



Safety and Support: Responding to Critical Incidents in the Workplace Supplementary Resources

Canadian Mental Health Association:

This website provides information about Mental Health and Illness, how to get help, who can provide help, how to talk to your doctor and much more. [Additional resources](#) specific to Post Traumatic Stress Disorder, Trauma and what you can do about it, therapeutic models and medication.

- www.cmha.bc.ca/mental-health/mental-health-information
- www.cmha.bc.ca/documents/post-traumatic-stress-disorder-2

Coping with Mental Health Crisis and Emergencies (IN AN EMERGENCY or CRISIS)

Call 911, go to the nearest emergency room or follow the emergency instructions provided by your doctor, mental health professional or care team. If your community has a mental health car, you can call 911 to request it.

1-800-SUICIDE

Call 1-800-SUICIDE (1-800-784-2433) to get help right away, any time of day or night. It's a free call.

Your Local Crisis Line

If you are in distress, call 310-6789 (do not add 604, 778 or 250 before the number) 24 hours a day to connect to a BC crisis line, without a wait or busy signal. The crisis lines linked in through 310-6789 have received advanced training in mental health issues and services by members of the BC Partners for Mental Health and Substance use Information.

Kid's Help Phone

For children and youth aged 5 to 20. Call 1-800-668-6868 to speak to a professional counsellor, 24 hours a day. It's free, confidential, anonymous and available across Canada. They can also refer you to local services and resources. Kid's Help Phone is available in English and French.

IN A NON-EMERGENCY

BC Partners for Mental Health and Substance Use Information

Visit www.heretohelp.bc.ca for our Managing Mental Illnesses series, more info sheets and personal stories about mental illnesses.

The Managing Mental Illnesses series is full of information, including templates for creating your action plan and tips for avoiding crisis and emergencies. You can also find the "Tips For...Dealing with Alcohol or Other Drug Overdose (OD) Situations" info sheet.



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Resources available in many languages:

For each service below, if English is not your first language, say the name of your preferred language in English to be connected to an interpreter. More than 100 languages are available.

HealthLink BC

Call 811 or visit www.healthlinkbc.ca to access free, non-emergency health information for anyone in your family, including mental health information. Through 811, you can also speak to a registered nurse about symptoms you're worried about, or talk with a pharmacist about medication questions.

BC Alcohol and Drug Information and Referral Service

Call 1-800-663-1441 (or 604-660-9382 in Greater Vancouver) to talk to someone about substance use. They can also connect you with local substance use resources. It's available 24 hours a day.

Crisis lines aren't only for people in crisis. You can call for information on local services or if you just need someone to talk to. If you are in distress, call **310-6789** (do not add 604, 778 or 250 before the number) 24 hours a day to connect to a BC crisis line, without a wait or busy signal. The crisis lines linked in through 310-6789 have received advanced training in mental health issues and services by members of the BC Partners for Mental Health and Substance Use Information.

VictimLinkBC

Call 1-800-563-0808 at any time to speak to a trained victim support worker who can connect you with local resources and help you find support. For more information, visit www.victimlinkbc.ca.

BC First Responders' Mental Health

Visit www.bcfirstrespondersmentalhealth.com for resources and supports for first responders in BC. You can learn more about mental health, take an assessment, learn about making a mental health-related claim, find local resources, and learn how you can reach out to support others.

WorkSafeBC - Critical Incident Response

Critical Incident Response Program is a confidential program that helps workers and employers who have experienced a traumatic event in the workplace.

- www.worksafebc.com/en/contact-us/departments-and-services/critical-incident-response
- Phone (toll-free answering service): 1.888.922.3700 Hours of operation: 7 days a week, 9 a.m. to 11 p.m.

Dr. Alan Wolfelt - Center for Loss & Life Transition

This is a helpful resource to understand grief and loss, special circumstances and the feelings surrounding grief. There are several resources, books and seminars to assist you.

- www.centerforloss.com/about-the-center-for-loss/about-dr-alan-wolfelt/