



# Hacker Resource Package

This is an information package briefly describing mental health and resources that support mental health and wellness with Military, Veterans, and First Responders.. These resources are available in the Lower Mainland and provincial services specific to British Columbia. We acknowledge that this is not a comprehensive list and there may be other resources available in the community.

The Design Lab Team appreciates all efforts to promote mental health and wellness. We encourage awareness of mental health to end mental health stigma in working professions.

# DEPRESSION

What is depression? Depression, also known as clinical or major depression, is a mood disorder that will affect one in eight Canadians at some point in their lives. It changes the way people feel, leaving them with mental and physical symptoms for long periods of time. It can look quite different from person to person.

Depression can be triggered by a life event such as the loss of a job, the end of a relationship or the loss of a loved one, or other life stresses like a major deadline, moving to a new city or having a baby. Sometimes it seems not to be triggered by anything at all. One of the most important things to remember about depression is that people who have it can't just "snap out of it" or make it go away. It's a real illness and the leading cause of suicide. (HeretoHelp, 2015)

## Services for Depression

<https://bcfirstrespondersmentalhealth.com/about-us/>

**Mental Health Commission of Canada** - The Mental Health Commission of Canada (MHCC) leads the development and dissemination of innovative programs and tools to support the mental health and wellness of Canadians. Through its unique mandate from the Government of Canada, the MHCC supports federal, provincial, and territorial governments as well as organizations in the implementation of sound public policy. [www.mentalhealthcommission.ca](http://www.mentalhealthcommission.ca)

**Canadian Mental Health Association** - As a nation-wide, voluntary organization, the Canadian Mental Health Association (CMHA) promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. The CMHA accomplishes this mission through advocacy, education, research and service. [www.cmha.ca](http://www.cmha.ca)

**Tema Conter Memorial Trust** - Tema Conter Memorial Trust is a provider of peer support, family assistance, and training for public safety & military personnel dealing with mental health injuries. [www.tema.ca](http://www.tema.ca)

**First Responders First** - This website offers resources and services for the First Responder community to understand the various steps of a PTSD program from managing a crisis through to implementing best practices into an existing program. [www.firstrespondersfirst.ca](http://www.firstrespondersfirst.ca)

# PTSD/OSI

## What is PTSD?

PTSD is a psychological response to the experience of intense traumatic events, particularly those that threaten life. It can affect people of any age, culture or gender. Although we have started to hear a lot more about it in recent years, the condition has been known to exist at least since the times of ancient Greece and has been called by many different names. In the American Civil War, it was referred to as "soldier's heart;" in the First World War, it was called "shell shock" and in the Second World War, it was known as "war neurosis." Many soldiers were labeled as having "combat fatigue" when experiencing symptoms associated with PTSD during combat. In the Vietnam War, this became known as a "combat stress reaction." Some of these people continued on to develop what became known, in 1980, as post-traumatic stress disorder.

Traumatic stress can be seen as part of a normal human response to intense experiences. In the majority of people, the symptoms reduce or disappear over the first few months, particularly with the help of caring family members and friends. In a significant minority, however, the symptoms do not seem to resolve quickly and, in some cases, may continue to cause problems for the rest of the person's life. It is also common for symptoms to vary in intensity over time. Some people go for long periods without any significant problems, only to relapse when they have to deal with other major life stress. In rare cases, the symptoms may not appear for months, or even years, after the trauma.

<http://www.veterans.gc.ca/eng/services/health/mental-health/publications/ptsd-warstress#Item3-1>

## Services for PTSD/OSI

<http://www.veterans.gc.ca/eng/stay-connected/mobile-app/ptsd-coach-canada>  
<http://www.veterans.gc.ca/eng/stay-connected/mobile-app/osi-connect>

**24 Hour Bilingual Telephone Support** - The Employee Assistance Services of Health Canada, in partnership with the Canadian Armed Forces and Veterans Affairs Canada, is a voluntary and confidential service to help serving and retired members (Regular Force, all Reserve Class Members, RCMP, Cadets, Veterans), their family members as well as primary caregivers, who have personal concerns that affect their personal well-being and/or work performance.

- Phone: 1-800-268-7708
- For the hearing impaired, dial 1-800-567-5803 (TDD)

**Family Information Line** - The Family Information Line is a confidential, personal and bilingual service offering information, support, referrals, reassurance and crisis management to the military community. Trained Family Information Line Counsellors are available 24 hours a day, 7 days a week to assist you.

- Phone: 1-800-866-4546

## Services for Suicide Prevention

**CHIMO Service Crisis Intervention Program** - Serves Richmond, South Delta, Ladner & Tsawwassen Crisis 15 hrs (9 am – midnight): 604-279-7070

**BC Suicide Crisis Line (1-800-SUICIDE)** -- 1-800-784-2433

**Crisis Centre for Northern BC** - All of Northern BC north of Quesnel, except the Peace River Country, Fraser Lake, Fort Fraser & Vanderhoof

Prince George 24-Hour Crisis Line, Youth Support Line, Youth Online Chat

- Crisis Lines: 250-563-1214 / 1-888-562-1214
- Youth Line: 250-564-8336 – 1-888-564-8336

Serves from the Alberta border to Haida Gwaii and from Quesnel north to the Yukon border

**Crisis Intervention & Suicide Prevention Centre of BC** - Serves Vancouver, North Vancouver city & district, Bowen Island, West Vancouver, Burnaby

Also has online chat for youth: [www.youthinbc.com](http://www.youthinbc.com)

- Crisis 24 hrs: 604-872-3311
- Crisis 24 hrs TTY: 604-872-0113

Serving Powell River & area, Sunshine Coast, Squamish, Whistler, Pemberton and Howe Sound-the Sea to Sky corridor

- Crisis 24 hrs: 1-866-661-3311
- Crisis 24 hrs TTY: 1-866-872-0113

### **310 Mental Health Support Line (province wide)**

- Crisis 24 hours: 310-6789
- Website: [www.crisislines.bc.ca](http://www.crisislines.bc.ca)

**KUU-US Crisis Line Society** - Serving the entire province of British Columbia. KUU-US Crisis Line Society is the only Aboriginal Crisis Line in B.C.

- Crisis 24 hrs: 250-723-4050
- Crisis 24 hrs: 1-800-588-8717

P.O. Box 294, Port Alberni, BC V9Y 7Y7

Business: 250-726-2323

Fax: 250-723-2382

email: [KUU-Uscrisisresponse@shaw.ca](mailto:KUU-Uscrisisresponse@shaw.ca)

# SUBSTANCE USE/ADDICTION

Addiction is a chronic disease characterized by drug seeking and use that is compulsive, or difficult to control, despite harmful consequences. The initial decision to take drugs is voluntary for most people, but repeated drug use can lead to brain changes that challenge an addicted person's self-control and interfere with their ability to resist intense urges to take drugs. These brain changes can be persistent, which is why drug addiction is considered a "relapsing" disease—people in recovery from drug use disorders are at increased risk for returning to drug use even after years of not taking the drug. It's common for a person to relapse, but relapse doesn't mean that treatment doesn't work. As with other chronic health conditions, treatment should be ongoing and should be adjusted based on how the patient responds. Treatment plans need to be reviewed often and modified to fit the patient's changing needs. - (National Institute on Drug Abuse; National Institutes of Health; U.S. Department of Health and Human Services, 2018)

<https://www.drugabuse.gov/publications/drugfacts/understanding-drug-use-addiction>

## Services for Substance Abuse/Addiction

- **British Columbia (Alcohol and Drug Information and Referral Service)**
- 1-800-663-1441 or 604-660-9382
- **BC Mental Health and Addictions Services** - Agency of the Provincial Health Services Authority providing mental health services across the province. online resources include Anti-depressant Skills and Work self-care guide.
- **Mental Health and Substance Use Supports in B.C**
- **BC Partners for Mental Health and Addictions Information** - A group of seven leading provincial mental health and addictions nonprofit agencies are working together to provide: quality information, personal stories of hope and resources you can use to make better decisions about mental health or substance use issues.
- **Fraser Health** - Fraser Health offers a variety of community and hospital-based mental health services and programs are available in Fraser Health communities. <http://www.fraserhealth.ca/health-info/mental-health-substance-use/>

## Mental Health Support Services - Vancouver

- **Crisis Phone Lines** - If immediate risk (emergency) call 911, and let them know it is a mental health emergency
- **BC Mental Health Distress Line** (no area code needed) -- 310-6789
- **[Vancouver Mental Health Emergency Services \(MHES\)](#)** -- 604-874-7307  
MHES Staff and Vancouver City Police (Car87) will help resolve emergency situations; provide accompaniment to local hospital emergency departments, referrals to mental health services; and evening and weekend intervention and monitoring of clients.
- **Vancouver Mental Health Intake:**
  - For Adults, call ---604-675-3997
  - For Children/Youth (<19) call ---604-675--3895
  - For Older Adults call -- 604-709-678
- **[Vancouver Access & Assessment Centre](#)** -- 711 West 12th Ave at Heather St. (Entrance is in the back parking lot, through the service lane off Heather Street).
  - 604-875-8289 -- Open 24 hours a day, 7 days a week, 365 days a year.
  - Provides a range of Mental Health & Substance Use services for Vancouver residents (ages 17+) for non-urgent, urgent and non-emergent intervention.
  - BC Aboriginal People KUU-US Crisis Line -- 1-800-588-8717

## Mental Health Resources - Vancouver

- **[BC Association of Clinical Counsellors](#)** Find a counsellor in your neighbourhood.
- **[British Columbia Psychological Association](#)** Find a psychologist here.
- **[Canadian Mental Health Association](#)** How to get help locally.
- **[Coast Mental Health](#)** Supportive programming includes: employment programs; Trust/Trustees; peer support; low-cost food, art, shower, and disability assistance.
- **[College of Psychologists of British Columbia](#)** Includes a form that allows users to search for a psychologist by city, client type, problem type, therapy method, or language.
- **[Kettle Friendship Society](#)** The Kettle Society supports people with mental illness to lead healthier lives. We do this by: \* Providing housing, employment, advocacy and support services;
- **[RainCity Housing](#)** RainCity Housing and Support Society is a grassroots organization for housing and support solutions for people living with mental illness, addictions and other challenges

## Other Resources

- <https://vtncanada.org/resources/> -- Mental health services
- [Department of National Defence](#) -- Mental health services
- [Veterans Affairs Canada](#) -- Mental health services
- [Royal Canadian Mounted Police](#)
- [Joint Personnel Support Unit](#)
- [Soldier On](#)
- [Veterans Transition Network](#)
- [Operational Stress Injury Social Support Program](#)
- [COPE Program](#) (Couples Overcoming PTSD Everyday)
- [VETS Canada](#)
- [Wounded Warriors Canada](#)
- <http://www.legion.ca/support-for-veterans/mental-health-ptsd>
- **Housing:**
  - Legion Housing: A list of housing facilities across BC, which the Legion sponsors/has sponsored
  - [http://www.legion.ca/wp-content/uploads/2015/04/BC\\_COMMANDBUApril2015.pdf](http://www.legion.ca/wp-content/uploads/2015/04/BC_COMMANDBUApril2015.pdf)
  - New Chelsea Society Housing: A housing society operating primarily in Vancouver, British Columbia. They offer affordable family and senior's housing. Applicants must first be registered with BC Housing <http://www.newchelsea.ca/>
- **Temporary Housing for Medical Purposes:**
  - **Winch House:** Owned and operated by the New Chelsea Society. Winch House offers free, temporary accommodation in Vancouver for Veterans, first responders, and Legion members who must travel from out of town for medical treatment.
  - **Honour House:** Temporary accommodation for Canadian Forces personnel, emergency services personnel and their families to stay, completely free of charge, while they are receiving medical care and treatment in the Metro Vancouver area.
  - <https://honourhouse.ca/>
- **Housing for Homeless Veterans:**
  - **Cockrell House:** An 11 bed multiplex providing homeless veterans with housing, counselling, life skills, health and social services and transportation. For referral, contact a Command Service Officer. <http://www.colwood.ca/discover-colwood/faces-places/cockrell-house-provides-home-veterans-transition>