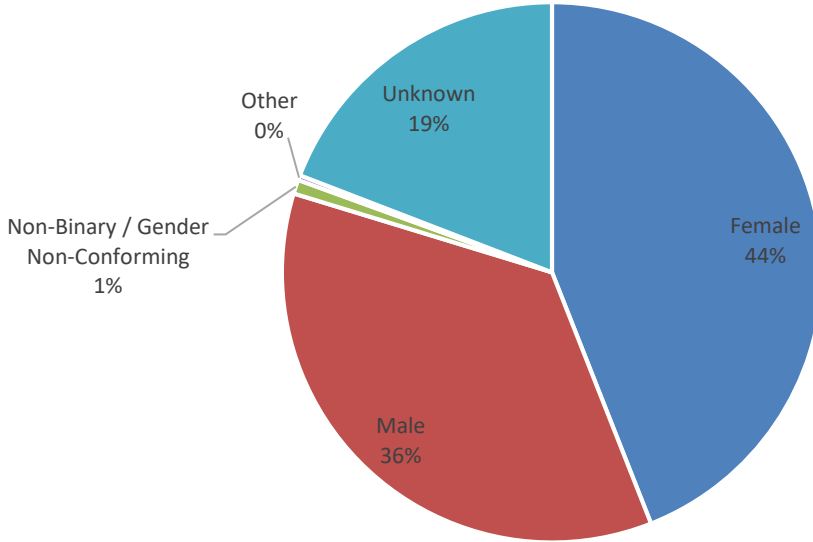
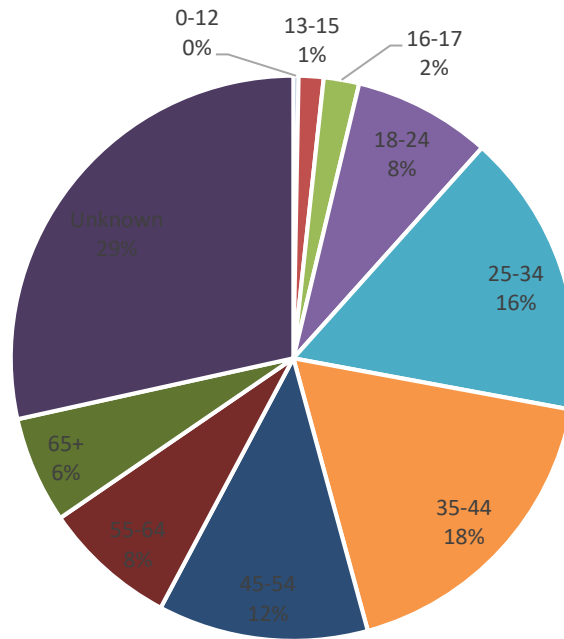


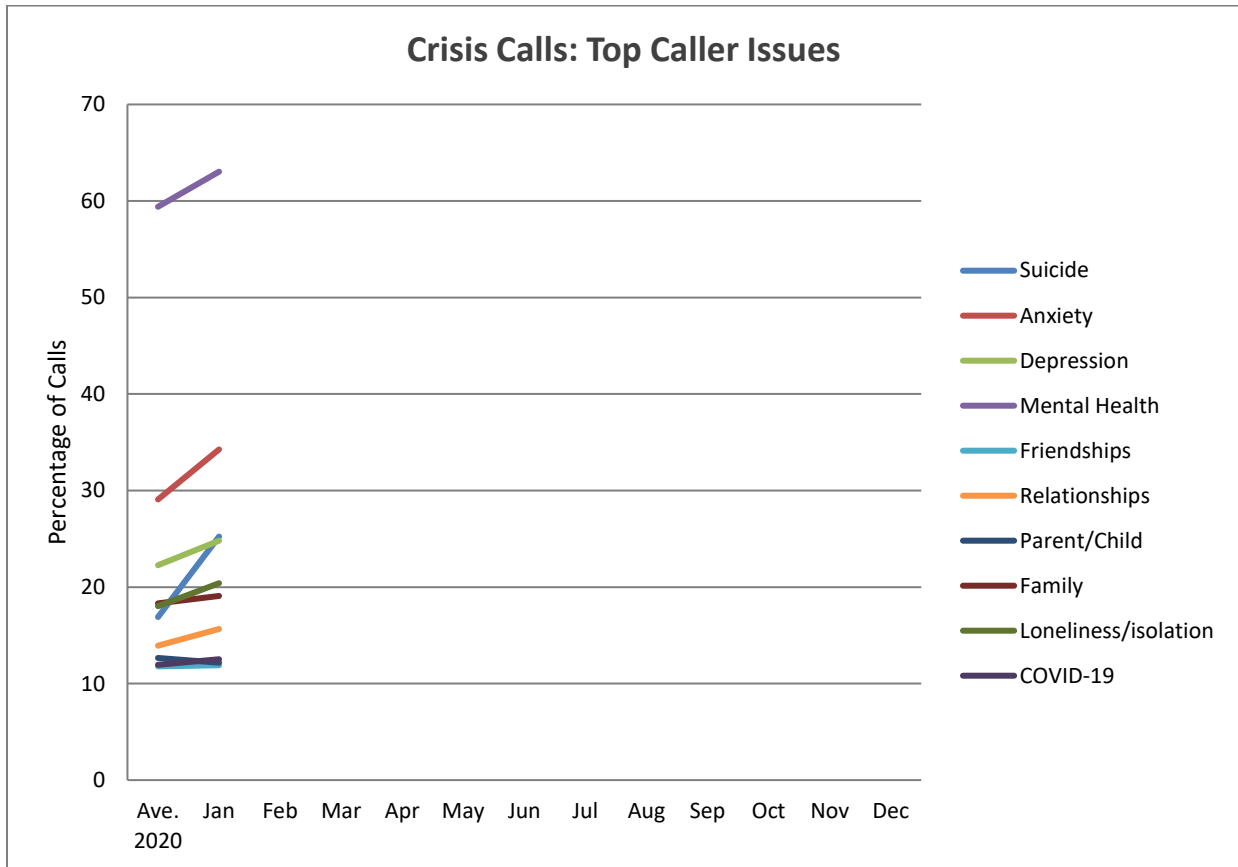
- In general, as calls become more complex and higher risk, the length increases.
- Crisis chats and texts take significantly longer to resolve than crisis calls, requiring more volunteer and staff resources.

Gender Ratios for All Contacts

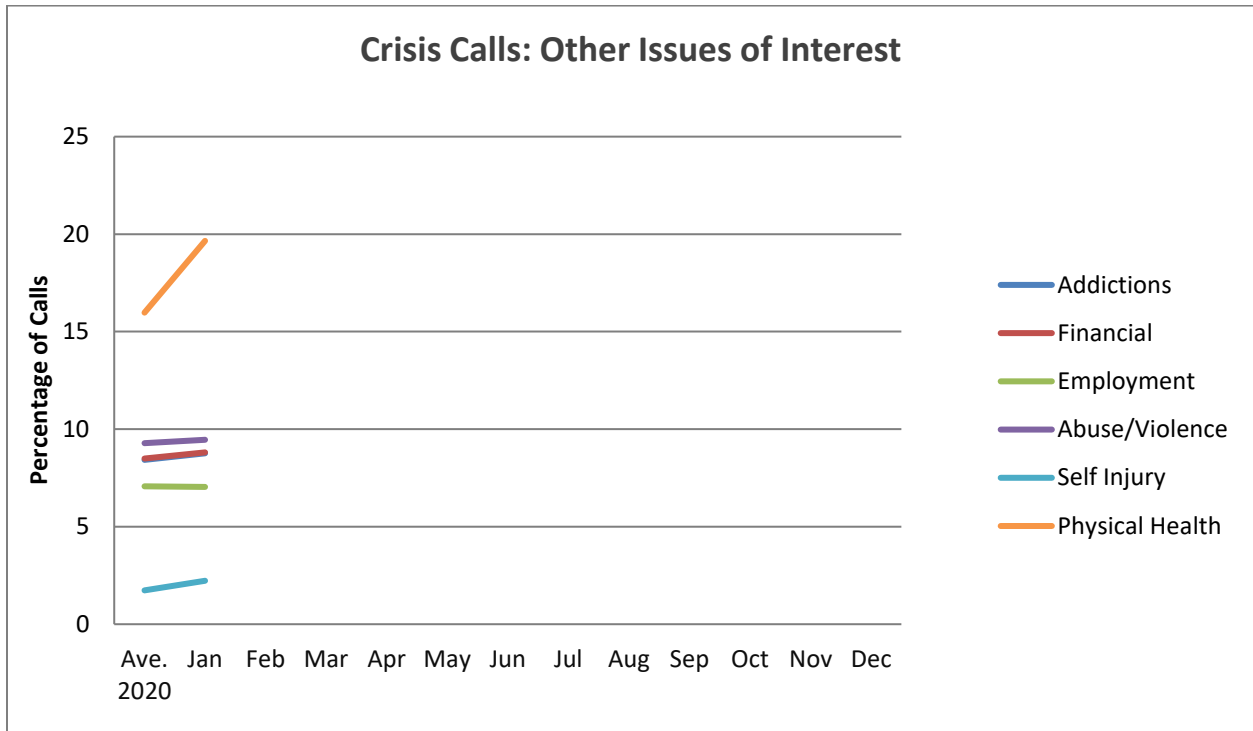


Age Group Ratios for All Contacts

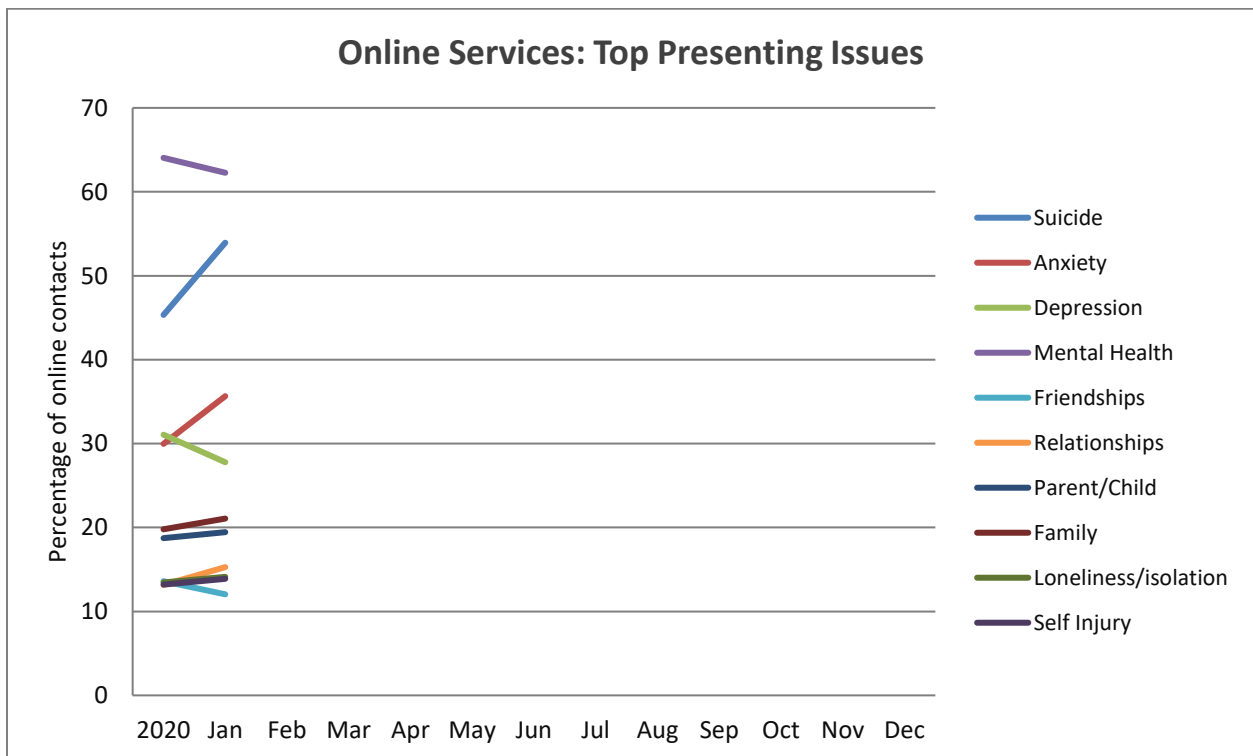




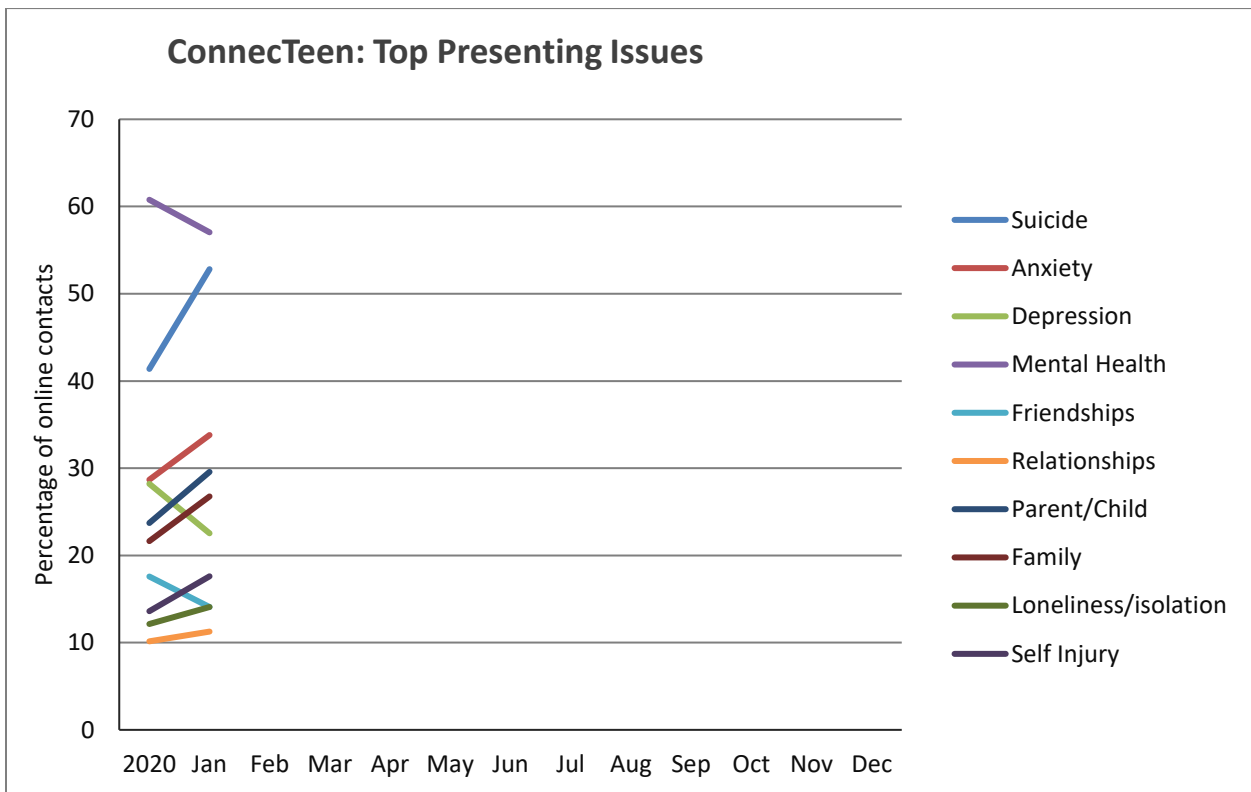
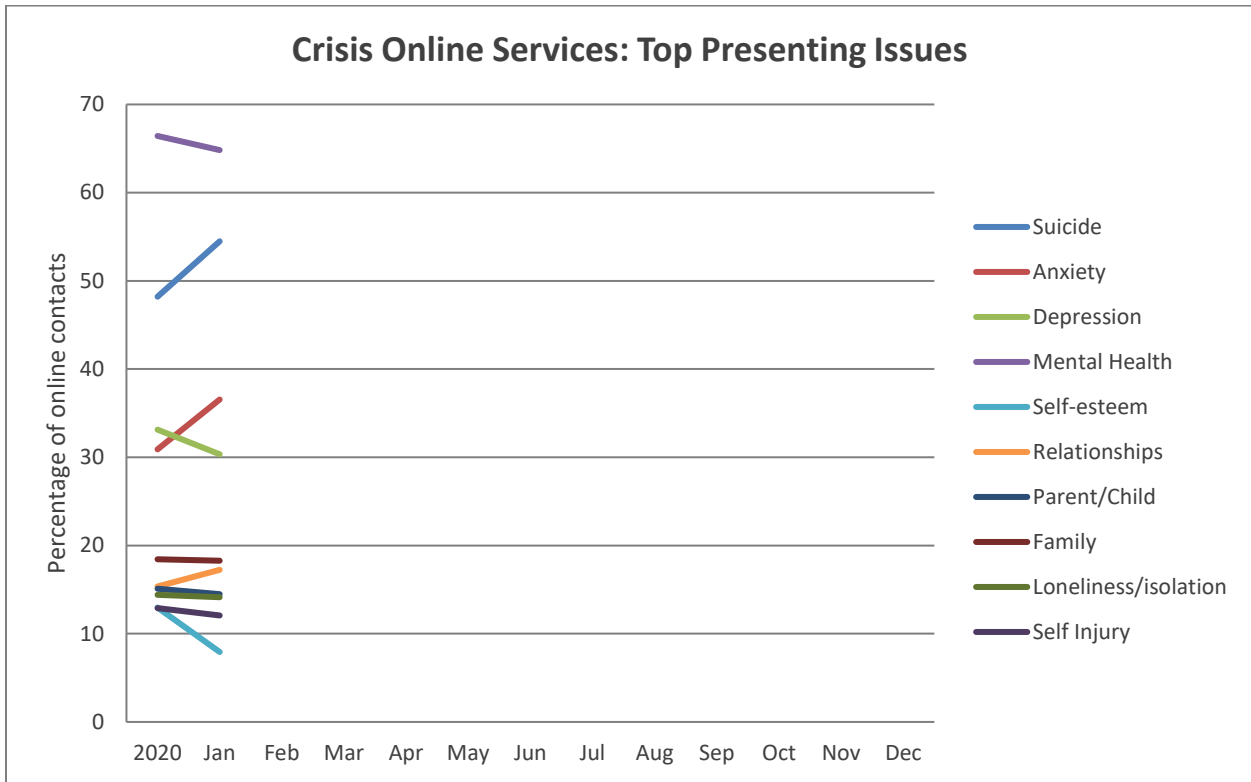
- The issue “Mental Health” covers several more sub-topics, including long-term mental illness, paranoia, psychosis, and other aspects of mental health.
- The issue “Suicide” covers more sub-topics, including loss survivor, attempt survivor, murder-suicide, and other topics related to suicide.

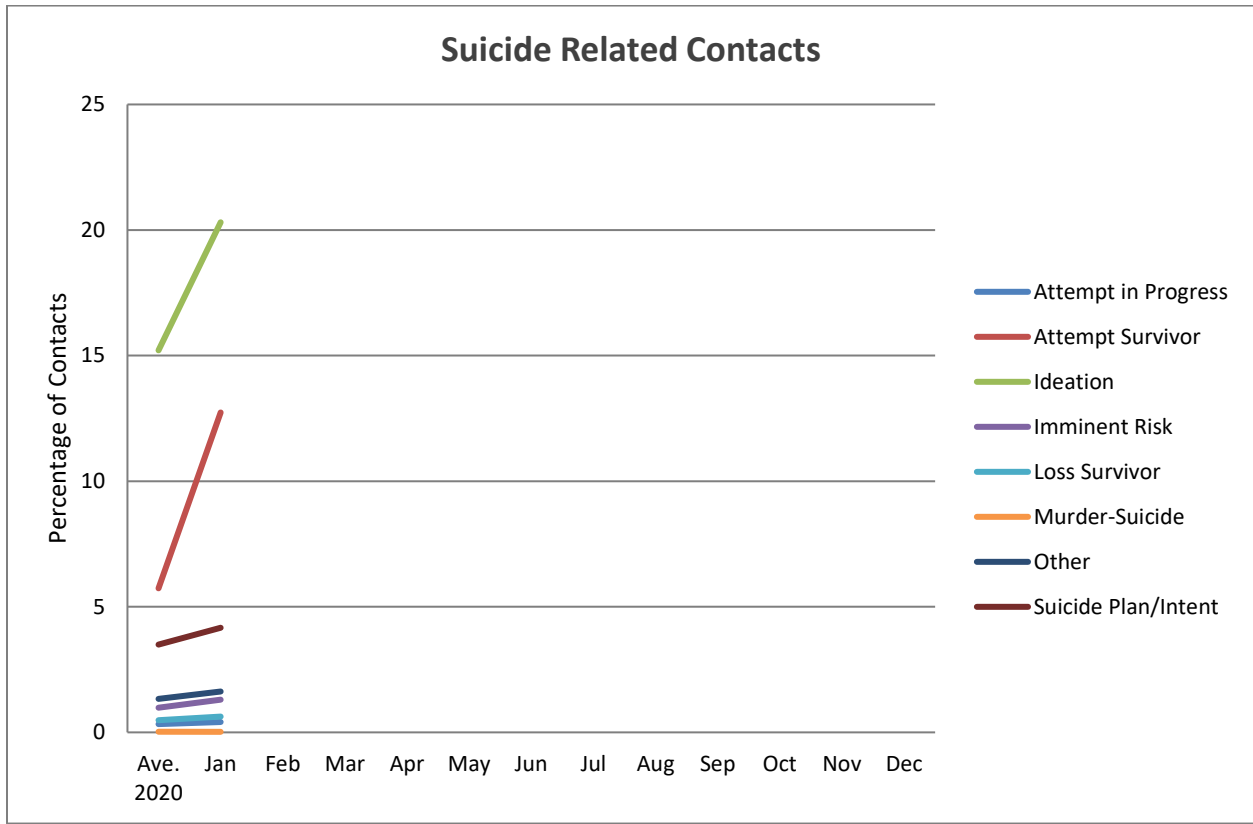


- The issue “Physical Health” covers several more sub-topics, including chronic disease, chronic pain, physical disability and other aspects of physical health.



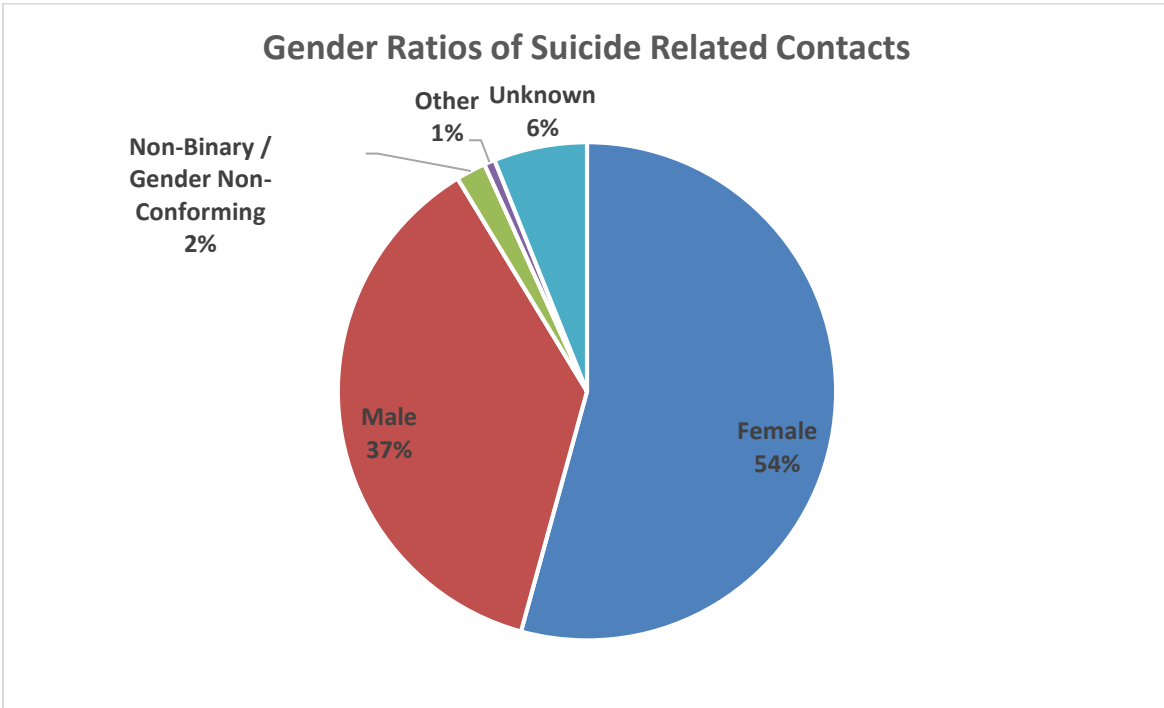
- Online services represented on this chart include crisis chat and email and ConnectTeen chat, email and text.



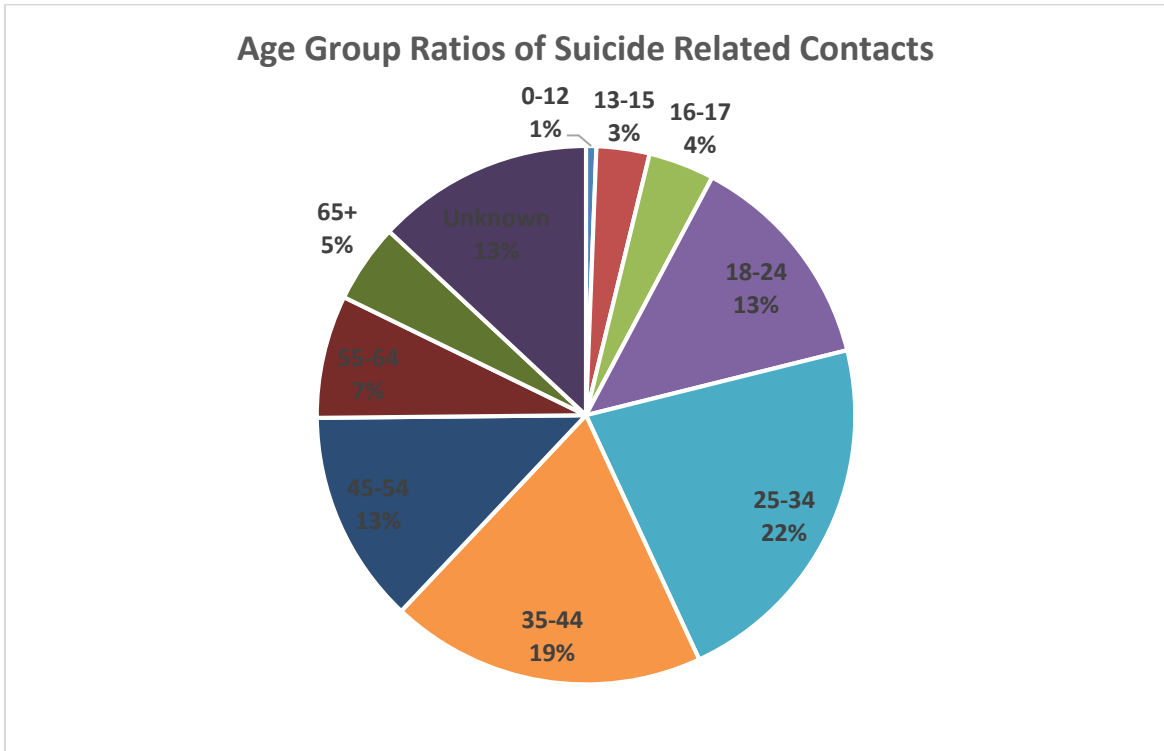


Top 3 issues co-presenting with suicide in January are:

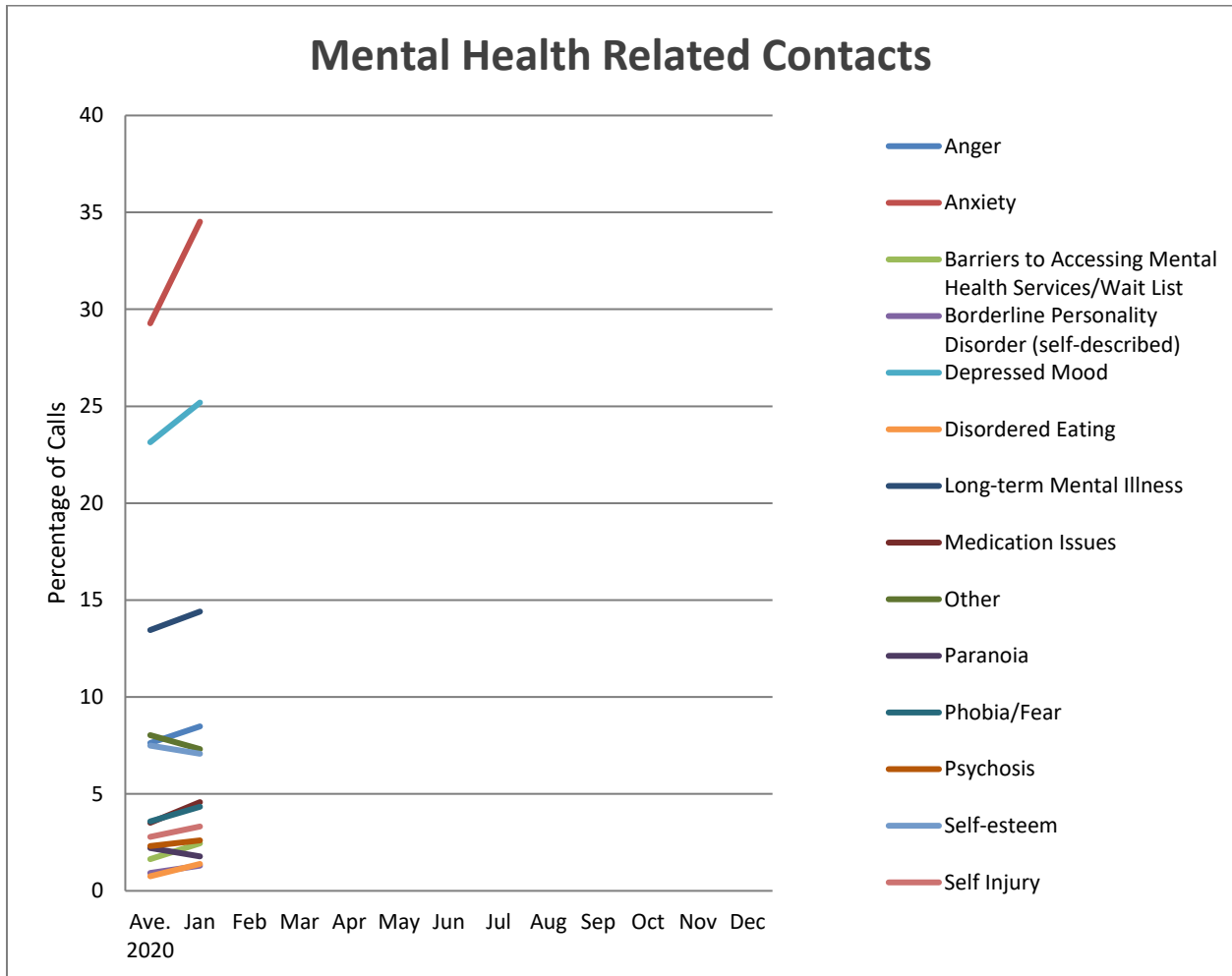
- Depressed Mood
- Anxiety
- Family Relationships



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

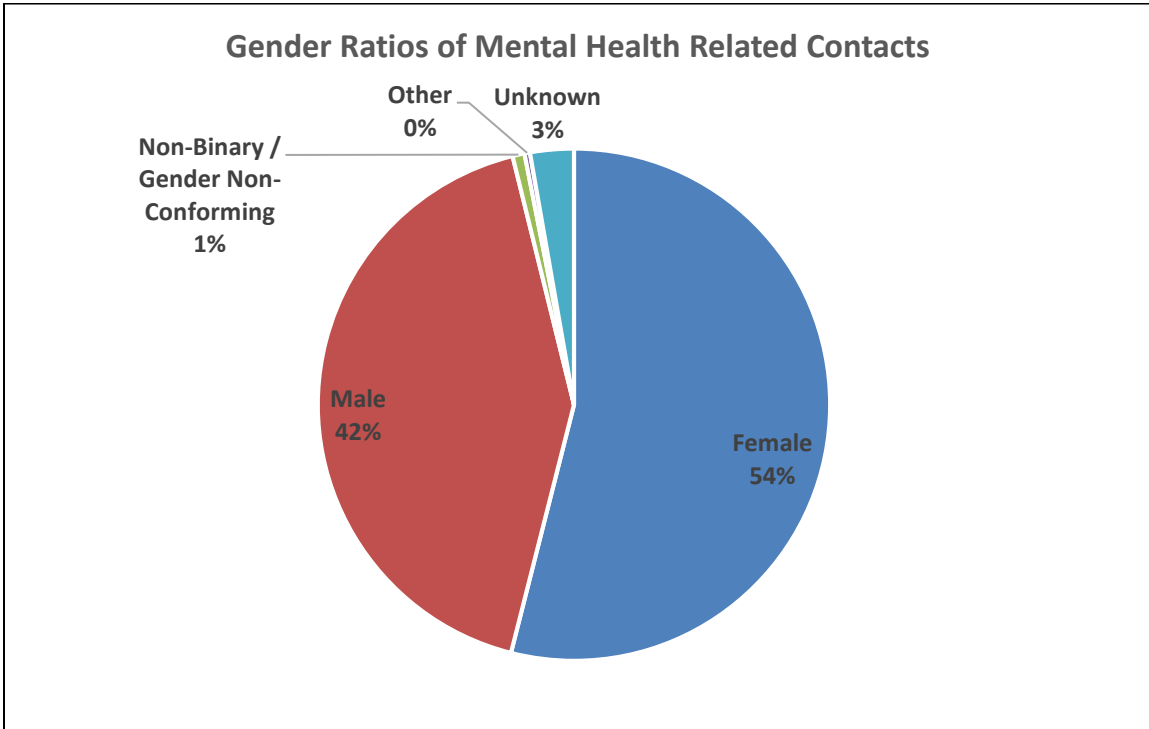


This chart shows the percentage of suicide related contacts identified or estimated to fall within the stated age groups.

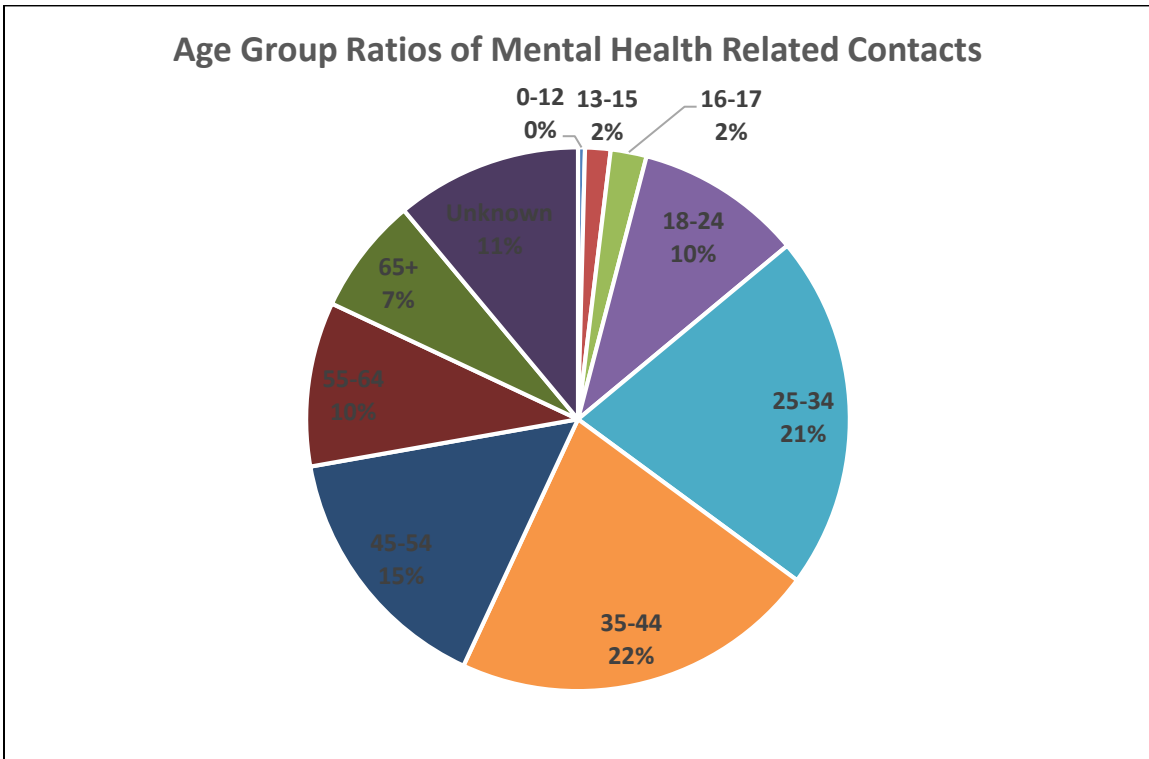


Top 3 issues co-presenting with mental health in January are:

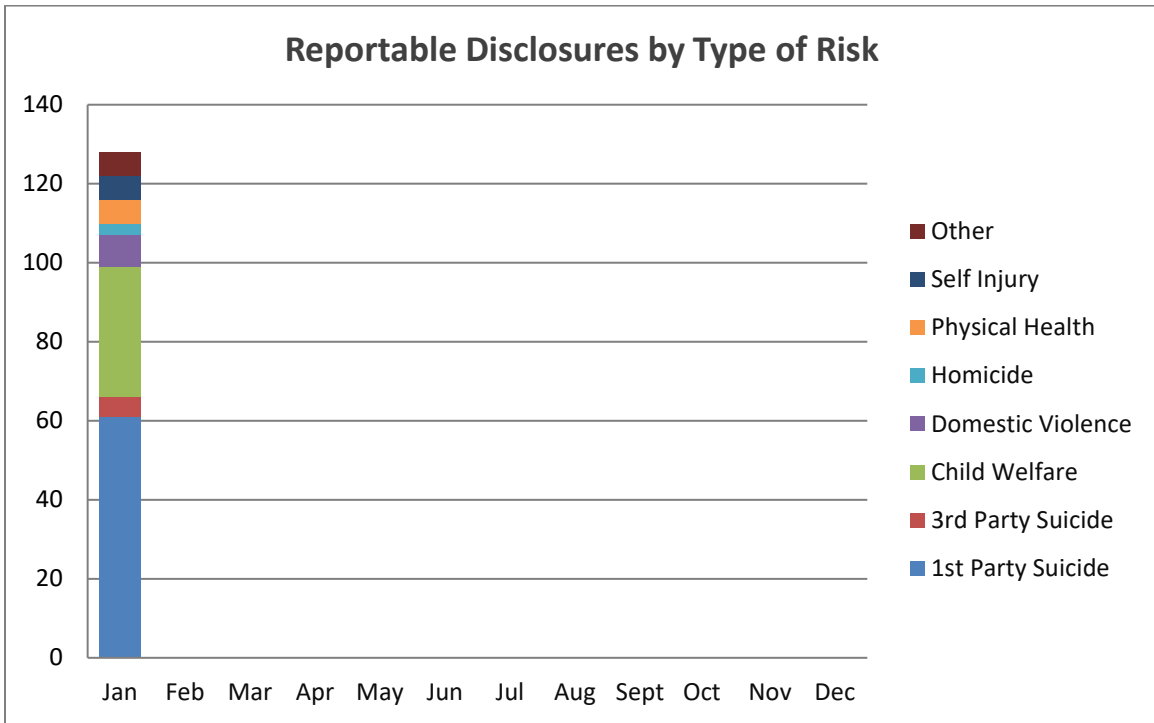
- Suicide Ideation
- Isolation/Loneliness
- Family Relationships



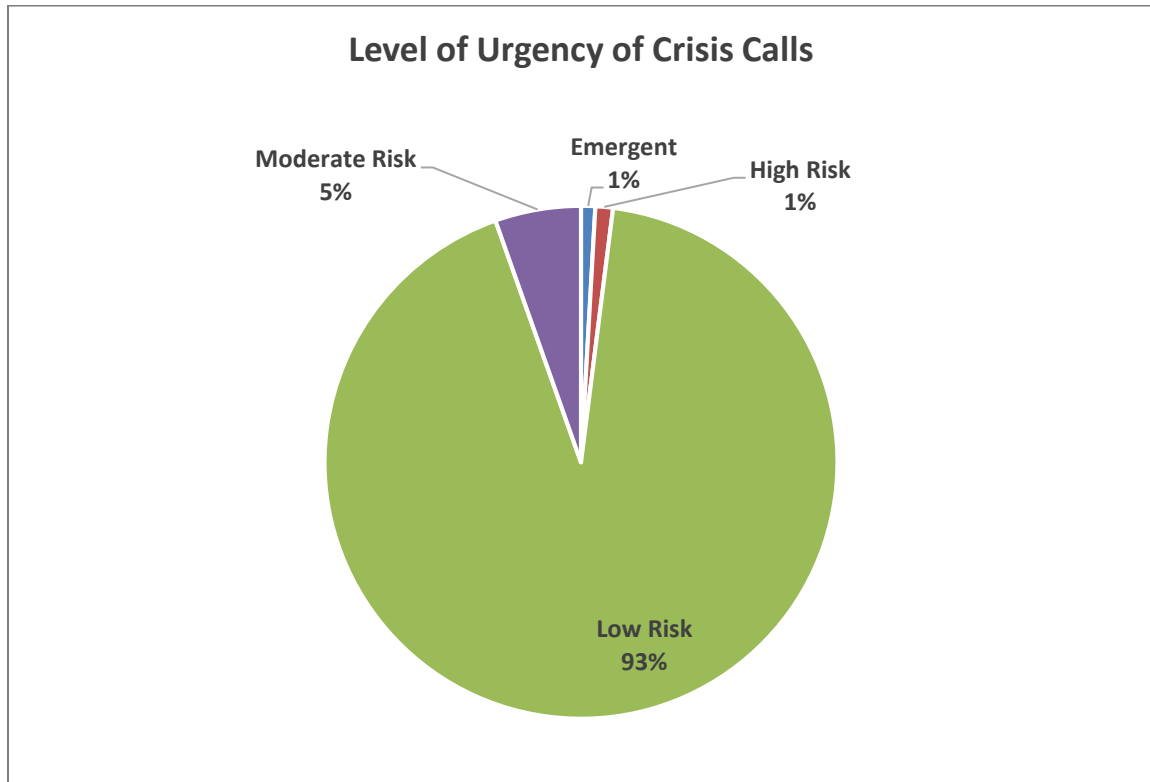
This chart shows the percentage of mental health related contacts identified as, or assumed to be of the stated gender type.



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.

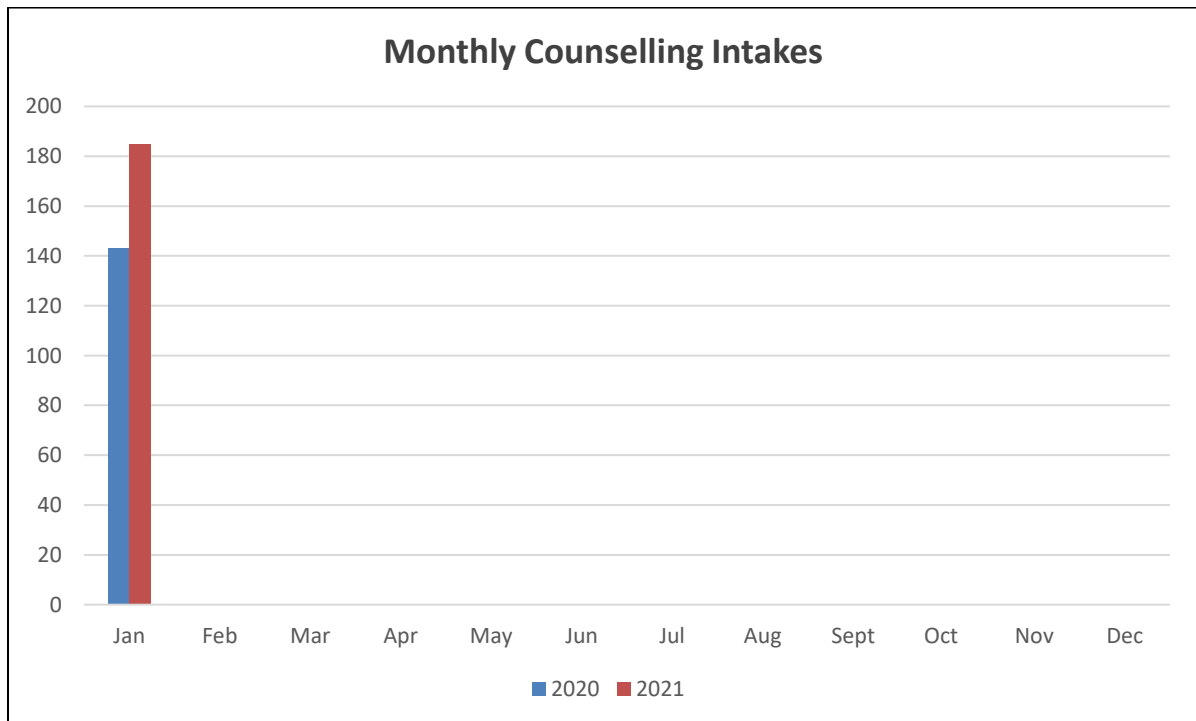


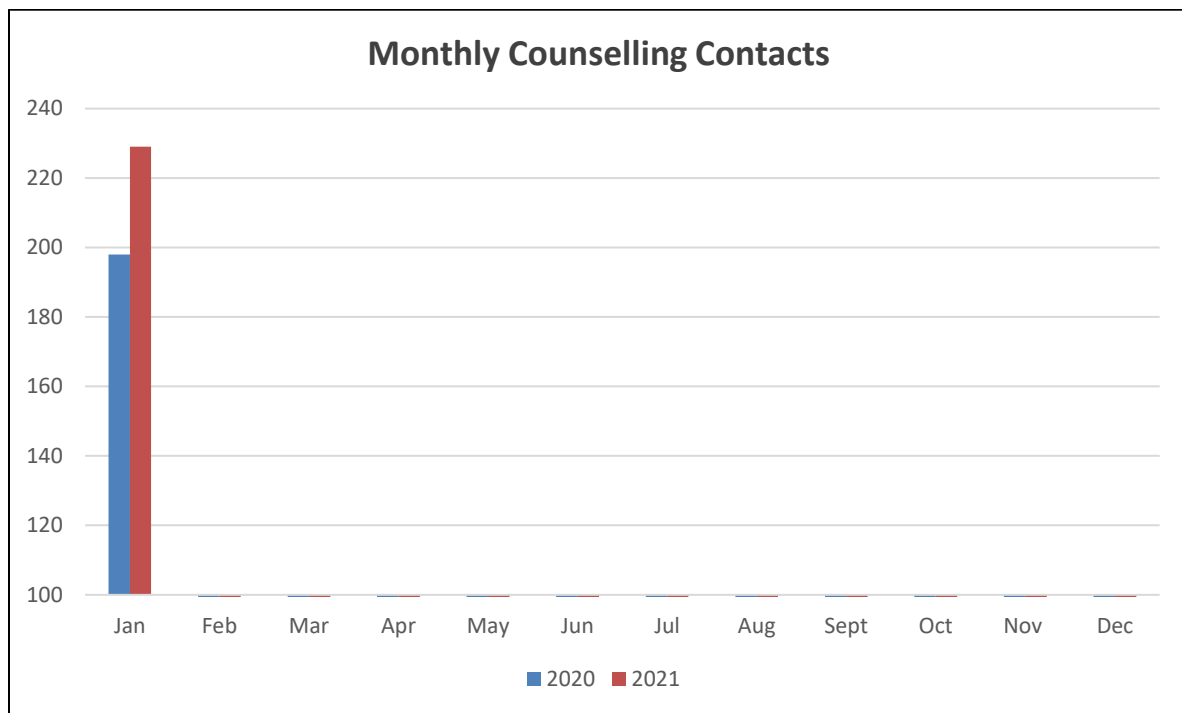
- Low Risk - Risk to self or others is assessed as low. Service user will be safe for the next 24-28 hours
- Moderate Risk - Elements of risk of harm to self or others has been identified; however, service user is able and willing to enter into a safety plan and will be safe with or without professional 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.



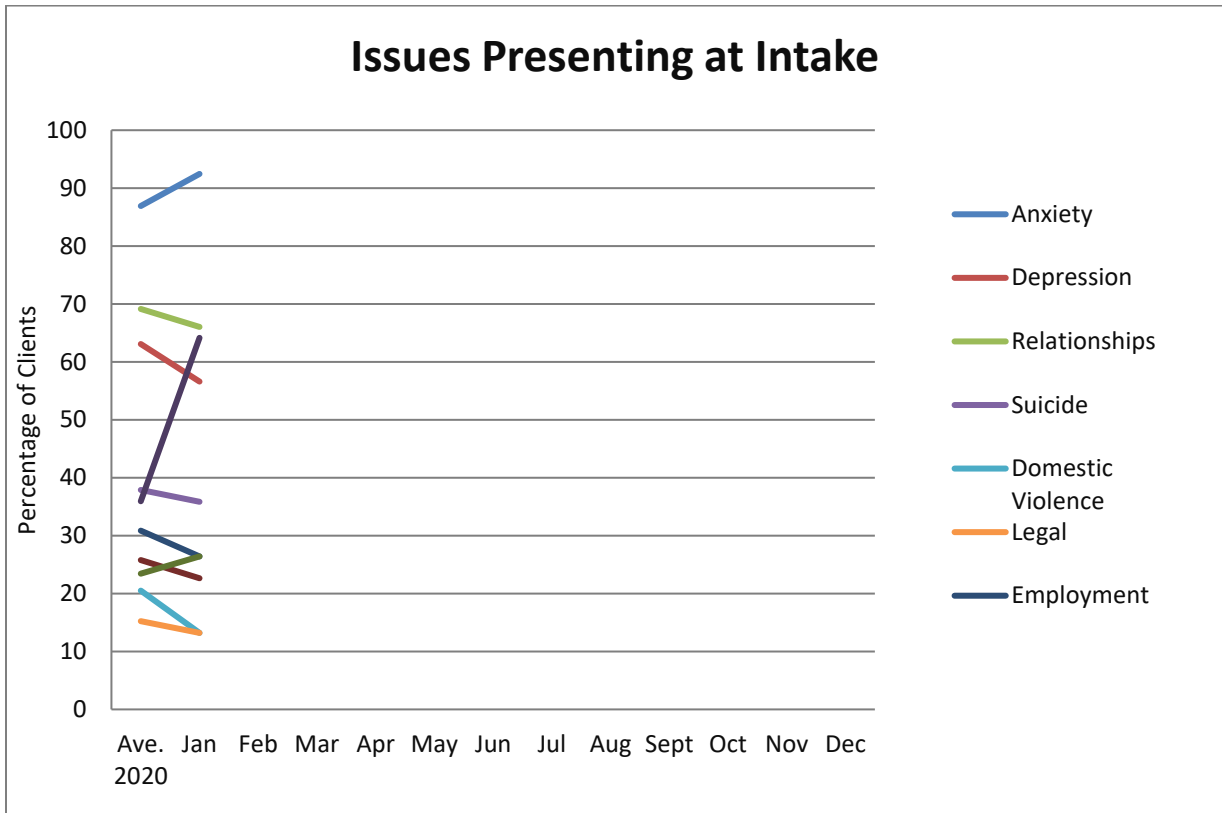
The impacts of the ongoing COVID-19 Pandemic and provincial health orders have had significant impacts on our volunteer program and number of active volunteers.

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 January were -

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