

MEETING THE NEED

ANNUAL REPORT 2020-21

CRISIS LINE ASSOCIATION OF BC ANNUAL REPORT 2020/21



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President's Message

As President of Crisis Line Association of BC, I am so proud of the work that is outlined in this report. 2020 has been a tough year for us and for everyone around the world. Crisis Lines in BC experienced a sharp increase in calls due to the pandemic and we rose to the occasion! We are very grateful for the partnerships and funding that have sustained and enhanced our services to respond to the demands. It certainly has been a year of growth and change. On behalf of the Board of CLABC, I thank you all for your lifesaving contributions.

Although the annual report covers the fiscal year of 2020, it would be remiss not to mention the passing of our dear colleague, Jason Chare in June of this year after a courageous battle with cancer. As you all know, Jason was an incredible member of our team and is missed very much. We are very grateful that Asha Croggon has stepped into this role as Interim CLABC Program Manager, and she is doing a wonderful job. In Jason's memory, the CLABC Board has waived all fees for the conference this year as a start to "The Jason Chare Memorial Scholarship Fund." We don't know what we will be able to do in the future, but already have some good ideas. This is a start. We also will be having Jason Chare's TedTalk as a way of including him in our conference. We know you'll all enjoy it!

And now for some more news. After almost a decade of working closely with the Province to ensure crisis lines have the technological infrastructure and funding to meet the rising demand for our services, the Province has decided to dramatically increase funding and centralize the technology to allow all crisis centres across the province to support one another's calls. Because funding will be increasing, the Province is required to put out a Request for Proposals. This means centres answering crisis line calls across the province will be preparing proposals to bid on the health authority contracts we have historically held. We are fully confident we will secure the contract to continue the work we have been doing for decades, both locally and provincially. In the meantime, our services are not changing, and we'll continue to answer calls and chats, train new responders to do our essential work.

The Province will be releasing the Request for Proposals on Sept. 22 and we will continue to keep staff and volunteers up-to-date on the process as information is made available. The Board can answer any questions at our 9:00am session prior to the AGM on Thursday, September 23.



It has been my pleasure to work closely with such a dedicated team on our Board of Directors. We are saying goodbye to Elizabeth Newcombe who is stepping down from her role as Treasurer on the Board and to Sheila Dudek who is stepping down from her Director role. Both have been so capable and diligent! We will miss you! Nevertheless, our Board, along with Asha as Interim Program Manager, remain committed to continue to work together and we look forward to the challenges and opportunities the next fiscal year brings! Once again, thank you for each and every centre's contribution to the wellbeing and safety of citizens in British Columbia, and beyond for some centres.

Please know how valued and appreciated you all are!

Sandra Boulianne
CLABC Board President

14

Crisis Line Members
Across BC with 6
supporting
1800SUICIDE &
310MH

3.5

**Million Minutes
of Support**

Provided across all
crisis lines in BC in
20/21

500+

**Crisis Line
Responders**

Volunteer & Staff in
communities across
BC

CLABC PROGRAMS

The Crisis Line Association of BC oversees and supports several provincial services by networking members crisis lines and working within recognized better practices. Several of these programs represent better practices nationally and have inspired the creation of comparable services in other provinces as well as nationally.

1800SUICIDE (1-800-784-2433)

1800SUICIDE was officially launched on September 10, 2004 (World Suicide Prevention Day). The first of its kind in Canada, the network supports thousands of callers throughout BC each year, ensuring that people have access to skilled assessment, crisis de-escalation, strength-based collaborative safe planning and intervention when they need it most.

310Mental Health Support (310-6789)

310Mental Health Support provides toll-free provincial access to short-term emotional support, information, and resources specific to mental health. In operation since 2009, this network is also available 24/7 throughout BC. This network is a strong support for people self-navigating their wellness, seeking resources or support.

Emergency Bridge Phones

Emergency bridge phones on the Lions Gate, Port Mann, Burrard Street and Alex Fraser bridges, enable callers to connect directly to the provincial suicide line and a trained crisis line worker 24 hours a day. In 2020-21, there were xx emergency calls to 1800SUICIDE from the emergency bridge phones that helped secured the safety of someone at risk.

Community Learning & Engagement

CLABC Crisis Line Members are dedicated to providing workshops and events across BC that build suicide safer communities and strengthen resilience within each community.

2020/21 Highlights

In 2020/21, Crisis Lines across BC, and the two provincial services directly supported through CLABC (1800SUICIDE and 310Mental Health), were a resource of choice for many. Covid not only significantly increases call volume and intensity, it also impacted the way CLABC members could provide their life-saving and life-changing services while ensuring the health & safety of their teams.

As Crisis Lines remind trainees in each training - crisis bring both danger and opportunity. Crisis Lines in BC rose to meet the danger within the communities they served by increasing access to their service, engaging in more suicide and high-risk assessment, de-escalation and intervention when needed. And they equally rose to engage with the inherent opportunity. 2020/21 was a year of innovation with many Crisis Lines shifting to online training, remote responders and improving to leading edge technology while working within Covid safety protocols. The data provided in this report focuses only on the two provincial services (1800Suicide & 310Mental Health), however, we recognize this is just a portion of the impact CLABC members made across the province.

Highlights:

- ❖ **Enhanced Online Training:** Eleven agencies transitioned to online training to support the need for more Crisis Line Responders while meeting the health & safety needs of their teams. Significant better practices were identified and developed which have strengthened crisis line responder training across the province and reduced barriers to training
- ❖ **Improvements in Routing Technology:** Several regions transitioned their routing technology to allow for remote responders again to meet the increased call volume while addressing the Covid restrictions around space and safety
- ❖ **Record Number of Calls Supported:** 2020/21 was a record call volume year for both incoming and answered calls across both provincial services. Collectively BC crisis lines have collaboratively provided **close to 3.5 million minutes of support**
- ❖ **Interventions Saved: 21, 223 interventions was saved directly by crisis lines last year** through the skillful assessment, collaborative safe planning and evidence-based practices of the network partners

CLABC Partner Agencies Supporting 1800SUICIDE and 310Mental Health;

- Crisis Prevention, Intervention & Information Centre for Northern BC, Prince George
- Vancouver Island Crisis Line Society, Nanaimo
- CHIMO Community Services, Richmond
- Options Community Services Society, Surrey
- Crisis Intervention & Suicide Prevention Centre of BC, Vancouver
- Interior Crisis Line Network, Interior Region



2020/21 Statistics

310

38% increase in calls answered & 29% increase in incoming calls over last year

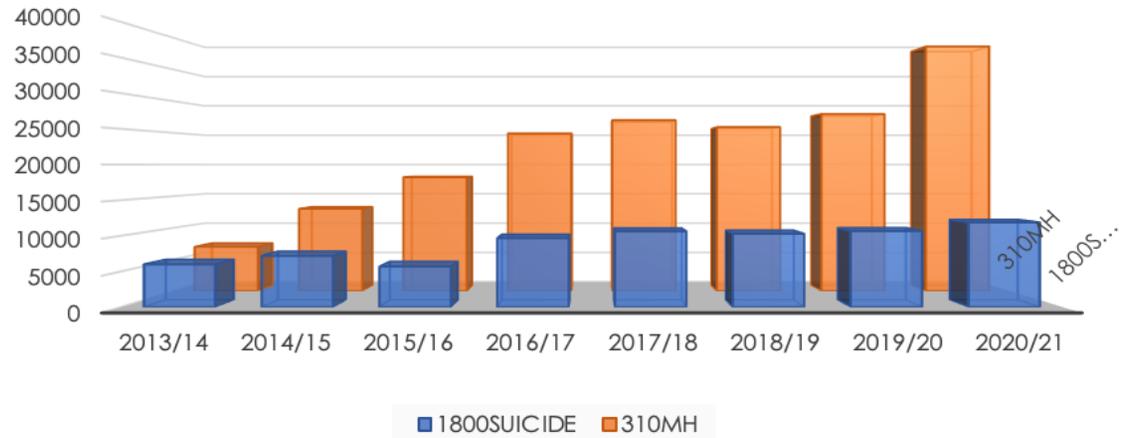
1800

11% increase in calls answered & 14% increase in incoming calls over last year

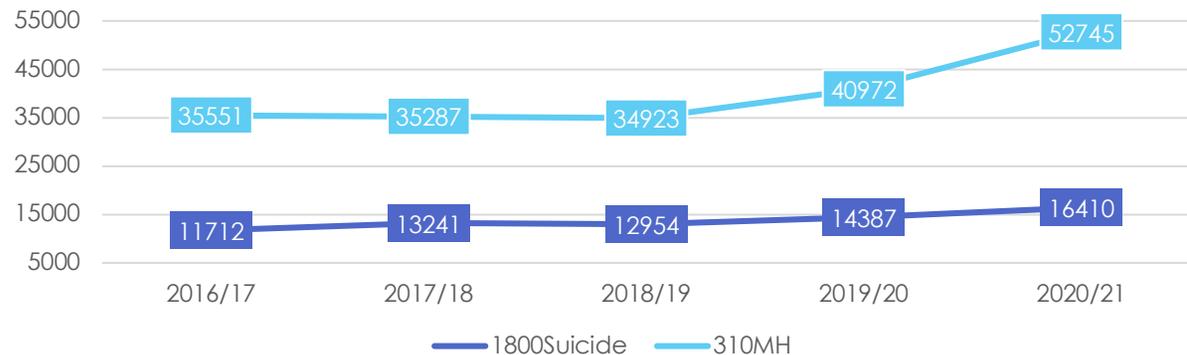
Incoming

Over last 5 years 48% increase on 310 & 40% increase on 1800

Calls Answered



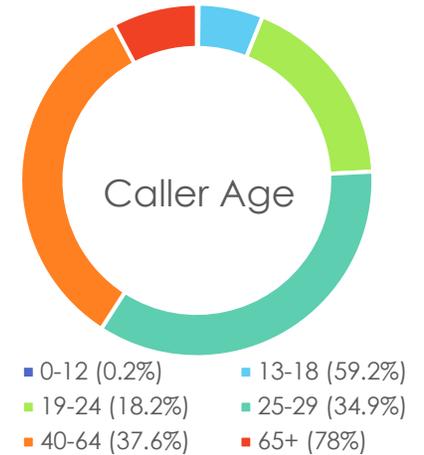
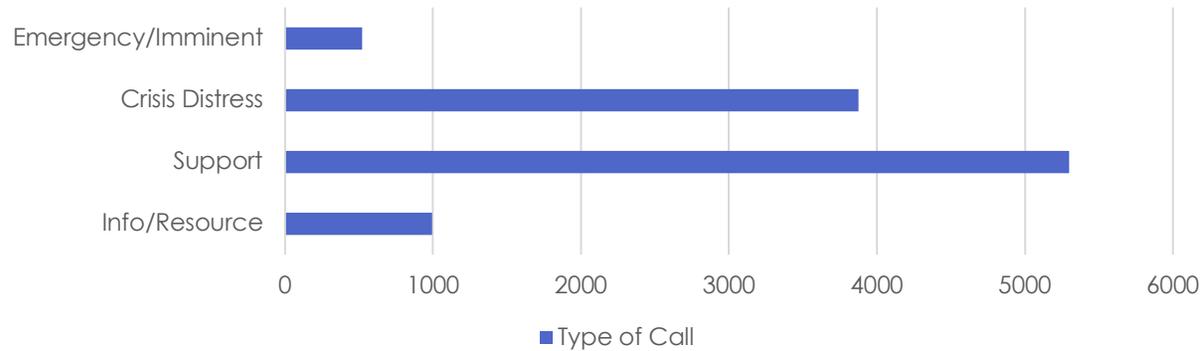
Incoming Calls





1800SUICIDE

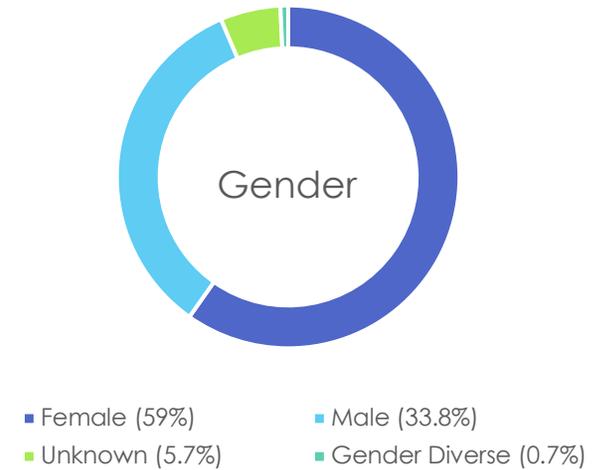
Type of Call



76.2%
of contacts inferred or implied an increased ability to cope due to the Crisis Line service

0.5%
Only 0.5% of calls required intervention despite a 45.4% increase in callers expressing suicide as primary reason for calling

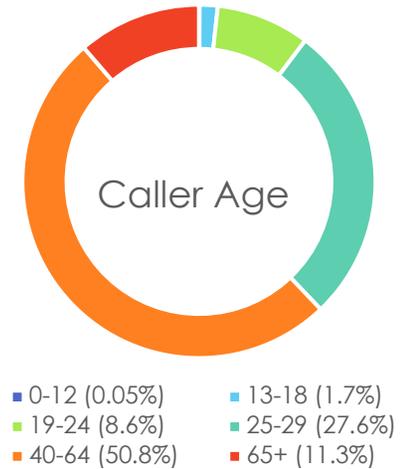
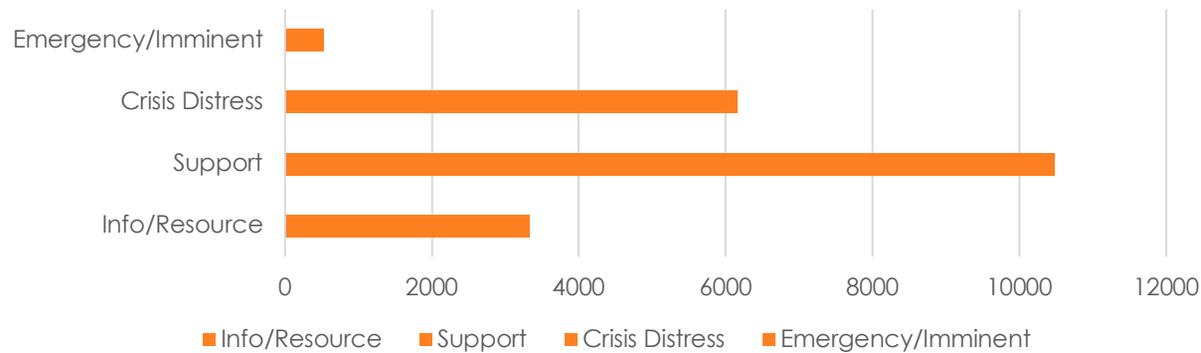
45.4%
Increase in calls where suicide was identified as the primary issue for calling





310Mental Health Support

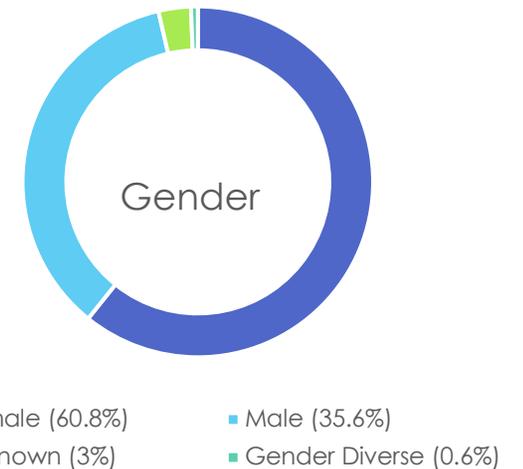
Type of Call



78.4%
of contacts inferred or implied an increased ability to cope due to the Crisis Line service

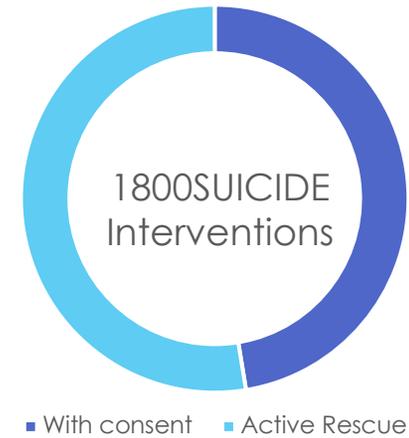
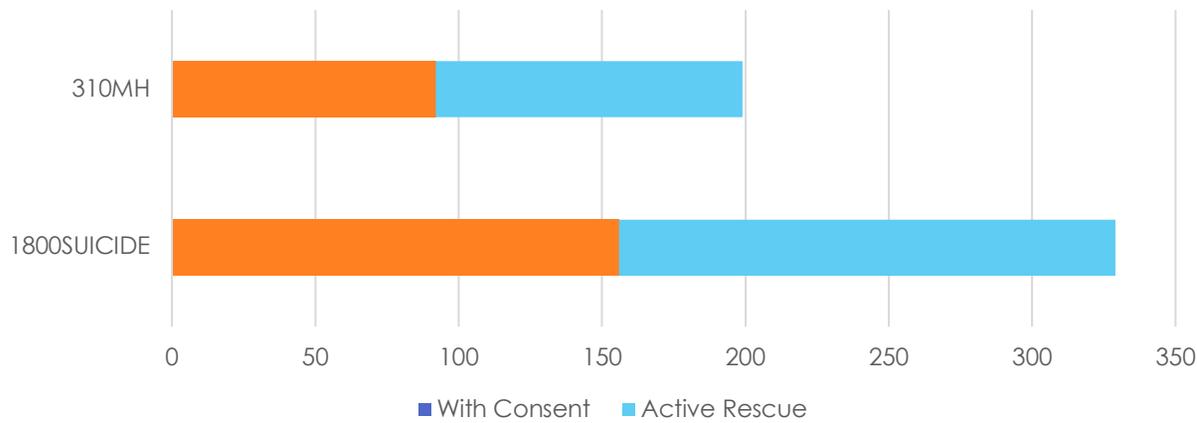
199
Interventions Collaborative engagement resulted in 46.3% calls

7.2%
Increase in calls where suicide was identified as the primary issue for calling





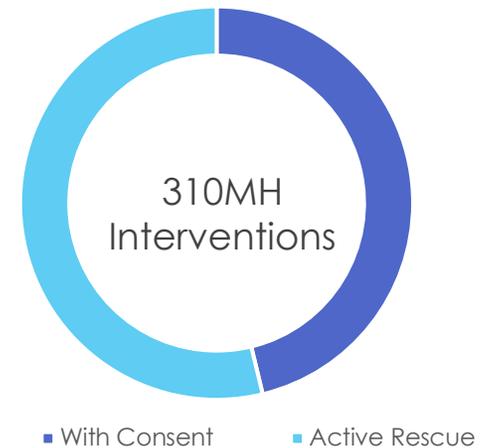
Interventions



SAVED
2,029
911 Interventions
due to skilled safe
planning

SAVED
4,645
Mental Health
Crisis Team visits
with strength-based
de-escalation

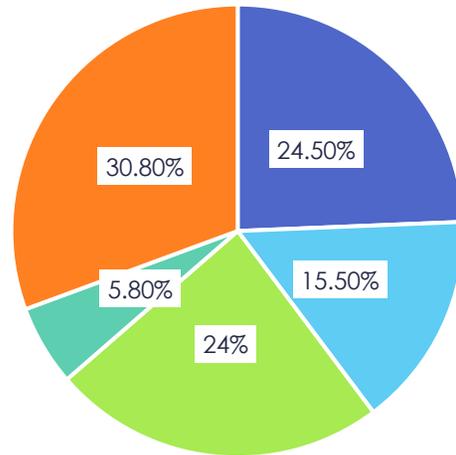
SAVED
14,549
Additional MH
Worker visits due
to contact with CL





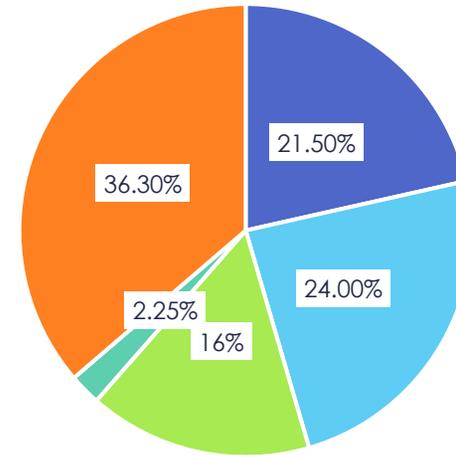
Service User Location by Health Authority

1800SUICIDE



■ Fraser ■ Interior ■ Island ■ Northern ■ Vancouver Coastal

310Mental Health



■ Fraser ■ Interior ■ Island ■ Northern ■ Vancouver Coastal

Language Line

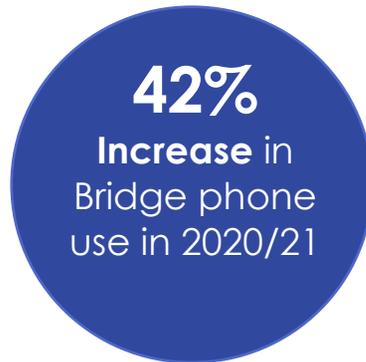
Supported callers in multiple languages including Punjabi, Spanish, Farsi, French, Mandarin, Korean, and Cantonese



Bridge Phones

In 2009 Vancouver Crisis Centre worked with the Ministry of Transportation and other relevant services to install emergency phones on the Lions Gate bridge that would direct calls for help to CLABC's provincial 1800SUICIDE network.

Emergency phones have since been placed on the Ironworkers Memorial (now retired), Port Mann, Burrard Street and Alex Fraser bridges, with plans in place to expand to more bridges in the Lower Mainland.





CLABC

Fraser Health



Fraser Health Crisis Line

c/o Options Community Services Society www.options.bc.ca
Business Line: 604-584-5811
Serves the Fraser Health Region from Burnaby to Boston Bar



CTC Telecare Crisis & Caring Line

(Christian-based Crisis Line)
Business line: 604-852-4058

www.telecarebc.com

Interior Health



Interior Crisis Line Network
Your community safety net of C.A.R.E.

Interior Crisis Line

Serves the Interior Health Region
Business Line: 604-256-3153

www.interiorcrisisline.com

Cranbrook Site: CMHA Kootenays
Kelowna Site: Kelowna Community Resources
Trail Site: Trail F.A.I.R. Society
Vernon Site: CMHA Vernon & Branch
Williams Lake Site: CMHA Cariboo Chilcotin



Crisis Prevention,
Intervention & Information Centre
FOR NORTHERN BC
We are here for you 24-7

Northern Crisis Line

c/o Crisis Prevention, Intervention &
Information Centre

Business Line: 250-564-5736

Serves the Northern Health Region from the Alberta Border to Haida Gwaii and
from Quesnel north to the Yukon border

www.northernbccrisissuicide.com

www.northernyouthonline.ca



Vancouver Island
Crisis Society

Vancouver Island Crisis Line

c/o Vancouver Island Crisis Society

Business Line: 250-753-2495 or 1-877-753-2495

Serves all of Vancouver Island

www.vicrissis.ca



Need2 Suicide Prevention Education & Support

Business: 250-386-6328

Serves youth under 30, 6-midnight, 365 nights a year

www.need2.ca/



Vancouver Island



Greater Vancouver Coastal Distress Line

c/o Crisis Intervention & Suicide
Prevention Centre of BC
Business Line: 604-872-1811

www.crisiscentre.bc.ca
www.youthinbc.com
www.crisiscentreachat.ca

Serves all of Vancouver, North Vancouver city and district, Bowen Island, West Vancouver, Powell River and area, the Sunshine Coast, Squamish, Whistler, Pemberton, Howe Sound/the Sea-to-Sky Corridor



CHIMO Community Services Crisis Lines

Business: 604-279-7077

www.chimoservices.com

Serves Richmond, South Delta, Ladner and Tsawwassen



S.U.C.C.E.S.S. Chinese Help Lines

Business: 604-270-8611

www.success.bc.ca

Serves callers in the province of British Columbia who speak Mandarin or Cantonese

Indigenous Crisis Line



KUU-US Crisis Line

KUU-US Crisis Line Society
Business: 250-723-2323

www.kuu-uscrisisline.ca

Serves provincial Indigenous crisis line



CLABC Board

Sandra Boulianne, President

Akhila Blaise, Vice-President

Elizabeth Newcombe, Treasurer

Stacy Ashton, Secretary

Thaddee Bergler, Director

Sheila Dudek, Director

Michelle Nelmes, Director

Maria Weaver, Director

Contact

Crisis Line Association of BC
c/o Vancouver Island Crisis Society
PO Box 1118, Nanaimo, BC V9R 6E7
Business Line: 250-753-2495

