



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

24/7 Phone Suicide Support:

- **BC Suicide Helpline:** 1-800-SUICIDE (1-800-784-2433)
- **Aboriginal Crisis Line (KUU-US):** Toll-free: 1-800-588-8717
- **Kids Help Phone:** 1-800-668-6868 (up to age 20) Or text “HELLO” to 686868
- **Crisis Services Canada** 1.833.456.4566 text 45645

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

Crisis Lines across Canada: www.suicideprevention.ca

Mental Health Emergency Services/Crisis Response:

Access and Assessment Centre (VGH): 604-675-3700 (Call or walk-in 7:30am-11pm seven days a week)

- Offers short term treatment on-site, by telephone and by mobile response. Clinical staff provide support, stabilization and crisis management. Walk-ins: Joseph & Rosalie Segal & Family Health Centre Level 1 East Entrance 803 West 12th Avenue, Vancouver.

Delta/Surrey Mental Health Car 67: 604-599-0502 (1pm-1am seven days a week)

Mental Health Emergency Services (Richmond): 604-204-1111

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

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

Vancouver Island Integrated Mobile Crisis Response Team (IMCRT): 1-888-494-3888 (1pm-12am)

Hospital: 9-1-1

Vancouver Mental Health Car 87: Reach **Car 87** via the Access & Assessment Centre's 24-hour crisis line at 604-675-3700 or via 9-1-1.

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 (1-844-START11)

- Provides assessment and intervention services for youth ages 6-18 who are in acute mental health crisis. Offers mobile outreach, safety planning, short term individual or group therapy, resource referral and coordination, and family support (9am-9pm weekdays and 12pm-9pm weekends and holidays).

TRACC (Team Response to Children and Adolescents in Crisis): 604-207-2511

- Provides mental health crisis intervention outreach services.
- Services offered in Cantonese, English, Mandarin, and Spanish. Serves Richmond. (8:30am- 5:30pm Mondays, Tuesdays, Wednesdays, and Fridays, and 9am-7pm Thursdays).

Intensive Youth Outreach Service (North Shore): 604-984-3884

- 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. (Tuesday to Friday 9am-10pm and Saturday to Monday 11:30am-10pm)

Information and Accessing Youth Services - Foundry: www.foundrybc.ca

- Province-wide network of integrated health and social service centres for young people ages 12-24. Provides 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.

Online/Text Chat Support (may involve wait times):

- **YouthInBC.com** For youth (12pm-1am seven days a week)
- **Youth Space:** Chat or Text: 778-783-0177 (6pm-12am seven days a week)
- **Kids Help Phone Live Chat:** Open 24/7
- **CrisisCentreChat.ca:** For adults (12pm-1am seven days a week)
- **Northernyouthonline.ca:** Open 24/7
- **Vancouver Island Crisis Chat:** <https://www.vicrisis.ca/> (6pm-10pm seven days a week)
- **Crisis Text Services:** 250-800-3806 (6pm-10pm seven days a week)



Mental Health and Longer Term Resources

Youth/Family Mental Health and Addictions

Family SMART (Institute for Families): 604-878-3400 Toll free: 1-855-887-8004

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, and 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. They also provide peer support to people of all ages with eating disorders. All of their services are free of charge, and you can reach them over the phone, in person, or through email. Walk-ins: Healthy Minds Centre, Entrance #85, Room P3-302, 3rd floor, 4500 Oak Street, Vancouver, BC V6H 3N1. (Monday to Friday 9:30am-5pm)

Child and Youth Mental Health Services (CYMH) 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.
- Mondays and Tuesdays 9am-4pm (Cut-offs are usually at 3:30pm).

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.

Three Story Clinic: 604-563-3093 <http://www.threestoryclinic.com/>

- The team at Three Story Clinic includes Psychiatrists, Psychologists and Clinical Therapists trained in assessing and treating children, youth, and families.

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

Older Adult Mental Health: 604-709-6785 (Monday to Friday from 8:30am-4:30pm)

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 post-intervention. 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:

- <https://www.northernhealth.ca/services/mental-health-substance-use>

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 (*Option 1 for Psychiatric Clinic and option 2 for the Counseling and Wellness Office*)

- 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): 1-866-639-0522 or <http://bouncebackbc.ca/>

- 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.

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 (Monday to Friday 9am-5pm)

- 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. They also offer online training.

Aboriginal Specific

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

Aboriginal Wellness Program (AWP): 604-675-2551 (Vancouver) (Monday to Friday 9am-5pm)

- 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 schools effects and for those struggling with addictions.

Urban Native Youth Association (UNYA): 604-254-7732 (Monday to Friday 9am-5pm)

- 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 (Monday to Friday 10am-6pm)

- 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): <http://www.phsa.ca/our-services/programs-services/trans-care-bc>

- 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 <https://checkhimout.ca/>

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

Prism: prism@vch.ca or 604-331-8900 http://www.vch.ca/Locations-Services/result?res_id=184

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

MindMap BC: <https://www.mindmapbc.ca/>

- Custom-made database of outpatient mental health services including professional counseling, peer counseling, support groups, and others.
- Motivated by research showing high rates of mental health concerns among people that are affirming of LGBTQ2 (lesbian, gay, bisexual, trans, queer, Two-Spirit, and other genders and sexually diverse) people.

Older Adult Specific

Seniors Health Care Support Line: 1-877-952-3181 (Monday to Friday 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

- 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. (8am-8pm seven days a week, except holidays; Language interpretation is available Monday through Friday, 9am-4pm).

Dementia Helpline (Alzheimer Society of BC): 604-681-8651 Toll Free: 1-800-936-6033 (Monday to Friday 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: 604-558-4740 Toll-free: 1-855-474-9777 website: www.parentsupportbc.ca/

- Assists grandparents and other relatives raising a family member's child to navigate and learn about available services that can support the whole family.
- Available Monday, Tuesday, Thursday and Friday 10am-2pm. At other times, callers can leave a voicemail or e-mail GRGline@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+.

Information Lines / Access Services

BC 211: call 2-1-1

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

Alcohol & Drug Information & Referral: 604-660-9382 Toll Free: 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: 310-6789 (no area code needed) Toll Free: 1-888-888-0029

- Information and support for individuals and families affected by schizophrenia.

HealthLink BC: call 8-1-1

- Information on health topics, symptoms, medications and tips for maintaining a healthy lifestyle. Access to the nurse's 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.

VAST: Refugee Mental Health Line: 1-866-393-3133 (Provincial) <http://vast-vancouver.ca/>

- 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): 604-709-5720 (Monday to Friday 2pm-6pm)

- Run by Pacific Community Resources Society at 2455 Fraser St, Vancouver.
- 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.

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