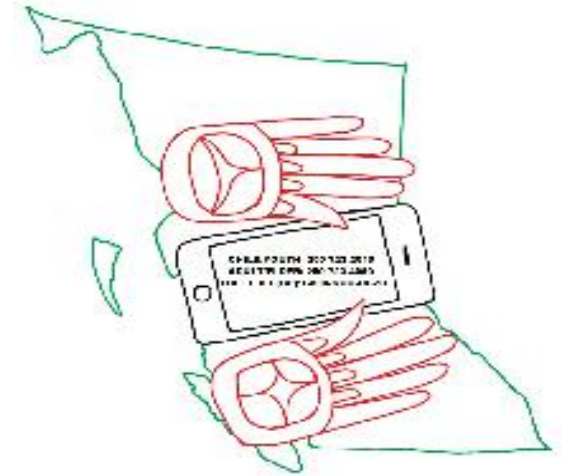


# KUU-US Crisis Line Society



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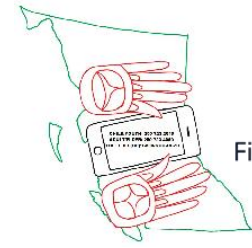
INDIGENOUS CRISIS LINE – 24/7 365 DAYS A YEAR

*HELP IS ONLY A PHONE CALL AWAY*



First Nations Health Authority  
Health through wellness

# Who we are...



# Kateri Deutsch – Supervisor of Protocols

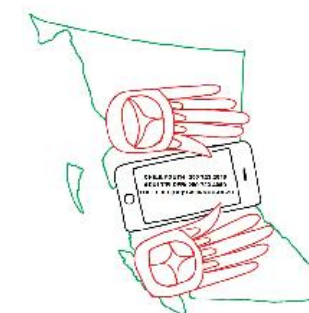
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My name is Kateri Deutsch and I am a member of the Tsilhqot'in nation of ʔEsdilagh. My great-grandfather is the late John Baptiste of Alexandria and my great-grandmother is the late Catherine Sam of Soda Creek. I was raised in the Interior, moved to Vancouver Island as a teenager and now live and work on the traditional territory of the Nuu-cha-nulth peoples.

I attended North Island College completing courses in Psychology, Sociology and the Human Service Worker program with Indigenous Focus. I went on to work at the college with Indigenous youth helping them develop life skills and become employment ready. I took the knowledge and skills I had learned and geared my employment towards helping others and giving back to my community. I have worked as the supervisor of protocols for the KUU-US Crisis Line Society since 2017. This job is dear to my heart as I have lost several of those close to me to suicide, including the father of my child. I now travel to communities and hospitals across British Columbia to help set up crisis response for Indigenous people at risk.





# HISTORY

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- **KUU-US** Crisis Line Society was established in 1993 due to the amount of suicide completions and attempts of Ahousaht First Nation Youth and has been in existence for 26 years
- Servicing all of British Columbia (with the toll-free number extending Canada wide) due to First Nation health Authority Funding
- 24 hour Crisis Line, offering phone support, risk assessments and safety monitoring.
- 24 hr mobile crisis outreach for Port Alberni, although we have gone into other island communities to assist in traumatic events
- The Crisis Line handles calls from all ages and supports callers to defuse and get to a pre-crisis state.
- **KUU-US** compiles and utilizes a province wide database of emergency response crisis workers to aide in the case of a crisis intervention
- **KUU-US** is an accredited agency, a member of the Crisis Line Association of British Columbia and a not for profit, registered charity



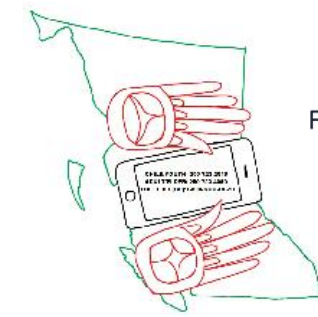
# INDIGENOUS CRISIS LINE

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- As a 24 hour phone line support service, our agency assists those in crisis by offering support and referrals, as well as establishing care plans with individuals any time, day or night.
- Critical Stress Management is available 24 hours a day by phone to debrief and defuse individuals, groups and the community in general, who may be involved in a critical incident
- **KUU-US** offers an Elder's Line, a Youth/Teen line, and a Toll-Free line
- Referrals include Westernized, Traditional, and Cultural resources
- Phone Operators are from various First Nations, Metis, and Inuit backgrounds
- **Crisis Response Protocols** are being established with nations across the province
- Discharge planning (**Referral Pathways**) is being established with hospitals across the province



First Nations Health Authority  
Health through wellness

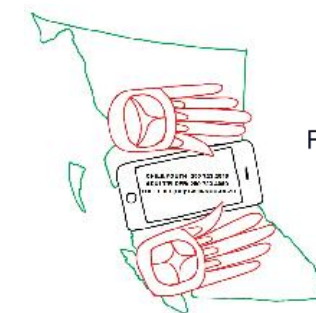


# TRAINING

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All **KUU-US** Phone Operators:

- Come from an Indigenous background
- Receive 60 hours in class training
- Complete quizzes at the end of each unit
- Complete a final written and oral exam
- Perform a 20-40 hour practicum



# ASSESSING NEEDS

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- The Crisis Line handles calls from all ages and supports callers to de-escalate and get to a pre-crisis state
- Phone Operators follow Best Practices that **KUU-US** established for those callers accessing services; callers are brought through a model designed to have a ‘beginning’, ‘middle’, and ‘end’ of contact
- Suicide Risk Assessments are conducted and, based on level of severity, wellness checks occur by **KUU-US** utilizing Crisis Leads on **Crisis Response Protocols** or involving 911
- If **KUU-US** intervention occurs, phone operators will link in and get updates from attending first responders
- If admitted to hospital **KUU-US** links with Aboriginal Liaison Nurse, Nurse Navigator, Patient Navigator, or Health Liaison to have them connect with Aboriginal patient at the hospital level
- When released **KUU-US** connects back in with caller to establish a Safety Plan including **Safety Monitoring**



# 24HR KUU-US CRISIS SERVICES



Individuals call for themselves or others on issues dealing with:

- Suicide ideation/survivorship
- Mental Health
- Grief/Loss
- Crime
- Peer pressure
- Financial
- Divorce/Separation
- Addiction
- Abuse
- Health
- Employment/Education
- Residential Schooling
- Child Welfare
- AND MORE....



Business Office  
Physical Address: 4589 Adelaide Street, Port Alberni, BC, V9Y 6N2  
Mailing Address: Box 294, Port Alberni, BC V9Y 7M7

## HISTORY

In 1993 various Nuu-chah-nulth members having concerns about suicide and other crisis related issues, held a community meeting with front line emergency response, counsellors, and the general public. The consensus was to establish a 24hr crisis line. KUU-US means "people" in Tshahat Language.

## SERVICES

### 24HR PHONE SUPPORT

KUU-US Crisis Line Society provides support to callers within the Province of British Columbia. Once the crisis issue has been identified, the level of severity for call handling is determined. The goal is to establish a non-judgmental approach to listening and problem solving. A support system is put into place where the caller is brought back to a pre-crisis state. Debriefing is also provided to any front line worker who works in the field. KUU-US also maintains an in-depth referral database.

### RISK ASSESSMENT

For situations that pose a risk to the caller or others, KUU-US is able to respond by way of mediating, de-escalating or intervening. As an accredited agency of the American Association of Suicidology in regards to suicide, workers conduct risk assessments and act accordingly. KUU-US takes suicide ideation, attempts in progress and calls from 3rd party reporting seriously. This may involve providing phone support and establishing coping mechanisms. For "at risk" emergency or life threatening situations, workers are able to call upon KUU-US' own 24hr crisis mobile service, Mental Health Outreach, Emergency Personnel or Identified Responders in remote communities.

### SAFETY MONITORING

In order to assist those individuals that are unable to access referrals due to geographic location, are on a wait list, have been intervened upon and released from hospital and/or lack support systems, KUU-US creates a safety plan. This includes establishing a "gate keeper approach" which involves monitoring "at risk" individuals. Daily phone contact with the individual continues until there is a confirmed link to a referral agency and/or the individual is no longer "at risk". Service providers frequently call upon KUU-US to initiate this model for individuals they are concerned about.

### 24HR LOCAL CRISIS MOBILE OUTREACH SERVICE

Crisis phone operators assess the need for outreach services. Outreach provides one on one support for those requiring emotional stabilization, linkages for medical risk assessment and CISM (Critical Incident Stress Management) due to traumatic incidences. Those assisted by outreach are followed up through a care-plan structure. Individuals are assisted where needed (Home, Hospital, School, etc.)

### TRAINING

KUU-US provides education for community members and specialized crisis skill workshops for front line workers. This ranges from suicide prevention and communication development through to crisis management and community engagement.

### COMMUNITY ENGAGEMENT

KUU-US specializes in developing and preparing crisis response protocols for communities and organizations. This includes developing protocols that fill gaps in services and follows "Best Practices".

Adult/Elder: 250-723-4050

Child/Youth: 250-723-2040

Toll Free (BC): 1-800-KUU-US-17

www.kuu-uscrisisline.ca  
Facebook Page: KUU-US Crisis Service

**A PLACE WHERE YOU CAN TALK, TRUST AND FEEL  
HELP IS ONLY A PHONE CALL AWAY**

**BULLYING**

**SUICIDE**

*Ideations, Attempts, Survivors of...*

**PEER PRESSURE**

**EDUCATION**

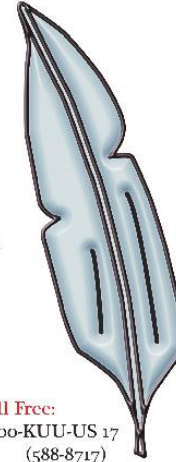
*Poor grades, Failing...*

**RELATIONSHIPS**

*Friendships, Family, Work...*

**MENTAL HEALTH**

*Stress, Depression, Anxiety, Anger...*



Help is only a phone call away!  
**KUU-US CRISIS LINE**

A place where you can trust, talk, and feel safe!  
**24 HOURS — 7 DAYS PER WEEK**

**ADDICTIONS**

*Drugs, Alcohol, Gaming...*

**VICTIMS OF CRIME**

*Impacted by Social Media, Sexually Assaulted...*

**ABUSE**

*Neglect, Child Welfare, Physical, Sexual...*

**FINANCIAL**

*Poverty, Homelessness...*

**GRIEF / LOSS**

*Death, Separation, Divorce...*

**SELF HARM**

*Self Medicating, Cutting...*

Toll Free:

1-800-KUU-US 17  
(588-8717)

Facebook Page:

KUU-US Crisis Service  
[www.kuu-uscrisisline.ca](http://www.kuu-uscrisisline.ca)

## KUU-US Crisis Services

Adult / Elder Line: 250-723-4050

Child / Youth Line: 250-723-2040

BC Toll Free Line: 1-800-588-8717



### HISTORY:

In 1993 various Nuu-chah-nulth members having concerns about suicide and other crisis related issues, held a community meeting with frontline emergency response, counsellors, and the general public. The consensus was to establish a 24hr crisis line. KUU-US means "people" in Tseshaht Language.

### SERVICES AREAS:

Crisis phonenumber workers assist with problem solving, establishing support services, developing safety plans, conducting suicide risk assessments, offering referrals and safety monitoring at risk individuals. These services are 24 hours a day for Aboriginal people throughout the province of British Columbia.



### REASONS FOR CALLING:

- Employment/education
- Residential school
- Child welfare
- Addiction
- Health concerns
- Divorce/separation
- Suicide ideation/survivorship
- Mental health
- Grief/loss
- Crime
- Abuse
- Peer pressure
- Financial distress
- and many more....

## KUU-US Crisis Services

**24 HOUR CRISIS SERVICES**

*A place where you can talk, trust and feel.*

**Help is only a phone call away.**

Adult / Elder 250-723-4050 Child / Youth 250-723-2040 Toll Free (B.C.) 1-800-KUU-US17

## KUU-US Crisis Services

### SERVICES:

#### 24HR PHONE SUPPORT

KUU-US Crisis Line Society handles calls from individuals concerned about themselves or from family or agencies concerned about others. Once the crisis issue has been identified, the level of severity for call handling is determined. The goal is to establish a non-judgmental approach to listening and problem solving. A support system is put into place where the caller is brought back to a pre-crisis state. Debriefing is also provided to any front line worker who works in the field. KUU-US also maintains an in-depth referral database.

#### RISK ASSESSMENT

For situations that pose a risk to the caller or others, KUU-US is able to respond by way of mediating, de-escalating or intervening. As an accredited agency of the American Association of Suicidology in regards to suicide, workers conduct risk assessments and act accordingly. KUU-US takes suicide ideation, attempts in progress and calls from 3rd party reporting seriously. When a person at risk is identified KUU-US makes contact and will reach out by phone to the individual that the concern is about. This will also include providing phone support and establishing coping mechanisms. For "at risk", emergency, or life threatening situations, workers are able to call upon KUU-US' own 24hr crisis mobile service, Mental Health Outreach, Emergency Personnel or Identified Responders in remote communities. KUU-US's own 24hrs crisis mobile outreach team is available to Port Alberni specifically, and to surrounding areas when requested and available.

#### SAFETY MONITORING

In order to assist those individuals that are unable to access referrals due to geographic location, are on a wait list, have been intervened upon and released from hospital and/or lack support systems, KUU-US creates a safety plan. This includes establishing a "gate keeper approach" which involves monitoring "at risk" individuals. Daily phone contact with the individual continues until there is a confirmed link to a referral agency and/or the individual is no longer "at risk". Service providers frequently call upon KUU-US to initiate this model for individuals they are concerned about.

## KUU-US Crisis Services

### BUSINESS OFFICE:

Physical: 4589 Adelaide Street

Port Alberni, BC V9Y 6N2

Mailing: Box 294

Port Alberni, BC V9Y 7M7



Facebook Page: KUU-US Crisis Service

[www.kuu-uscrisisline.ca](http://www.kuu-uscrisisline.ca)



# SAFETY MONITORING

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- We provide **Safety Monitoring** – a service that is unique to **KUU-US**
- **Safety Monitoring** is for individuals at risk of suicide, who have suicide ideation or have attempted suicide
- Daily safety phone calls are placed to at risk individuals
- During these calls the phone operator performs a Suicide Risk Assessment, offers cultural and westernized supports, and provides a listening ear
- If you are concerned about someone, you can call **KUU-US** and we will make contact with that person, monitor them until they are no longer at risk and are linked in with the relevant support services



# CRISIS RESPONSE PROTOCOLS

---

- **KUU-US** is working with the 5 regions of BC to develop Crisis Response Protocols
- Crisis Response Protocols assist community members living both home and away from home
- Nation workers identify trusted community members who become contacts for **KUU-US** known as Crisis Leads
- Crisis Leads are able to help de-escalate, provide comfort and support as well as assess needs and severity
- **KUU-US** offers training to nations wanting additional Crisis Intervention Training for their staff and members in order to build capacity



# CRISIS RESPONSE PROTOCOLS cont...

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- **KUU-US** has 4 Crisis Response Protocols in place within the Vancouver Coastal Region, and 1 in progress
- The nations we have crisis response protocols with are: Heiltsuk (in progress), Nuxalk, Squamish, Tsleil-Waututh, and Wuikinuxv
- In order to keep these protocol updated **KUU-US** places monthly phone calls to the crisis lead
- We also ask crisis leads to call **KUU-US** with changes and updates
- **KUU-US** strives to keep the protocols as updated as possible in order to serve the Indigenous communities we support in a good way
- If we do not have a protocol in place with your community please pass this information to your nation office so we can get one started

**BAND COMMUNITY SUPPORT PROTOCOL INVOLVING KUU-US CRISIS LINE SOCIETY  
CRISIS SITUATION WHERE DELEGATED BAND CRISIS RESPONSE REP IS AVAILABLE**

**CRISIS SITUATION OCCURS**

Band Rep is contacted (name band rep here) Office # (put phone number here for 24hr access)

Attends scene and assesses situation



Band Rep (name here) contacts other delegates she/he assesses as needing to assist

(ie: Child Protection services/Emergency response/police/counsellor etc)

Other Band Rep delegates who will assist in emergency response and who will attend where/as needed are:

(Put names here of additional band workers along with alternate phone #'s)



Based on dialogue and assessment, Emergency Response or Band rep attends or crisis situation is handled internally



Regardless Band rep notifies KUU-US and provides details of scenario, those involved, location if needed

KUU-US toll free 1-800-588-8717



KUU-US safety monitors Band representatives



Band rep and KUU-US completes reporting documents. KUU-US reports to FNHA if needed



Band rep updates whoever at Band level authority needs to be advised



Band rep is able to debrief with KUU-US by phone at the end of the situation so that she is able to destress and not take the burden home with him/ her- self care



Wellness plan established by KUU-US and Band rep to ensure all parties involved are supported and followed up on



Short term support –KUU-US



Long term support Band



Band rep manages Community Wellness Plan for individual(s) that were assisted.



# REFERRAL PATHWAYS

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- Referral Pathways originated through the Cultural Safety Committee's recommendations due to Ahousaht First Nations concern over suicide attempts and presentations at the hospital
- It involves direct linkage between the Emergency Department, the Indigenous patient and **KUU-US** prior to discharge
- Contact is made with **KUU-US** and a Safety Plan is established involving **Safety Monitoring** and ensures linkage between the patient being released and service providers who can help address the root cause and contributing factors for the suicide attempt or suicide ideation
- Incident report or Safety Plan faxed back to hospital for patients file



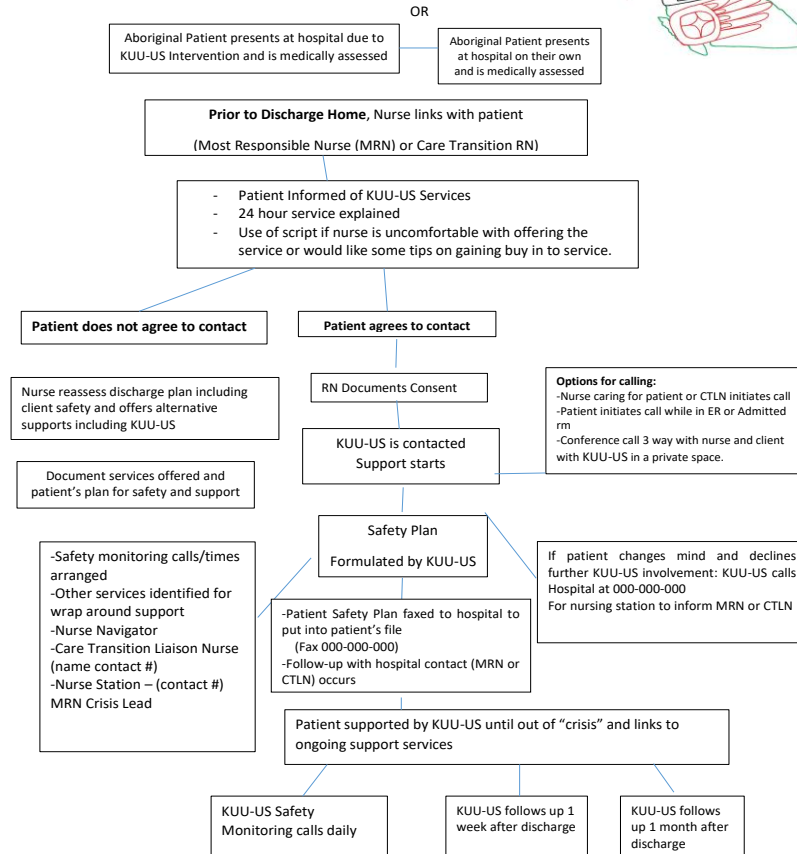
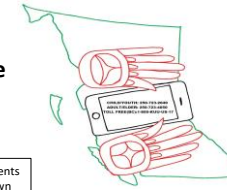


# REFERRAL PATHWAYS cont...


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- **KUU-US** is currently working to develop Referral Pathways with all of the hospitals in the Vancouver Coastal Region
- We currently have Referral Pathways in place with St. Paul's Hospital and have drafts with Lion's Gate Hospital and Vancouver General Hospital awaiting finalization
- **KUU-US** recently had a Referral Pathways meeting at Squamish Hospital to begin developing Referral Pathways there
- **KUU-US's** plan is to bring Referral Pathways within the Vancouver Coastal Region to help prevent at risk Indigenous people's from slipping through the cracks

# KUU-US Crisis Line Society Referral Pathways Crisis Discharge (Hospital Name)



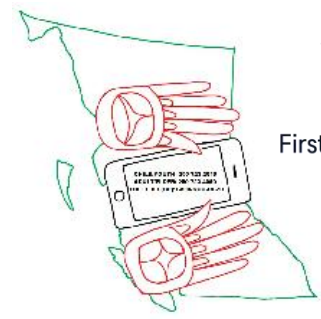
- Reasons for Calling:**
- Suicide (Ideation, attempts...)
  - Abuse (Sexual, Physical Emotional...)
  - Child Welfare/Crime
  - Mental Health/Addictions
  - Education/Employment/Finances
  - Family Violence/Relationships
  - Poverty/Homelessness
  - Grief/Loss
  - Health/Eating Disorders and more....
- Serving Aboriginal People**



First Nations Health Authority  
Health through wellness

(Hospital name, number, address)

24hr support  
365 days a year  
Working together.. to help others!



# DATABASE/STATISTICS

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- **KUU-US** compiles and utilizes a database
- **KUU-US** data entry consists of ICAROL
- Statistics are retrieved from this program
- It includes but is not limited to: Age, gender, nation, on/off reserve, impacted/survivors, contributing factors major concerns times of day, days of the week etc...

## April 2015 to March 2016 Statistical Data

### People assisted

Vancouver Island Region	Northern Region	Interior Region	Fraser Salish Region	Vancouver Coastal	Total calls
4727	2480	1740	1184	1397	11,528

Note: KUU-US is able to update the computerized reports to include first nation communities in each province therefore allowing for a greater scale of geographical usage for reports.

### Genders

Male	Female	Two spirited
5441	6017	70

### Ages

Child/youth	Adult	Elder
2625	8367	536

### Times of the Week

weekday	Weekday evenings	Weekday graveyards	Weekend days	Weekend evenings	Weekend graveyards
5270	2489	1101	1169	1041	458

Note: Although caller usage may look less in the evenings and on the weekend, that is usually when the higher risk and higher severity of calls are received and when more interventions are done.

### Times of the day

Day 8am-4pm	Afternoon 4pm-midnight	Graveyard 12am-8am
6439	3530	1559

### Support Services

Interventions	Safety Monitoring	Follow-ups	Crisis Outreach
910	990	1268	87 callouts/371 helped

NOTE: These are outgoing additional support activities thus not included in 11,528

# April 2016 to March 2017 Statistical Data KUU-US Crisis Line Society

## People assisted

Vancouver Island Region	Northern Region	Interior Region	Fraser Salish Region	Vancouver Coastal	Total calls
8506	5453	3881	1971	3222	23033

## Genders

Male	Female	Two spirited
12469	10458	106

## Ages

Child/youth	Adult	Elder
4181	14961	3891

## Times of the Week

weekday	Weekday evenings	Weekday graveyards	Weekend days	Weekend evenings	Weekend graveyards
6716	4316	2750	5319	1682	2250

## Times of the day

Day 8am-4pm	Afternoon 4pm-midnight	Graveyard 12am-8am
11376	7155	4502

## Support Services

Interventions	Safety Monitoring	Follow-ups	Crisis Outreach
1783	3453	1975	112 callouts/1015 helped

NOTE: These are outgoing additional support activities thus not included in 23033

## April 2017- March 2018 Statistical Data

### People assisted

Vancouver Island Region	Northern Region	Interior Region	Fraser Salish Region	Vancouver Coastal	Total calls
8853	6099	6664	3014	3225	27855

Increase in summer months in north and interior due to fire trauma

### Genders

Male	Female	Two spirited
14732	13012	111

### Ages

Child/youth	Adult	Elder
4177	21054	2624

### Times of the Week

weekday	Weekday evenings	Weekday graveyards	Weekend days	Weekend evenings	Weekend graveyards
11504	5931	2230	3981	2113	2096

Note: Although caller usage may look less in the evenings and on the weekend, that is usually when the higher risk and higher severity of calls are received and when more interventions are done.

### Times of the day

Day 8am-4pm	Evenings 4pm-midnight	Graveyard 12am-8am
15485	8044	4326

### Support Services

Interventions	Safety Monitoring	Follow-ups	Crisis Outreach
1359	2754	1460	110 callouts/ 539 helped

NOTE: These are outgoing additional support activities thus not included in 27855

## Statistical Data April 2018- March 2019

### People assisted

Vancouver Island Region	Northern Region	Interior Region	Fraser Salish Region	Vancouver Coastal	Total calls
8911	6572	6831	3054	3683	29051

### Genders

Male	Female	Two spirited
14809	14127	115

### Ages

Child/youth	Adult	Elder
4675	21291	3085

### Times of the Week

weekday	Weekday evenings	Weekday graveyards	Weekend days	Weekend evenings	Weekend graveyards
12048	6011	2501	3989	2347	2155

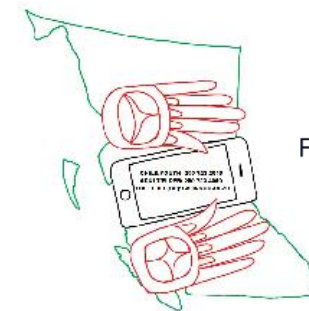
Note: Although caller usage may look less in the evenings and on the weekend, that is usually when the higher risk and higher severity of calls are received and when more interventions are done.

### Times of the day

Day 8am-4pm	Evenings 4pm-midnight	Graveyard 12am-8am
16037	8358	4656

### Support Services

Interventions	Safety Monitoring	Follow-ups	Crisis Outreach
1563	3120	1340	181 callouts/488 helped



# FUTURE DIRECTION

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- In the future **KUU-US** plans to have a chat/text service
  - 24 hour Crisis Call Fan Out Centre for Crisis Response activation across the 5 First Nation Health Authority Regions
  - To bring Crisis Line coverage to a National level
-





**24 HOUR**  
**Indigenous**  
**CRISIS LINE**

Protocol Supervisor/Liaison Coordinator:  
Kateri Deutsch 250-723-4050 (230)

**1-800- 588-8717**  
**1-800-KUU-US-17**

