

SCIBC staff provide information and peer support to individuals with higher risk factors for distress and mental illnesses such as depression and anxiety, and who encounter physical, emotional and psychosocial struggles adjusting and living with spinal cord injury or disease. It's important that we understand how to respond to support the wellbeing of the individuals in our community in the event of a mental health emergency. This is a quick referral guide to services in the Province of BC and in your community who can offer skilled support to you or someone you know in acute distress.

If a person you are concerned about is in immediate danger of hurting themselves, **call 911.**

You must break confidentiality and seek help if you have reason to believe a person is a serious danger to themselves or others. To determine imminent danger, ask:

- ☐ Are you thinking of suicide?
- ☐ What is your plan? / Do you have a plan?
- ☐ How and when will you carry it out?

...Then call 911 with the person or on your own.

Non-emergency situations: Contact SCI BC's Infoline for information & support:

1-800-689-2477 9-5, M-F or consult mental health services in your community (next page).

### Helpful Resources

HereToHelp <http://www.heretohelp.bc.ca/> Excellent page for learning about mental health, mental illness, local resources, and self help assessments and guides.

Lower Cost Counselling Services in BC (free/sliding scale, most have waitlists): <https://sci-bc.ca/resource/list-of-lower-cost-counselling-services-in-bc/>

Canadian Mental Health Association <https://cmha.bc.ca/programs-and-services/>

Has branches in many BC communities and provides a range of information and programming.

Self Management BC: in-person and online programs to help people with chronic diseases and disabilities better manage their mental health and wellness. Free, offered across BC: <http://www.selfmanagementbc.ca/>

### Care For Yourself!

It is essential that you care for yourself too. Talking out an intense situation involving mental health or suicide risk can keep you healthy and ready to help the next person. Contact a coworker, supervisor or InfoLine after these types of interactions and periodically in general to maintain wellness. 1-800-689-2477 (M-F, 9am-5pm)

Employee Family Assistance Program: SCIBC staff who are eligible for benefits can contact our EFAP service provider for free short-term confidential counselling. <https://app.dialogue.co/>

## Province-wide Crisis Lines – for help by phone or chat anywhere in BC

Provincial Suicide Hotline is open 24/7 if you or someone you know is considering suicide.

National Suicide Crisis HelpLine

310Mental Health Support Line: Open 24/7 for non-emergency emotional support and advice.

1 800 784-2433

988

310-6789

(no area code)

Online Chat Support for Youth: (Noon to 1am)

[www.YouthInBC.com](http://www.YouthInBC.com)

Online Chat Support for Adults: (Noon to 1am)

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

## Mental Health Services by Health Authority: (Referral: formal request for service by a clinician)

### Fraser Health

Provides diagnostic assessment, short-term treatment and other support. No referral needed for initial assessment. Call the mental health centre in the person's community. For a full list go to

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/mental-health-centres/mental-health-centres#.Y7h-NHbMK1g>

Surrey: 604 953-4900

Chilliwack: 604 702-4860

North Delta: 604 592-3700

Tsawwassen & Ladner:

New Westminster: 604 777-6800

Tri-Cities: 604 777-8400

604 948-7010

### Interior Health

Intake, short term and crisis services do not require a referral. More:

<https://www.interiorhealth.ca/sites/default/files/PDFS/mental-health-and-substance-use-centres.pdf>

Kelowna: 250 469-7070

Vernon: 250 549-5737

Kamloops: 250-377-6500

### Northern Health (NH)

Outpatient entry point to mental health services. Brief assessments, short term supportive counselling and crisis intervention. No referral required. <https://www.northernhealth.ca/services/mental-health-substance-use/services-by-community>

Prince George: 250 565-2668

Quesnel: 250 983-6828

Fort St. John: 250 263-6080

Terrace: 250 631-4202

### Vancouver Coastal Health (VCH)

Intake and short term counselling services, no referral required for initial call. <http://tinyurl.com/VCHMH>

Vancouver: 604 675-3700.

Richmond: 604 244-5562

North Vancouver: 604 983-6020

### Vancouver Island Health Authority (VIHA)

Provides screening, assessment, treatment recommendations and referrals to other services. No referral needed for initial call. More numbers: <https://www.islandhealth.ca/our-services/mental-health-substance-use-services>

Victoria: 250 519-3485

Nanaimo and area: 250 739-5710