

## Resources

### CRISIS AND EMERGENCY CONTACTS

#### **BC's Distress Phone Services**

- Provides confidential, non-judgmental, free emotional support, 24 hours a day, 7 days a week. Available in over 140 languages using a language service.

Phone: 1-800-784-2433

<https://crisiscentre.bc.ca/>

#### **Vancouver Island Crisis Line**

- Provides accessible voice, text and chat crisis intervention and suicide prevention services, including postvention programs.

Phone: 1-888-494-3888

Text Message: 1-250-800-3806

<https://www.vicrisis.ca/>

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

- Provides a First Nations and Indigenous specific crisis line available 24 hours a day, 7 days a week, toll-free from anywhere in British Columbia.

Phone: 1-800-588-8717

Direct number for Youth Line: 250-723-2040

<https://www.kuu-uscrisisline.ca/>

#### **Hope for Wellness**

- offers immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada 24/7, 7 days a week.

Phone: 1-855-242-3310

<https://www.hopeforwellness.ca/>

### **The Mental Health Support and Information Line**

- Provides 24/7 support if you are worried, feeling upset, or just want to talk with someone

Phone: 310-6789 (no area code needed)

### **Victim Link BC**

- Confidential 24/7 phone service in 110 languages for BC and the Yukon for survivors of crime and crisis support to survivors of family/sexual violence.

Phone: 1-800-563-0808

<https://www.victimsinfo.ca/en/services/victimlink>

### **Kids Help Phone**

- Free, confidential, 24-hour phone, online chat, counselling and referral service for young people.

Phone: 1-800-668-6868

<https://kidshelpphone.ca/>

\*You can also connect by texting CONNECT to 686868, you can chat confidentially with a trained, volunteer Crisis Responder for support with any issue, if you would like to stop the conversation text STOP.

### **Youthspace**

- Provides emotional support and crisis intervention service for young people under 30. Youthspace.ca is made up of a community of volunteers who are here to support you - whatever you are going through.

<http://www.youthspace.ca/>

## Advocacy Groups and Community Services

### **Together Against Poverty Society (TAPS)**

- Providing free, face-to-face legal advocacy for people with income assistance, disability benefits, employment standards, and tenancy issues

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

### **PovNet**

- Dedicated to building an online anti-poverty community, and is heavily rooted in social justice. We connect poverty and family law advocates and pro bono lawyers from across British Columbia working on issues like housing, income, workers' rights, Indigenous legal issues, newcomers to Canada, and more.

<https://www.povnet.org/>

### **Victoria Disability Resource Centre**

- a cross-disability, grassroots, not-for-profit organization run by and for persons with disabilities. We work closely with people who have a disability and with other community organizations to find and remove barriers that prevent full participation in life.

<https://drcvictoria.com/>

### **Action Committee for People with Disabilities**

- Provides advocacy to people with disabilities, support and assistance to ensure full participation in community and society in general, and information enabling people to access services to which they are entitled.

<https://actioncommittee.ca/>

### **Disability Alliance BC**

- Provides wide range of services, support, and solidarity for people living with disabilities.

<http://disabilityalliancebc.org/>

### **Vancouver Island Human Rights Coalition**

- Communicating with police, government, organizations, corporations, or other individuals on a client's behalf, assisting individuals to access

information regarding their human rights, and providing support, and assistance in filing human rights complaints with the BC Human Rights Tribunal and the Canadian Human Rights Commission.

<https://vihrc.com/>

### **Vancouver Island Immigrant and Refugee Centre Society (VIRCS)**

- Helps immigrants, refugees, new Canadian citizens, and visible minorities settle and adapt into new lives in Greater Victoria

<http://www.vircs.bc.ca/>

## **Legal Representation**

### **Legal Aid BC**

- Non-profit designed to serve the interest of people with low income who are facing legal persecution or require legal advice.

<https://lss.bc.ca/>

### **The Law Centre**

- Through UVic's Faculty of Law, can provide advice, assistance and representation to eligible clients who cannot afford a lawyer.

<https://thelawcentre.ca/>

### **BC Ombudsperson**

- Assist with and investigate complaints from members of the public about the administration of government programs and services.

<https://bcombudsperson.ca/>

## Wellness and Healing

### **BC211**

- Vancouver-based nonprofit organization that specializes in providing information and referral regarding community, government and social services in BC.

#### **Services included:**

211

The Alcohol and Drug Information and Referral Service (ADIRS)

The Gambling Support Line BC

The Shelter and Street Help Line

VictimLink BC

Youth Against Violence Line.

<http://www.bc211.ca/home>

### **Here to Help**

- Help you find quality information, learn new skills, and connect with key resources in BC. Explore strategies to help you take care of your mental health and use substances in healthier ways, find the information you need to manage mental health and substance use problems, and learn how you can support a loved one.

<https://www.heretohelp.bc.ca/>

### **The Loneliness Project**

- A digital space to cultivate compassion for others, but especially for ourselves

<http://thelonelinessproject.org>

### **“Things to Remember When Feeling Lost or Alone” (Tiny Buddah)**

<https://tinybuddha.com/blog/10-things-remember-feel-lost-alone/>

### **Mind Your Mind**

<https://mindyourmind.ca/>

## LGBTQIA2+

### **Trans Care BC**

- Provides support to peer-led initiatives, such as trans support groups and groups for parents/caregivers of gender diverse children and youth, through funding opportunities, networking opportunities, and peer project support and mentorship.
- Phone: Toll-free (BC): 1-866-999-1514
- Outside of BC or unable to call a toll-free number: 604-675-3647
- Email: [transcareteam@phsa.ca](mailto:transcareteam@phsa.ca)

### **QChat Peer Support for LGBTQ2S+ Youth in BC**

- LGBTQIA2S+ peer support association made up of peer volunteers here on Vancouver Island. Our organization exists to provide peer support and referral services to youth  
Phone or text: 1-855-956-1777 (Phone answered Mon + Wed 6-9pm only)  
<https://www.qchat.ca/bc-lgbtq2s-resources>

### **LGBT [+] Youth Line**

- Answering questions and providing support around LGBTQ+ identity or sexual health. Based out of Ontario.

Phone: 1-800-268-9688.

Text: 647-694-4275

[youthline.ca](http://youthline.ca)

## Social Media and Mobile Apps

### **Purposely**

- A map-based site for requesting and offering help near you.  
<https://purposely.ca>

## **Next Door**

- An app that helps you stay informed about what's going on in your neighbourhood, whether it's finding a last-minute babysitter, planning a local (remote?) event, or sharing safety tips.

<https://ca.nextdoor.com/>

## **Be Safe**

- Mobile app that aims to help young adults make a decision about seeking help in a crisis.

<https://besafeapp.ca/>

## **Victoria Mutual Aid Facebook Group**

- Affinity group dedicated to providing mutual aid and community support locally in Victoria/Lekwungen/WSANEC territories.

<https://www.facebook.com/groups/MutualAidVictoria>

## **Coming Together Victoria App**

- When you look for help, it matches you with people offering that service who are closest to you to make it easy to connect with neighbours.
- Offers and requests for help are sorted into categories, making connecting to what you need much easier to do.
- All of the power is in the hands of the person looking for help. YOU are the only one who can initiate a match with an offer.
- It has broader reach. Anyone with an email or Facebook account can now be connected.
- It has been specifically designed to maximize safety, privacy, and accessibility.
- We need users offering help to step up and post their offers on here. For those of you looking for help — check back often! It may take a few hours or days to build up a catalogue of offers.
- This has been put together on a tight time frame and will continue to be developed and improved. We welcome your feedback as we continue to improve the experience.
- Building community is only possible when we all feel safe. Please do your part by respecting and adhering to community guidelines, and reporting any users or posts that do not.

<https://victoria.comingtogether.app/>

## Additional Listening and Communication Skills

**"How to Support Someone Thinking about Suicide/Self Harm" (NEED2)**

<https://www.youthspace.ca/youthspace-resources/youthspace-guides/>

**"Tips for Supporting a Friend's Mental Wellness" (Foundry)**

<https://foundrybc.ca/supporting-others/supporting-a-friend/supporting-friends-mental-wellness/>

**"Tips for Talking with Someone" (Foundry)**

<https://foundrybc.ca/get-support/talk-with-someone/>