



Be informed about resources, including how to access and what services are offered. If the resource is being used for *suicide safety*, ensure that they are: **able** to help with suicide safety, **approachable** in accepting suicide connections, and **available** (knowing when they are available, length of wait time etc.)

Phone Crisis Support:

Crisis, Mental Health & Suicide Lines (provincial/national):

- **BC Suicide Helpline:** 1-800-SUICIDE (1-800-784-2433)
- **Mental Health Support Line:** 310-6789 (no area code required)
- **Aboriginal Crisis Line (KUU-US):** Toll-free: 1-800-588-8717
- **Kids Help Phone:** 1-800-668-6868 (up to age 20)111

Regional Crisis Lines:

- **Crisis Centre Distress Line:** Vancouver: 604-872-3311 Toll Free: 1-866-661-3311
- **Fraser Health Crisis Line:** 604-951-8855 Toll Free: 1-877-820-7444
- **S.U.C.C.E.S.S. Chinese Help Lines (10am-10pm):**
 - Cantonese: 604-270-8233 Mandarin: 604-270-8222
- **Chimo Crisis Line (Richmond):** 604-279-7070
- **Interior BC Crisis Line:** 1-888-353-2273
- **Northern BC Crisis Line:**
 - Adult line: 250-563-1214 Toll Free: 1-888-562-1214
 - Youth line: 250-564-8336 Toll Free: 1-888-564-8336
- **Vancouver Island Crisis Line:** Toll Free: 1-888-494-3888
- **Senior's Distress Line (Lower Mainland):** 604-872-1234
- **Telecare Crisis & Caring Line (Abbotsford):** 604-852-9099
 - Christian-based Crisis Line

Crisis Lines in BC: www.crisislines.bc.ca

Crisis Lines across Canada: www.suicideprevention.ca

Online/Text Chat Support:

- **YouthInBC.com** For youth (7 days a week, noon to 1am)
- **Youth Space:** sms:17787830177 6pm to midnight every day
- **Kids Help Phone Live Chat:** For youth (Wed-Sun, 3pm-11pm)
- **CrisisCentreChat.ca** For adults (7 days a week, noon to 1am)
- **Northernyouthonline.ca:** (7 days a week, 4pm-10pm)
- **Vancouver Island Crisis Chat:** www.vicrisis.ca (7 days a week, 6pm-10pm)
 - Crisis Text Services 250-800-3806 (7 days a week, 6pm-10pm)

Mental Health Emergency Services/Crisis Response:

- **Access and Assessment Centre (VGH)** offers short-term treatment on-site, by telephone and by mobile response. Clinical staff provide 24/7 support, stabilization and crisis management. Call or walk-in. (604) 675-3700 Walk-in: Joseph & Rosalie Segal & Family Health Centre Level 1 East Entrance 803 West 12th Avenue, Vancouver
- **Delta/Surrey Mental Health Car 67:** 604-599-0502
- **Mental Health Emergency Services (Richmond):** 604-244-5562
- **Fraser Health after hours Mental Health Service:** 1 877 384 8062
Hours: 4:30-11 pm Monday-Friday; 1-11pm on weekends and holidays
- **Vancouver Island Integrated Mobile Crisis Response Team (IMCRT):** 1-888-494-3888 (1pm-midnight)
- **Hospital/911**

Youth Crisis Response Teams:

CART (Child and Youth Response Team): 604-874-2300 (Vancouver)

- Provides urgent response (72 hours) short-term mental health services.

Fraser Health START Team: 1-844-782-7811

- Provides assessment & intervention services for youth ages 6-18 in acute mental health crisis: mobile outreach, safety planning, short-term individual & group therapy, resource referral/coordination & family support. 9am-9pm weekdays; noon to 9 weekends/ holidays.

TRACC (Team Response to Children and Adolescents in Crisis): 604-207-2524

- Provides mental health crisis intervention outreach services (Richmond)

Intensive Youth Outreach Service (North Shore): 604 984 3884 (til 10pm)

- For youth 13 to 19 years; provides youth and their families with rapid access to clinical services such as: assessment and crisis intervention, care planning and referral coordination and intensive case management

Information and Accessing Youth Services - Foundry:

Province-wide network of integrated health and social service centres for young people ages 12-24, provide a one-stop-shop for young people to access mental health care, substance use services, primary care, social services and youth and family peer supports. www.foundrybc.ca

Youth/Family Mental Health and Addictions

Family SMART (Institute for Families): 604-878-3400 Toll free: 855-887-8004

www.familysmart.ca/

- Shares information on services and supports available for families in child and youth mental health. Provides families with information and skills on how to manage mental health concerns such as anxiety, adhd.

Kelty Mental Health Resource Centre: 604-875-2084 Toll Free: 1-800-665-1822

- A provincial resource centre that provides mental health and substance use information, resources, and peer support to children, youth and their families from across BC. We also provide peer support to people of all ages with eating disorders. All of our services are free of charge, and you can reach us over the phone, in person, or through email.

Child and Youth Mental Health Services (CYMH) Vancouver:

- Central Intake (Vancouver): 604-675-3895
- Provides a single point of access to child and youth mental health services in Vancouver. Provides intake, assessment, treatment, case management and consultation as well as service referral and support to families of children with youth and mental health needs. Services are available free of charge to BC citizens.
- 8:30am-5pm Mon-Fri

Suicide Prevention, Education & Counselling (SPEAC): 604-584-5811

- For suicidal children and youth (18 & under) at risk to suicide. Provides suicide risk assessment, consultation, urgent-response and short-term counselling for children, youth, and families. Serves Surrey, White Rock and Langley.

Youth Wellness Associates www.youthwell.net

- A group of child and youth psychiatrists who work out of the Three Story Clinic and see young patients ages 3-18 for mood, anxiety and attention problems. They also see young adult patients

Adult Mental Health and Suicide Counselling Services

Fraser Health – Community Support Services Mental Health:

- Serves individuals who are experiencing a major mental illness requiring longer-term case management in the community to achieve and maintain essential life necessities such as adequate housing, nutrition, financial resources, medical and psychosocial care.
- Burnaby: 604.453.1900; Tri Cities: 604.777.8400; Surrey: 604.953.4900; South Surrey: 604.541.6844; New West: 604.777.6800; Maple Ridge: 604.476.7165; Langley: 604.514.7940

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Vancouver Coastal Mental Health & Substance Use Services: 604-675-3997

- Serves clients over the age of 19 who are diagnosed with a major mental illness and experiencing significant problems that interfere with their functioning in the community.

S.A.F.E.R. (Suicide Attempt Follow-up, Education and Research): 604-675-3700

- For Vancouver residents, provides counselling for individuals age 18 and over who have made a suicide attempt, are currently suicidal, or have suicidal ideation (not appropriate if substance use and/or psychotic illness is a primary concern). Offers support for suicide loss and for those concerned about the risk of suicide in a significant other. SAFER also offers training, education, and professional consultation in the areas of suicide prevention, intervention, and postvention. Intake is through Access and Assessment, VGH.

Interior BC Mental Health and Substance Use Services:

- <http://www.interiorhealth.ca/YourCare/MentalHealthSubstanceUse/>

Northern BC Mental Health and Substance Use Services:

- <http://www.northernhealth.ca/YourHealth/MentalHealthAddictions.aspx>

Vancouver Island Mental Health and Substance Use Services:

- <http://www.viha.ca/mhas/>

General Mental Health Services and Resources

Mood Disorders Association of BC: 604-873-0103

- Treatment, support, education and hope of recovery for those living with a mood disorder or other mental illness.

Bounce Back: Reclaim Your Health (CMHA BC)

- A free, skill-building program designed to help adults experiencing symptoms of mild to moderate depression, low mood, or stress, with or without anxiety.
- The program offers an instructional Living Life to the Full DVD with practical tips on recognizing and dealing with signs of stress, low mood and worry; and a workbook-based program with motivational telephone coaching to teach skills for overcoming difficulties such as inactivity, unhelpful thinking, worry and avoidance. A doctor's referral is required for the telephone coaching component
- For participant info, call 1-866-639-0522 (Toll free) or www.bouncebackbc.ca

Web Information and Resources on Mental Health

HereToHelp.bc.ca Mental health and substance use information

KeltyMentalHealth.ca Mental health information for children, youth, and families.

AnxietyBC.com Online, self-help, and evidence-based resources on anxiety

Grief and Loss

BC Bereavement Helpline: 604-738-9950 or Toll free: 1-877-779-2223

- Helping people cope with grief. Information on bereavement support groups, agencies, and peer-based support. Free and confidential.

Living Through Loss Counselling: 604-873-5013

- Offers professional grief counselling and support groups for anyone who is experiencing stress due to life change or loss.

Aboriginal Specific

Aboriginal Crisis Line (KUU-US): Toll Free (BC): 1-800-588-8717

Aboriginal Wellness Program (AWP): 604-675-2551 (Vancouver)

- Provides urban Aboriginal/First Nations community members outpatient services that promote wellness. Both Aboriginal healing and Western medical approaches are used. Treatment is offered for people with depression, anxiety, grief and loss, trauma, residential school effects and for those struggling with addictions.

Urban Native Youth Association (UNYA) (604) 254-7732

- Native youth program-providing organization, we work to empower Native youth through our 21 programs which include education & training, personal support, live-in programs, and sports & recreation.

Child and Youth Aboriginal Mental Health Outreach (Vancouver):

- East Hastings: 604-868-0368
- Cambie Street: 604-688-0551
- Provides culturally appropriate mental health counselling, therapy, and psychiatric assessments to Aboriginal youth and their families.

Lesbian, Gay, Bisexual, Transgender, Two Spirit Specific

Qmunity 604-684-5307

- QMUNITY is a non-profit organization based in Vancouver, BC that works to improve queer and trans lives. We provide a safer space for LGBTQ/2S people and their allies to fully self-express while feeling welcome and included. Offers a variety of services and drop in activities and free counselling for youth, adults and older adults.

ThiP (Transgender Health Information Program) transhealth.phsa.ca/

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- BC-wide information service and resource hub, providing information to access gender affirming health care and supports including primary care, counselling, support groups.

HIM (Health Initiative for Men) 604 488 1001

- Providing primary health care and supportive counselling for gay men.

Prism prism@vch.ca

- VCH education, information and referral service for the lesbian, gay, bisexual, trans, Two Spirit and queer (LGBT2Q+) communities.

Trans Care BC 604 875 4489

- Established by the Pacific Health Services Authority to enhance the coordination of trans health services and support across the province.
- Currently offering two drop-in groups (identiTY) at the Broadway Youth Resource Centre (2455 Fraser St, Vancouver) for youth and young adults to connect with each other and to access gender affirming resources and supports.
 - 13-18 years old: 4th Thursday of each month
 - 18-24 years old: 2nd Thursday of each month

Older Adult Specific

Seniors Health Care Support Line: 1-877-952-3181 (Mon-Fri, 8:30am - 4:30pm)

- Provides a single provincial phone line that will allow seniors and their families to report concerns about care, and to provide such clients with direct support and timely follow-up through to resolution.

Seniors Abuse & Information Line (SAIL): 604-437-1940 Toll Free: 1-866-437-1940

- Every day, except holidays, 8am-8pm
- Provides a safe place for older adults to talk to someone about situations where they feel they are being abused or mistreated. Callers may be referred to BC Centre for Elder Advocacy & Support's legal staff or Victim Services Program, when appropriate.

Dementia Helpline (Alzheimer Society of BC):

- Lower Mainland: 604-681-8651 Toll Free: 1-800-936-6033 (Mon-Fri, 9am-4pm)
- For people living with dementia or have questions about the disease. Provide information and support for Alzheimer's disease and other dementias, personal planning, maintaining independence, community resources including support groups.

Grandparents Raising Grandchildren Support Line: Toll-free: 1-855-474-9777

- Assists grandparents and other relatives raising a family member's child to navigate and learn about available services that can support the whole family.

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- Available Monday, Tuesday, Thursday and Friday, 11am – 3pm. At other times, callers can leave a voicemail or e-mail. 604-558-4740
- email: GRGline@parentsupportbc.ca website: www.parentsupportbc.ca/

Older Adult Community Mental Health Central Intake (Vancouver):

- Intake line: 604-709-6785.
- Provides specialized mental health and addiction services for seniors aged 65+.

Home & Community Care

Vancouver Home & Community Care Access Line: 604-263-7377

Richmond Home & Community Care Access Line: 604-278-3361

North Shore Home & Community Care Access Line: 604-983-6700

Fraser Health Home Health Service Line: 1-855-412-2121

Vancouver Island Home & Community Care Offices: <http://www.viha.ca/hcc/contacts/>

Northern Health Home & Community Care Offices:

http://www.northernhealth.ca/Portals/0/Your_Health/HCC/Home%20Health-Community%20Services%20Offices%20by%20Community.pdf

Interior Health Home & Community Care Offices:

<http://www.interiorhealth.ca/YourCare/HomeCommunityCare/Pages/AccessingServices.aspx>

Older Adult Suicide & Mental Health Information

Canadian Coalition for Seniors' Mental Health <http://www.ccsmh.ca/en/default.cfm>

SeniorsBC.ca Resources for planning and living a healthy and active life.

Information Lines / Access Services

Foundry

- Foundry centres provide a single door, offering access to someone to talk to, care providers for any health need, and friendly experts to help navigate health and social services, resources, and programs. All centres deliver free, respectful, non-judgmental, and strength-based services in a youth-friendly space. <https://foundrybc.ca/find-a-centre/>

BC 211: call 211

- Information on community, social and government services in the Lower Mainland. Free, confidential, and available 24/7

Mental Health Support Line: 310-6789 (no area code required)

- Provides emotional support, information and resources specific to mental health.

Alcohol & Drug Information & Referral:

- Lower mainland: 604-660-9382 Toll Free (BC): 1-800-663-1441
- Offers listening, support and information about counselling and other services. Concerned friends or family members can also call for information. Free and confidential.

BC Schizophrenia Society:

- Lower Mainland: 604-270-7841 Toll Free (BC): 1-888-888-0029
- Information and support for individuals and families affected by schizophrenia.

HealthLink BC: call 811

- Information on health topics, symptoms, medications and tips for maintaining a healthy lifestyle. Access to nurses line, poison control, and nutrition line.

Problem Gambling Help Line: Toll free 1-888-795-6111

- Free support and treatment services for excessive or uncontrolled gambling. Free and confidential.

Refugee Mental Health Line: 1-866-393-3133 (Provincial)

- Toll-free telephone support line for service providers working with refugees throughout British Columbia, including mental and primary health professionals, settlement workers, social service providers, and private sponsors (9am – 5pm)

VictimLink BC: 1-800-563-0808

- Information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence.

Youth Against Violence Line: 1-800-680-4264

- Provides support, options, information and referrals for young people who have experienced violent incidents. Anonymous way to report crime or violent incidents. Parents, teachers, caregivers, service providers and others can also call for information about youth-related resources.

Broadway Youth Resource Centre (BYRC): Open Mon-Fri 2pm-6pm

- Provides a drop in resource space where young people (age 13-24) can connect with a support worker, housing and job search resources, and other services.
- Offers programming related to life skill building, creativity, health and wellness.
- Also has a sexual health clinic from 2:30pm-4:30pm on Thursdays. Answers questions regarding sexual health, birth control. Youth can speak to a nurse or physician.
- 2455 Fraser St, Vancouver 604-709-5720
- Run by Pacific Community Resources Society

To report child abuse or neglect: 1-800-663-9122

