



## **Urgent and Emergency Resources** *Metro Vancouver Regional District*

***Call 911 in an Emergency (police, ambulance, or fire)***

### **Fraser Health Crisis Line**

24-hour Crisis Line

604-951-8855

Toll Free 1-877-820-7444

Provides 24 hour/7 days a week, telephone service, to respond to a variety of issues including suicide, mental health concerns, family violence, grief, addiction and other issues. Offers comprehensive information on community resources and local services. Service is also available to friends and family members looking for assistance in helping someone who is emotionally distraught.

### **1-800-Suicide Line**

1-800-SUICIDE (1-800-784-2433)

TTY: 1-866-872-0113

Provides a confidential, 24-hour crisis line, 7 days a week, for people who are suicidal, are concerned for someone who might be suicidal, or have lost someone to suicide. Connects callers to the first available distress network partner in Vancouver, Mission, Prince George, or Victoria. Callers may also be referred to their local crisis centre for additional support and information about community resources.

### **310 Mental Health Support Line (Province wide)**

Phone: 310-6789 (Do not add an area code in front of the number)

Provides 24/7 support to individuals in crisis, provides assessment and intervention.

### **Crisis Centre**

Phone: 604-872-3311 or 1-866-661-3311

TTY (24-hour): 1-866-872-0113

Seniors Distress Line: 604- 872- 1234

These lines provide 24-hour telephone crisis counseling by professionally trained volunteers for people experiencing emotional distress. Crisis intervention service available to the hearing and speech impaired through a TTY machine.

### **Culturally Sensitive Crisis Line for Aboriginal People's**

#### **KUU-US Crisis Line Society**

Toll-free: 1-800-KUU-US17 (1-800-588-8717)

Child/Youth Line: 250-723-2040

Adults/Elders Line: 250-723-4050.

KUU-US Crisis Response Services provides culturally sensitive support and counselling to Aboriginal peoples 24 hours a day, seven days a week.

**Alcohol & Drug Information & Referral Service**

Phone: 604-660-9382

Toll Free: 1-800-663-1441

Provides information and referral services (including withdrawal management/detox services) for people across BC needing help with substance abuse. Includes information and referral to education, prevention and services and regulatory agencies.

**BC 211**

Dial 211

Text option also available (text name of your city to 2-1-1)

Hours: 7 days a week' 8am - 11pm PST

Provides resources for BC including community, social and government services. Includes emergency and crisis issues, addiction, counselling, health care, mental health, victim services, employment training, financial assistance, food and basic goods, homelessness, housing, legal advocacy.

**BC Bereavement Helpline**

1-877-779-2223 or 604 738- 9950

Referral line for grief support, groups, and counseling. Includes support for BC victims of homicide, suicide grief support and loss due to substance use.

Hours: 9am to 5pm Monday to Friday (leave a message after hours and call back will be received)

[www.bcbh.ca](http://www.bcbh.ca)

**BC Problem Gambling Helpline**

Phone: 1-888-795-6111

**Family Support & Respite Service**

Phone: 1-877-717-5518

Provides short-term, in-home respite services for the family and caregivers of people with schizophrenia or other serious mental health issue. Costs for service are covered by the BC Schizophrenia Society, up to a fixed maximum per year per family. Service may be available in languages other than English. Serves Abbotsford, Agassiz, Burnaby, Chilliwack, Coquitlam, Delta, Hope, Langley, Maple Ridge, Mission, New Westminster, Pitt Meadows, Port Coquitlam, Port Moody, Surrey, and White Rock. Funded by Fraser Health.

**HealthLink BC**

Anywhere in BC: 811 (English, Punjabi, Cantonese & Mandarin)

TTY (Deaf & Hearing impaired): 711

HealthLink provides non-emergency 24-hour, confidential health information and advice by a health service navigator 24 hours a day or from a pharmacist from 5 p.m. to 9 a.m. every day. Specially trained nurses answer questions about health topics and procedures, identify symptoms, and help you decide when to see a health professional. Information and referrals are also provided to other services.

**Kids' Help Phone**

Phone: 1-800-668-6868.

Text: 686868

Live online chat and "Always There" mobile app also available.

Open 24 hours a day, 7 days a week.

**Ministry of Children and Family Development**

Helpline for Children: 310-1234 (no area code needed)

Helpline TTY: 1-800-677-4770

Burnaby MCFD: -604 660-5900

After-hours MCFD Centralized Intake: 604-660-4927.

The Helpline for Children provides 24-hour emergency services for the protection of children and intervenes in cases of child abuse and neglect.

**Ministry of Social Development & Poverty Reduction (MSDPR)**

After Hours Line: 1-866-660-3194 (all of BC)

Lower Mainland/Coastal: 604-660-3194

Hours: Weekdays, Weekends and STATS: 4:00 pm - 9:00 am

Service only for critical and emergency situations (i.e. food, medical transportation, shelter (fleeing abuse) and medical supplies (i.e. crutches).

Operates when MSDPR district offices are closed, 4:00 pm to 9:00 am Mon. - Friday, and 24 hours on Saturday's and Sunday's.

**BC Drug and Poison Information Centre**

Phone: 604-682-5050

Toll Free: 1-800-567-8911

<http://www.dpic.org/>

Provides a 24-hour, toll-free information line about possible poisoning or exposure to a toxic substance.

**Seniors Abuse and Information Line (SAIL)**

Phone: 604-437-1940

Toll Free: 1-866-437-1940

TTY: 604-428-3359 / 1-855-306-1443

Hours: 8am - 8pm 7 days/week (excluding statutory holidays)

Language interpretation available Mon. - Fri. 9:00 – 4:00 pm.

SAIL is a safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention.

**Shelter and Street Help Line**

Phone: 604-875-6381

Phone: 211 (free phone call or text)

Deaf and hard of hearing callers: TTY 604-875-0885 (collect calls accepted) or Text 211

Hours: 24 hours a day/7 days a week

For people in the Lower Mainland looking for emergency accommodation and other essential services.

Interpretation available.

**SUCCESS Chinese Help Lines**

Cantonese: 604-270-8233

Mandarin: 604-270-8222

Hours are 10 am to 10 pm daily.

Offers telephone crisis support to the Chinese community, in Cantonese and Mandarin. Also provides information and referral.

**Surrey Women's Support Line**

604-583-1295

Provides a confidential 24 hour/7 days a week crisis line service and practical assistance to victims of domestic violence, sexual assault, child abuse, stalking and other forms of family violence.

**VictimLINK**

Hate Crime Victims Information Line

Victims Information Line

Family and Sexual Violence Line

Tel: 1-800-563-0808

TTY: 604-875-0885

To call collect, call the TELUS Relay Service at 711.

Provides 24-hour, toll-free, multilingual assistance seven days a week to people throughout BC and the Yukon who have been victims of family and sexual violence, and all other crimes. Victim service workers, available 24 hours a day, seven days a week, provide emotional and crisis support; information and referrals regarding victim services, transition houses, counselling resources, and community services; and information about the justice system, relevant federal and provincial legislation and programs, crime prevention, safety planning, protection orders registry, and other resources as needed.