Bowen Road, Nanaimo
Christina Drake
Coco Café
Country Club Mall
Crimson Coast Dance Society
Diane Newton
Flying Fish... Cooking, Living & Giving
Great Canadian Oil Change
Ingrid Tanasichuk in memory of Myra Perrin
John’s Bedrooms, Nanaimo
Karen Karsten
Ladysmith Lions Club
Mid Island Co-op
Nanaimo Airport YCD
Nanaimo Magazine

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Jim Pattison Broadcast Group
Promotion of the Vancouver Island Crisis Line

Vancouver Island Crisis Line
An Island Health Contracted Service

We acknowledge the financial support of the Province of British Columbia for Community Education programming Youth Suicide Prevention Programs

Note: This funding ended April 2019

We are pleased to share the list of those who supported the Crisis Society financially or with in-kind donations from April 1, 2018, to March 31, 2019. We would especially like to thank those organizations that contributed to keep our Youth Suicide Prevention Programs in our schools, and who supported our Crisis Chat and Crisis Text services.

- Odd Fellows Columbia Lodge No. 2, Victoria
- Youths Suicide Prevention Programs and Crisis Chat and Crisis Text
- Parksville Newscomers’ Club
- R. Peter Bontkes
- Real Meals Nanaimo, Lisa Garvie
- Ron Berry Business Advisors Inc.
- Royal Canadian Legion Branch #211 Bowser
- Sean McCulloch
- Sebastian Barkovic
- Serious Coffee, Hammond Bay Road, Nanaimo
- Sharecost Rentals & Sales
- Splitsville
- Thrifty Foods, Terminal Park, Nanaimo
- Tigh-Na-Mara Seaside Spa Resort & Conference Centre
- Unity Comox Valley Spiritual Centre Society
- Woodgrove Mall

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Diane Newton
Flying Fish... Cooking, Living & Giving
Great Canadian Oil Change
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John’s Bedrooms, Nanaimo
Karen Karsten
Ladysmith Lions Club
Mid Island Co-op
Nanaimo Airport YCD
Nanaimo Magazine

Thank You!

VOLUNTEER TRAINEE TESTIMONIALS

“It’s helping me to be a better listener in my personal life. I really enjoy this work.”

“Staff are so supportive and kind.”

“I really enjoy working with everyone. They are a great group of people. Great trainers!”

“Very comprehensive and engaging! Receiving feedback is very helpful!”
Been There! Done That! So Far...

Communities with whom we connected during our 2018-2019 fiscal year. Click on this icon on the map to find out what took place in a community. If popup windows are disabled on your browser, view the PDF document of all regions visited.

Communities in which we have previously facilitated workshops.

**GRASP** — Growth, Resilience, Acknowledgement, Suicide Awareness, Prevention, and Personal Planning: A 8-hour gateway program for youth from Grades 8 to 12.

**Speak Out Reach Out Help Out** (or SOROHO): The Unplugged edition of this 45-minute presentation was launched in January of 2019.

**COPE** — Communication, Options, Perspective, Enjoy Life, also launched in 2019, comprise four 60-minute sessions and is presented to students from Grades 5 to 7.

**ASIST** — Applied Suicide Intervention Skills Training, developed by LivingWorks, is a two-day workshop facilitated by Master Trainers from the Crisis Society.

**safeTALK** — safe stands for Suicide Alertness For Everyone. TALK stands for Tell, Ask, Listen, KeepSafe. This three- to four-hour workshop developed by LivingWorks fosters Suicide Alertness for Everyone.

**CIST** — Developed by the Vancouver Island Crisis Society, the Crisis Intervention Skills Training two-day workshop teaches participants to develop skills to address crisis utilizing a strengths-based approach.

A series of workshops developed by the Crisis Society presented to agencies and enterprises or during Crisis Line Awareness Week.

**Attendance at Community Events**

Helping agencies or essential representatives with whom we have met and presented our promotional materials.
PEGRASP – Growth, Resilience, Acknowledgement, Suicide Awareness, Prevention, and Personal Planning: A 8-hour gateway program for youth from Grades 8 to 12.

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PSAR youth creating change Speak Out Reach Out Help Out (or SOROHO): The Unplugged edition of this 45-minute presentation was launched in January of 2019.

Attendance at Community Events

Courtenay Comox Cumberland Ahousat Port Alberni Tofino Ucluelet Gold River Gold River Campbell River Campbell River Comox Comox Qualicum Beach Parksville Nanaimo Ladysmith Chemainus Duncan Saanich Victoria Sidney
Suicide prevention remains a universal challenge. Every year, suicide is among the top 20 leading causes of death globally for people of all ages. It is responsible for over 800,000 deaths, which equates to one suicide every 40 seconds.

From 2006 to 2016, we lost 5878 people to suicide in British Columbia.

Every life lost represents someone’s partner, child, parent, friend, or colleague. Approximately 135 people suffer intense grief or are otherwise affected when someone dies by suicide. This amounts to 793,530 people who have been profoundly impacted by suicidal behaviour in British Columbia from 2006 to 2016. Suicidal behaviour includes suicide, and also encompasses suicidal ideation and suicide attempts. For every suicide, 25 people make a suicide attempt and many more have serious thoughts of suicide.

Suicide has no age limit or demographic. In other words, it doesn’t have a particular “look.” It doesn’t affect one group or type of person. Because of stigma, however, many people choose to remain silent.

You can help with that.

September 10, 2019, is World Suicide Prevention Day (#WSPD) and the Crisis Society will, once again, be holding our walk, Soles Remembering Souls, at Maffeo Sutton Park in Nanaimo. This year, however, we will be commemorating on the day itself, during business hours. You can bring your lunch, if you wish.

One life lost to suicide is too many. Whether you have been affected directly by suicide loss or not, we invite you to participate on a silent meditative walk around the waterfront to raise awareness that Suicide is Everyone’s Loss.

For those of you have lost someone to suicide, we invite you to bring a photo of that person to carry during the walk.
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“Crisis” Agencies  
continued from page 5

- There is a Crisis Counselling Clinic in Nanaimo and one in Parksville. Others named Same-Day Access Clinics operate in the Comox Valley and Port Alberni. These are walk-in clinics, developed and operated by Island Health, which offer counselling services. Clients meet with a Nurse or Therapist for a 40- or 45-minute session that focuses on solutions and strategies to deal with the immediate concern(s). Individuals may walk in as often as necessary. If required, clients can be referred to additional services. There is no fee for these services, which are available from Monday to Friday.

  - Nanaimo: 203 – 2000 Island Highway, 10:00 am to 7:00 pm
  - Parksville: 489 Alberni Highway, 10:00 am to 7:00 pm
  - Comox Valley: 941C England Avenue, Courtenay, 9:00 am to 3:00 pm
  - Port Alberni: 4780 Roger Street, 10:00 am to 3:00 pm

- Island Crisis Care Society, or ICCS, located in Nanaimo, “helps people in crisis stabilize and then find the support, resources, and services they need to recover and be well.” Its devoted personnel “work in cooperation with provincial and federal agencies, community groups, and faith-based organizations to develop housing options and programs that respect the needs of individuals with multiple challenges or concurrent disorders.” Current projects include Newcastle Place, Samaritan House, Martha’s Place, Mary’s Place, Nanaimo Outreach, Crescent House, Safe Harbour House, The Bridge, Oceanside Outreach, Hirst House, Parksville Winter Shelter, and Orca Place. An impressive list and a testament to ICCS’s ongoing dedication to helping Mid-Islanders in need. The projects’ descriptions are essential reading at islandcrisiscaresociety.ca

- KU-UUS Crisis Line Society, based in Port Alberni, operates two 24-hour provincial Aboriginal crisis lines: one for Adults and Elders and one for Children and Youth; a housing registry to help tenants find suitable housing from a listing compiled from submissions by local landlords; the related Putting Hope Back into Home project for those at risk of becoming homeless; and support offered to survivors of suicide loss.

- Offering a broad range of counselling and support services in the Mount Waddington District and the central coast, the North Island Crisis and Counselling

Thank You! for Presenting Your 4th Annual Ride

Time to Get Your Motors Runnin’

Ride for June 23, 2019 Suicide Awareness

COWICHAN VALLEY RIDE FOR SUICIDE AWARENESS

Start/Finish
Royal Canadian Legion, Shawnigan Lake 1625 Shawnigan Lake/Mill Bay Rd.
Registration runs 10:00 - 11:00 am
Fee $20 per bike
Kickstands up at Noon
BBQ to follow Ride & Door Prizes
All proceeds to benefit The Vancouver Island Crisis Society

Centre Society’s programs support Adults, and Children and Youth. Additional programs specifically support women. Services are provided by 50 dedicated staff and volunteers from the Society’s site in Port Hardy.

We invite you to add this graphic to your website or email. Right-click on the graphic to Save Image As... to your hard drive. Insert the graphic into your website or your email. You can then copy the following link and add it as a hyperlink to the graphic to help others access the community database: http://www.vicrisis.ca/community-resource-database/
Community Spirit!

Heather Chadwick-Taskey of Nanaimo has raised funds over the last four years in memory of Maurine Arogie (1994-2014), her stepdaughter, by taking part in the Maurine’s Way 10K walk. She donated funds raised from the 2019 event to the Crisis Society.

Can this man put on a show! In fact, many shows! Proud Harewood resident Peter Hudson is driven to increase mental health awareness and sets up great comedy shows at The Queens in Nanaimo to do so while raising funds for the Crisis Society. Needless to say, much hilarity ensues. Check out Facebook for upcoming shows featuring terrific comedians.

Wow! What dedication on the part of the four stylists at Chameleon Hair! They cut 40 clients’ hair over the course of five hours one Sunday in April. Salon owner Sandra (left) presents a cheque to Joanne.

Harper Bauyer (far left) and Kevin Giles present Elizabeth Newcombe, our Executive Director, and Joanne Hogan, Office and Promotions Administrator, a donation cheque from Telus.

Sophia Negrin (left) and her family, of the Marcus Negrin Foundation, donate funds that go toward our youth suicide programs and our crisis chat and text services.
**Applied Suicide Intervention Training Skills (ASIST)** is a research-based, two-day, participatory course designed to help caregivers recognize and assess persons at risk, and master a model for effective suicide intervention. ASIST remains the most widely used suicide intervention training program in the world.

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

Workshop dates: Sept. 12 & 13, 2019; Nov. 28 & 29, 2019; May 14 & 15, 2020. Held from 8:30 to 4:30, both days, at the Crisis Society Training Centre, 30 - 1708 Bowen Road, Nanaimo

---

**Crisis Intervention Skills Training (CIST)**, developed by the Vancouver Island Crisis Society, is a two-day, research-based workshop. It was developed to teach a strengths-based approach to the communication, assessment, and combined with **safeTALK by LivingWorks**, suicide response skills essential for crisis intervention.

Participants learn:
- The definitions of crisis
- Trauma-informed practice: How to shift focus from “At Risk” to an “At Promise” perspective
- How to effectively assess crisis situations by applying a crisis intervention model
- How to facilitate the development of a short-term coping plan for a person in crisis
- How to identify persons with thoughts of suicide and connect them to suicide first-aid resources

Workshop dates: Oct. 29 & 30, 2019; Mar. 26 & 27, 2020. Held from 9:00 to 4:00, both days, at the Crisis Society Training Centre, 30 - 1708 Bowen Road, Nanaimo

---

**safeTALK** helps participants become alert to suicide. Suicide-alert people are better prepared to connect persons with thoughts of suicide with life-affirming help. safeTALK is designed to complement **ASIST**. Many participants include both safeTALK and ASIST in their suicide prevention kit.

safeTALK participants learn to:
- Notice and respond to situations where thoughts of suicide may be present
- Move beyond the common tendency to miss, dismiss, and avoid suicide
- Apply the TALK steps: Tell, Ask, Listen, KeepSafe

The three- to four- hour safeTALK workshop can be facilitated on its own at your site.

---

**The Effects of Loneliness and Social Isolation on Health** is the latest of the three-hour workshops created by the Crisis Society.

Participants explore:
- The physiology of loneliness
- Six types of loneliness
- Loneliness and suicide... and more.
Applied Suicide Intervention Training Skills (ASIST) is a research-based, two-day, participatory course designed to help caregivers recognize and assess persons at risk, and master a model for effective suicide intervention. ASIST remains the most widely used suicide intervention training program in the world.

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- Develop the working knowledge and skills for effective suicide intervention (model presented)
- Talk about suicide and cooperate in sharing info and resources

Workshop dates: Sept. 12 & 13, 2019; Nov. 28 & 29, 2019; May 14 & 15, 2020. Held from 8:30 to 4:30, both days, at the Crisis Society Training Centre, 30 - 1708 Bowen Road, Nanaimo.

Crisis Intervention Skills Training (CIST) is a two-day, research-based workshop. It was developed to teach a strengths-based approach to the communication, assessment, and combined with suicide response skills essential safeTALK by LivingWorks for crisis intervention.

Participants learn:
- The definitions of crisis
- Trauma-informed practice: How to shift focus from “At Risk” to an “At Promise” perspective
- How to effectively assess crisis situations by applying a crisis intervention model
- How to facilitate the development of a short-term coping plan for a person in crisis
- How to identify persons with thoughts of suicide and connect them to suicide first-aid resources

Workshop dates: Oct. 29 & 30, 2019; Mar. 26 & 27, 2020. Held from 9:00 to 4:00, both days, at the Crisis Society Training Centre, 30 - 1708 Bowen Road, Nanaimo.

Communication In The Workplace

Employees who feel capable and confident about handling difficult situations will experience greater job satisfaction, heightened productivity, and less sick time, thus creating a positive impact on the entire team.

Participants learn:
- The role of stress in the workplace
- Building a cohesive team
- That the cornerstone of communication is effective listening
- The impact attitudes, perceptions and judgements have on communication
- To communicate with distraught people
- To set personal and professional boundaries

Contact us to arrange a custom workshop created specifically for your group's needs at 250-753-2495, toll free at 1-877-753-2495, or via email at info@vicrisis.ca

Additional Available Workshops

Here is a sampling of workshops which the Crisis Society has developed, typically three hours in length, which can be customized to suit your needs:

- Trauma-Informed Approaches to Suicide Prevention
- Man Therapy
- Crisis, Compassion and Boundary Setting
- Brain Injury and Suicide
- Creating New Conversations
- How to Avoid The 10 Most Common Errors in Suicide Prevention

Contact us to arrange a custom workshop created specifically for your group's needs at 250-753-2495, toll free at 1-877-753-2495, or via email at info@vicrisis.ca

Applied Suicide Intervention Skills Training (ASIST) and safeTALK are developed and copyrighted by LivingWorks. Crisis Intervention Skills Training, Communication in the Workplace, The Effects of Loneliness and Social Isolation on Health, and other workshops listed on pages 14 and 15 of this newsletter were developed and copyrighted by the Vancouver Island Crisis Society.
A Wish for a No Suicide World

Elizabeth Newcombe shares her notes, with Brian Mishara’s permission, of his keynote address at the Canadian Association of Suicide Prevention (CASP) Conference in St. John’s, Newfoundland and Labrador, in October 2018.

Brian Mishara is the Director of the Centre for Research and Intervention on Suicide, Ethical Issues and End-of-Life Practices (CRISE) and Psychology Professor at the Université du Québec à Montréal. His research focuses on best practices in suicide prevention, helplines and new technologies, ethics, and medical assistance in dying. He consults and conducts suicide prevention training internationally.

Brian had nine things for a no suicide world that he shared with the attentive audience at the CASP conference.

1. Severe social inequality eliminated that increased vulnerability, i.e., Indigenous populations in Canada.
2. Research will focus on resilience and effective coping in youth at an early age. He talked about two projects that he has been involved with that being “Zippy’s Friends” now in 30 countries and “Passport: Skills for Life.”
3. Suicide prevention at the cutting edge in using new technologies, i.e., cyber practices and Facebook.
4. Implementation of research will thrive.
5. Professionals will recognize the benefits of lay people in suicide prevention.
6. All forms of violence will be substantially reduced.
7. Politicians, planners and administrators will learn to be proactive rather than reactive, i.e., it should not take a crisis to make changes.
8. The political downside of doing a good job in suicide prevention will no longer exist, i.e., money could dry up.
9. Suicide prevention efforts will not be diminished or comprised because medical assistance in dying is available in Canada.

Brian has spoken passionately on the subject of MAID: Medical Assistance in Dying and suicide prevention. Here is some information on MAID. In Canada, Bill C-14 formally legalized assisted dying and laid out the rules for how it could be accessed.

What types of MAID are permitted in Canada?

In Canada, two types of MAID are allowed:
1. A physician or nurse practitioner can give or prescribe to a patient a substance that they can self-administer to cause their own death.

Who is eligible for MAID under Canadian law?

Under Bill C-14, two independent health care professionals need to evaluate an individual in order to determine whether he/she qualifies for MAID. To qualify for MAID, a person must satisfy all of the following eligibility criteria. They must:
1. Be eligible for government-funded health insurance in Canada;
2. Be 18 years of age or older;
3. Have a grievous and irremediable condition, as defined by Section 241.2, para. 2 of the Criminal Code;
4. Have made a voluntary request for MAID that was not made as a result of external pressure;
5. Professionals will recognize the benefits of lay people in suicide prevention.
6. Research will focus on resilience and effective coping in youth at an early age.
7. Politicians, planners and administrators will learn to be proactive rather than reactive, i.e., it should not take a crisis to make changes.
8. The political downside of doing a good job in suicide prevention will no longer exist, i.e., money could dry up.
9. Suicide prevention efforts will not be diminished or comprised because medical assistance in dying is available in Canada.
3. Have a grievous and irremediable condition, as defined by Section 241.2, para. 2 of the Criminal Code;
4. Have made a voluntary request for MAID that was not made as a result of external pressure;
5. Give informed consent to receive MAID after having been informed of the means that are available to relieve their suffering, including palliative care.

In order to have a “grievous and irremediable medical condition,” as defined by Bill C-14, a person must satisfy all of the following requirements:

1. Have a serious and incurable illness, disease, or disability;
2. Be in an advanced state of irreversible decline in capability;
3. Endure physical and psychological suffering that is intolerable to them; and
4. Their natural death has become reasonably foreseeable.

Patients must also be capable of providing informed consent at the time that MAID is provided.

For further information, see Dying with Dignity Canada.

Going forward, Brian Mishara shared that there are three options for Canada:
1. Refuse to expand the law;
2. Just expand with no safeguard or additional criteria;
3. Expand to allow for those with a mental disorder with some form of safeguard, i.e., as per the Netherlands where a psychiatric evaluation is required.

This topic can be controversial and there has been some court challenges. You can read Bill C-14 in its entirety to inform yourself regarding this Canadian law.

Our Board President, Phil Stiller, has served on the Board of Directors of the Vancouver Island Crisis Society since 2003. Sadly for all of us, his tenure on the board will soon end. We can’t thank him enough for his many generous contributions to the Crisis Society over the years!

- Phil has donated over $128,000 of technical services since 1999 through his firm, Intraworks I.T. Management, to the Crisis Society.
- Phil has facilitated two server upgrades, two phone system integrations (very important for a Crisis Line centre), and provided extensive website and troubleshooting support.
- Phil’s services have been integral in helping launch the Canada Suicide Prevention Service, of which the Crisis Society is a member.

Thank You to Someone who is definitely One of the Good Guys!

ANNUAL GENERAL MEETING
Thursday, June 27th, 2019
5:30 pm to 7:00 pm
Suite 30 — 1708 Bowen Road, Nanaimo

COME LEARN MORE ABOUT
Highlights from our
Community Education Workshops
and Crisis Services.

Presentation of the 2018-2019 Financials
Election of Board of Directors

There are three board vacancies. We are looking for a lawyer (who would provide legal representation) and an accountant for our Treasurer position to round off our board of director’s team.

Social gathering will follow the meeting.

RSVP: 250-753-2495
or elizabeth@vicrisis.ca
GET ON BOARD!

A Golden Opportunity to Serve!
Become One of the Vancouver Island Crisis Society’s Three New Board Members

- **We require a Treasurer.** Utilize your accounting or bookkeeping skills to help a helping organization. It will *add up* to a fulfilling mandate!
- **Are you a first-responder?** Why not join a team where *saving lives* is a common goal?
- **Can you offer extensive experience in the mental health field?** Help us update our best practices as we apply new research to our processes. Giving of your time will be very *therapeutic*!

Your work and life experience will be invaluable to our team. And you will learn about the many ways we help people help themselves.

- Get to know the Crisis Society by visiting [www.vicrisis.ca](http://www.vicrisis.ca)
- Read about the [Roles and Responsibilities of Board Members](#).
- Complete our easy-to-use [online application](#).
- We hope to fill the three board vacancies no later than our Annual General Meeting, to be held on **June 27, 2019** (or over the summer of 2019).
- Board meetings are held in Nanaimo.

Thank you for helping us serve Vancouver Island’s communities!
Thank You!

The very popular Disc Golf Jamboree returns for a third time on June 15, 2019

And this from an organization whose members are proud of identifying themselves as “Odd Fellows!”

Held once again at Mary’s Farm & Sanctuary, this is a fun-filled event (as shown in the video). Enthusiastically presented by Odd Fellows Columbia Lodge No. 2, and joined this year by Odd Fellows Bastion Lodge No. 4 (whose membership is female), this tournament is not to be missed! Proceeds from this event are donated to the Vancouver Island Crisis Society and to Mary’s Farm. A fabulous way to spend your Saturday!

To honour Crisis Line Awareness Week in March, we presented a two-hour version of Crisis, Compassion, and Boundary Setting in Courtenay (shown above, as Lyndsay Wells shares knowledge with participants), the Cowichan Valley, the Comox Valley, Campbell River, Port Hardy, and Victoria. The workshop was also offered in Port Alberni. We also visited helping agencies and RCMP in some areas and were welcomed warmly by participants who gratefully accepted materials about the Crisis Society’s services for distribution in their communities.
Presents the basic steps for helping a person with thoughts of suicide get connected to the support they need.

Creating Suicide Safer Communities

**safeTALK**
Group registration on your premises:
- $750 per group
- $450 for non-profit groups
- $10 per person for learning kit

Minimum of 10 participants
Maximum of 30 participants

**ASIST**
- Individual: $295; $199 student pricing (learning kit included) with a maximum of 15 learners at our Training Centre
- Group registration: $3000 per group
- $45 per person for learning kit

Minimum of 15 participants
Maximum of 30 participants

If you are interested in having us present ASIST or safeTALK at your agency or business place, please call us at 250-753-2495, toll free at 1-877-753-2495. You can also register individually via our website at [www.vicrisis.ca](http://www.vicrisis.ca).

Internationally recognized and standardized two-day suicide intervention training designed to help caregivers learn suicide first aid intervention.