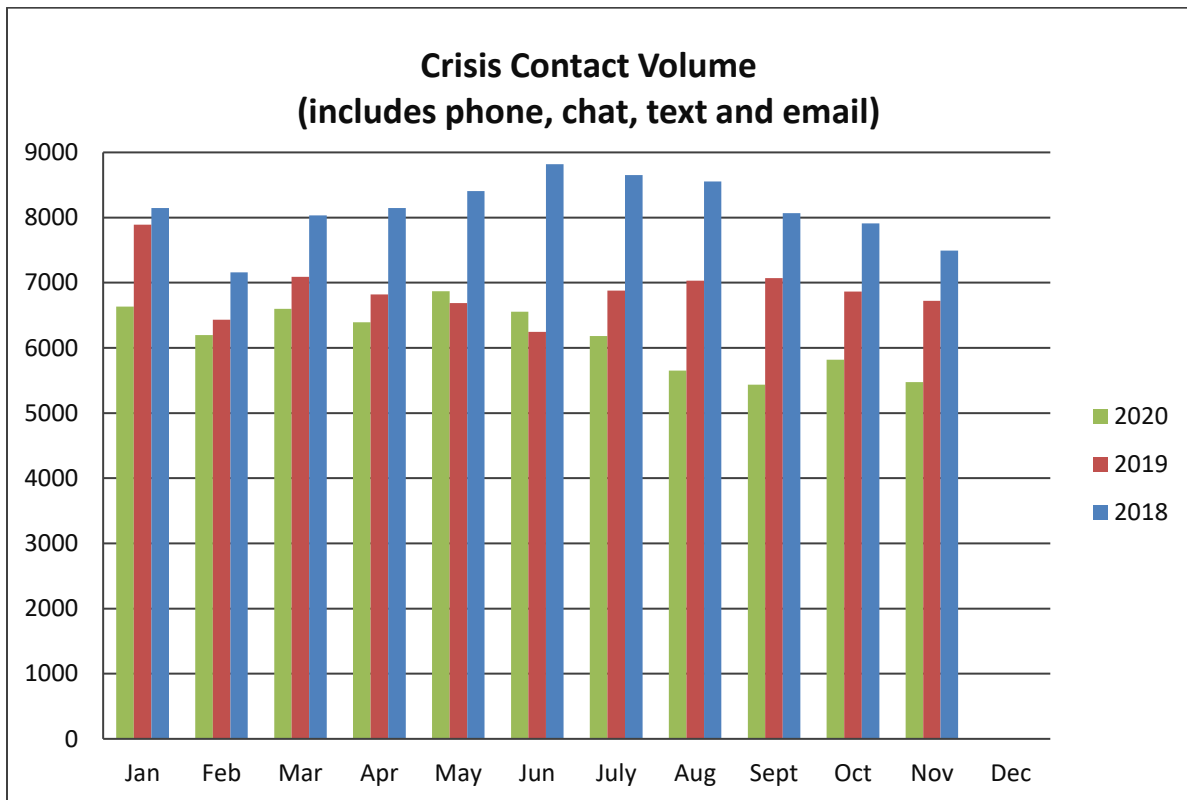
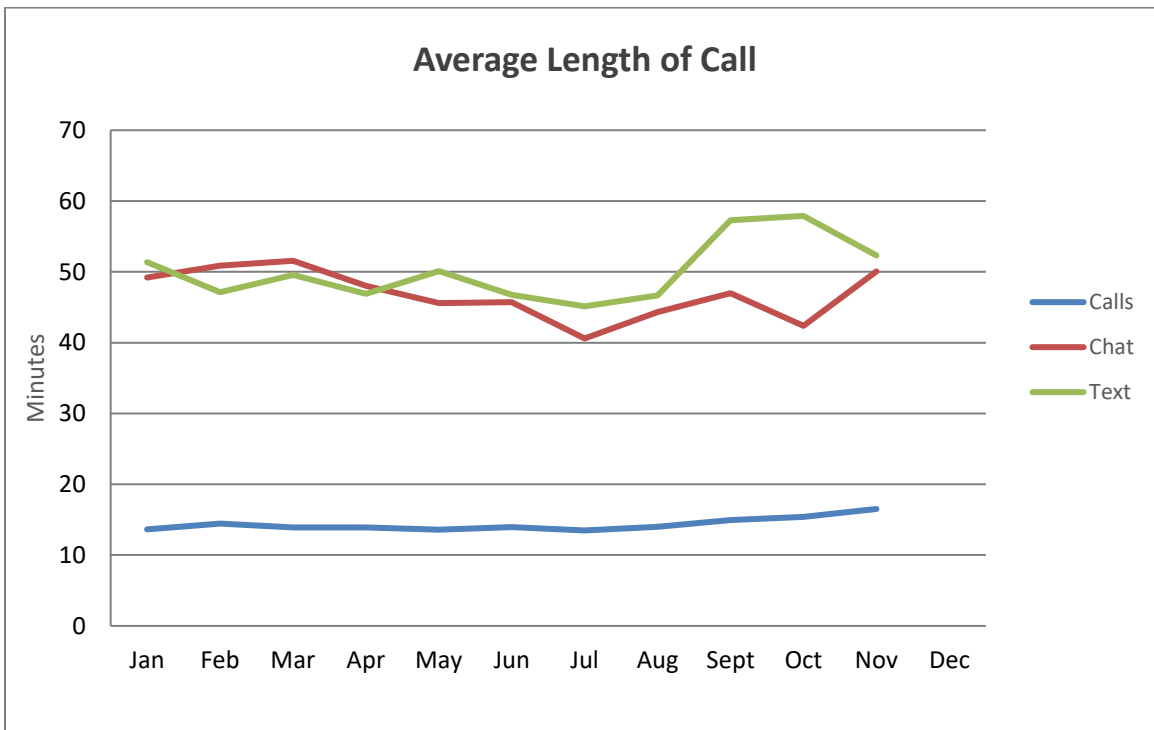
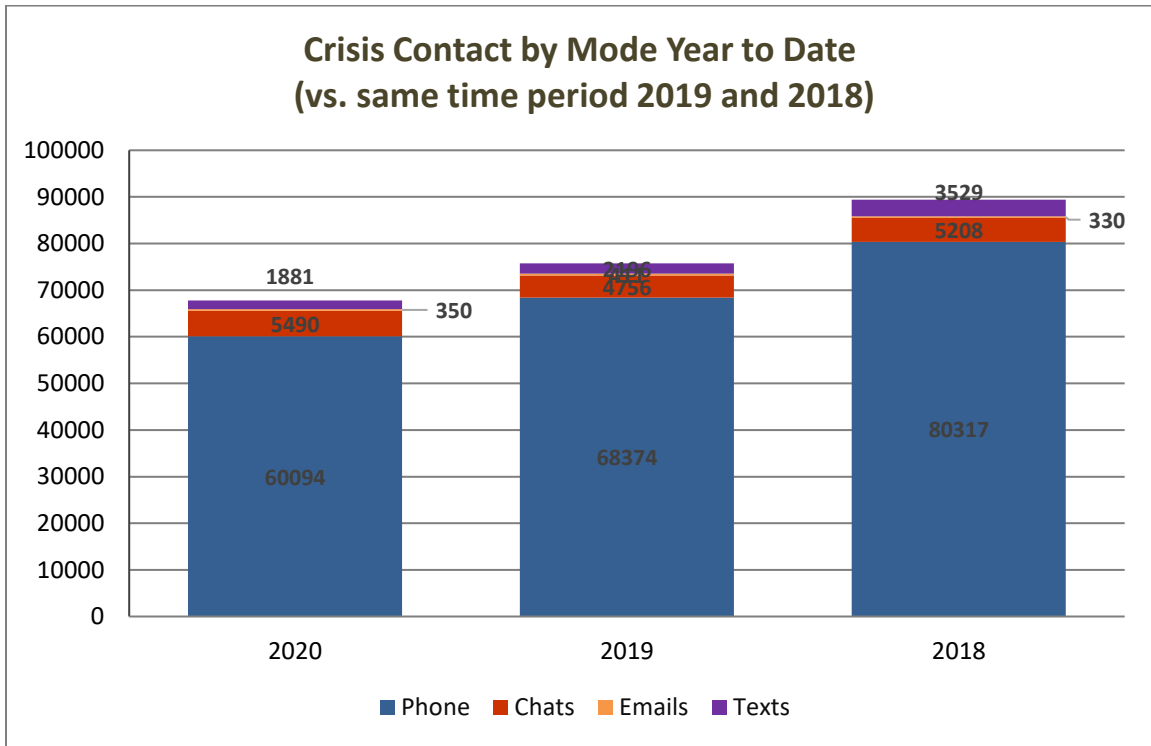


Crisis Monthly Report – November 2020

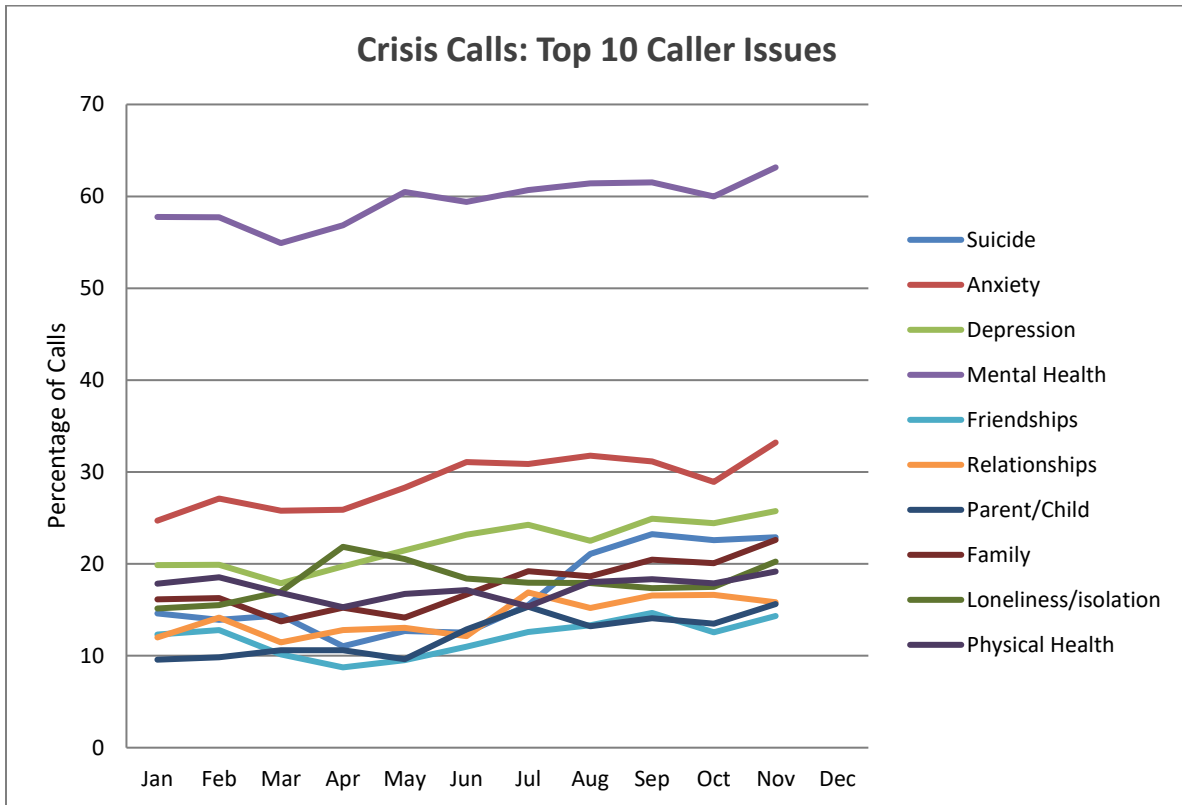
Summary:

- November 2020's crisis contact volume decreased by 19% compared to November 2019 and decreased by 27% compared to November 2018.
- We have included top presenting issues from our crisis lines and online crisis services, as well as separated our ConnectTeen online services, to demonstrate the significant variation in presenting issues on different modalities of service directed at different populations. Suicide emerged as a top concern in online services; suicide was a presenting issue on 22.9% of calls in November, compared to 46.5% of online contacts.
- Between 2015 and 2018 we experienced exponential, year-over-year increases in crisis volumes that became unmanageable to support. As a result, we critically evaluated and enhanced how we manage crisis contacts, e.g. leveraging technology, and strategically focused on outcomes rather than outputs. This change has allowed us to ensure the service remains available to those in critical need of support. While we continue to see a decline in volumes, we have observed an increase in the complexity and level of risk in the contacts we are receiving.



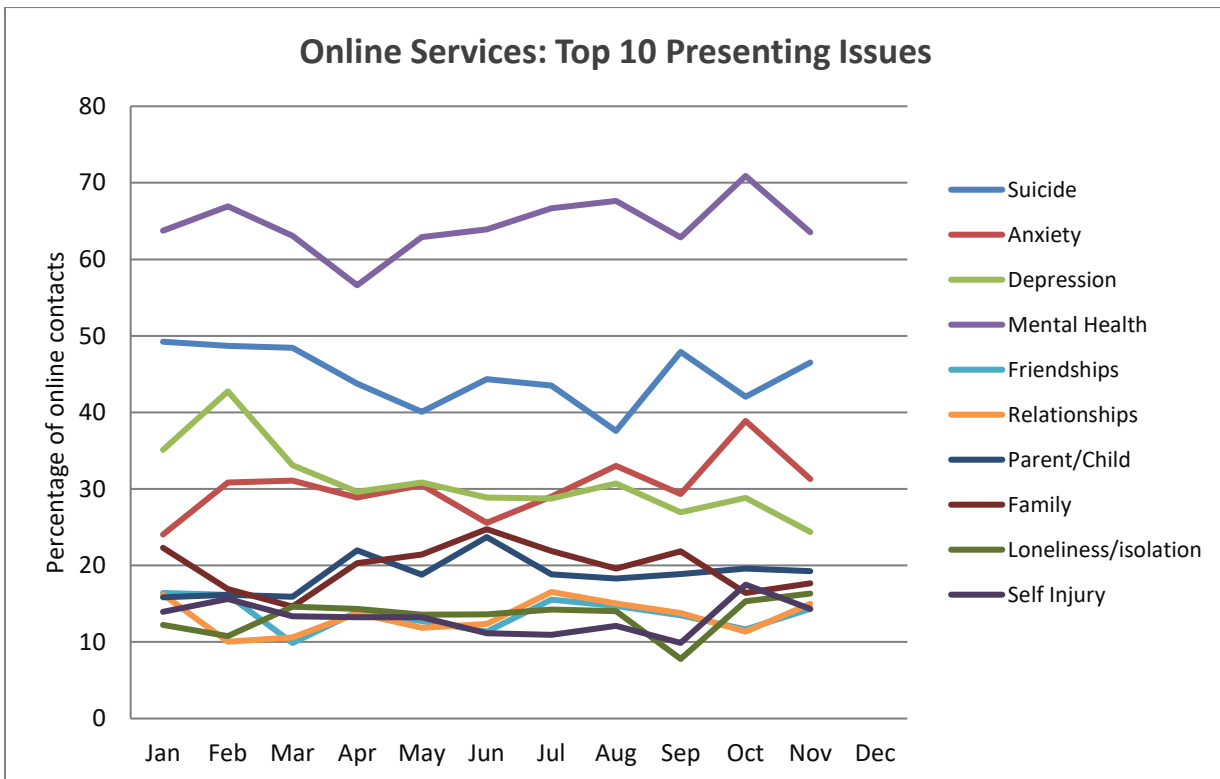
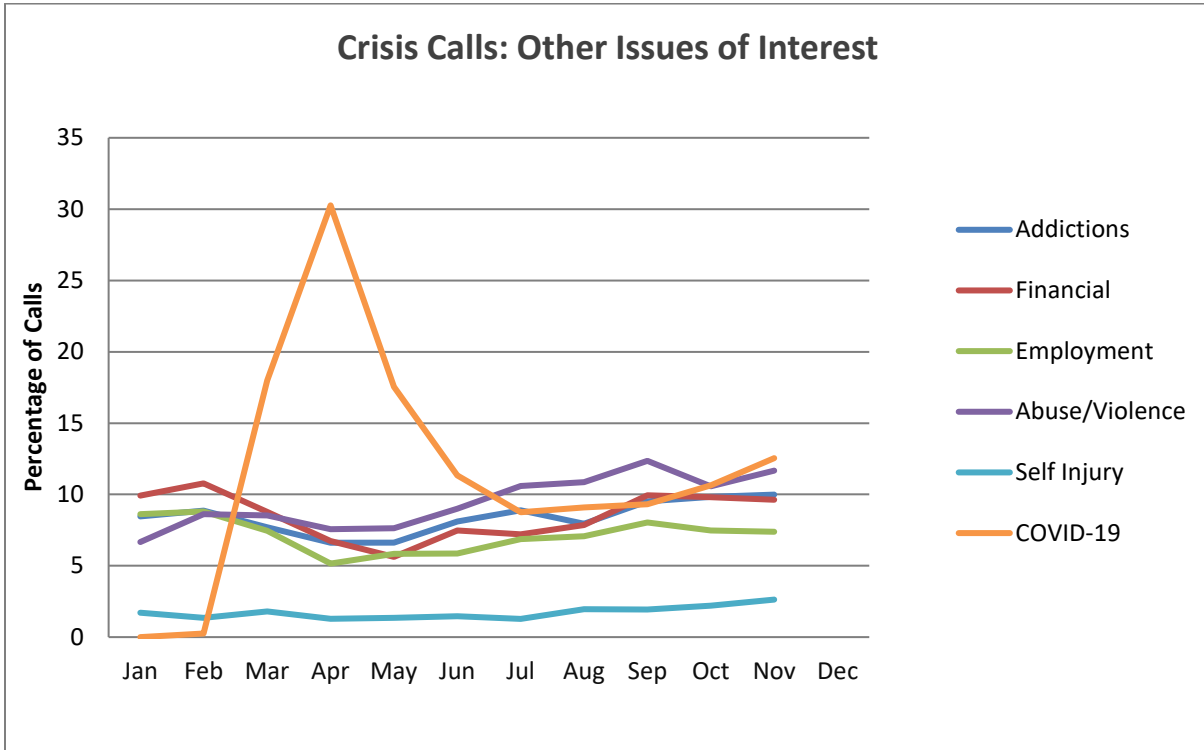


- In general, as calls become more complex and higher risk, the length increases.
- Crisis chats and texts take significantly longer to resolve than crisis calls, requiring more volunteer and staff resources.

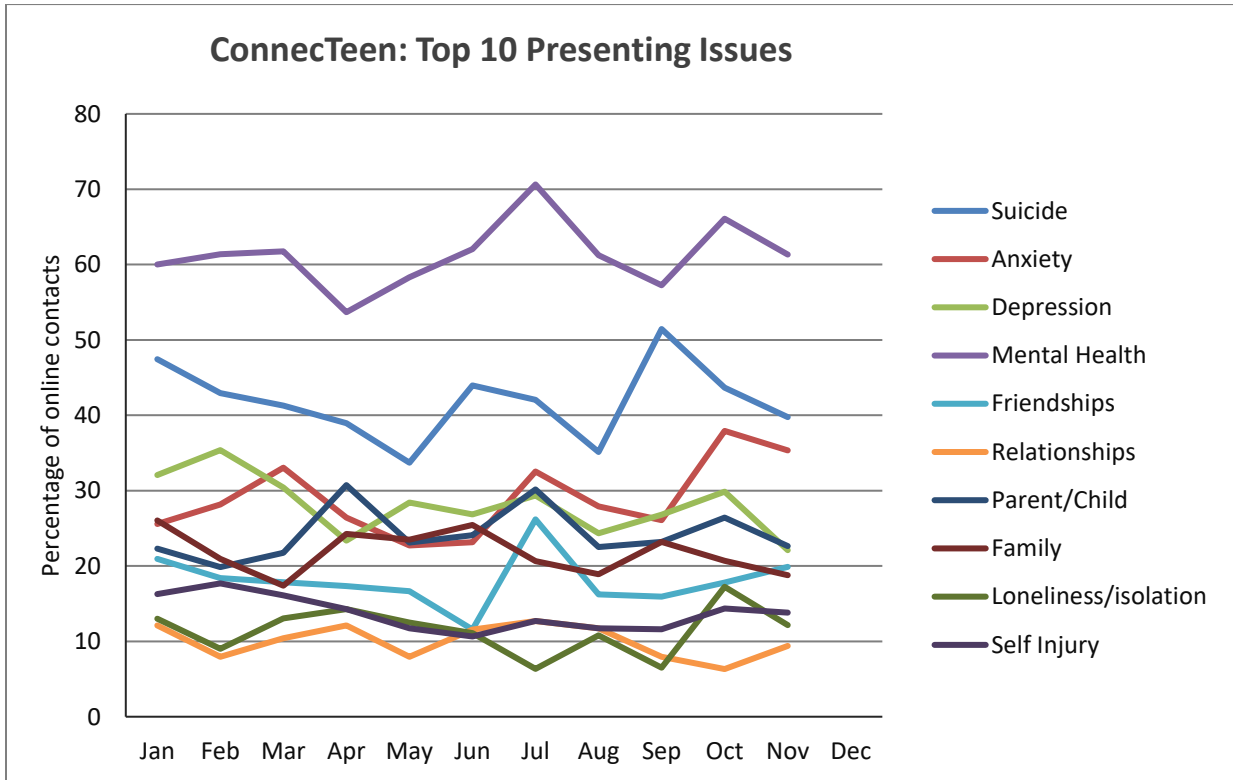
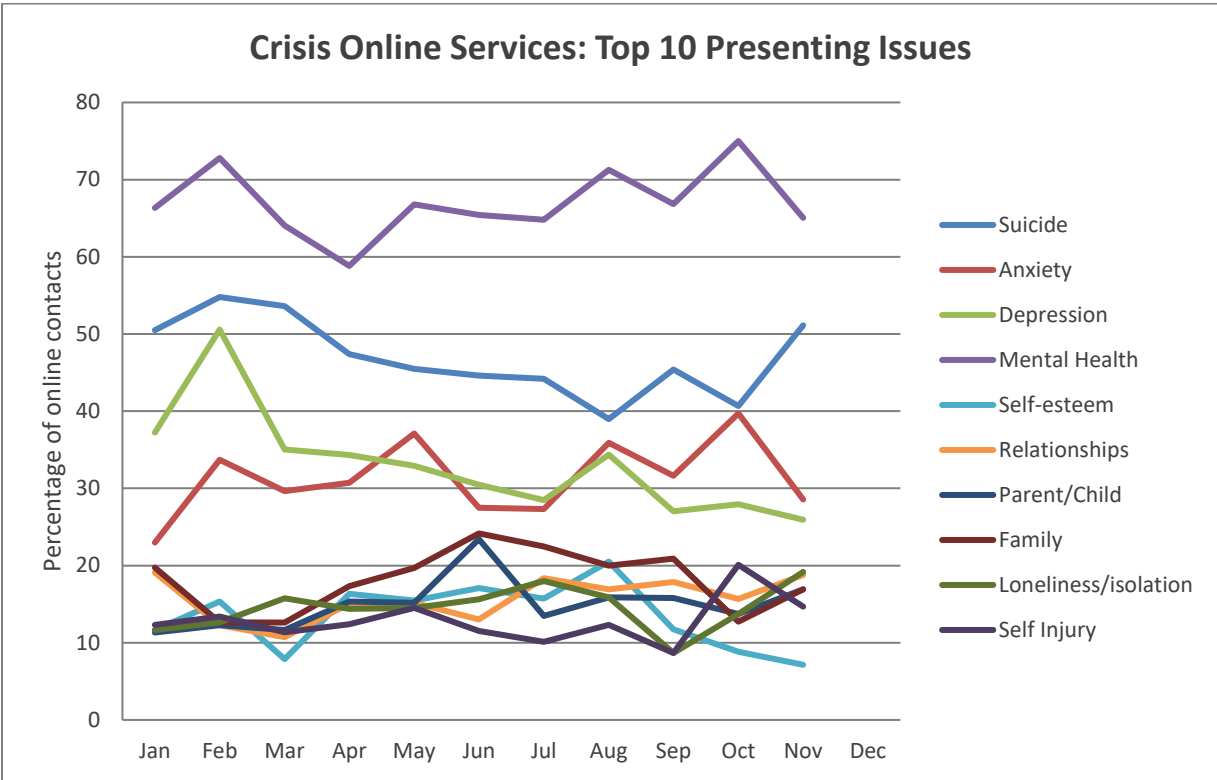


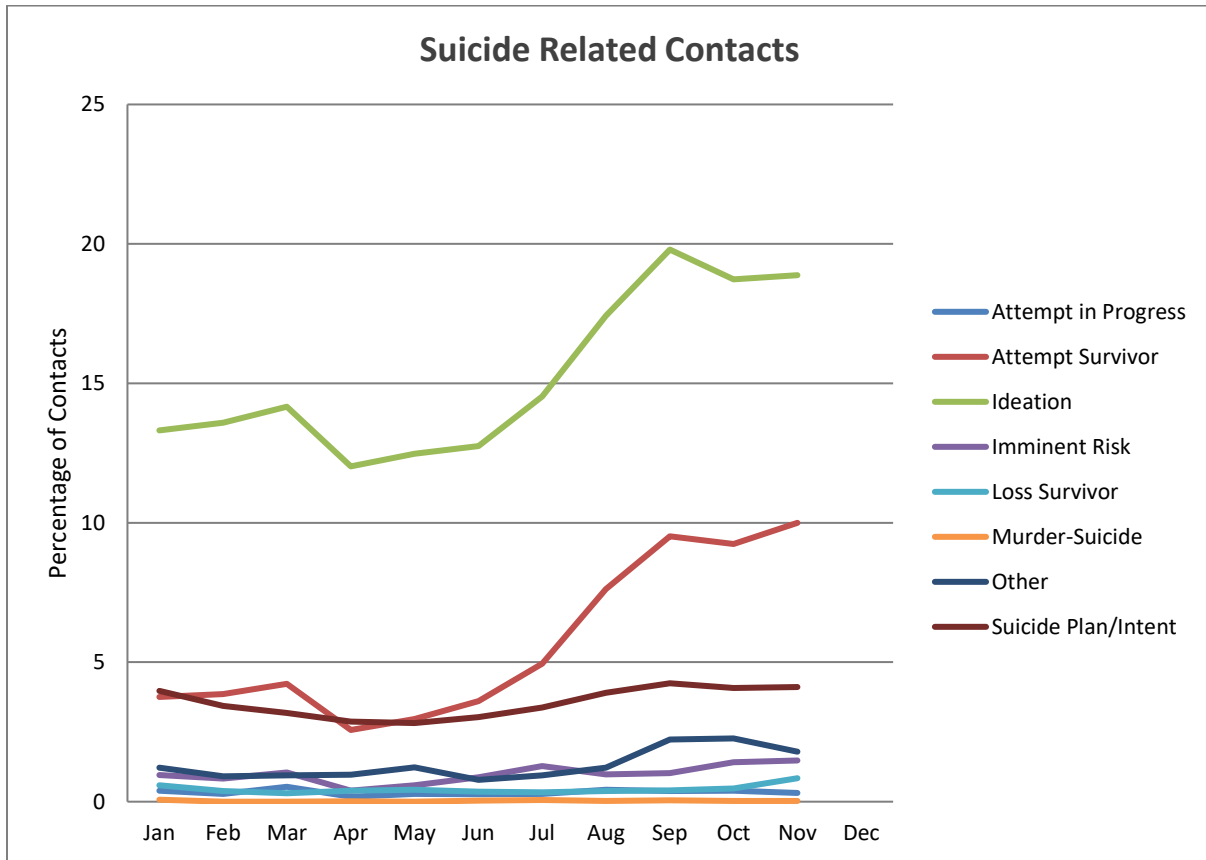
The following changes apply to our Crisis and ConnectTeen services:

- The scope of the issue “Mental Health” has significantly expanded in 2020 to cover several more topics, including long-term mental illness, paranoia, psychosis, and other aspects of mental health.
- The scope of the issue “Suicide” has expanded in 2020 to cover more topics, including loss survivor, attempt survivor, murder-suicide, and other topics related to suicide.
- The definition of “Relationships” has narrowed to specify intimate relationships only.
- The scope of the issue “Physical Health” has significantly expanded in 2020 to cover several more topics, including chronic disease, chronic pain, physical disability and other aspects of physical health.



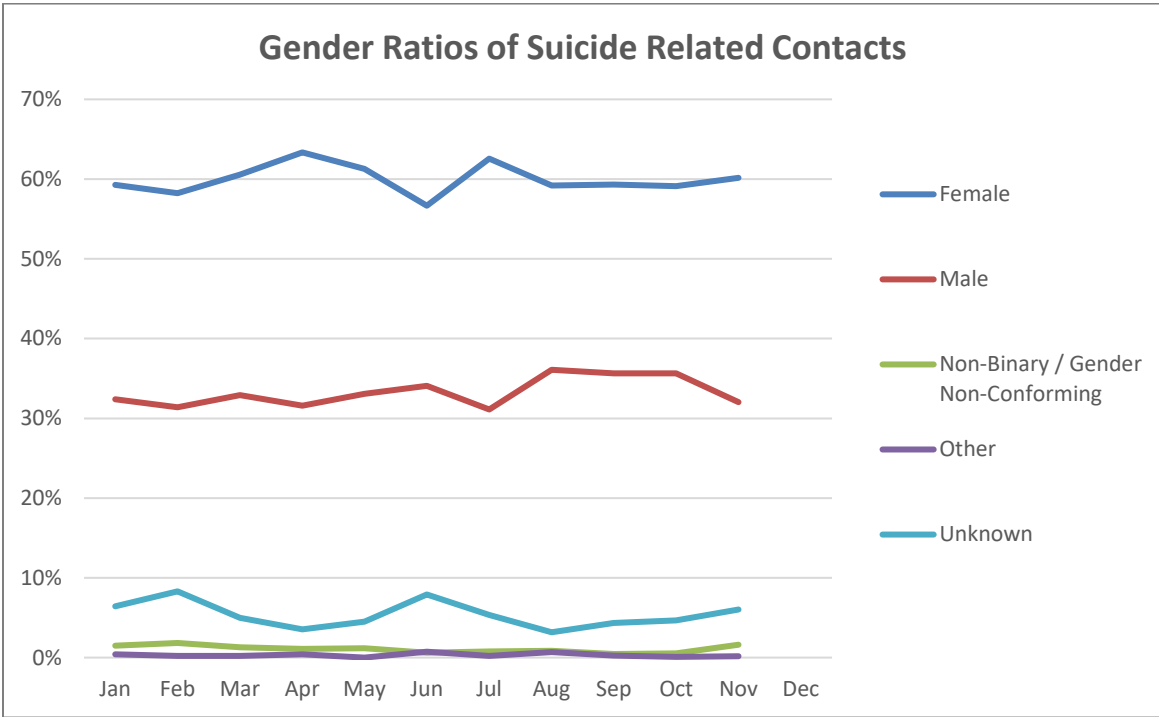
- Online services represented on this chart include crisis chat and email and ConnectTeen chat, email and text.



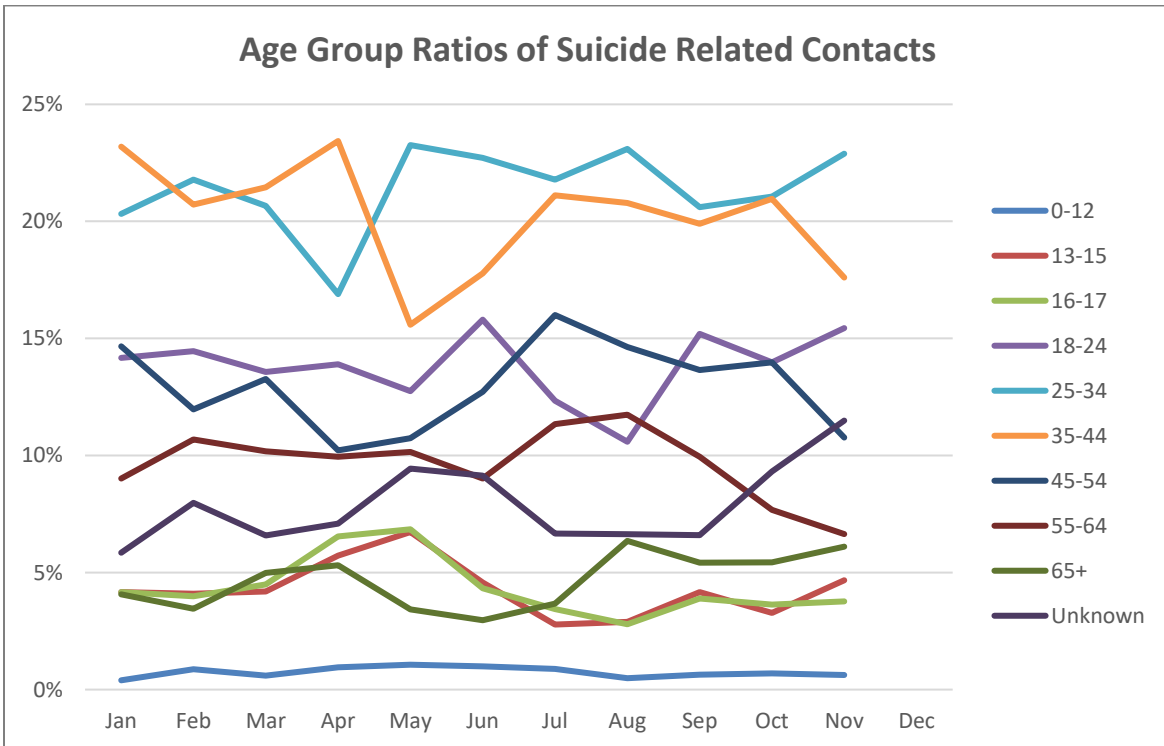


Top 3 issues co-presenting with suicide in November are:

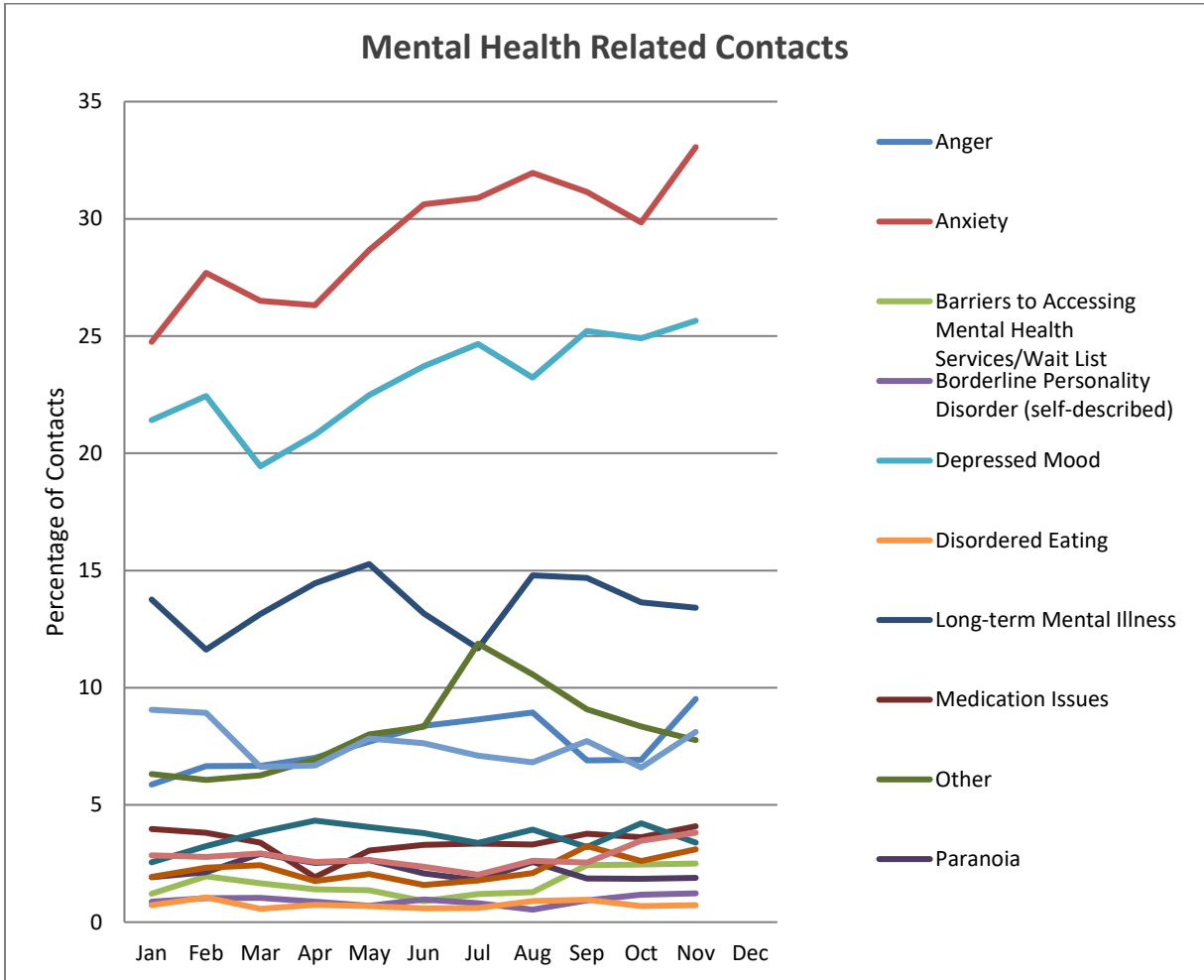
- Depressed Mood
- Anxiety
- Family Relationships



This chart shows the percentage of suicide related contacts identified as, or assumed to be of the stated gender type.

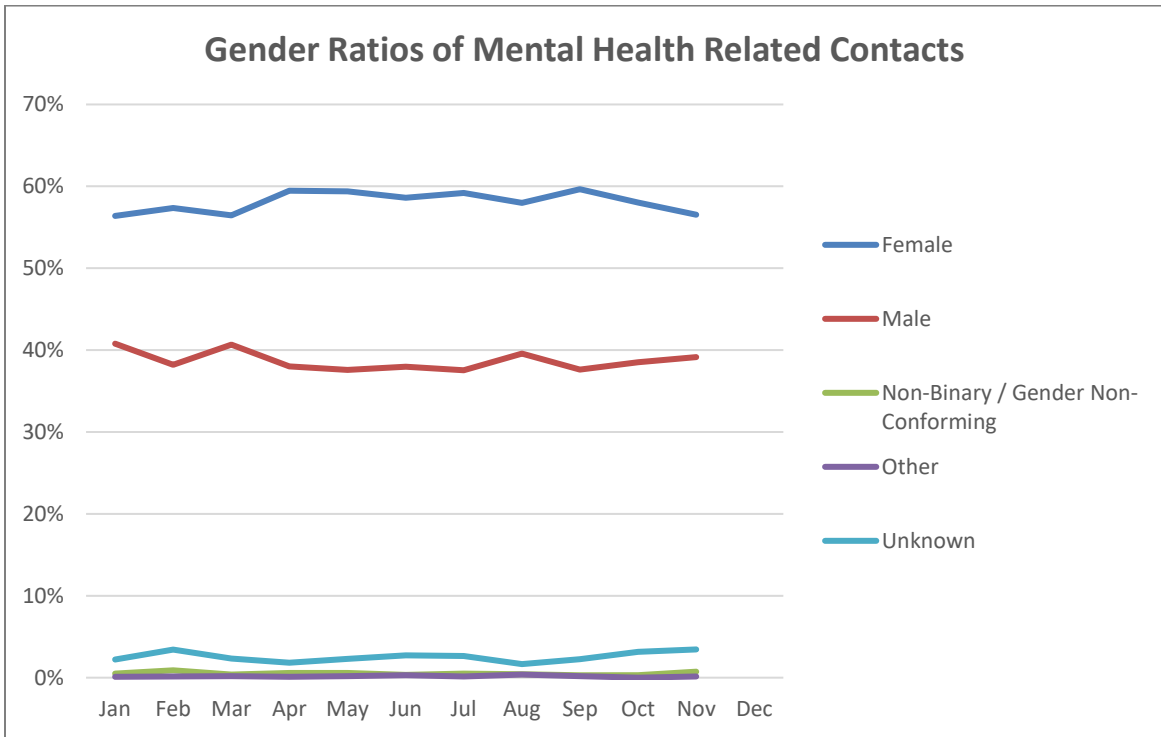


This chart shows the percentage of suicide related contacts identified or estimated to fall within the stated age groups.

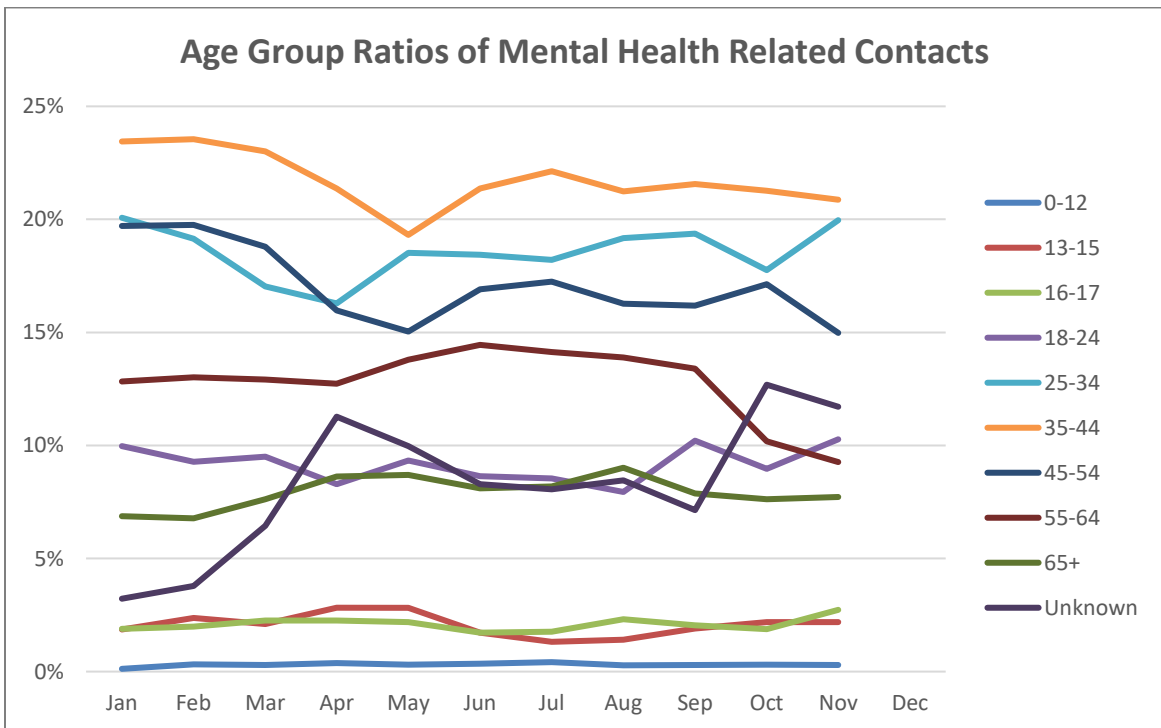


Top 3 issues co-presenting with mental health in November are:

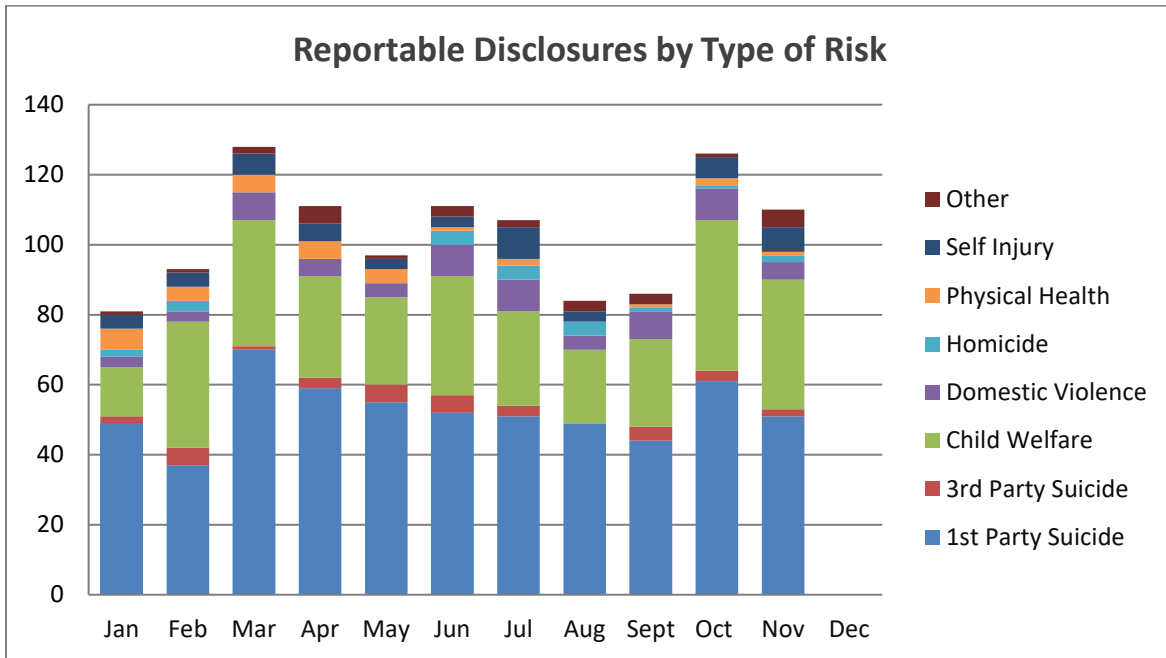
- Family Relationships
- Suicide Ideation
- Isolation/Loneliness



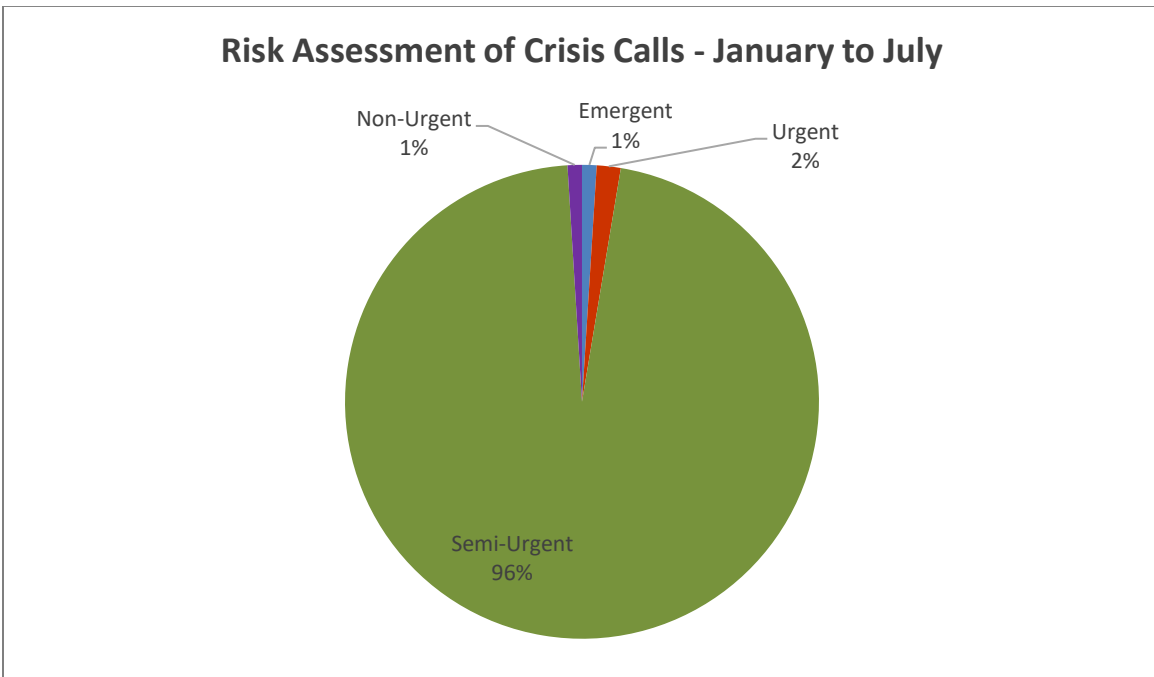
This chart shows the percentage of mental health related contacts identified as, or assumed to be of the stated gender type.



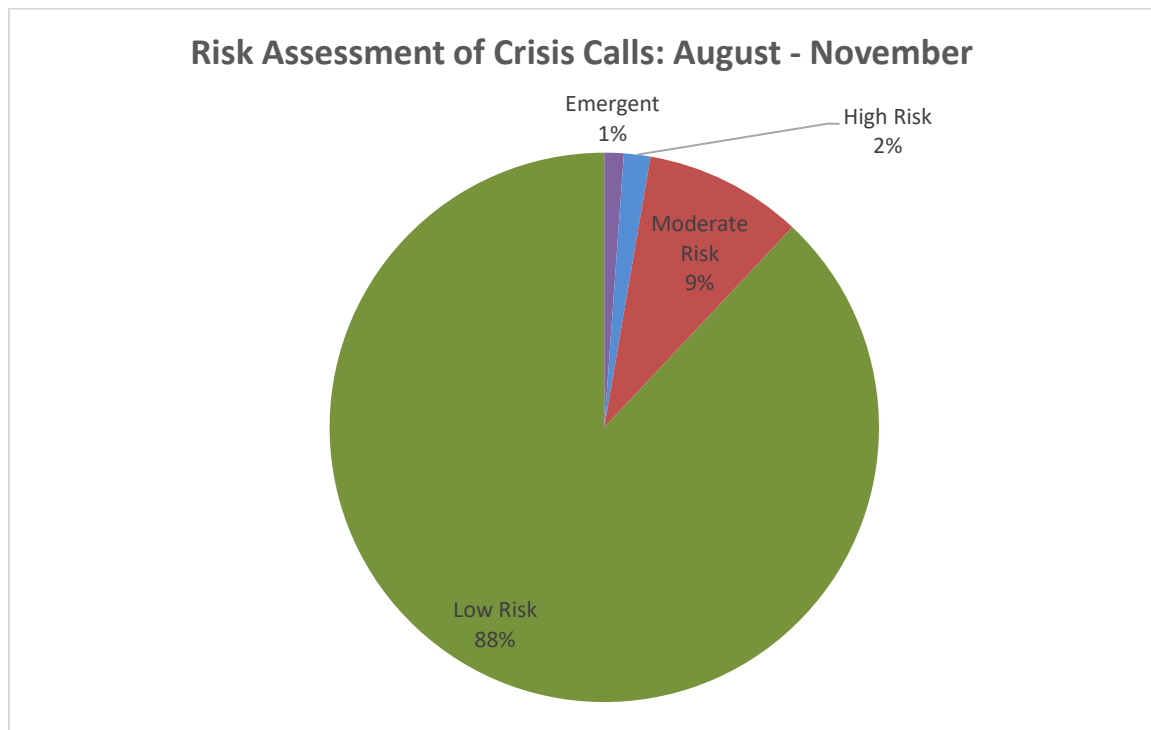
This chart shows the percentage of mental health related contacts identified or estimated to fall within the stated age groups.



Reportable disclosure reports are completed when emergency intervention is required (i.e. by police, EMS, or child welfare) to ensure the safety of the caller or a third party.

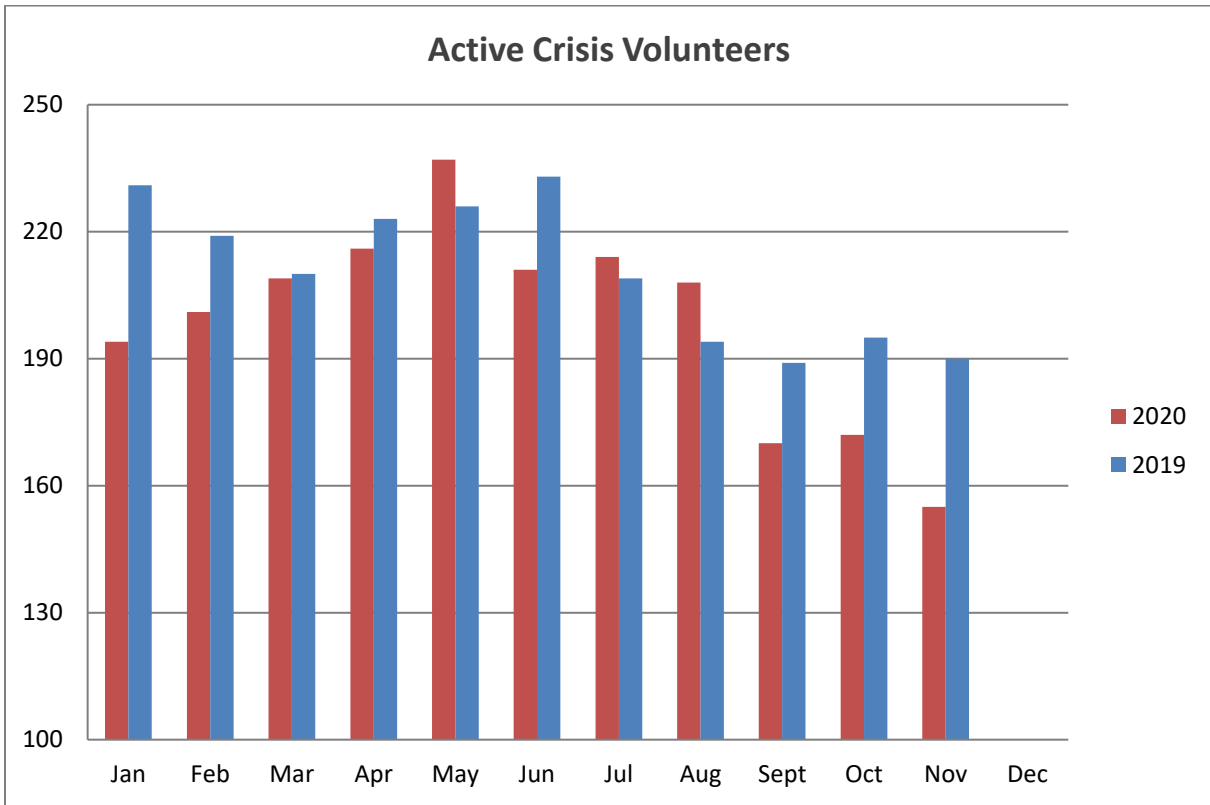


- Up till July 2020, Distress Centre’s risk assessment used the following urgency rating scale
- Non-urgent: call is not crisis related; primarily calls from professionals.
 - Semi-urgent: risk to self or others assessed as low; caller will be safe for the next 24-48 hours.
 - Urgent: danger to self or others but able and willing to enter into a safety agreement; caller needs assistance in the next 24 hours.
 - Emergent: immediate danger to self or others and unwilling or unable to make a safety agreement; 911 is called and emergency intervention (police/EMS) is sent.

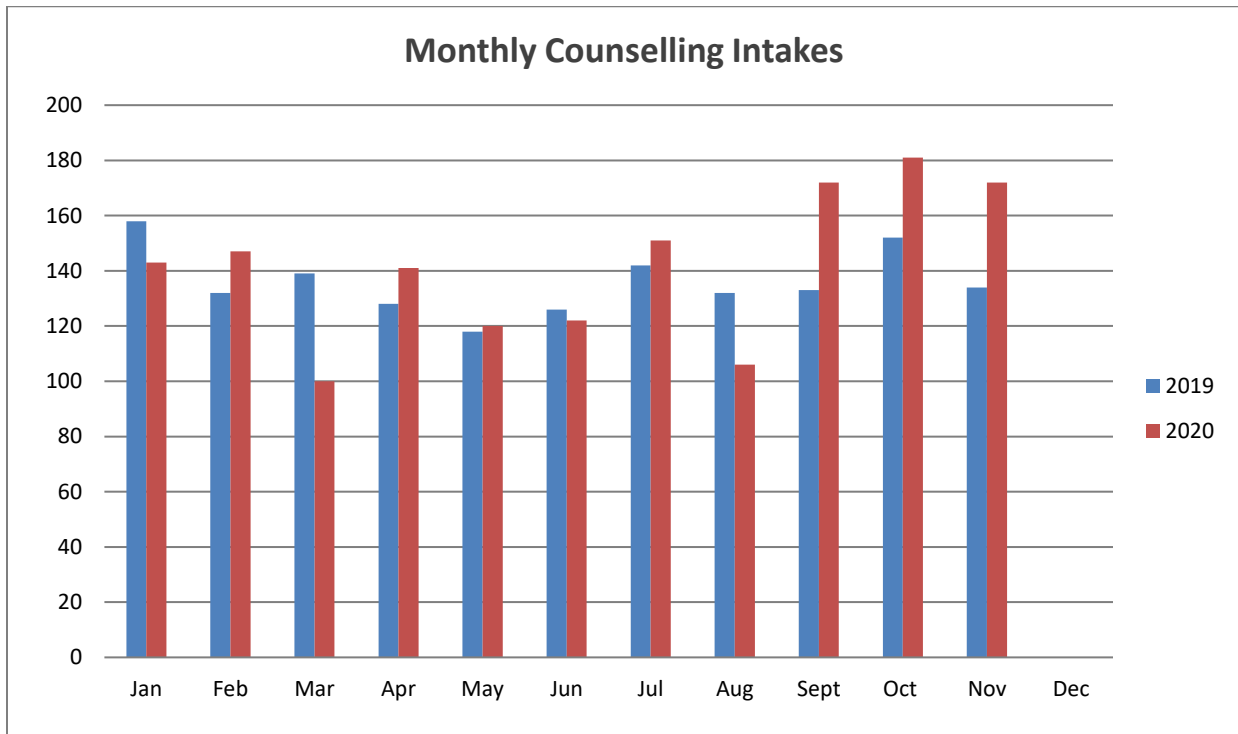


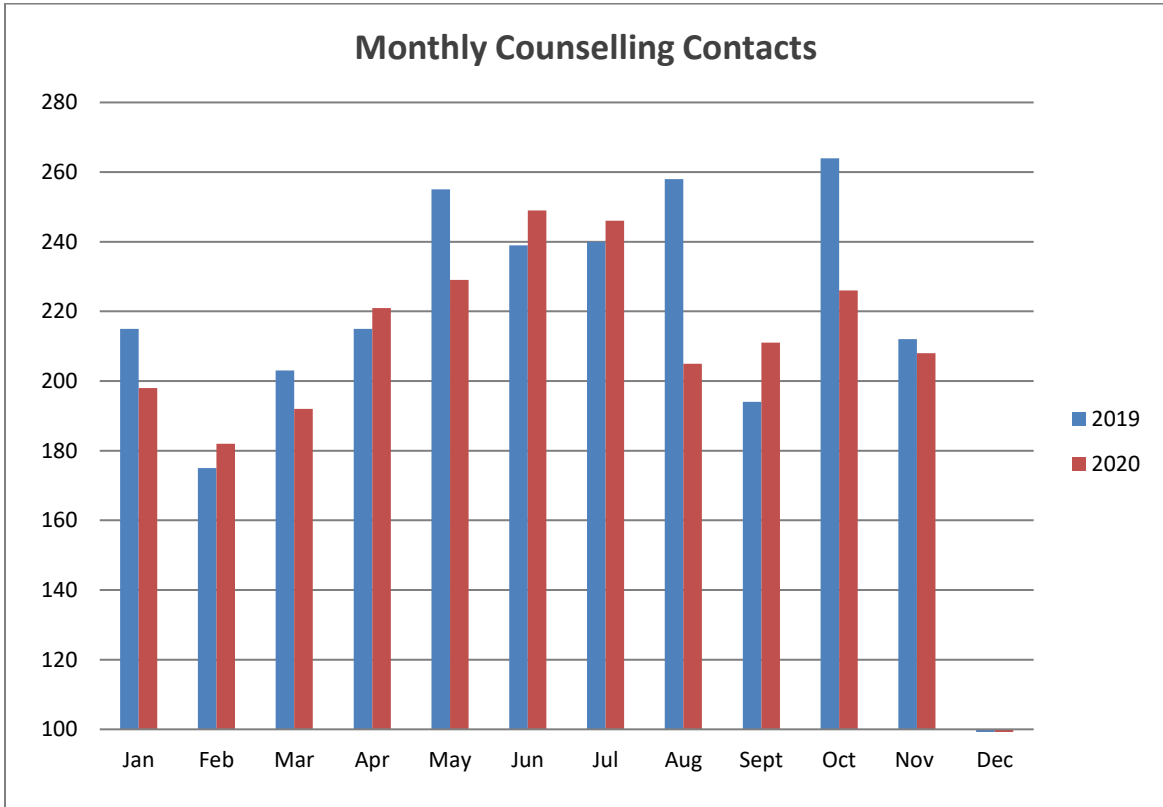
In August 2020, Distress Centre started documenting risk assessment levels using the following scale

- Low Risk - Risk to self or others is assessed as low. Service user will be safe for the next 24-28 hours
- Moderate Risk - Elements of risk of harm to self or others has been identified; however, service user is able and willing to enter into a safety plan and will be safe with or without professional intervention.
- High Risk - Danger to self or others but able and willing to enter into a safety agreement; Caller needs assistance within the next 24 hours.
- Emergent - Immediate danger to self or others and unwilling or unable to make a safety agreement; 911 is called and emergency intervention (police/EMS) is sent.

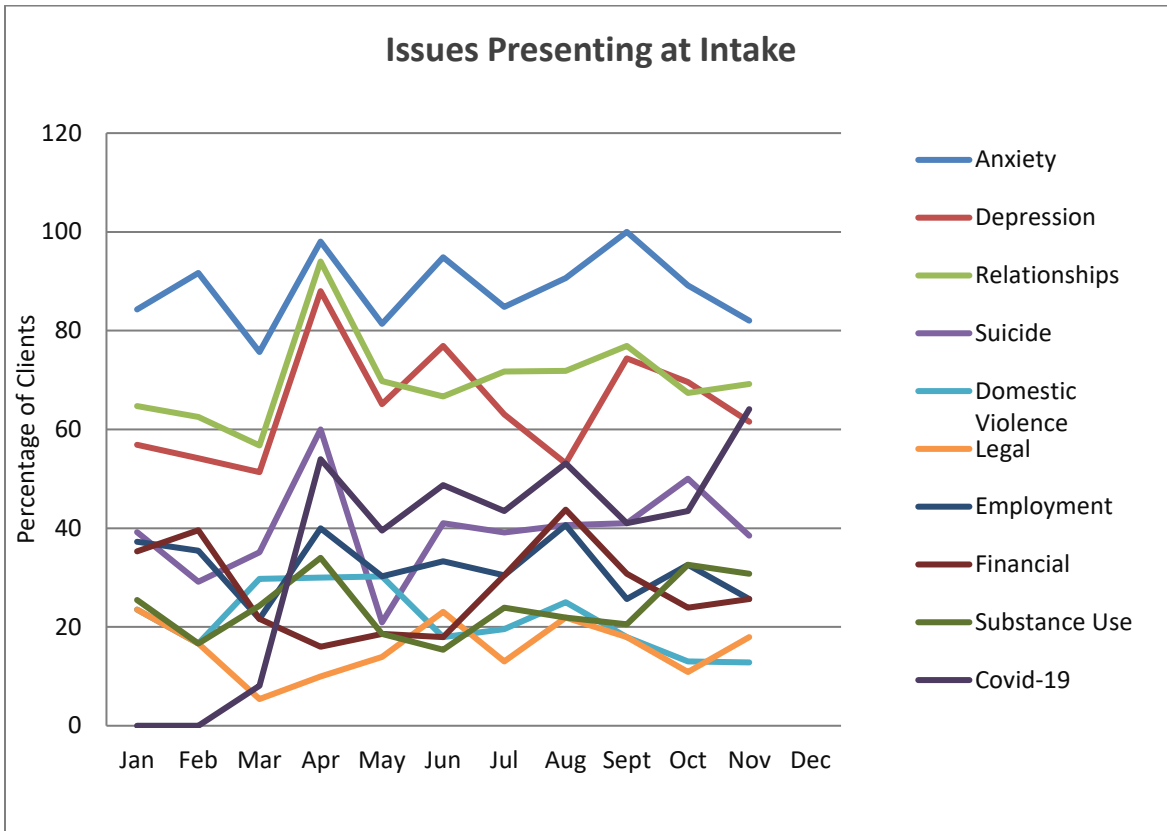


Crisis Counselling





Counselling contacts include all interactions of a counselling nature; this includes all intake assessments, sessions delivered, follow-ups and collateral contacts.



Top issues identified at counselling client enrollment in November were -

1. Anxiety
2. Relationships
3. Covid-19
4. Depression
5. Suicide