



ONTX Ontario Online & Text Crisis Services Summary Report 2015-16

The DCO member Centres of Durham, Spectra, Torchlight and Toronto have had an exciting and challenging year of service delivery, program implementation and improvement while learning lots on the road to launching the Online Chat and Text (ONTX) Program which has operated for 12 hours a day since June 29, 2015. With over 100 responders providing service to nearly 9000 visitors, the response to the service has been overwhelmingly positive and allowed us to capture new demographics who never-before would reach out for helpline service.

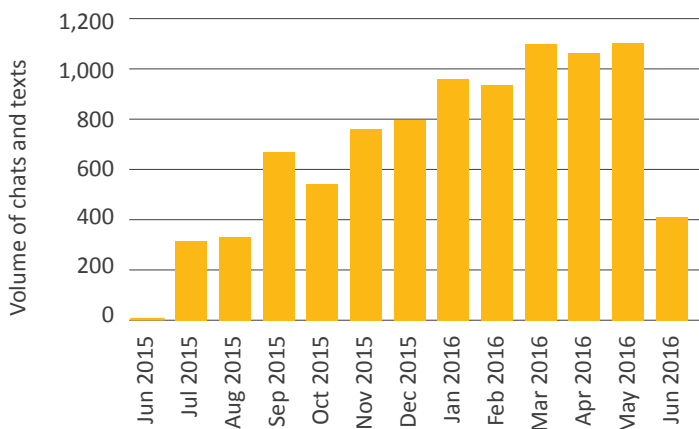
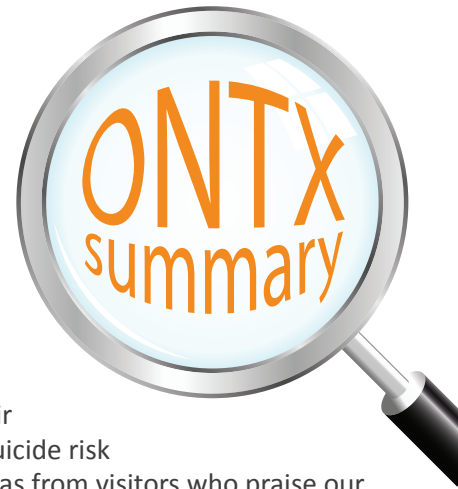
The first thing we discovered upon launch was the appeal of the service to youth – 75% of our visitors are under 24. This population, making up only a small portion of our helpline callers reports to us that if they couldn't get through to us, they would simply not be able to receive support. The ONTX Program is filling a critical need by allowing these visitors (many of whom struggle with self-injury, suicide, depression and anxiety at higher rates than the helpline) an opportunity to receive our traditional emotional support, crisis intervention and suicide prevention in a way that works for them.

Using iCarol's robust data collection combined with the SIOM schema and a pre and post-chat survey that visitors use before and after they chat with an online responder, we have been able to collect on exactly how our responders are helpful. The results show a nearly 30% reduction in distress on a 5 point scale, quantifying for

the first time the ability of our responders to reduce distress and promote relief.

Feedback has been positive for both responders, who appreciate the opportunity to learn a new model of service delivery and increase their crisis management and suicide risk assessment skills, as well as from visitors who praise our non-judgemental, empathic approach. Visitors to the service report developing new ways of looking at their situations and feeling safer when able to reach an ONTX responder.

Because during the pilot phase the short-code is open across Canada, ONTX responders have had the opportunity for the first time to provide service outside Ontario. This has resulted in life-saving interventions in British Columbia, Newfoundland, Nova Scotia, Ontario and Quebec – with 20 interventions in the first 9 months of the service alone. Daily visits to the service increase month over month as we train new responders to meet the ever-growing demand for this new service delivery model.



Number of chats and texts

8,921

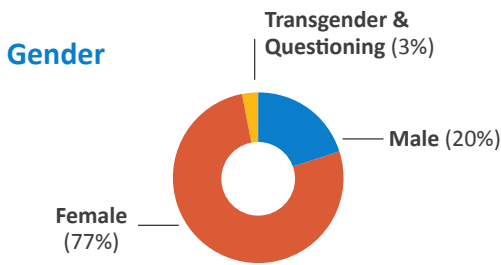
Chat and text volumes across the province vary monthly for a variety of reasons including differences in immediate emotional needs and a variety of external factors

Total minutes of support

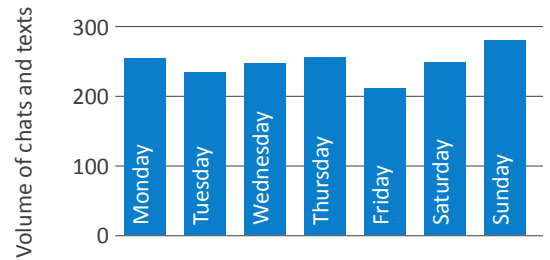
236,699

Number of responders trained

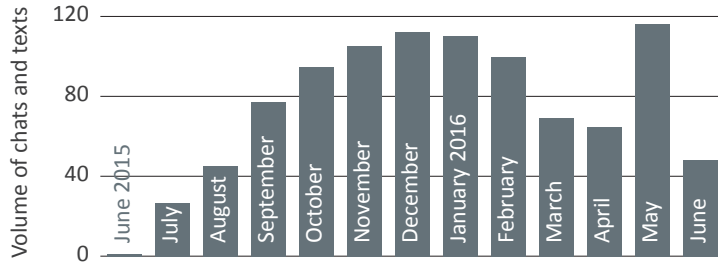
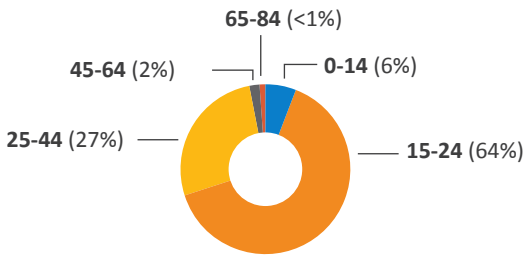
214



ONTX responders take approximately 5 suicide-related chats or texts each 12-hour period

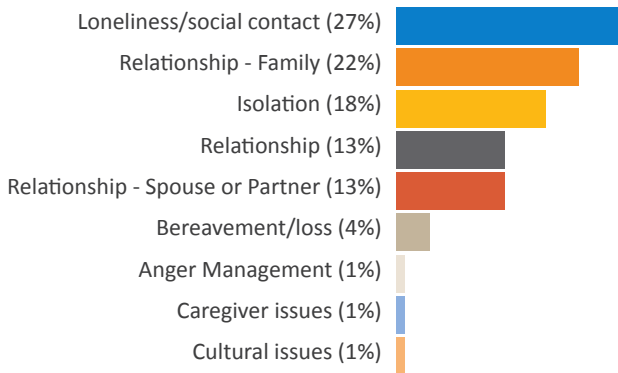


Age of those who chatted and texted

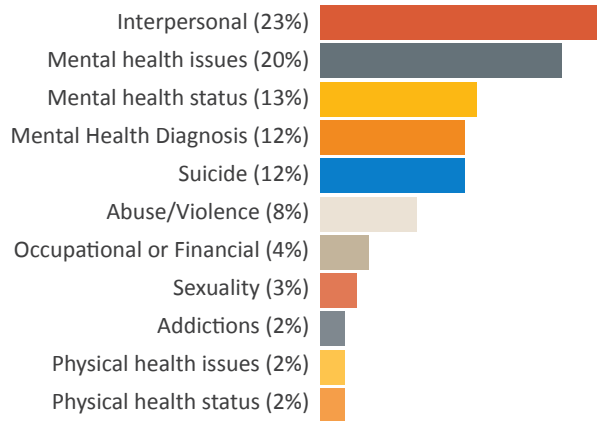


December and May were peak months to discuss depression

When Interpersonal-related concerns are explored...they include

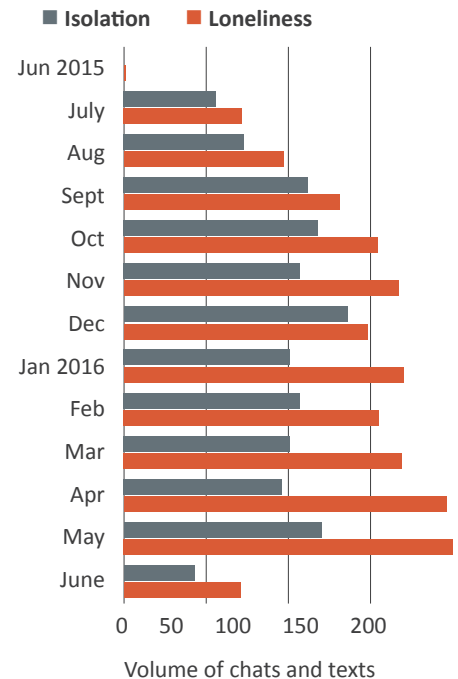
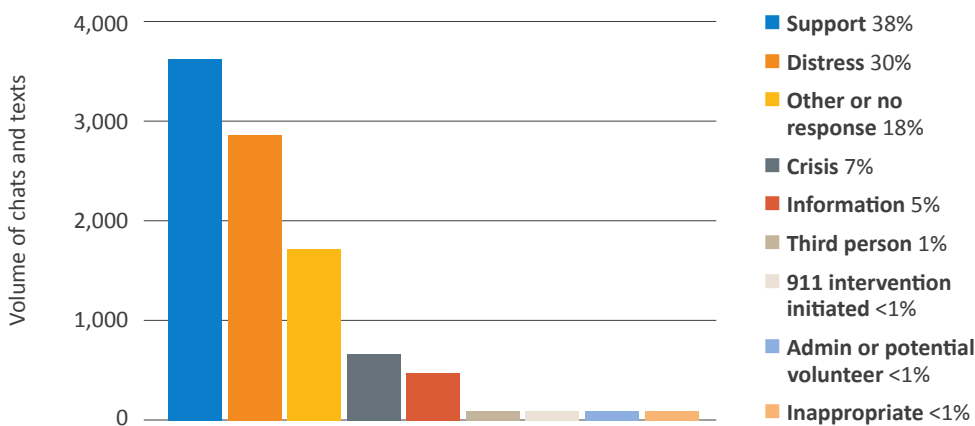


Over 15,000 specific concerns were explored

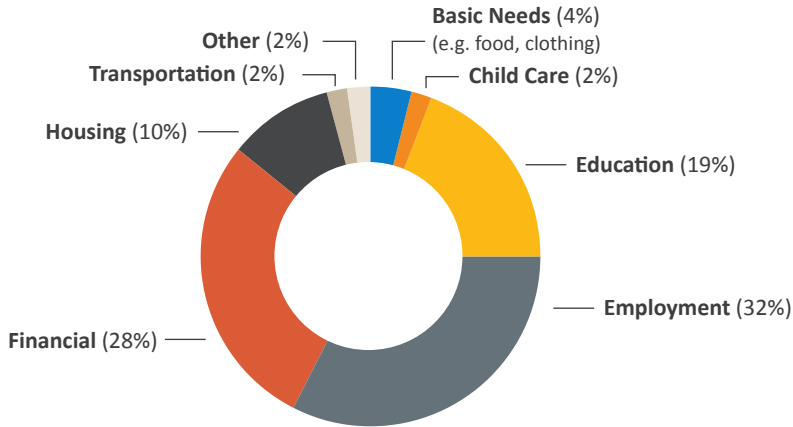


The number of conversations where isolation or loneliness were significant issues varied monthly

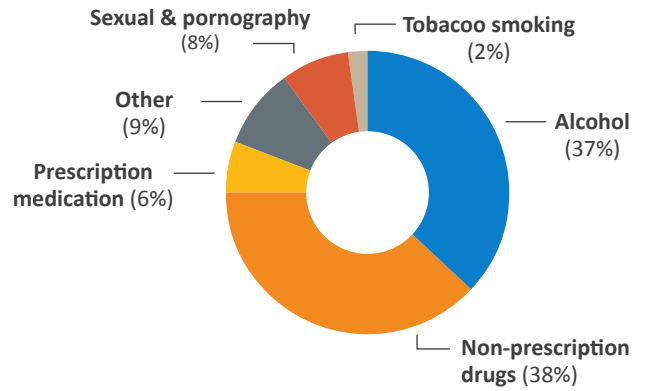
Representation of the aggregate content includes a continuum of immediate emotional needs, accessing resource information, as well as third person support inquiries



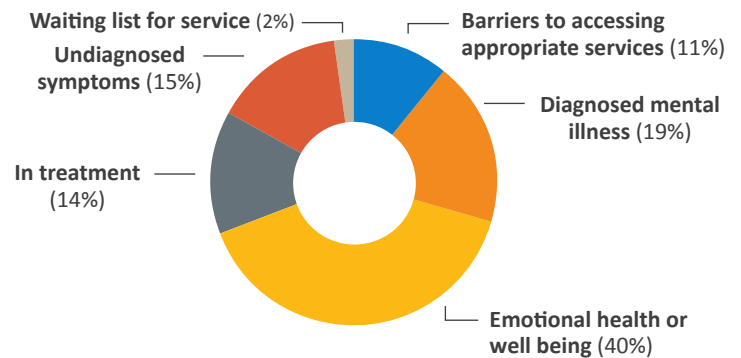
Occupational, basic and financial concerns are present in 535 chats and texts



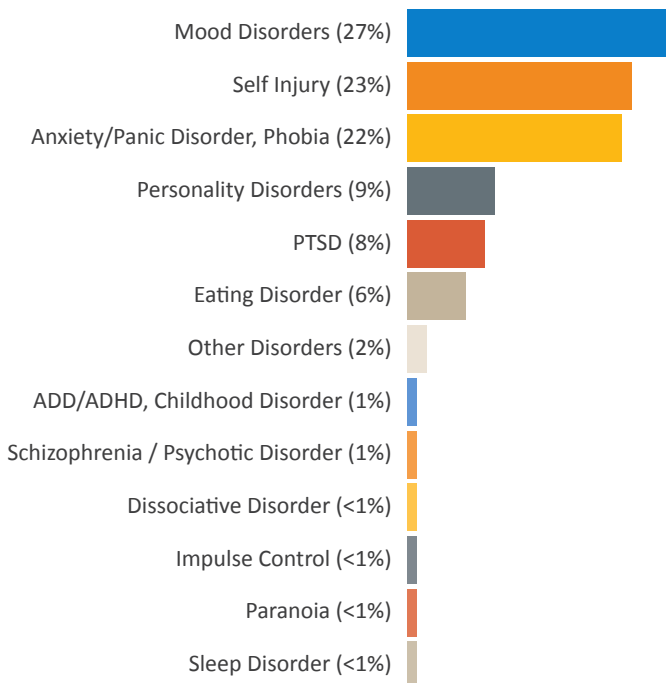
Addictions



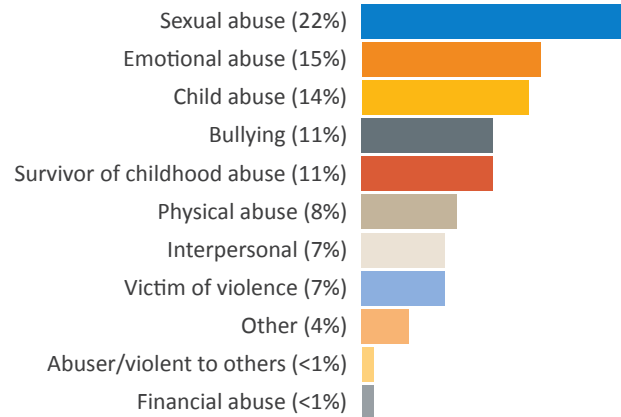
Many who chatted and texted are in the formal Mental Health system



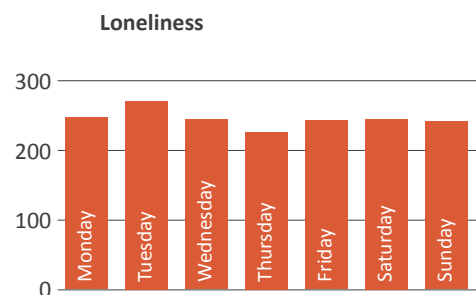
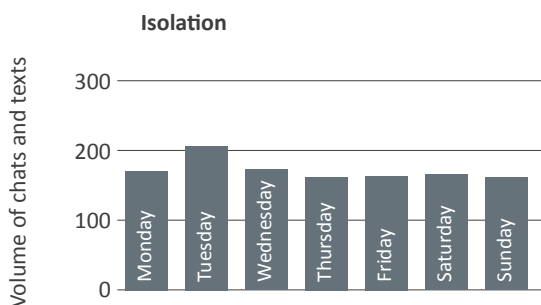
Various Mental Health concerns are often cited



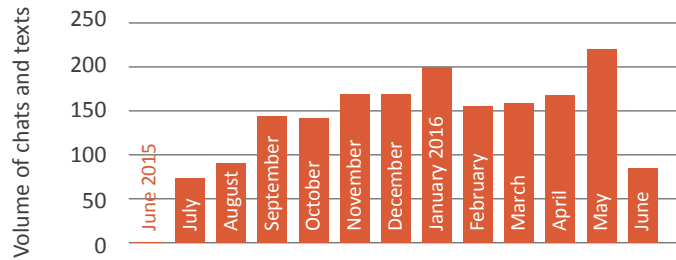
8% of chats and text for support reference Abuse



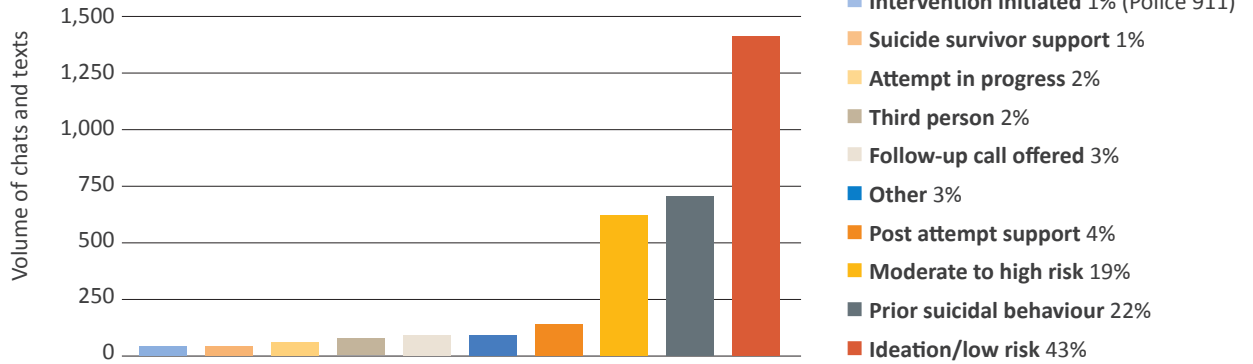
Feelings of Isolation and Loneliness fluctuate over days of the week



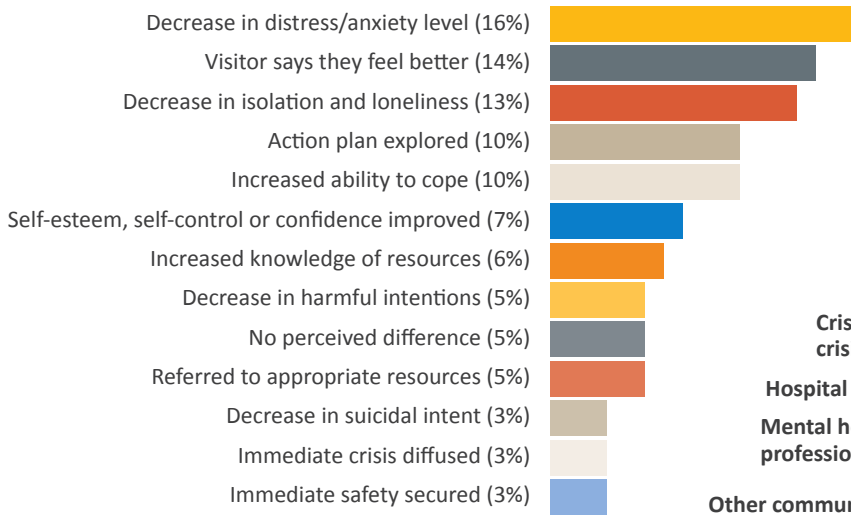
Our statistics tell us that January and May were the most trying months for individuals struggling with suicide



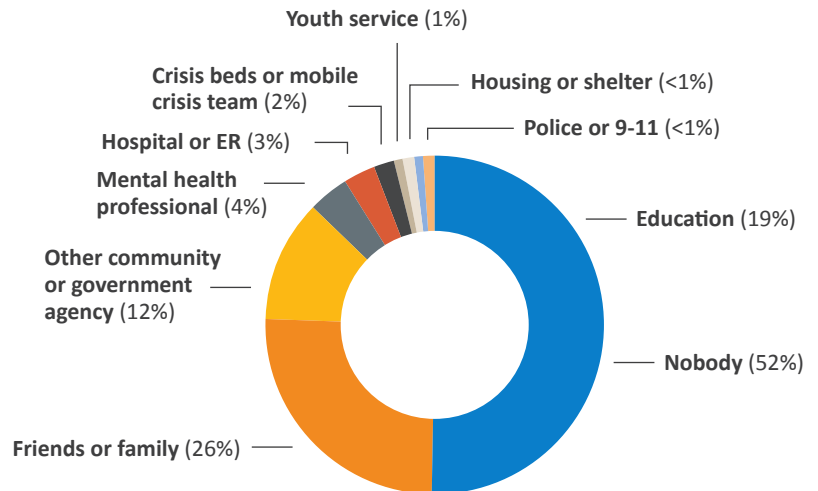
Suicide was discussed or an issue in nearly 1,800 visits, including 40 interventions where the individual was at extreme risk



Visitors respond positively after chatting or texting with an ONTX responder



Visitors self-report of where they would seek support if ONTX wasn't available



- ONTX Member Agencies (March 31, 2016)**
- Community TorchLight of Dufferin-Wellington
 - Distress Centre Durham
 - Distress Centre Toronto
 - Spectra Helpline
 - Distress and Crisis Ontario

Contact information for member centres can be found on our website at dcontario.org

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