

VICTIM SERVICES

604-599-7600  
victimsupport@surreypolice.ca  
surreypolice.ca/victim-services



# Community Incident Resource Guide



# Introduction

You, or a loved one, may have had one or many very upsetting, frightening, or traumatic things happen to you in your life, or had events that have threatened or hurt something you love—even your community. When these kinds of things happen, you may not “get over” them quickly. In fact, you may feel the effects of these traumas for many years, even for the rest of your life. Sometimes you don’t even notice effects right after the trauma happens. Years later you may begin having thoughts, nightmares, and other disturbing symptoms. You may develop these symptoms and not even remember the traumatic thing or things that once happened to you.

This guide can help you to know if the traumatic experiences in your, or your loved one’s life, may be causing some, or all, of the difficult symptoms you are experiencing. It can give you some guidance and information that will help you as you work to relieve these symptoms, and also provide you some simple and safe things you can do to help yourself heal from the effects of trauma.

Occasionally, traumatic events can be so painful that the professional assistance from a counsellor may be necessary. This does not imply mental illness or weakness. It simply indicates that the particular event was just too powerful for the person to manage by themselves. In fact, asking for help is a healthy sign of strength.

**If trauma symptoms persist, that may indicate the need for medical evaluation.**

**When in doubt, please contact a physician.**

**Please realize that the following is only a general guide, which may or may not apply in your specific circumstances.**

**IMPORTANT: Be sure to keep a copy of all your correspondence. This will provide you with a record of the people you have contacted. This may also give you something to refer back to if you do not hear from an agency within a reasonable time.**

# What is Critical Incident Trauma?



# Critical Incident Trauma

Traumatic events happen to all people at all ages and across all society. These events can cause terror, intense fear, horror, helplessness and physical stress reactions. Sometimes the impact of these events does not simply go away when they are over. Instead, some traumatic events are profound experiences that can change the way children, adolescents and adults see themselves and the world. Sometimes the impact of the trauma is not felt until weeks, months or even years after the traumatic event.

Many people find that individual, group, or family counseling helpful. This does not imply mental health issues and/or weakness; it simply indicates that the particular event was just too powerful for the person to manage alone.

## What is a Critical Incident?

A critical incident is an event outside the range of normal experiences that is sudden, unusual, and unexpected. The event disrupts one's sense of control, involves a threat to life, or the perception of a threat to life, to oneself or a loved one, and may include elements of physical or emotional loss

## Examples of Critical Incidents

- Natural Disasters
- Bombing Of Buildings
- Multiple Casualty Accidents
- Sexual Or Other Assault
- Attacks On Vehicles
- Death Or Serious Injury of A Child
- Armed Attacks
- Hostage-Taking
- Suicide
- Being A Powerless Spectator of Violence
- Traumatic Death in Family
- Duty-Related Death of Co-Worker
- Severe Physical Harm or Injury

## What is Critical Incident Stress?

Critical Incident Stress is unusually strong physical and emotional reactions experienced in the face of a traumatic event, which could interfere with one's ability to function during or after the incident.

A strong reaction is a normal reaction; few remain unaffected by a Critical Incident, although reactions may differ. Some reactions are immediate, and some may occur and/or reoccur days, or even weeks after.

These reactions may be:

- Physical
- Cognitive (Thinking)
- Emotional (Feeling)

### **The severity of reactions depends on several factors:**

**Factors relating to the incident:** Suddenness, intensity, duration, available support and severity and nature of the event.

**Factors relating to the person:** Past experience, personal loss, perception of threat, personal coping abilities, degree of personal danger, what is happening in your life at the time of the event, behaviour of others and role and responsibility.

## **PHYSICAL REACTIONS:**

Our physical reactions to a traumatic event are automatic; we do not have to do anything on a conscious or intentional basis. When faced with danger or anything we interpret as dangerous, our bodies automatically respond. When this happens, our hearts begin to pound, our blood pressure increases, we breathe faster and harder, our muscles become tense, we may tremble or feel flushed or suddenly cold.

These kinds of physical reactions are the result of a flow of a chemical called adrenalin and are commonly referred to as a "fight or flight" response. When we perceive that we are being threatened, our bodies automatically get ready to either fight the threatening object or to run away from the threat. Trauma victims first experience this physical reaction to danger during the event itself. Weeks, months, or even years later, the victim may experience a similar physical reaction to reminders of the trauma.

## Common Immediate Physical Reactions

- Nausea
- Muscle tremors
- Sweating
- Dizziness
- Chills
- Increased heart rate
- Increased blood pressure
- Hyperventilation (fast, deep breathing)

## Common Delayed Physical Reactions

- Fatigue
- Exaggerated startle response
- Increased use/misuse of alcohol and drugs
- Night sweats
- Restlessness
- Sleep-related difficulties:
- Difficulty falling asleep
- Nightmares
- Awakening early
- Difficulty awakening

## COGNITIVE REACTIONS:

Sometimes it is not a physical reminder, but rather a thought or emotion that triggers or stimulates a fear response. Certain people, places, things, or circumstances can trigger these thoughts. At other times, the thought simply enters the mind of the victims, apparently for no reason. For example, many victims report that pictures of the event flash through their mind, even when they don't want them to or when they try not to have the thought. These kinds of experiences—of having a frightening thought “invade” their mind—seem to be uncontrollable at times and can certainly make it difficult to concentrate. This adds to the feeling many victims have of not being in control of their own lives.

Furthermore, many people may have nightmares or “night terrors” (in which they wake up crying but cannot recall what they were dreaming about) related to the event. They feel that, even while asleep, they are not safe from frightening thoughts. These kinds of intrusive thoughts, images, and dreams may lead a victim to think they are “going crazy” as they feel they cannot control their minds.

It is very important to know that these reactions are not abnormal! Very stressful, traumatic events can often lead to these kinds of reactions.

### **Common Immediate Cognitive (Thinking) Reactions**

- Confusion
- Difficulty making decisions
- Impaired thinking
- Difficulty problem solving
- Memory loss
- Calculation difficulties
- Anomia (difficulty remembering the names of things)

### **Common Delayed Cognitive (Thinking) Reactions**

- Decreased attention span
- Poor concentration
- Memory problems
- Flashbacks (re-experiencing event)

### **EMOTIONAL REACTIONS:**

Fear and anxiety are difficult to distinguish from each other. In general, fear usually has a specific object (person, place, situation, etc.) that is identified as the feared object. Anxiety (worry, uneasiness, distress, etc.), on the other hand, is usually more difficult to identify. For example, weeks, even months, after a traumatic event, it is not uncommon for victims to describe a feeling of general uneasiness or jitteriness—a feeling that something bad is going to happen.

Victims of a trauma may experience fear and anxiety, as well as other emotional reactions. Long after the event, victims may continue to experience a fear response triggered by any number of reminders of the trauma. For example, the trigger, or stimulus, may be the situation or setting in which the event took place. In other words, anything which reminds you of the trauma may serve as a trigger for the fear response. Places, situations, smells are often avoided because these stimuli remind the victim of the trauma and trigger the fear reaction.

## Common Immediate Emotional Reactions

- Anxiety
- Anger
- Fear
- Irritability
- Guilt
- Overwhelmed
- Grief
- Hopelessness

## Common Delayed Emotional Reactions (all of the above reactions, plus)

- Feeling abandoned
- Resentment
- Feeling of alienation
- Withdrawal
- Numbness
- Depression

***REMEMBER: Reactions to a Critical Incident are normal symptoms experienced by normal people following an abnormal event. These symptoms can temporarily interfere with a person's ability to cope at work or at home.***

***For most people symptoms will diminish both in intensity and in frequency within a few days or weeks. This process will be greatly assisted by a formal Debriefing, and by discussing concerns with trusted family members, friends and a trained counsellor. If the symptoms persist then you should contact a Medical Doctor, Counsellor or Spiritual Leader for further assistance.***

# Trauma in Our Community



# Trauma in our Community

**The impact of a traumatic event or natural disaster goes far beyond physical damage. The emotional toll can result in a wide range of intense, confusing, and sometimes frightening feelings. Just as it takes time to clear the rubble and repair the damage, it takes time to recover your emotional balance and rebuild your life. There are specific things you can do to help yourself and your loved ones cope with the emotional aftermath of a traumatic event in your community.**

## The emotional aftermath of traumatic events

Natural disasters and other catastrophic events, such as motor vehicle accidents, plane crashes, fires, and violence in the community, are extraordinarily stressful—both to survivors and observers. Such disasters shatter your sense of security, making you feel helpless and vulnerable in a dangerous world. Whether or not you were directly impacted by the traumatic event, it's normal to feel anxious, scared, and uncertain about what the future may bring.

Usually, these unsettling thoughts and feelings fade as life starts to return to normal. You can assist the process by keeping the following in mind:

**People react in different ways to disasters and traumatic events.** There is no “right” or “wrong” way to think, feel, or respond. Be patient with your own reactions and feelings, as well as the reactions and feelings of others. Don't tell yourself (or anyone else) what you should be thinking, feeling, or doing.

**Avoid obsessively thinking about the disastrous event.** Repetitious thinking about fearful or painful experiences can overwhelm your nervous system trigger making it harder to think clearly and act appropriately.

**Ignoring your feelings will slow the healing process.** It may seem better in the moment to avoid experiencing your emotions, but they exist whether you're paying attention to them or not. Even intense feelings will pass if you simply allow yourself to feel what you feel—and you'll feel better afterwards.

**Talking about what you feel may be difficult, but it will help you heal.** Just as you may find it difficult to face your feelings head on, you may also find it difficult to express those feelings to others. But getting them out is essential. Talking with a calm, caring person is best, but expressing your feelings through journaling, art, and other creative outlets can also help.

## Community Trauma Recovery Tip #1: Seek comfort and support

Natural disasters and other traumatic events turn your world upside down and shatter your sense of safety. In the aftermath, taking even small steps towards restoring safety and comfort can make a big difference.

**Re-establish a routine:** There is comfort in the familiar. After a disaster, getting back—as much as possible—to your normal routine, will help you minimize traumatic stress, anxiety, and hopelessness. Even if your work or school routine is disrupted, you can structure your day with regular times for eating, sleeping, spending time with family, and relaxing.

Do things that keep your mind occupied (read, watch a movie, cook, play with your kids), so you're not dedicating all your energy and attention to the traumatic event.

**Connect with others:** You may be tempted to withdraw from social activities and avoid others after experiencing a traumatic event or natural disaster. But it's important to stay connected to life and the people who care about you. Support from other people is vital to recovery from traumatic stress, so lean on your close friends and family members during this tough time.

- Spend time with loved ones.
- Connect with other survivors of the traumatic event or disaster.
- Do “normal” things with other people, things that have nothing to do with the disaster.
- Participate in memorials, events, and other public rituals.
- Take advantage of existing support groups: your church, community organizations, and tight-knit groups of family and friends.

**Challenge your sense of helplessness:** Trauma leaves you feeling powerless and vulnerable. It's important to remind yourself that you have strengths and coping skills that can get you through tough times.

One of the best ways to reclaim your sense of power is by helping others. Taking positive action directly challenges the sense of helplessness that contributes to trauma:

- comfort someone else
- give blood
- volunteer your time
- donate to your favorite charity

## Community Trauma Recovery Tip #2: Minimize Media Exposure

In the wake of a traumatic event or disaster, it's important to protect yourself and your loved ones from unnecessary exposure to additional trauma and reminders of the traumatic event.

While some people regain a sense of control by watching media coverage of the event, or observing the recovery effort, others find the reminders upsetting. Excessive exposure may be further traumatizing—in fact, re-traumatization is common.

- Limit your media exposure to the disaster. Do not watch the news just before bed. Take a complete break if the coverage is making you feel overwhelmed
- Information gathering is healthy, but try to avoid morbid preoccupation with distressing images and video clips. Read the newspaper or magazines rather than watching television.
- Protect your children from seeing or hearing unnecessary reminders of the disaster or traumatic event
- After viewing disaster coverage, talk with your loved ones about the footage and what you're feeling

## Community Trauma Recovery Tip #3: Acknowledge and accept your feelings

After a traumatic event, you may experience all kinds of difficult and surprising emotions, such as shock, anger, and guilt. Sometimes it may seem like the sadness and anxiety will never let up.

Sadness, grief, anger and fear are normal reactions to the loss of safety and security (as well as life, limb, and property) that comes in the wake of a disaster. Accepting these feelings as part of the grieving process, and allowing yourself to feel what you feel, is necessary for healing.

Dealing with traumatic grief and other painful emotions

- Give yourself time to heal and to mourn the losses you've experienced.
- Don't try to force the healing process.
- Be patient with the pace of recovery.
- Be prepared for difficult and volatile emotions.
- Allow yourself to feel whatever you're feeling without judgment or guilt.
- Talk to someone you trust about what you're feeling.

## Community Trauma Recovery Tip #4: Make stress reduction a priority

Almost everyone experiences signs of stress after going through a traumatic event. While a certain amount of stress is normal, and even helpful, as you face the challenges that come in the aftermath of a disaster, too much stress will get in the way of recovery.

### **Relaxation is a necessity, not a luxury:**

Traumatic stress takes a heavy toll on your mental and physical health. Making time for rest and relaxation will help you bring your brain and body back into balance.

- Do relaxing activities such as meditating, listening to soothing music, walking in a beautiful place, or visualizing a favorite spot.
- Schedule time for activities that bring you joy—a favorite hobby or pastime, a chat with a cherished friend.
- Use your downtime to relax. Savor a good meal, read a bestseller, take a bath, or enjoy an uplifting or funny movie.

### **How sleep can reduce traumatic stress:**

After experiencing a traumatic event, you may find it difficult to sleep. Worries and fears may keep you up at night or disturbing dreams may trouble you. Getting quality rest after a disaster is essential, since lack of sleep places considerable stress on your mind and body, and makes it more difficult to maintain your emotional balance.

As you work through the trauma-related stress, your sleep problems should disappear. But in the meantime, you can improve your sleep with the following strategies:

- Go to sleep and get up at the same time each day.
- Limit drinking, as alcohol disrupts sleep.
- Do something relaxing before bed, like listening to soothing music, reading a book, or meditating.
- Avoid caffeine in the afternoon or evening.
- Get regular exercise—but not too close to bedtime

## When to seek help for traumatic stress

A wide range of emotional reactions are common after a disaster or traumatic event, including anxiety, emotional numbness, confusion, guilt, and despair. In and of themselves, these emotions aren't cause for undue alarm. Most will start to fade within a relatively short time.

However, if your traumatic stress reaction is so intense and persistent that it's getting in the way of your ability to function, you may need help from a mental health professional—preferably a trauma specialist.

### Traumatic stress warning signs:

- It's been 6 weeks, and you're not feeling any better
- You are having trouble functioning at home and work
- You are experiencing terrifying memories, nightmares, or flashbacks
- You are having an increasingly difficult time connecting and relating to others
- You are experiencing suicidal thoughts or feelings
- You are avoiding more and more things that remind you of the disaster or traumatic event

## Helping Children after a disaster

After a disaster or traumatic event, children need extra reassurance and support. Do your best to create an environment where your kids feel safe to communicate what they're feeling and to ask questions.

While you should tailor the information you share according to the child's age, it's important to be honest. Don't say nothing's wrong if something is wrong, and don't make promises you can't keep.

### Tips for helping children heal after a disaster:

- Provide your kids with ongoing opportunities to talk about what they went through or what they're seeing on TV. Encourage them to ask questions and express their concerns. Make it clear that there are no bad feelings.
- If you don't know the answer to a question, don't be afraid to admit it. Don't jeopardize your child's trust in you by making something up.

- The traumatic event or disaster may trigger or bring up unrelated fears and issues in your kids. Acknowledge and validate these concerns, even if they don't seem relevant to you.
- Monitor television watching. Limit your child's exposure to graphic images and videos. As much as you can, watch news reports of the disaster with your children. This will give you a good opportunity to talk and answer questions.
- Remember that children often personalize situations. They may worry about their own safety or that of their family, even if the traumatic event occurred far away. Reassure your child and help him or her place the situation in context.
- Watch for physical signs of stress. The symptoms of traumatic stress may appear as physical complaints such as headaches, stomach pains, or sleep disturbances.

## ***What can communities do to help with their grief?***

*Often the community needs to come together after a traumatic event to help to find meaning in the event in a way that will help everyone in the community recover.*

*People may create a memorial and decide together that this will remind them never to allow such violence in their community again.*

*It may help them be determined to work out their differences in other ways in the future—for example, by forming a community advisory group or identifying a local leader to be their liaison with law enforcement and other government entities.*

# Trauma Resources



## **988- Suicide Crisis Helpline**

Call or Text; 988

Fax: 604-873-5002

Website: <https://988.ca/get-help/help-right-now>

If you are thinking about suicide, or you're worried about someone else, they want to help. Call or text 9-8-8 toll free, any time — lines are open 24/7/365.

## **BC Bereavement Helpline**

Box 53530  
984 West Broadway  
Vancouver, BC  
V5Z 1K7

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

Fax: 604-873-5002

Website: [www.bcbereavementhelpline.com](http://www.bcbereavementhelpline.com)

This program is volunteer based. Facilitates the care and support of the bereaved throughout BC through telephone support and information. Volunteers assist callers with finding bereavement support, 0900h to 1700h Monday to Friday.

## **24-Hour Helpline for Children**

24-Hour: 310-1234 (no area code)  
Vancouver, North Shore, Richmond: 604-660-4927  
Lower Mainland, Burnaby, Delta, Maple Ridge, Langley: 604-660-8180  
BC Toll-Free: 1-800-663-9122  
TTY: 1-866-660-0505  
Website: [www.safekidsbc.ca](http://www.safekidsbc.ca)

The helpline is answered 24 hours a day, seven days a week, by child protection social workers. The line is a resource for children who may be feeling unsafe, confused, or scared and who wish to discuss their problem with a social worker. Children, parents, community members, or anyone having reason to believe that a child is, has been, or is likely to be abused or neglected should also report their concerns to this line so that steps can be taken to ensure the child's safety and well-being. **Hours are 0830h to 1630h Monday to Friday. Helpline is open 24 hours, seven days a week.**

## **BC Association of Clinical Counsellors (BCACC)**

14-2544 Dunlevy  
Victoria, BC  
V8R 5Z2

Street 1-800-909-6303 or 250-595-4448

Fax: 250-595-2926

Website: [www.bc-counsellors.org](http://www.bc-counsellors.org)

Professional association responsible for regulating the standards and practice of its member clinical counsellors. Also provides referrals to the general public. Hours: 0900h to 1630h Monday to Friday.

## **BC Psychological Association (BCPA)**

Mailing address:  
204-1909 West Broadway  
Vancouver, BC  
V6J 1Z3

Referrals: 604-730-0522 or 1-800-730-0522

Fax: 604-730-0502

Website: [www.psychologists.bc.ca](http://www.psychologists.bc.ca)

Counselling Professional Directory: [www.counsellingbc.com](http://www.counsellingbc.com)

Refers the public to registered psychologists in BC. Office hours are 0900h to 1630h Monday to Friday. Referral services are free. Costs for psychological sessions are determined by the individual psychologist. Charges may be covered through Extended Health Benefits, the Employment Assistance Program or other special programs. Services can be provided in Afghan, Arabic, ASL, Cantonese, Curdish, Czech, English, French, German, Greek, Hebrew, Hungarian, Mandarin, Persian, Polish, Slovakian, Spanish and Yiddish. Languages are available depending if a psychologist is available with that language.

## **BC Victims of Homicide**

Mailing address:  
PO Box 53530  
984 West Broadway  
Vancouver, BC V5Z 1K7

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

Website: [www.BCBH.ca](http://www.BCBH.ca)

Offers support groups for people who have lost a loved one to homicide. Aims to provide a safe, non-judgmental, and compassionate environment for sharing stories and insights. Groups include the eight-week **Homicide Bereavement Support Group** every fall and winter in Vancouver and Victoria, a monthly drop-in support group session in Vancouver. All groups are free of charge and facilitated by trained professionals. Pre-registration is required.

## **Burden Bearers of Canada – Coastal Counselling Services**

9815 140<sup>th</sup> Street  
Surrey, BC  
V3T 4M4

Phone: 604-584-4112

Website: [www.burdenbearers.ca](http://www.burdenbearers.ca)

Registered clinical counsellors provide individual and couples' counselling. Counsellors can provide services from a Christian perspective. Appointment necessary. Sliding scale fee. Also provides EAP counselling. Serves Coquitlam, Delta, Langley, New Westminster, Richmond, Surrey, and Vancouver.

## **Cascade Christian Counselling Association**

201-14980 104th Avenue  
Surrey, BC  
V3R 1M9 Website:

604-585-1411  
Fax: 604-585-1413  
[www.cascadechristiancounselling.com](http://www.cascadechristiancounselling.com)

207-33119 South Fraser  
Abbotsford, BC  
V2S 2B1

604-854-5413

Provides professional Christian counselling to individuals, couples, and families. Addresses depression, grief, self-esteem, stress, addictive behaviour, childhood sexual abuse, family/marital/relationship problems, and separation/divorce adjustment issues. The Christian approach uses social sciences literature and is open to spirituality issues. Therapists have at minimum a Master's degree. Fees on sliding scale from \$60 to \$100. Hours are Tuesday to Friday 0900h to 1700h; some evening appointments are available.

## **Crime Victim Assistance Program (CVAP)**

302-815 Hornby Street  
Vancouver, BC  
V6Z 2E6

604-660-3888 or 1-866-660-3888  
Fax: 604-660-3880  
Website: [www.pssg.gov.bc.ca/victim\\_services/cva](http://www.pssg.gov.bc.ca/victim_services/cva)

Mailing Address:  
PO Box 5550 Stn Terminal  
Vancouver, BC  
V6B 1H1

Application Forms Email: [cvap@gov.bc.ca](mailto:cvap@gov.bc.ca)

Helps eligible victims, immediate family members and some witnesses of violent crime. Provides financial assistance and resources for counselling, protective measures, travel assistance, income support for victims and caregivers, medical/dental expenses, and vocational rehabilitation. Applicants need not be residents of BC, but the crime must have occurred in BC and have been reported to the police. In most cases not involving sexual assault, claims have to be filed within one year of the offense, but files are judged on an individual basis. In all cases, the offense has to have taken place after July 1st, 1972, when the CIC Act was declared. Application forms are available by mail or from the website. Office hours are 0830h to 1630h Monday to Friday.

## **Distress Line Network of BC – Suicide Line**

1-800-SUICIDE (784-2433)

Provides a confidential 24 hour, seven days a week crisis line 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, Nanaimo, Port Alberni, Prince George, or Vernon. Callers may also be referred to their local crisis centre for additional support and information about community resources. Non-profit. Serves BC. Services are in English however translation services are available.

## **DiverseCity Community Resources Society (DCRS)- Grief and Trauma Program**

13455 76 Avenue  
Surrey, BC  
V3W 2W3

604-597-0205  
Fax: 604-597-4299  
Website: [www.dcrs.ca](http://www.dcrs.ca)

Provides grief and trauma counselling to immigrants and refugees. Individual, family, and group counselling is available in English, Farsi, French, Arabic and Swahili. Counselling and one-on-one counselling services are run by trained counsellors who offer support on an individual and group basis. Offers workshops on post-traumatic stress disorder. Services are confidential and free. Funded by MCS. Hours: Monday to Friday 0830h to 1630h.

## **Empty Cradle –SIDS Support**

New Westminister

Nancy: 604-525-4347  
Shawn: 604-942-2930  
Website: [www.emptycradle.bc.ca](http://www.emptycradle.bc.ca)

Peer support group for bereaved parents who have experienced pregnancy loss or the death of an infant. Also offers telephone support, in-home visits, a lending library, and a monthly newsletter. No religious affiliation. Meets at 7:30 pm on the second Wednesday of each month at Olivet Baptist Church, 613 Queens Ave. New Westminister, BC. Please contact before attending a meeting.

## **Family Counselling Program – DiverseCity Community Resources Society (DCRS)**

1107-7330 137th Street  
Surrey, BC  
V3W 1A3

604-597-0205 ext1202  
Fax: 604-597-0488

Provides family counselling to immigrants in the appropriate language and within the appropriate cultural value system. Deals with issues such as marital conflict, parent-teen conflict, child protection, depression, suicidal ideation, and family violence. Counselling services are provided on an individual and group basis all by registered counsellors. Available in Cantonese, Hindi, Mandarin, Punjabi, Urdu, and Vietnamese. No fees charged. Funded by MCFD and FHA. Hours of operation are Monday to Friday 0830h to 1630h, and open until 1900h Wednesday and Thursday, for booked appointments only.

## **Fraser Health Crisis Line**

9815 140<sup>th</sup> Street  
Surrey, BC  
V3T 4M4

604-951-8855  
or: 604- 310-6789

Website: <http://www.scss.ca/fraser-health-crisis-line>

Provides free 24-hour telephone support seven days a week. Offers emotional support, crisis intervention, suicide prevention, and community information. Reasons for calling may include suicide, mental health issues, relationship conflicts, family violence, grief, addiction, or loneliness. Callers are invited to discuss the causes of their distress and explore possible options with the intent to increase coping ability. Outreach may be performed in cases where individuals may harm themselves, an individual threatens to harm another person, or a third party reports that another person may cause self-harm. Serves the Fraser Health Region.

## **Friends Helping Friends Program – White Rock Hospice Society**

15510 Russell Avenue  
White Rock, BC  
V4B 2R3

604-531-7484  
Fax: 604-531-8101

Website: [www.whiterockhospice.org](http://www.whiterockhospice.org)

A grief group for children age 6 to 12 that is led by professionals, trained volunteers, and practicum counselling students who have knowledge about children's grief as well as about the grieving process and healing. Friends Helping Friends and a concurrent parent group are held at the Hospice House. These groups are held up to three times a year for eight weeks. Counselling services are group, peer or individual based. There is a follow up meeting a month after the end of the group. Hours: Monday to Friday, 0900h - 1600h. Program runs according to need.

## **Kids Help Phone**

1-800-668-6868  
Website: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

Provides referrals and professional counselling to children and youth across Canada by telephone and internet. Service is toll-free, 24 hour, anonymous, confidential, and bilingual, and can address issues such as school-related problems, substance abuse, suicide, sexuality, relationships, health, running away, loneliness, and depression. To report child abuse in any part of the province call 604-310-1234.

## **Langley Hospice Society**

20088 40A Avenue  
Langley, BC  
V3A 2Y6

604-530-1115  
Fax: 604-530-8851  
Website: [www.langleyhospice.com](http://www.langleyhospice.com)

Provides palliative and hospice support to individuals and their families who are facing a life-threatening illness, death, or bereavement. Trained volunteers provide emotional and practical support in the home, hospital, and hospice. Bereavement services include lay counselling and grief support groups for children, teens, and adults. Also provides public education, lending library, newsletter, holiday services and vigils. Serves Langley and Cloverdale and has an onsite translator. Office hours: 0830h to 1630h Monday to Friday.

## **Living Through Loss Counselling Society of BC**

206-1651 Commercial Drive  
Vancouver, BC  
V5L 3Y3

604-873-5013  
Fax: 604-873-5002  
Web site: [www.ltbc.ca](http://www.ltbc.ca)

Provides professional individual and group counselling to adults, children, and adolescents experiencing loss or life changes such as death, relationship break-up, chronic health issues, suicide, accidents, violent crime, workplace losses, transitions, anticipatory loss, and special needs. Designs custom workshops or information sessions, offers community education on the impact of loss, and provides training for grief and loss professionals. Neurofeedback therapy also available. Accepts CVAP, WorkSafeBC, and ICBC cases. The cost is \$75 to \$95 per hour (sliding scale) for individual counselling, \$200.00 for 6 week closed group program which consist of 2 hour sessions. Hours: Monday to Friday 0900h to 1600h. Languages: English only.

## **Moving Forward Family Services**

103-12827 76<sup>th</sup> Ave.,  
Surrey, BC.  
V3W 1E6

778-321-3054  
Fax: 778-732-0448  
Website: <https://movingforwardfamilyservices.com>

Moving Forward offers free short-term and affordable long-term counselling options to folks across British Columbia. Their services are delivered by supervised students in social work and counselling programs across Canada, who are in the final months of their education, as well as registered therapists willing to offer sliding scale services to low income clients. Counselling through their team is available in-person (if in the lower mainland of BC, minimal fees apply), and through online platforms and telephone. They provide services in the following languages: English, Spanish, Urdu, Punjabi, Vietnamese, Hindi, Russian, Tagalog, Portuguese, Cantonese, Farsi, Mandarin, Korean, Bengali, Khmer (note some language-specific counselling may be fee-for-service). or free services may be asked to provide proof of income to continue accessing such services.

## **Multicultural Services – OPTIONS Surrey Community Services**

13520 78<sup>th</sup> Avenue  
Surrey, BC  
V3W 8J6

604-596-4357 and 604-572-4060  
Fax: 604-501-6855  
Website: [www.options.bc.ca](http://www.options.bc.ca)

Provides information, referral, support, and enhanced access to services in various languages, including Chinese, English, Korean, Punjabi, Somali, Spanish, Arabic, Tagalog and Vietnamese. Also provides settlement services to new immigrants, crisis support, and interpretation/translation over the phone. Hours: Monday to Friday 0900h to 1700h. Free and confidential service.

## **New Westminister Counselling Centre**

821 Eighth Street  
New Westminister, BC  
V3M 3S9

604-525-6651  
Fax: 604-517-6102

Training facility operated by UBC Department of Counselling Psychology and New Westminister School District. The program is based on UBC students doing their counselling master's practicum. All counsellors are in training and receive direct supervision from university faculty. Provides personal and career counselling. This is a free service. Appointments are available Evenings September to March, Days September to June. Priority is given to New Westminister residents, but all Lower Mainland residents are welcome. Hours: Monday to Friday 0830h to 1630h.

## **Recovery Canada: Mental Health Self-Help**

Rosanne: 604-581-4881  
Diane: 604-953-0638  
Website: <http://www.recoverycanada.org/>

This is a self-help peer-to-peer support meeting for people who struggle with stress, fear, anger, depression, anxiety, panic and nervous symptoms. "Our goal is to help reduce symptoms by practicing cognitive behaviour techniques so we can enjoy life. No required fee." Groups are in Surrey, White Rock, Langley and Port Coquitlam. Telephone and online meetings are available

## **Sexual Assault Recovery Anonymous (SARA)**

PO Box 16  
Surrey, BC  
V3T 4W4

604-584-2626 or 1-866-466-7272  
Fax : 604-584-2636

Offers self-help support groups for survivors of childhood sexual abuse. This includes groups for adults and 'Sarateen' for female victims ages 13 to 18. Meetings are held at several locations on the lower mainland. All inquiries and meetings are confidential, and first names only are used at the group level. Also offers educational materials and public speakers. Office hours are 1000hours to 1600hours Wednesday to Friday. Nonprofit Society.

## **Simon Fraser University Counselling Centre**

9384 122<sup>nd</sup> Street  
Surrey, BC  
V3V 4M1

Phone: 604-587-7320

Counselling is provided by graduate students in counselling psychology under the supervision of qualified counselors and psychologist. Appointments are available September through April. Call 604-587-7320. They will return your call as soon as possible. Please note that the Centre is open by appointment only.

## **Sources Community Resource Centers Counselling Programs**

882 Maple Street  
White Rock, BC  
V4B 4M2

604-538-2522

Fax: 604-538-9473

Website: <http://www.sourcesbc.ca>

The **Counselling Services** program offers professional counselling, for a fee, to families, couples, and individuals of all ages for a variety of issues; subsidy may be available. Some free counselling sessions may be available with a Doctor's referral. Also offers employee assistance programs. Office hours are 8:30 am to 4:30 pm Monday to Friday.

## **Sources Women's Place**

Intake: 604-536-9611

Free Individual and group counselling for women who have experiences sexual assault, childhood trauma, and/or intimate partner abuse. Short-term, Longer-term and group counselling offered.

## **Suicide Attempt Follow-up, Education, and Research (SAFER)**

#300-2425 Quebec Street  
Vancouver, BC  
V5T 4L6

1-800-366-8288

Fax: 888-296-7988

Web site: [www.selfinjury.com](http://www.selfinjury.com)

Suicide bereavement services open to anyone; one-on-one counselling and a structured support groups are offered at the office. SAFER also offers training, education, and professional consultation in the areas of suicide prevention, intervention and post intervention. Counselling services are only on an individual basis. Counsellors are professionals who have Master's degrees from registered universities.

## **Surrey Hospice Society**

13857 68th Avenue  
Surrey, BC  
V3W 2G9

604-543-7006  
Fax: 604-543-7008  
Website: [www.surreyhospice.com](http://www.surreyhospice.com)

Provides support to individuals with a life-threatening illness and their families and caregivers. Also provides bereavement support to adults, teens and children who have experienced the death of someone close to them. Services include support groups and lay counselling by trained volunteers. Services are offered in English, Hindi, Punjabi and Chinese. Office hours: Monday to Friday 0900h to 1600h.

## **Surrey Victim Services**

14355 57<sup>th</sup> Avenue  
Surrey, BC  
V3X 1A9

604-599-7600  
Fax: 604-599-8892  
Website: <https://www.surreypolice.ca/victim-services>

Serves victims and witnesses of crime in Surrey. Mobile response workers provide service to those who need immediate assistance due to trauma. An information/support service, offered in person at the office or over the phone, addresses concerns and needs after the incident. Service is available seven days a week from 6 am to 1 am.

## **White Rock Hospice Society**

15510 Russell Avenue  
White Rock, BC  
V4B 2R3

604-531-7484  
Fax: 604-531-8101  
Website: [www.whiterockhospice.org](http://www.whiterockhospice.org)

Provides professional counselling and volunteer support to individuals of all ages facing life-threatening illness, their families, and grieving people. Services are free, and include assessment and referral, individual counselling, specialized support groups, walking groups, relaxation sessions for the bereaved and those facing life-threatening illness, hospital and home visiting, vigil service, and telephone support. Offers emergency response for support in cases of sudden death. Also, has a resource library, and provides speakers and community education regarding death, dying, and grief. No referral required. Individual counselling is provided by clinical counsellors and support groups are run by trained volunteers. Offers volunteer training. Serves White Rock and South Surrey. Hours: 0900h to 1630h Monday to Friday.





**SURREY**  
**POLICE SERVICE**

14355 - 57th Avenue  
Surrey, BC V3X 1A9  
604-599-7600 | [surreypolice.ca](http://surreypolice.ca)