

Our Volunteer Program

Give Back to Your Community!

The KUU-US Crisis Line Society is currently taking applications for volunteer opportunities. If you have a desire to help others and would like to share your skills and experience with our community then KUU-US is the place to be.

Are you a good listener? Are you the person people go to in times of crisis?

Do you have a skill that you would like to share with others?

Sewing/cooking • Literacy/Homework
• Accounting/Budgeting • Health/Fitness/Nutrition
We are open to any ideas you may have!

Contact KUU-US Crisis Line Society
Business Office at 723-2323 ext 227 or EMAIL
kuu-usvolunteer@shaw.ca for more info.

NEW! CHAT & TEXT SUPPORT
7 DAYS A WEEK • 6 pm - 7 am
TEXT 778-601-8009 or visit
www.kuu-uscrisisline.com to
chat with our support workers

FOOD HAMPERS AND FREE COVID-19 & HYGIENE KITS

Covid Kits: Mask and Gloves

**Hygiene Kits: Shampoo, Conditioner,
Soap, Toilet Paper.**

Sanitization Kits: Bleach, Laundry Soap

**Call 250-723-2323 ext 226 or 227
for more information.**



Employment and
Social Development Canada

Mission Statement:

*The KUU-US Crisis Line Society
is a non-profit registered
charity that provides 24 hour crisis
services through education,
prevention & intervention programs*

Visit our website at
www.kuu-uscrisisline.com

Follow us on Facebook at
KUU-US Crisis Line Society

Crisis Lines:

Adult/Elder Line: 250-723-4050

Child/Youth Line: 250-723-2040

BC Wide Toll Free:
1-800-KUU-US17 (1-800-588-8717)

Métis Crisis Line:
1-833-MétisBC (1-833-638-4722)

Administrative Line: 250-723-2323

**Mailing Address: Box 294,
Port Alberni, BC V9Y7M7**

**Office: 4589 Adelaide St.
Port Alberni, BC V9Y6N2**



**KUU-US CRISIS
LINE SOCIETY**



First Nation Health Authority
Health through Wellness



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

Adult/ Elder - 250-723-4050
Child / Youth - 250-723-2040
BC Toll Free - 1-800-588-8717



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URGENT NEED SERVICES

- **NEW!** Chat & Text Support
- Safety Monitoring
- 24-hr Local Crisis Mobile Outreach
- Community Voicemail
- Covid-19 and Hygiene Health Kits



HELP IS ONLY A CALL OR CLICK AWAY

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 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 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 as-

sessments 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.

REASONS FOR CALLING:

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

