



**FRASER NORTHWEST
DIVISION OF
FAMILY PRACTICE**

CRISIS SUPPORT SERVICES

CONDENSED MINI GUIDE

A condensed comprehensive guide for adults going through crisis, or whose loved ones are experiencing crisis.

For further adult health resources and services please obtain the complete Adult Health Services Handbook from your family doctor.



Fraser Northwest

Division of Family Practice

A GPSC initiative

CRISIS SUPPORT

What is a mental health crisis?

- Intense anxiety or depression
- Suicidal thoughts or attempts
- Threatening violence
- Distorted thinking
- Self-harming

Fraser Health Crisis Line: 604-951-8855
or toll-free 1-877-820-7444

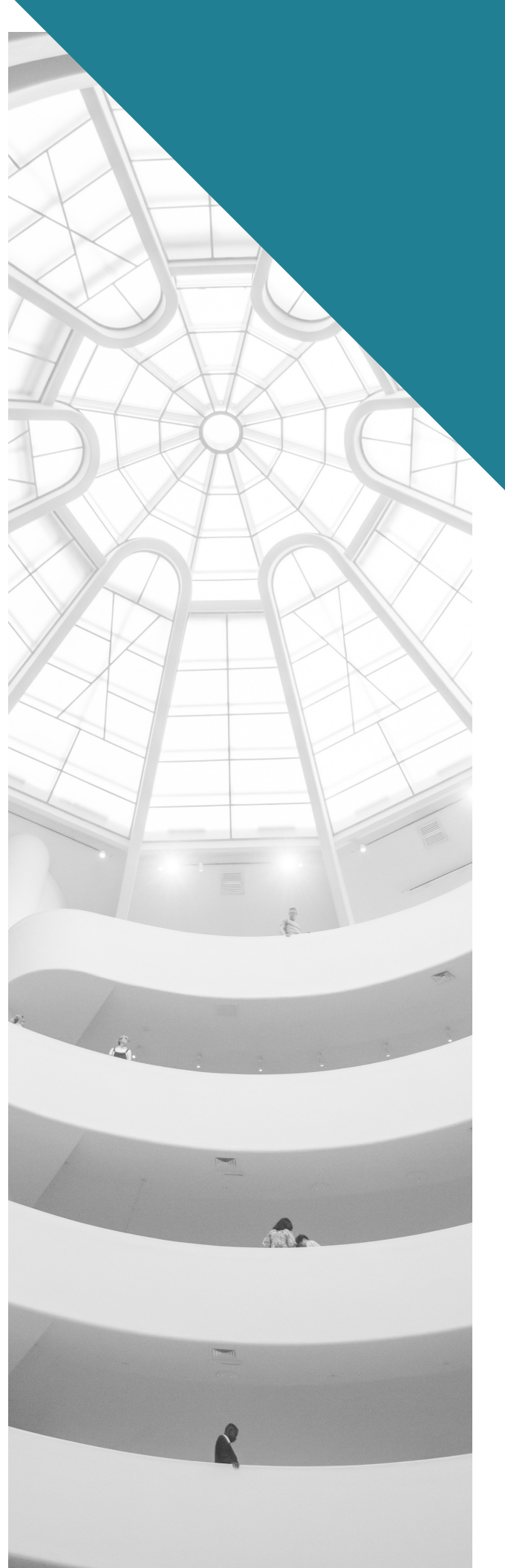
For Adults – Provides support to adult (19+) residents experiencing mental illness, and substance issues.

Online Service for Adults

www.CrisisCentreChat.ca (Online chat is available from Noon to 1 :00am in BC)

Online Service for Youth

www.YouthinBC.com (Online chat is available from Noon to 1:00 in BC)



EMERGENCY LINES

- Police: 9-1-1
- Ambulance: 9-1-1
- Fire Department 9-1-1
- Poison Control (24 hours): 604-682-5050 /1-800-567-8911

CRISIS PHONE RESOURCES

1800SUICIDE

24-hour toll-free phone number uses routing technology to direct calls to the nearest network crisis line partner

1 (800) 784-2433

Fraser Health Crisis Line (24 Hours):

604-951-8855, or toll-free 1-877- 820-7444

Culturally Sensitive Crisis Line for Aboriginal peoples:

1-800-KUU-US17(588-8717)

BC Mental Health Crisis & Distress Line (24Hours):

310-6789 (No area code needed)

Call 9-1-1 If you or someone else requires immediate medical attention for injuries/overdose, or the person is at risk of seriously harming themselves or others.



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NON-EMERGENCY LINES

New Westminster:

Police: 604-525-5411

Ambulance: 604-872-5151

Fire Department: 604-519-1000

Coquitlam/ Port Coquitlam:

Police: 604-945-1550

Ambulance: 604-872-5151

Fire Department: 604-927-6400

Port Moody:

Police: 604-461-3456

Ambulance: 604-872-5151

Fire Department: 604-469-7795

Burnaby

Police: 604-646-9999

Ambulance: 604-872-5151

Fire Department: 604-294-7190

Deaf & Hearing Impaired TTY: 7-1-1

Tri-Cities Mental Health Centre: Monday- Friday,
8:00-4:30. Call: 604-777-8400

Health Link BC (BC Nurse line) 24 hour,
confidential health information and advice: 8-1-1

HOSPITALS

New Westminster-

Royal Columbian Hospital: 604 520-4253

Port Moody/Coquitlam-

Eagle Ridge Hospital: 604 461-2022



CRISIS LINES & VICTIM SERVICES

Non-Emergency Crisis –

Fire Departments

New Westminister: 604-519-1000

Coquitlam: 604-927-6400

Port Moody: 604-469-7795

Burnaby: 604-294-7190

Crisis Intervention and Suicide Prevention Centre of BC:

1-800-SUICIDE

(1-800-784-2433)

Service available 24/7

www.crisiscentre.bc.ca

Crisis Chat

<http://crisiscentrechat.ca/>

Online chat is available from Noon to 1:00am in BC and Yukon Only

VictimLink

Learn more at www.victimlinkbc.ca.

TTY 604-875-0885

Text @ 604-836-6381

Victims Assistance Unit – New Westminster

24 hour crisis and trauma response.

555 Columbia Street, New
Westminster.

604-525-5411

Surrey Women's Support Line

Provides confidential 24/7 crisis line
service and practical assistance to
victims of family violence.

604-583-1295

BC Society for Male Survivors of Sexual Abuse - Low Cost*

Providing individual counselling and
group therapy for males who have
been sexually abused.

3126 West Broadway, Vancouver
604-682-6482

S.A.F.E.R. Suicide Attempt Follow-up, Education & Research (Free)

Up to 6 months of counselling for
those who are suicidal, family and
friends support for those who know
someone is suicidal and grief services
for those who had loss due to suicide.

Monday to Friday 8:30-4:30pm

#301-1669 East Broadway, Vancouver
604-675-3985



CRISIS LINES & VICTIM SERVICES

Purpose Society – Free & Low Cost
Individual, couple and family counselling.
Group counselling
www.purposesociety.org
604-526-2552

PEACE Program - Free
Trauma counselling for children affected
by family violence age 3-18.
401-1638 East Broadway, Vancouver
604-874-2938

Fraser Health REACT

Fraser Health has specially trained staff who respond to and investigate reports of possible abuse and neglect of adults. These responders are located in hospitals and community programs throughout Fraser Health.
email: react@fraserhealth.ca
1-877-REACT-08 (1-877-732-2808)

Phone Resources:

Dementia Hotline
(Alzheimer Society of BC)
1-800-936-6033

24-hour Distress Line:
310-6789 (don't add a 604
or 250 area code)

24-hour BC Nurse Line
and Pharmacist Line: 8-1-1

Tri Cities Mental Health and Substance Use Services

Provides a range of health care and support services for adults with mental health issues. Services include assessment, treatment, counselling, education, and referral to community resources.
604-777-8400



SHELTERS

3030 Gordon Project, Coquitlam: Belkin House

You can contact the front desk any time. The building is staffed 24 hours a day, every day. If no one is able to answer when you call, please leave a message.

Individuals needing to stay at the shelter can show up in person any time. Pets are welcome and three meals a day are provided.

604 474 0435

New Westminster Shelter - Lookout Housing & Health Society:

Assists individuals who are currently homeless, or at high risk of evictions with advocacy, assessment, and referral.

info@lookoutsociety.ca

604-529-9126 ext. 105

Charlford House Society for Women, Burnaby:

Women 19+, Drug & Alcohol Addiction Recovery + Accommodation

604 420-4626

Personal development plan program provides supported housing to 77 men and 35 women & some rooms accommodating children. Anger management programs and group therapy are also provided.

555 Homer Street, Vancouver.

Email: residential@belkinhouse.ca

604-872-7676

Elizabeth Fry Society

Drop in centre and residence for homeless women. Also provides resources for other housing centres for both women and their children.

402 E. Columbia Street, New Westminster

604-520-1166

Shelter and Street Help Line

For emergency accommodations and other essential services. Available to call 24 hours, 7 days a week.

Call: 604-875-6381

Text: 604-836-6381

Deaf and hard of hearing: 604-875-0885

Shelter Information list: 2-1-1

A region-wide referral line for shelters and other essential services for all ages and genders.



FOOD RESOURCES

Share Foodbank

Provides bi-weekly food and emergency hampers for Tri-Cities' individuals and families in need, regardless of source of income.

www.sharesociety.ca/food-bank

Quest Food Exchange

Offers access to affordable and healthy food for those facing barriers through not-for-profit grocery markets. Clients need a referral to access this service.

<http://www.questoutreach.org/>
604-682-3494

MSDSI Emergency Food & Shelter Line

1-866-660-3194

Food Skills for Families.

Tri-Cities parents interested in learning about meal planning, getting quality groceries on a budget and cooking

www.westcoastfamily.com

604-944-2500

Meals on Wheels*

Providing home delivery of nutritional meals throughout the Tri-City area using a network of volunteer drivers to the residents of Coquitlam, Port Coquitlam and Port Moody who are unable to shop, prepare or cook meals for themselves.

<https://pocomomealsonwheels.com/>

604-942-7506



FOR MORE INFORMATION ON HEALTH RESOURCES,
ASK YOUR DOCTOR FOR THE COMPLETE
COMPREHENSIVE ADULT HEALTH SERVICES
HANDBOOK

More Adult Health Resources Available:

Crisis Support

Adult Mental Health Services

Counselling and Group Programs

Aboriginal Health Services

Substance Use Services

Medical Access Information

Chronic Pain Services & Resources



Adult Resource Guides, Created by the Fraser Northwest
Division of Family Practice, in conjunction with:



Fraser Northwest doctors:
Chronic Pain Working Group

Fraser Northwest Community Partners

