

# 24-HR KUU-US CRISIS SERVICES



## 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 Tseshaht Language.

## SERVICES

### 24HR PHONE SUPPORT

KUU-US Crisis Line Society provides support to callers within the Province of BC. 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 can respond by way of mediating, de-escalating or intervening. As an accredited agency of the American Association of Suicidology regarding 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 can call upon KUU-US' own 24hr crisis mobile service, Mental Health Outreach, Emergency Personnel or Identified Responders in remote communities.

### SAFETY MONITORING

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  
1-800-588-8717

### Individuals can call for themselves or others for issues dealing with:

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

Visit our website at [www.kuu-uscrisisline.com](http://www.kuu-uscrisisline.com)

Follow us on Facebook at KUU-US Crisis Line Society

Mailing Address: Box 294, Port Alberni, BC V9Y7M7 • Office: 4589 Adelaide St. Port Alberni, BC V9Y6N2

**A PLACE WHERE YOU CAN TALK, TRUST AND FEEL**

**HELP IS JUST A PHONE CALL AWAY**