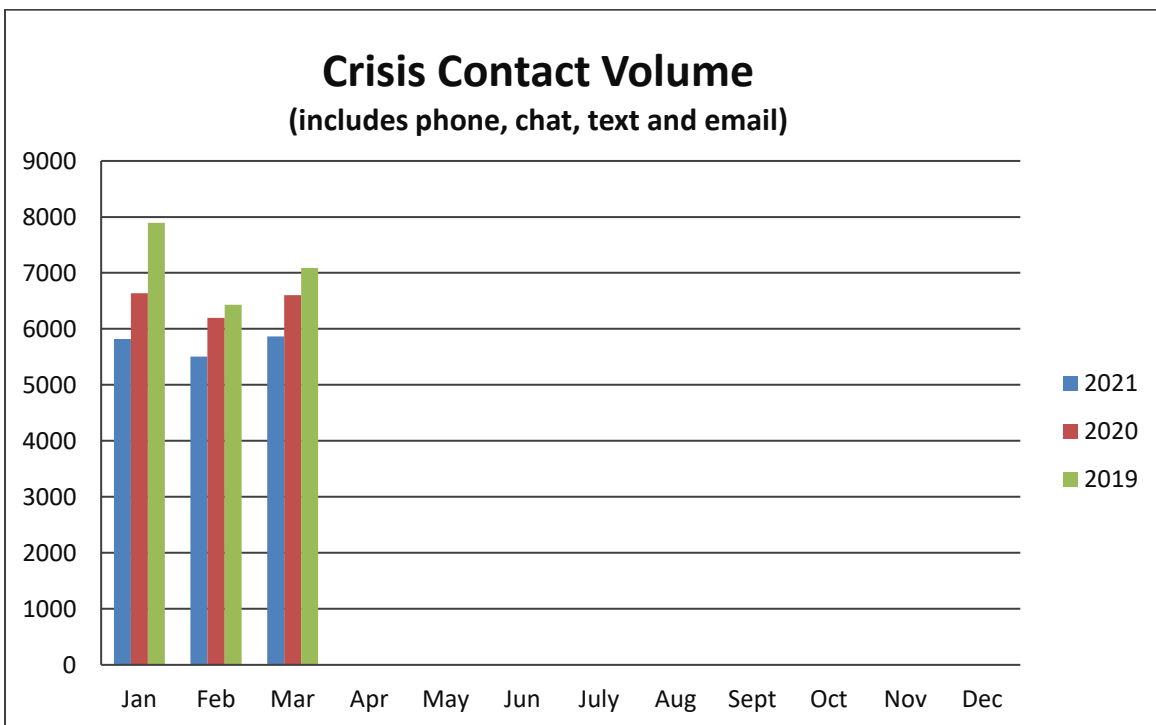
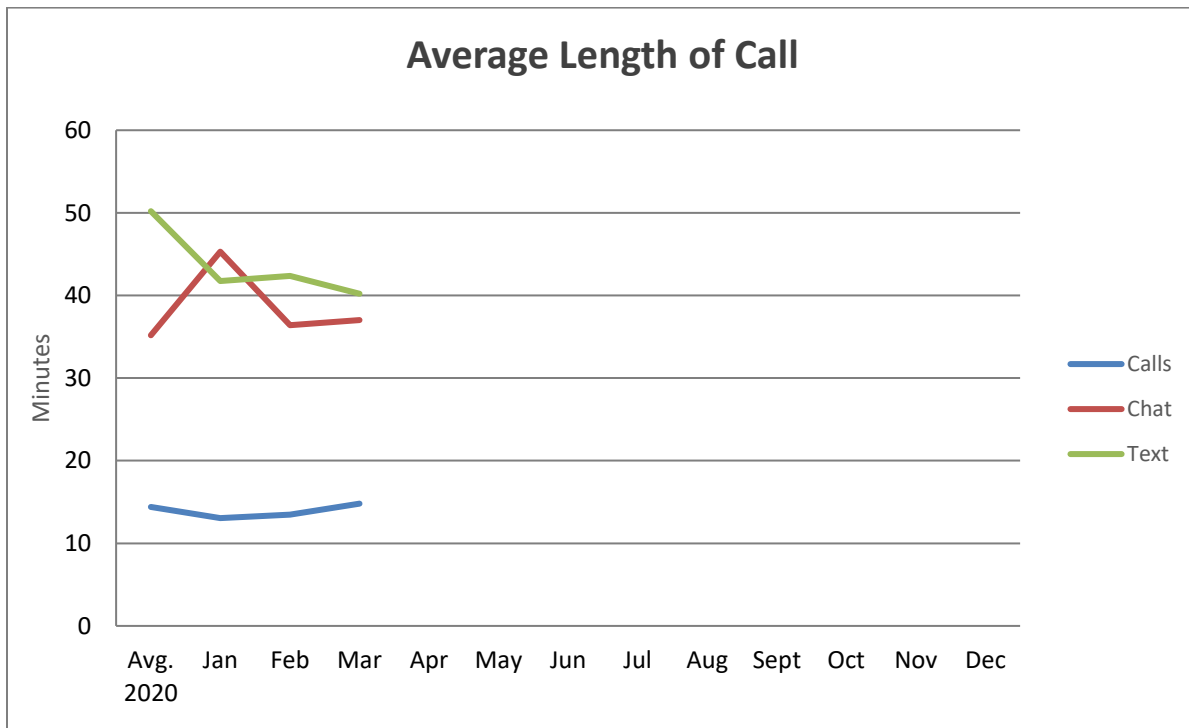
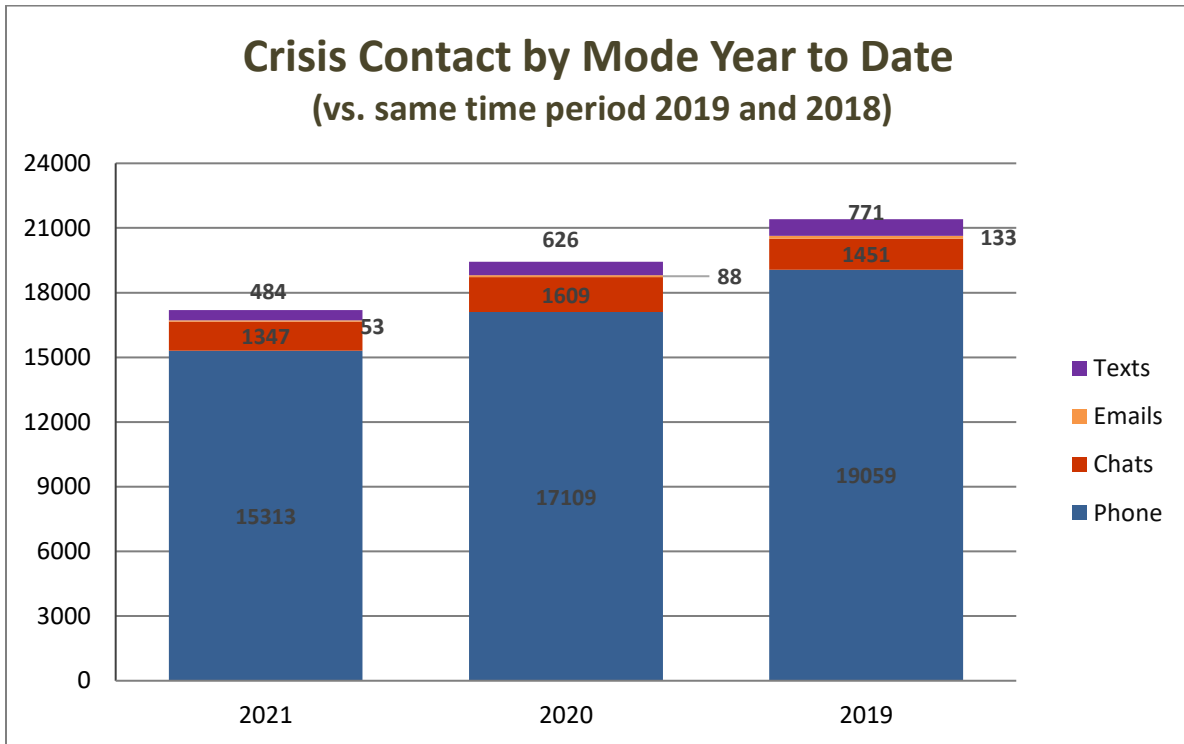


Crisis Monthly Report – March 2021

Summary:

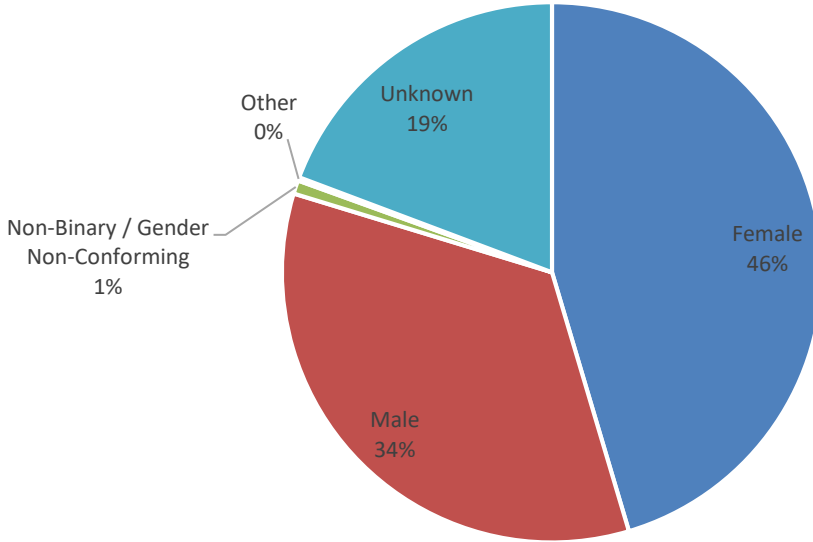
- March 2021's crisis contact volume decreased by 11% compared to March 2020 and decreased by 17% compared to March 2019.
- Between 2015 and 2018 we experienced exponential, year-over-year increases in crisis volumes that became unmanageable to support. As a result, we critically evaluated and enhanced how we manage crisis contacts, e.g. leveraging technology and IVR messaging, stopping the practice of juggling calls 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.
- 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 25.2% of calls in March, compared to 47.9% of online contacts.



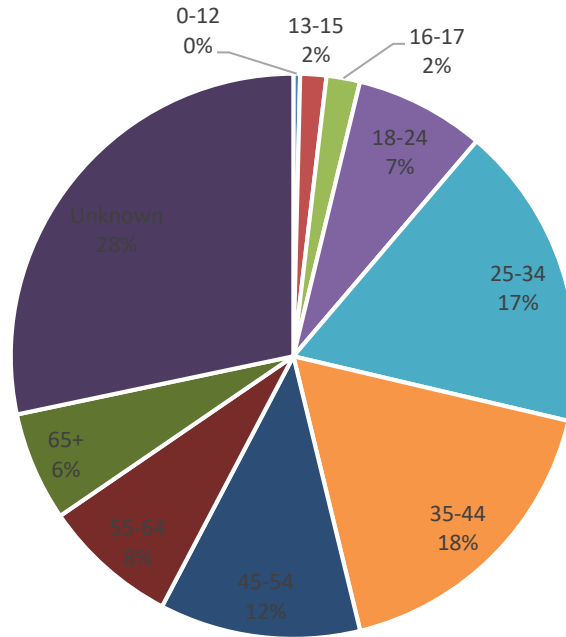


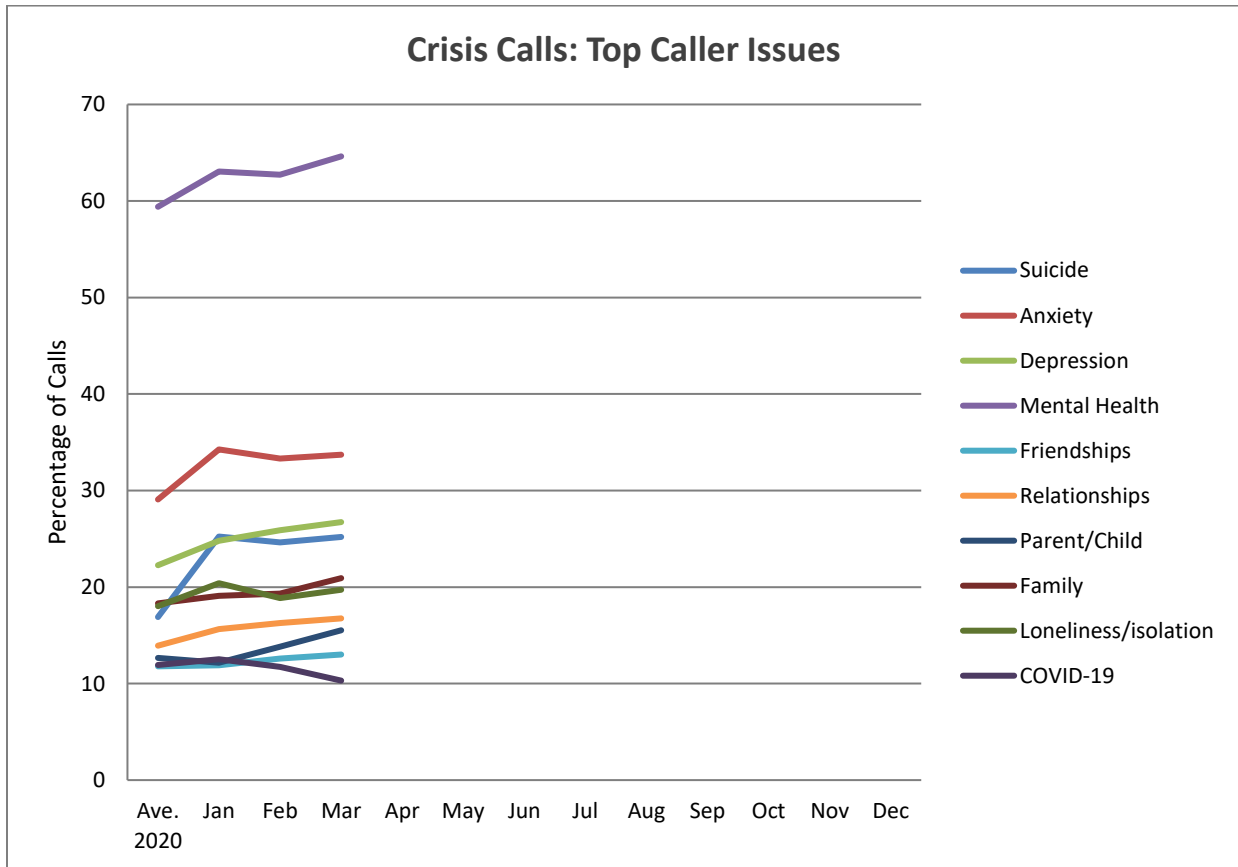
- In general, as calls become more complex and higher risk, the length increases.
- Crisis chats and texts take significantly longer to resolve than crisis calls, requiring more volunteer and staff resources.

Gender Ratios for All Contacts

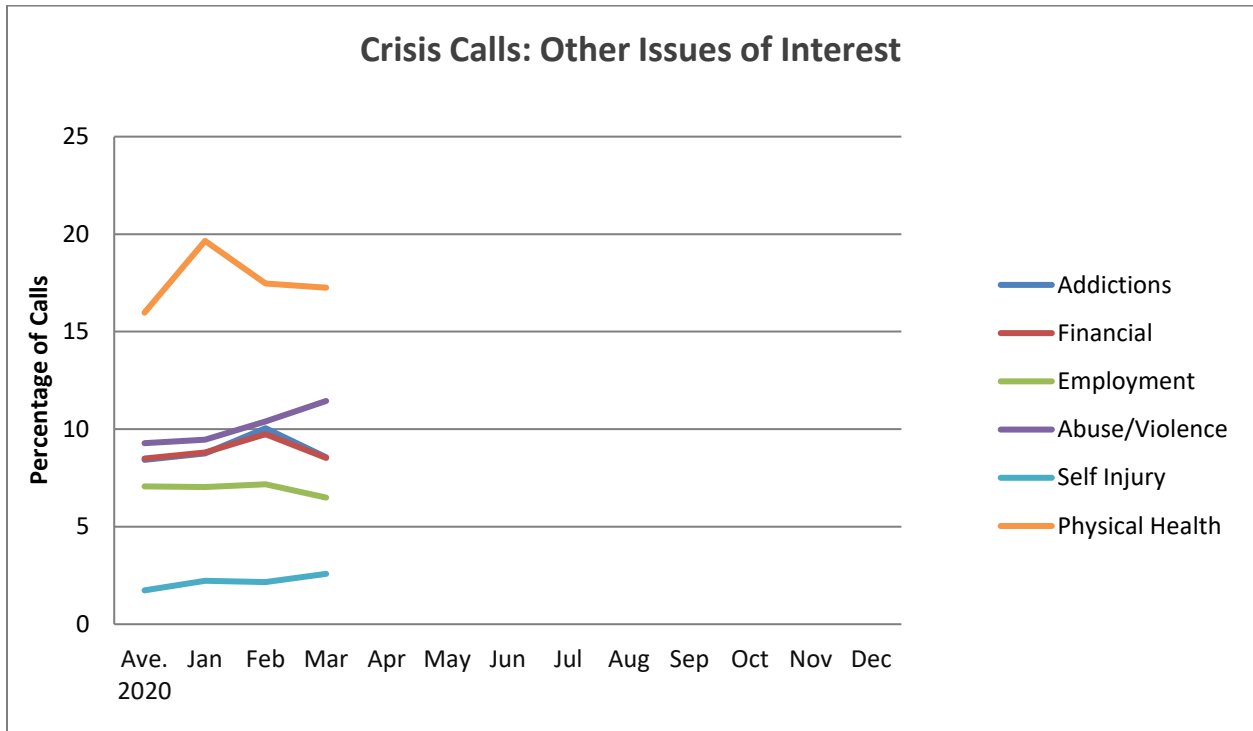


Age Group Ratios for All Contacts

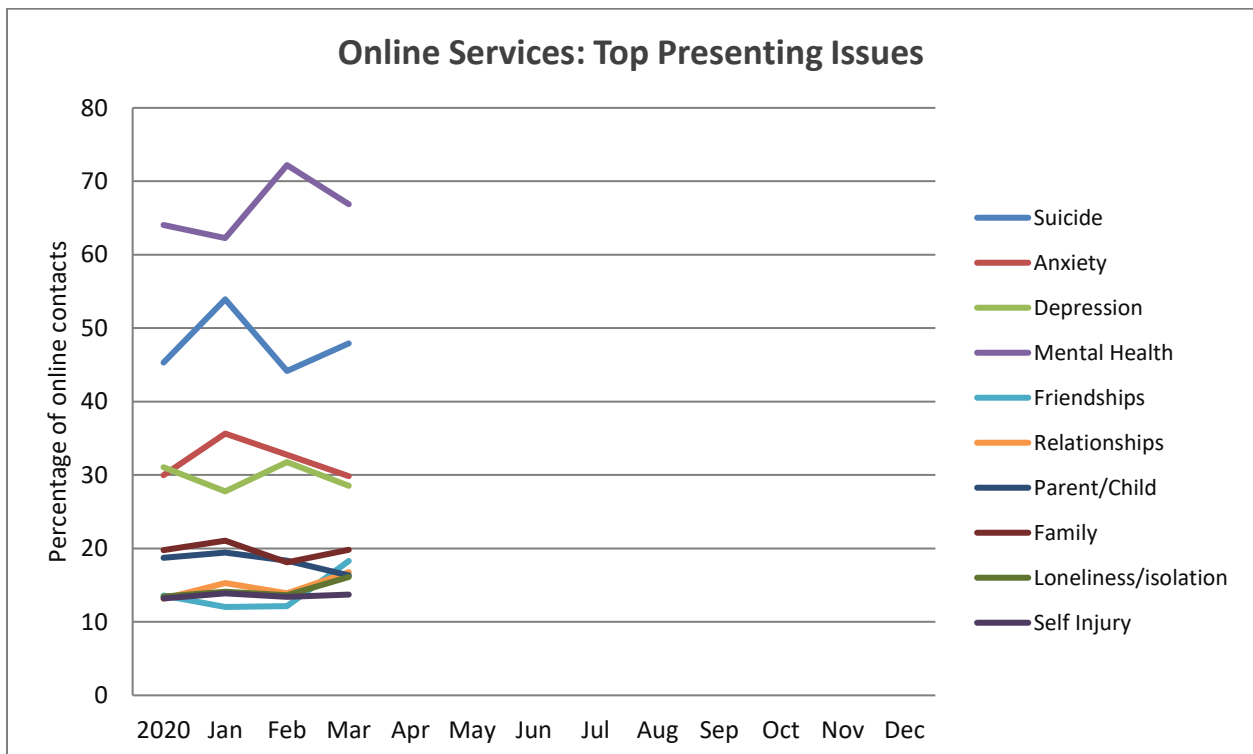




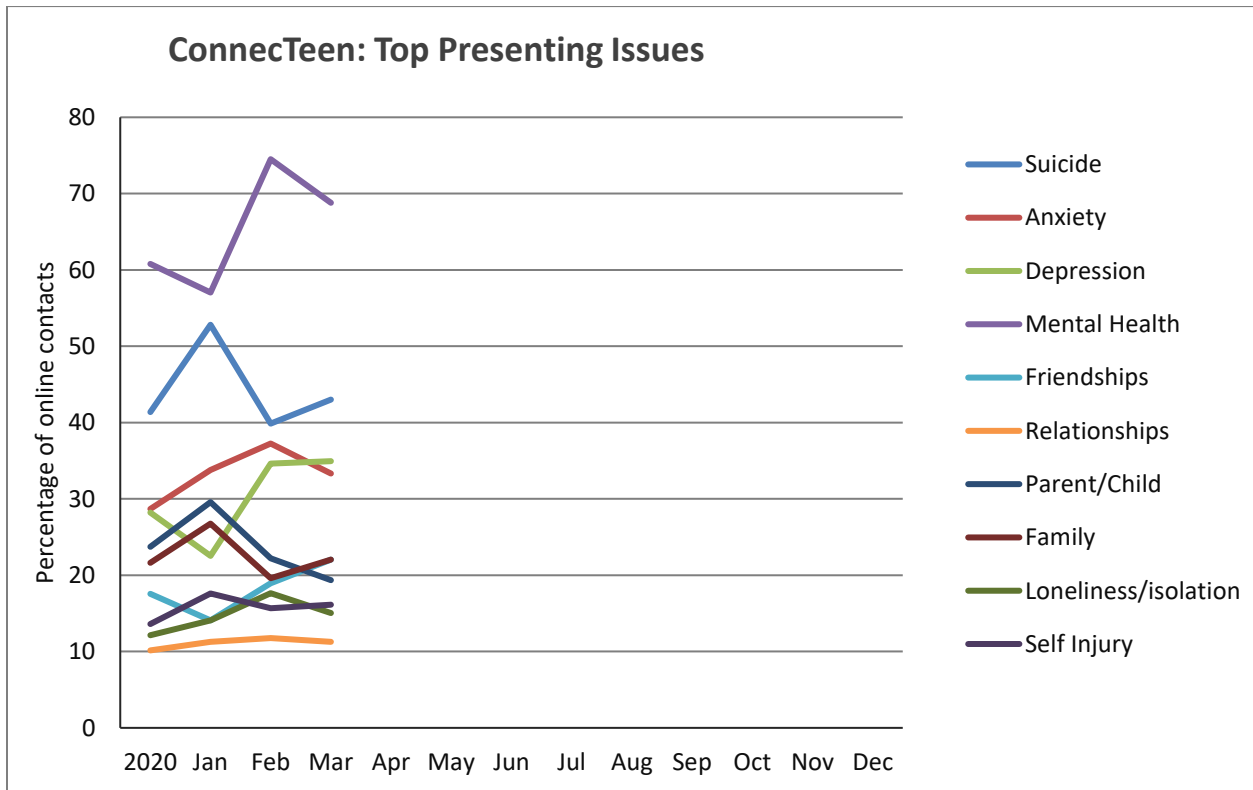
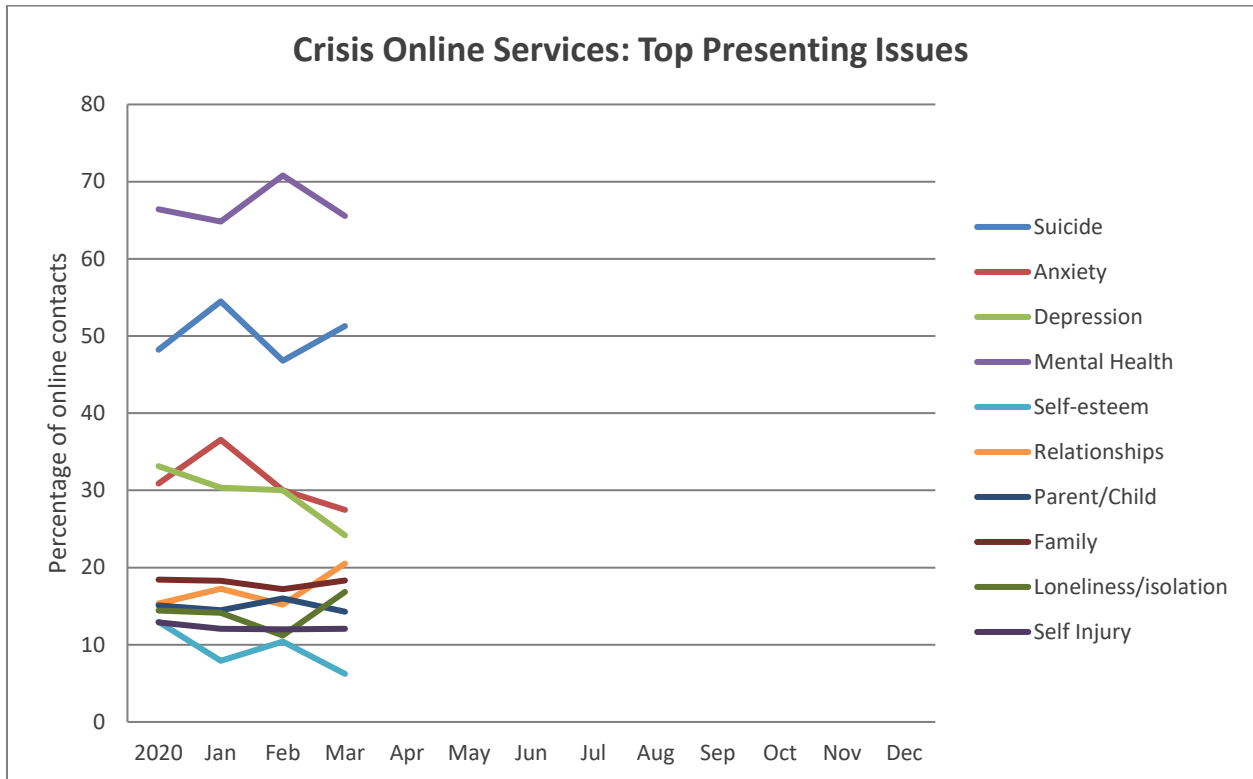
- The issue “Mental Health” covers several more sub-topics, including long-term mental illness, paranoia, psychosis, and other aspects of mental health.
- The issue “Suicide” covers more sub-topics, including loss survivor, attempt survivor, murder-suicide, and other topics related to suicide.

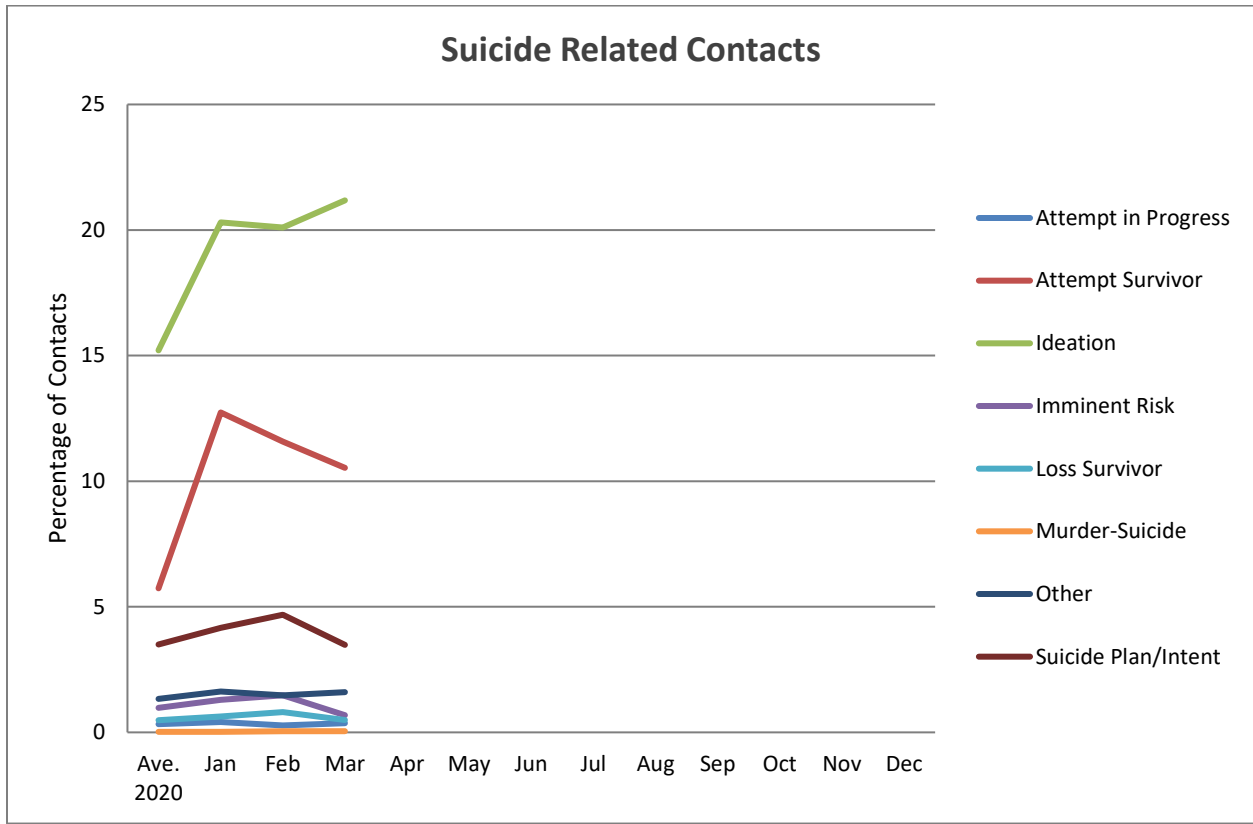


- The issue “Physical Health” covers several more sub-topics, including chronic disease, chronic pain, physical disability and other aspects of physical health.



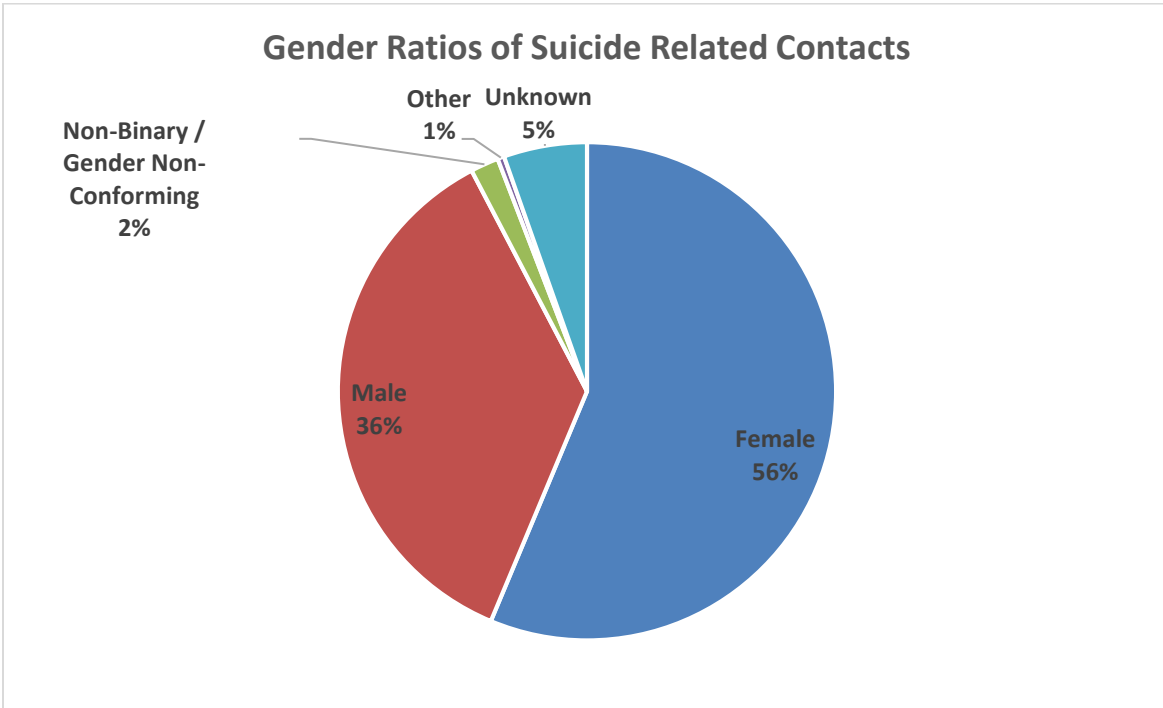
- Online services represented on this chart include crisis chat and email and ConnectTeen chat, email and text.



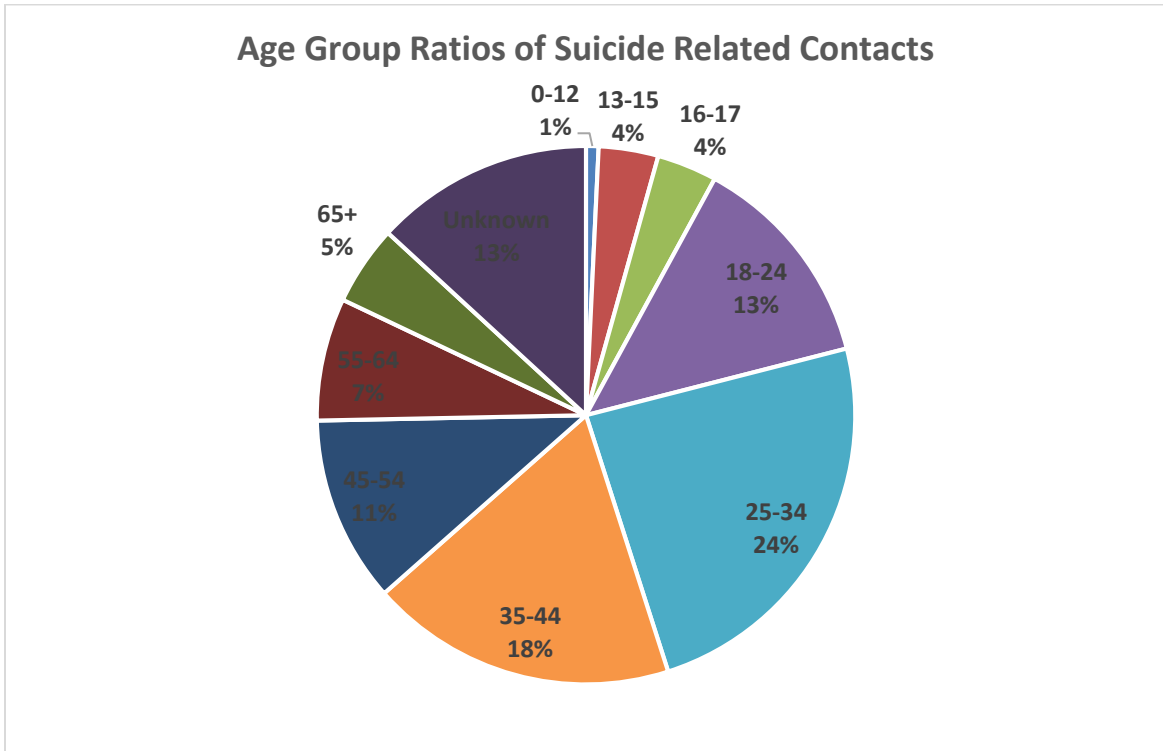


Top 3 issues co-presenting with suicide in March are:

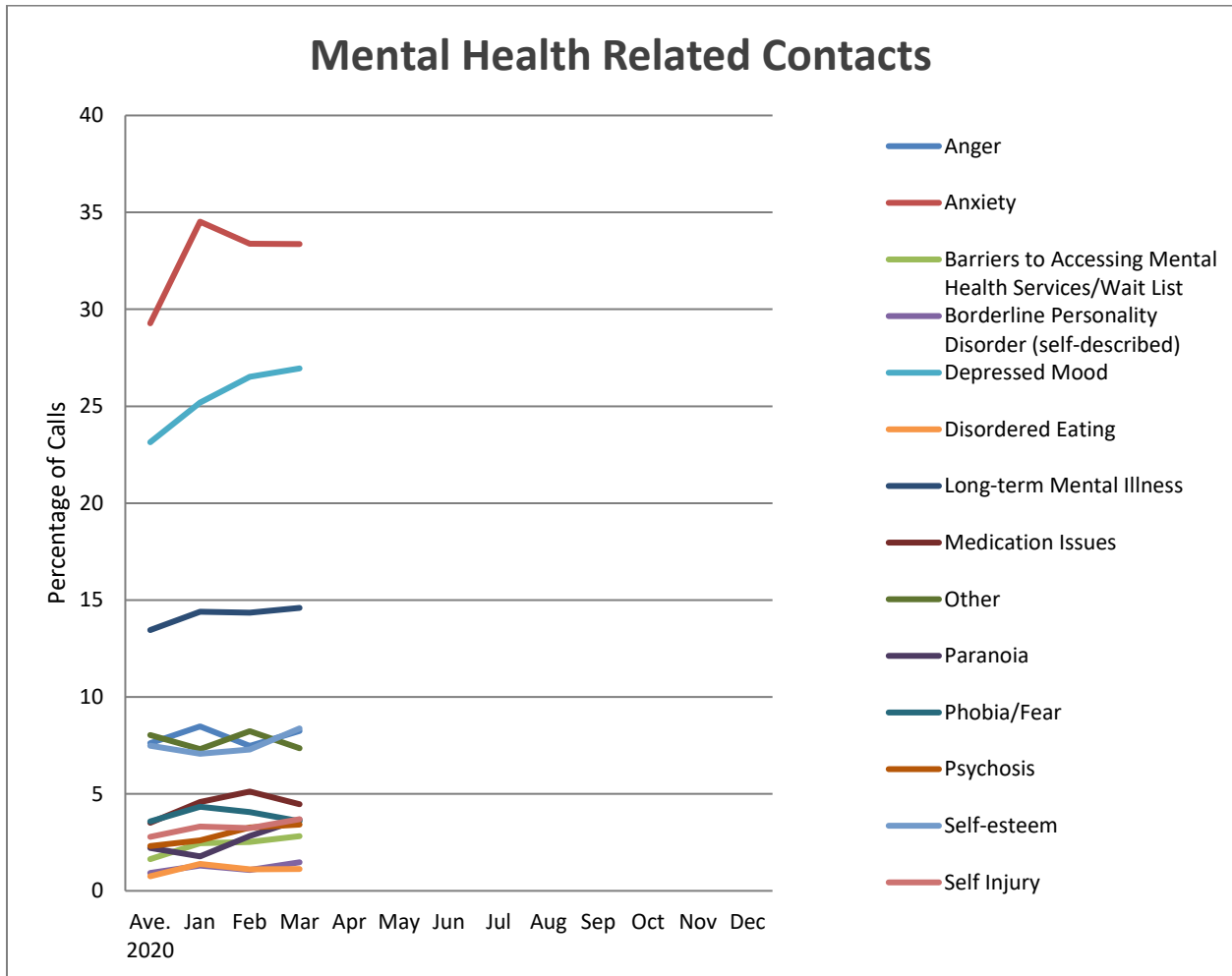
- Depressed Mood
- Anxiety
- Family Relationships



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

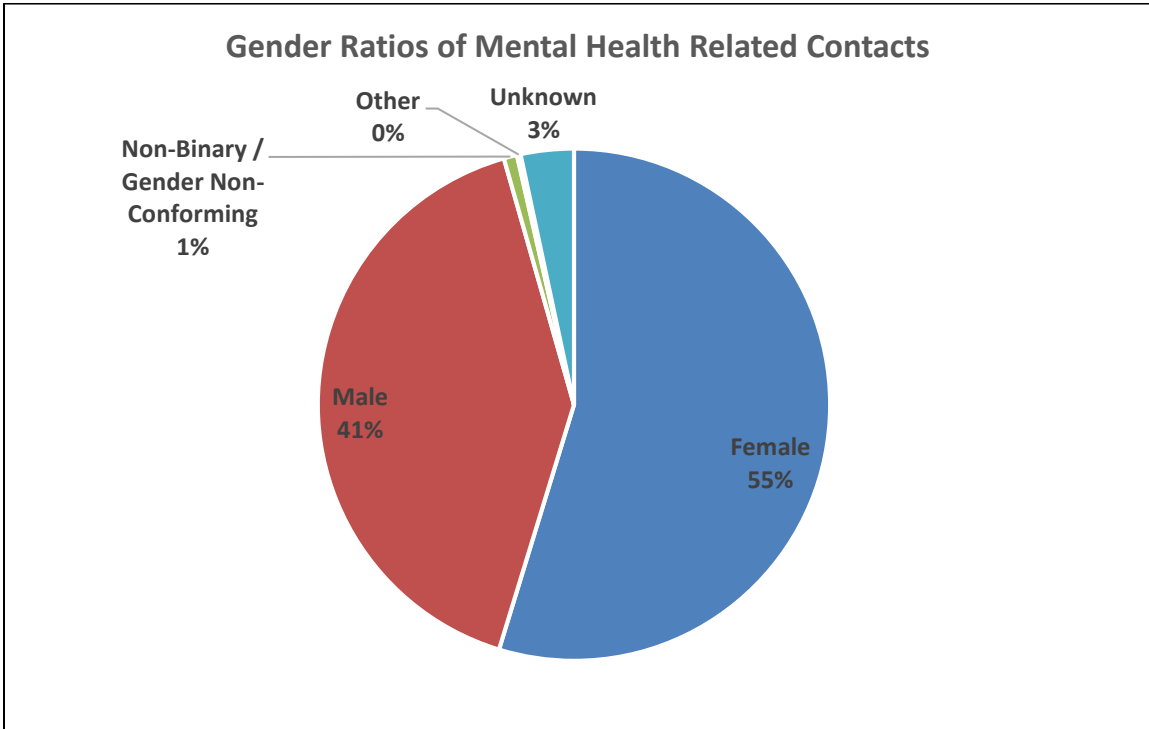


This chart shows the percentage of suicide related contacts identified or estimated to fall within the stated age groups.

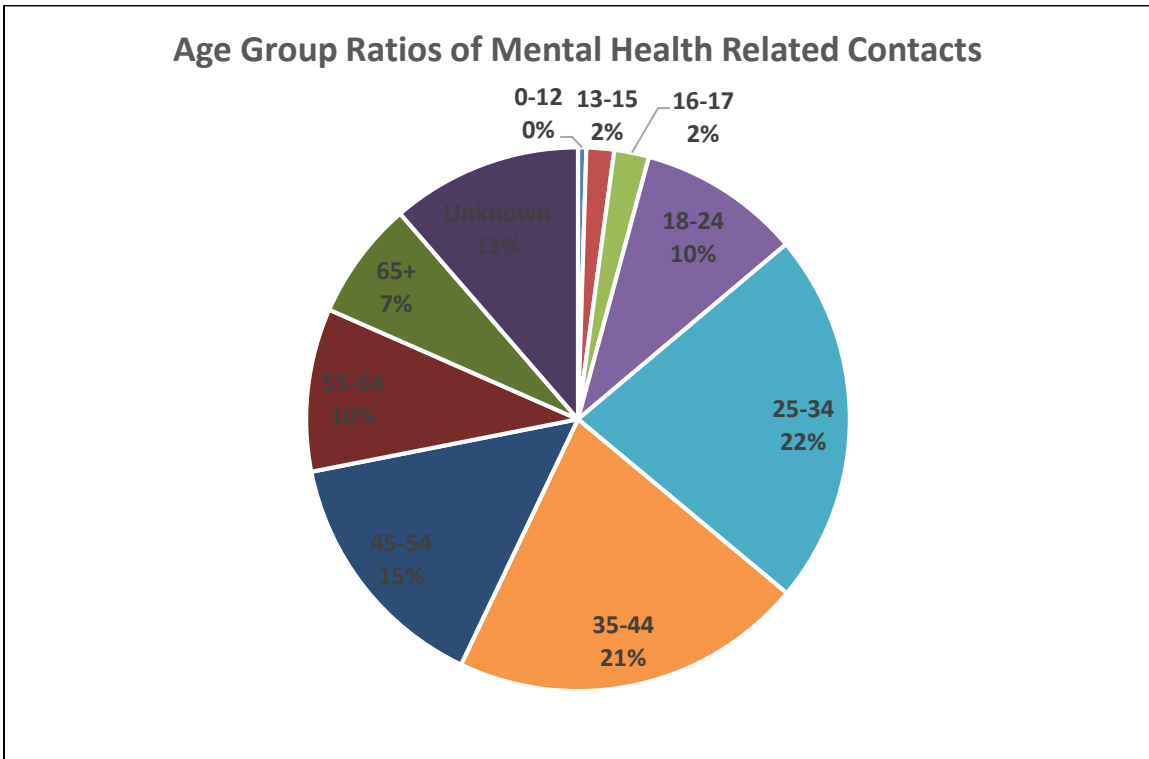


Top 3 issues co-presenting with mental health in March are:

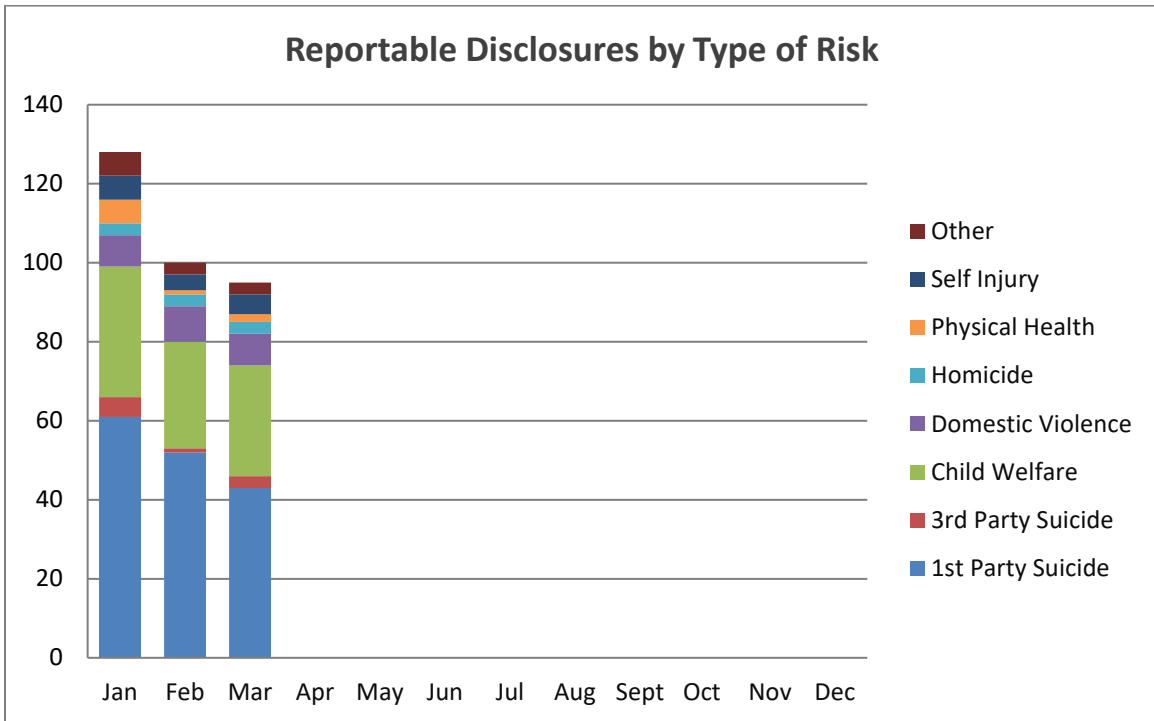
- Suicide Ideation
- Family Relationships
- Isolation/Loneliness



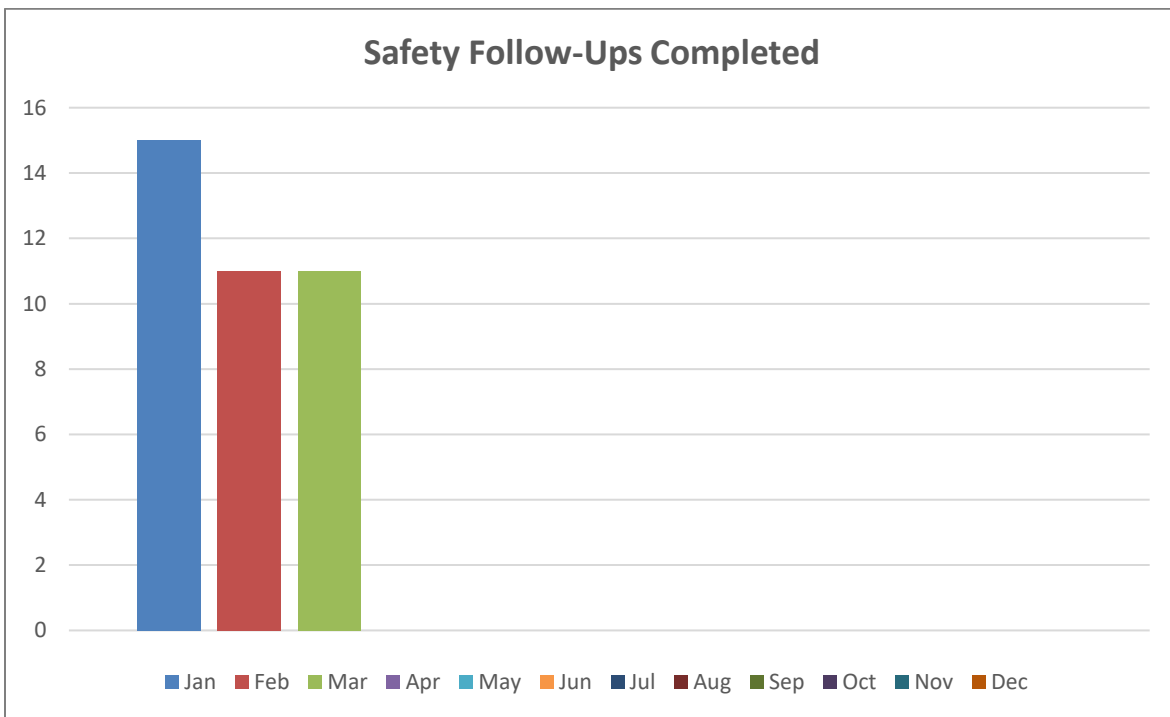
This chart shows the percentage of mental health related contacts identified as, or assumed to be of the stated gender type.

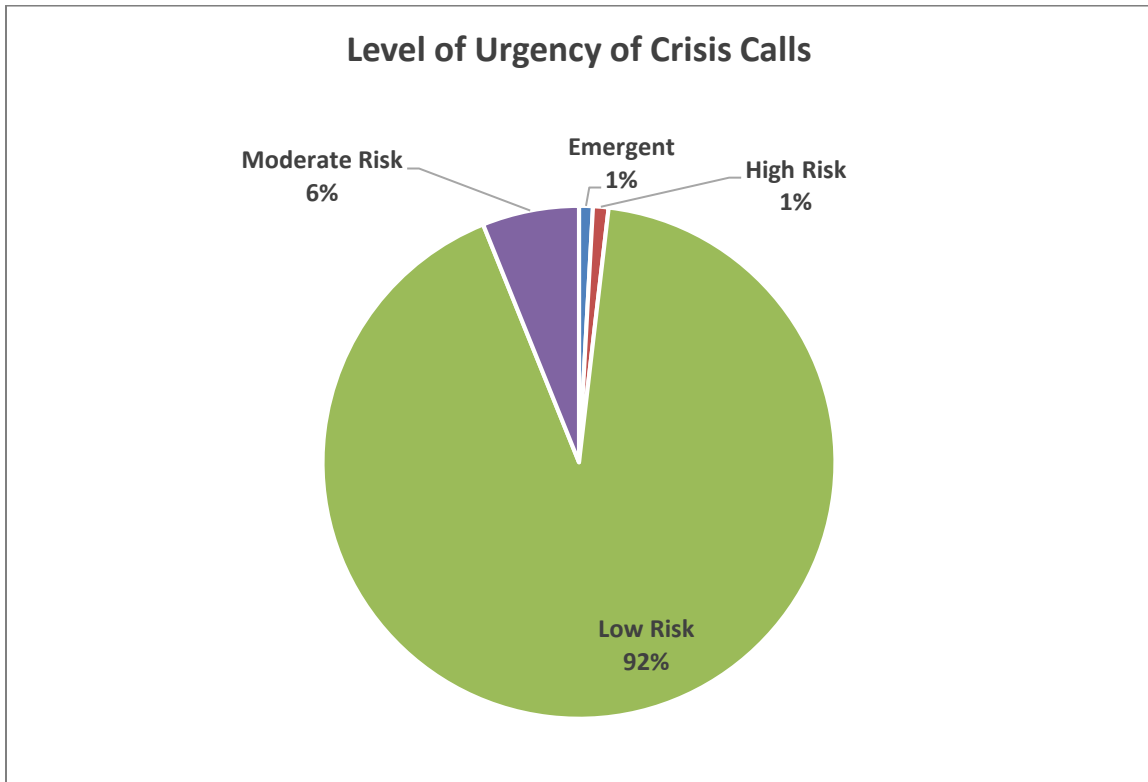


This chart shows the percentage of mental health related contacts identified or estimated to fall within the stated age groups.

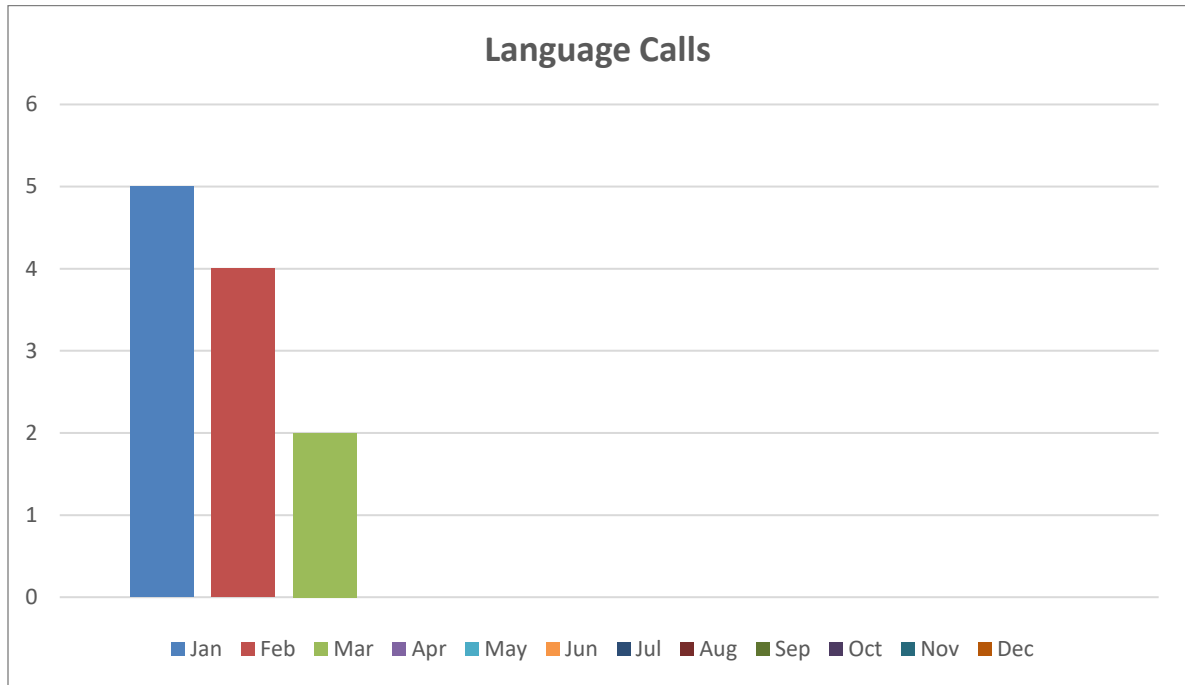


Reportable disclosure reports are completed when emergency intervention is required (i.e. by police, EMS, or child welfare) to ensure the safety of the caller or a third party.



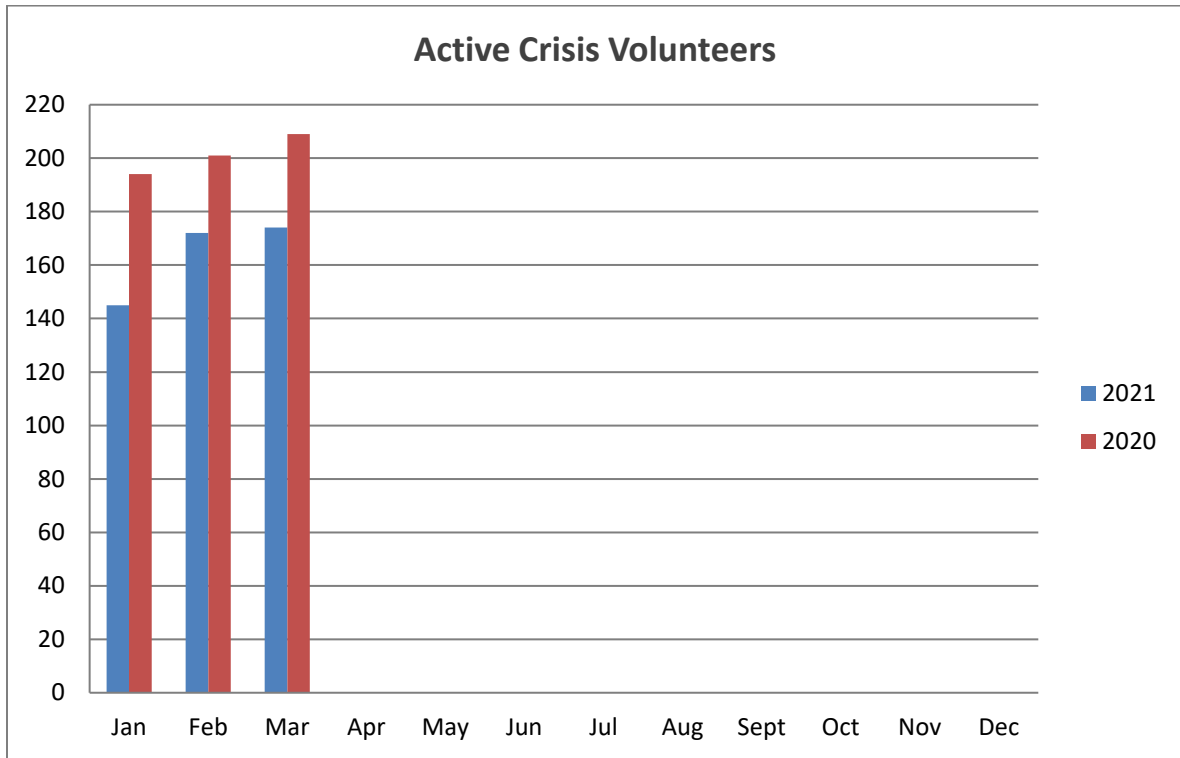


- Low Risk - Risk to self or others is assessed as low. Service user will be safe for the next 24-28 hours
- Moderate Risk - Elements of risk of harm to self or others has been identified; however, service user is able and willing to enter into a safety plan and will be safe with or without professional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



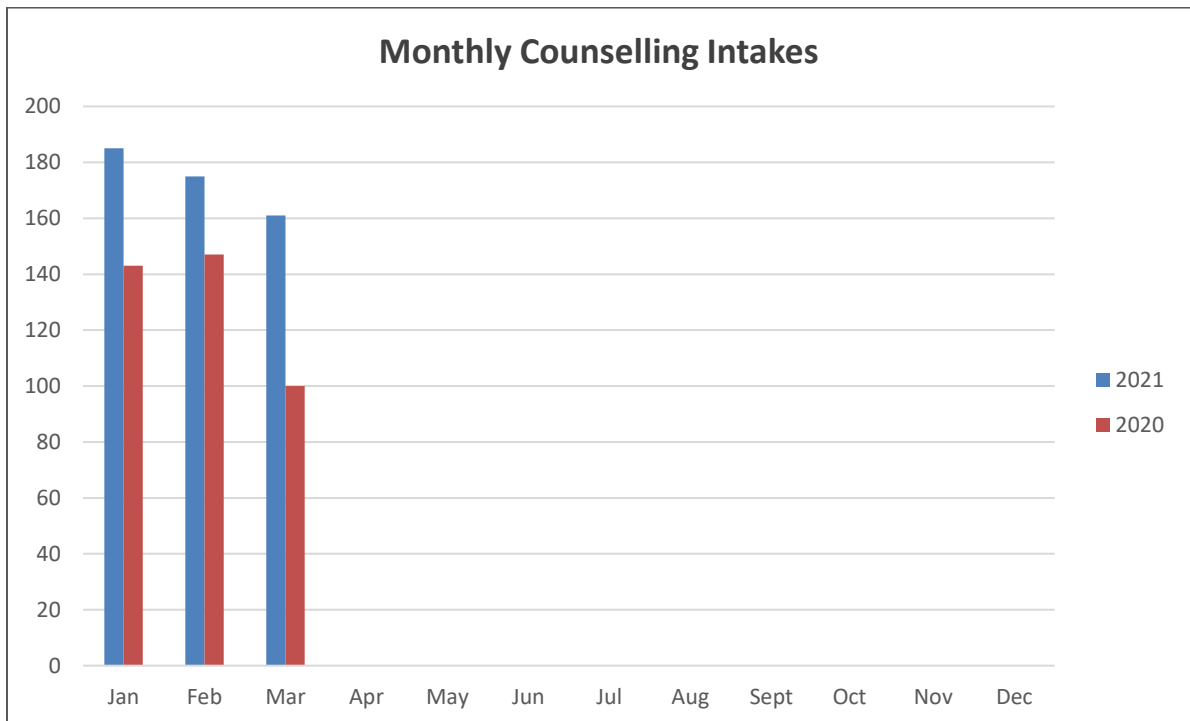
Language calls are calls in which a language other than English is requested and accommodated using a tele-interpretation service.

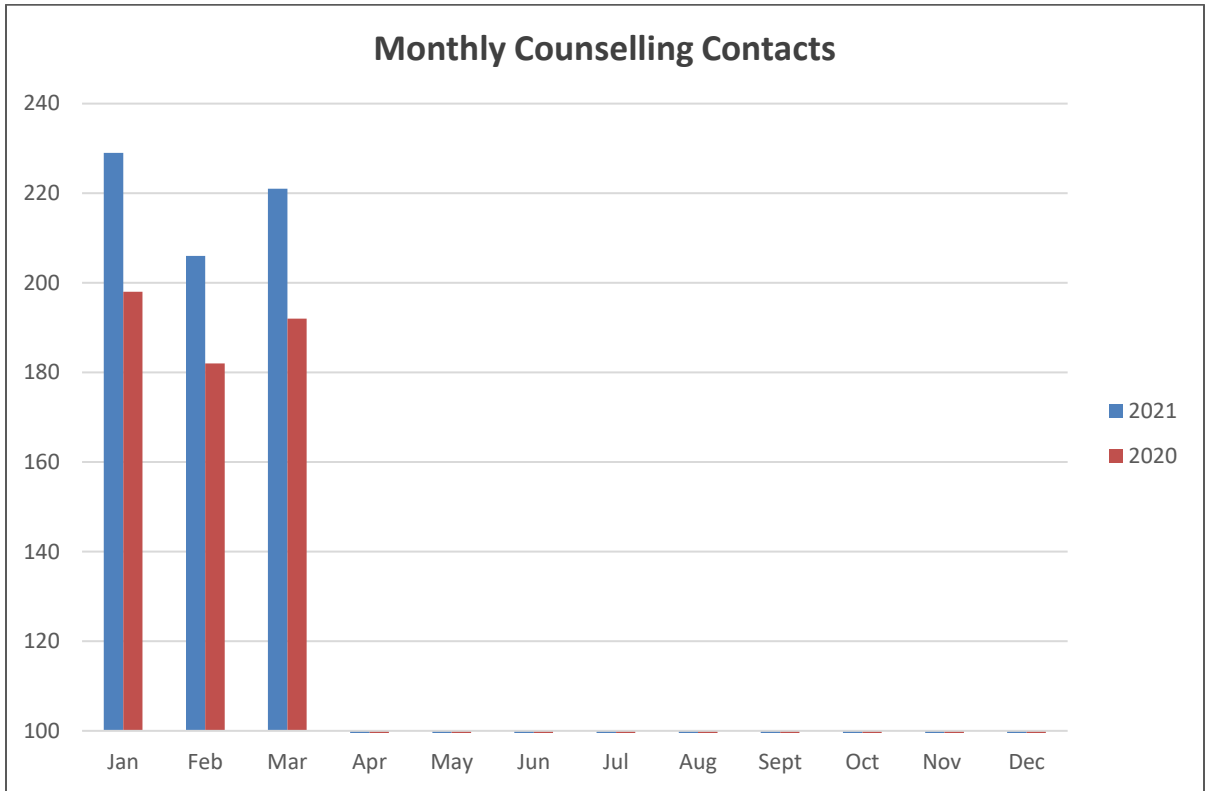
Language	Frequency
Arabic	2
Cantonese	2
Dari	1
French	1
Punjabi	1
Romanian	1
Spanish	1
Tamil	1
Urdu	1
Total	11



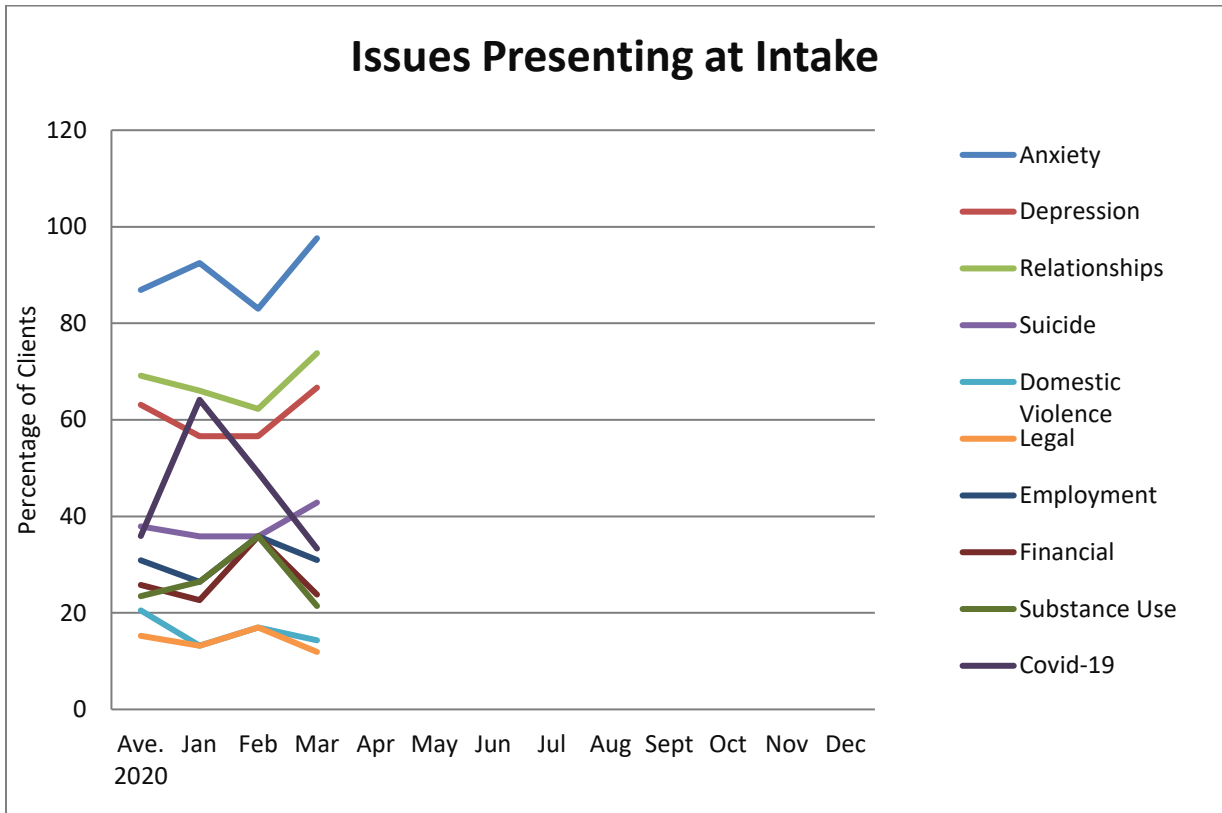
The impacts of the ongoing COVID-19 Pandemic and provincial health orders have had significant impacts on our volunteer program and number of active volunteers.

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 March are -

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