

# BC Mental Health Guide



## Introduction

If you or someone you know is experiencing a mental health problem, you may not know where to turn for information, help or support.

This guide is intended to assist individuals, families, friends or professionals in accessing information on the variety of services and supports that are available in British Columbia. Having access to useful information is a key value of the Canadian Mental Health Association (CMHA). We believe that people must have accurate information in order to be able to make personal choices about the services they wish to use. While some of the services will no doubt change over time, we hope this guide will assist you in finding the services or supports you need in a timely manner.

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## What is CMHA?

The Canadian Mental Health Association (CMHA) is a non-profit, voluntary organization concerned about educating people about mental health issues and changing the way we view and treat mental illness. CMHA is a national organization that is more than 80 years old. There are provincial offices across Canada, and over 200 branches throughout the country. In BC, we have a network of twenty branches that provide direct services and supports for people who have a mental illness.

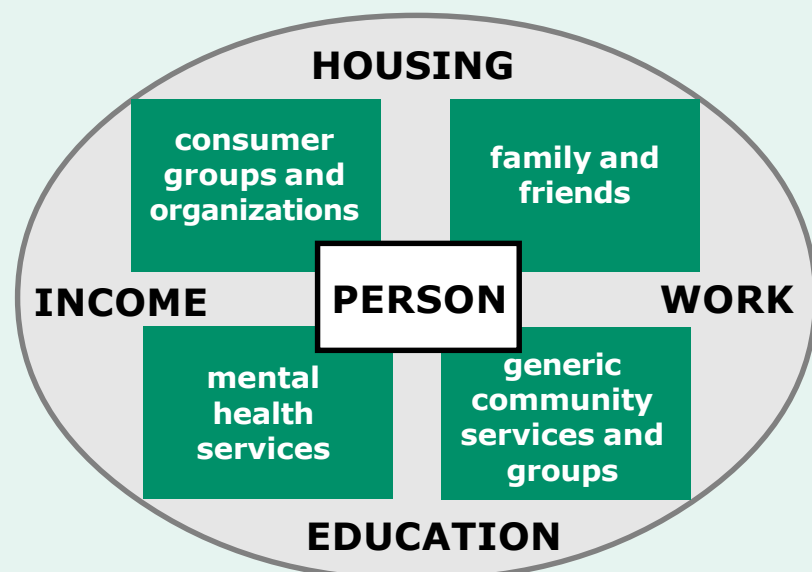
Since 1953, CMHA BC Division staff and volunteers have been educating, advocating, researching and developing new ways to make BC's mental health services more accessible and effective.

## CMHA's Framework for Support

The *Framework for Support* is the central philosophy guiding the activities of CMHA. This philosophy holds that a mental health consumer\* is at the centre of any supportive mental health system.

The Community Resource Base outlines a range of possible resources in addition to the formal mental health system which can provide support to a person with mental illness. Housing, income, work, and education represent four basic elements of citizenship.

We believe the resources outlined in the guide you are now reading embody this framework by recognizing some of the different factors that contribute to good physical, mental and emotional health.



\*Consumer is a person with significant direct experience with the mental health system and/or a person with a significant mental health problem

see page 2 for contacts of branches and division



CANADIAN MENTAL  
HEALTH ASSOCIATION  
L'ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE

**Crisis Lines**

**Mental Health Information Line**  
(604) 669-7600  
1-800-661-2121

**Alcohol and Drug Information and Referral**  
(604) 660-9382  
1-800-663-1441

**Ministry of Health Information Line**  
1-800-465-4911

**Dial-a-Dietitian**  
(604) 732-9191  
1-800-667-3438

**BC Nurse Line**  
(604) 215-4700  
1-866-215-4700

[www.bchealthguide.org](http://www.bchealthguide.org)

**Problem Gambling Information Service**  
1-888-795-6111

Area	Crisis Line	Hours
<b>LOWER MAINLAND - Area Code 604</b>		
Vancouver	872-3311	24Hrs
Vancouver	822-3700	9:30-9:30 M,T,W,F TH 9:30-7:30 9-5pm Mon-Fri
	255-6344 1-877-392-7583	
Coquitlam New Westm.	540-2221	24 Hrs
Delta	948-0108	late night
Richmond	279-7070 278-8283 279-8882	9am-12am Cantonese Mandarin
Surrey	951-8855	24 Hrs
<b>FRASER VALLEY - Area Code 604</b>		
Abbotsford	852-9099	24 Hrs
Fraser Valley	1-877-820-7444	24 hrs
Mission	820-1166 462-7900	24Hrs Teen
Squamish First Nation	904-1257	

**Kid's Help Phone**  
1-800-668-6868

**Women Against Violence Against Women Crisis Line**  
**24hrs**  
(604) 255-6344  
1-877-392-7583

**VictimLINK Information Service**  
1-800-563-0808

Area	Crisis Line	Hours
<b>VANCOUVER ISLAND - Area Code 250</b>		
Campbell River	287-7743	24Hrs
Courtenay	334-2455	24Hrs
Cowichan	748-1133	24Hrs
District 69	248-3111	24Hrs
Nanaimo	754-4447	24Hrs
Port Alberni	723-4050 1-800-588-8717	24Hrs
Port Hardy	949-6033	24Hrs
Victoria	386-6323	24Hrs
<b>OKANAGAN / KOOTENAYS - Area Code 250</b>		
Cranbrook	426-8407	24Hrs
Kelowna	763-9191	24Hrs
Penticton	493-6622	24Hrs
Trail	364-1718	24Hrs
Vernon	545-2339 545-8336	24Hrs Teen, 4-10pm
West Kootenays	1-800-515-6999	24 Hrs
<b>NORTHERN BC / CARIBOO - Area Code 250</b>		
Fraser Lake	669-6315	8:30-4:30pm After hrs call operator, ask for Zenith 2978
Prince George	563-1214 or 1-888-562-1214 564-8336 1-888-564-8336	24Hrs Teen
<b>NORTHWEST - Area Code 250</b>		
Quesnel	992-9414	24Hrs
Williams Lake	398-8224	24Hrs

**100 Mile House**  
Box 876  
100 Mile House, BC, V0K 2E0  
(250) 395-4883

**Courtenay**  
1935 Taylor Avenue  
Comox, BC, V9M 1S6  
(250) 339-4677

**Cowichan Valley (Duncan)**  
205 - 149 Ingram Street  
Duncan, BC, V9L 1N8  
(250) 746-5521

**Delta**  
Unit 14, 1835 - 56<sup>th</sup> Street  
Delta, BC, V4L 2L8  
(604) 943-1878

**Kamloops**  
857 Seymour Street  
Kamloops, BC, V2C 2H6  
(250) 374-0440

**Kelowna**  
504 Sutherland Avenue  
Kelowna, BC, V1Y 5X1  
(250) 861-3644

**Kootenays (Cranbrook)**  
39 - 13 Avenue, South  
Cranbrook, BC, V1C 2V4  
(250) 426-5222

**Kootenays - satellite office**  
1570 Bay Avenue  
Trail, BC, V1R 4B3  
(250) 368-5223

**Mid-Island (Nanaimo)**  
1045A Terminal Avenue, North  
Nanaimo, BC, V9S 4K3  
(250) 716-8823 / 4

**N & S Okanagan Consumer Development Project**  
Unit 212 - 1626 Richter Street  
Kelowna, BC, V1Y 2M3  
(250) 868-9611 or 1-800-491-9611

**North & West Vancouver**  
201-935 Marine Drive  
North Vancouver, BC, V7P 1S3  
(604) 987-6959

**Port Alberni**  
3178 - 2<sup>nd</sup> Avenue  
Port Alberni, BC, V9Y 4C3  
(250) 724-7199

**Prince George**  
555 George Street  
Prince George, BC, V2L 1R8  
(250) 564-8644

**Richmond**  
7351 Elmbridge Way  
Richmond, BC, V6X 1B8  
(604) 276-8834

**Salmon Arm**  
Box 3275  
Salmon Arm, BC, V1E 4S1  
(250) 832-8477

**Simon Fraser (New West)**  
#105 - 129 E. Columbia Street  
New Westminster, BC, V3L 3V7  
(604) 516-8080

**South Okanagan Similkameen**  
825 Westminster Avenue, West  
Penticton, BC, V2A 1L1  
(250) 493-8999

**Vancouver / Burnaby**  
175 West Broadway  
Vancouver, BC, V5Y 1P4  
(604) 872-4902

**Vernon & District**  
3100 - 28<sup>th</sup> Avenue  
Vernon, BC, V1T 1W3  
(250) 542-3114

**Victoria**  
125 Skinner Street  
Victoria, BC, V9A 6X4  
(250) 389-1211

**White Rock / South Surrey**  
Box 128 - 106 - 1656 Martin Dr  
White Rock, BC, V4A 6E7  
(604) 536-2486

**Williams Lake**  
51-4th Avenue South  
Williams Lake, BC, V2G 1J6  
(250) 398-8220

**CMHA Branches**  
**CMHA Branches**  
**CMHA Branches**

**CMHA BC Division**  
1200 - 1111 Melville Street  
Vancouver, BC V6E 3V6  
(604) 688-3234  
1-800-555-8222  
[www.cmha-bc.org](http://www.cmha-bc.org)

Like it or not, mental illness can affect anyone. In BC, one in four people will experience some form of mental illness in their lifetime. Mental illness is a broad term for a number of categories of mental disorders, such as mood disorders, anxiety disorders, schizophrenia, eating disorders, personality disorders, substance use disorders, and Alzheimer’s disease and related dementia. The symptoms of mental illness can be mild, moderate or severe and may appear at different times in a person’s life.

**Categories of Mental Illness and Some Common Forms They Take:**

**Mood disorders**, also known as affective disorders, affect how people feel about themselves, other people and life in general. They include:

- depression
- bipolar disorder (manic depression)
- suicidal behaviour

**Mood Disorders Association of BC**  
(604) 873-0103 or [www.mdabc.ca](http://www.mdabc.ca)

**Anxiety disorders** involve an unusual degree of fearfulness, worry and even terror. Types include:

- general anxiety disorder
- panic disorder
- phobias (overwhelming feelings of terror in response to a specific object, situation or activity)
- obsessive-compulsive disorder (repetitive actions are used to cope with recurring, unwanted thoughts)
- post-traumatic stress disorder (a sense of re-experiencing a traumatic event for months and sometimes years after the incident)

**Anxiety Disorders Association of BC**  
(604) 681-3400 or [www.anxietybc.com](http://www.anxietybc.com)

**Schizophrenia and psychotic disorders** involve changes in the chemistry and structure of the brain, which may cause lethargy, hallucinations (e.g. hearing “voices”) and delusions (e.g. having supernatural powers):

- schizophrenia
- schizoaffective disorder
- delusional disorder

**BC Schizophrenia Society**  
(604) 270-7841 or 1-888-888-0029  
[www.bcscs.org](http://www.bcscs.org)

**Eating disorders** involve distorted body images that make it difficult for people to nourish themselves in a healthy way:

- anorexia nervosa (dramatic weight loss combined with an intense fear of gaining weight)
- bulimia nervosa (bouts of uncontrollable eating followed by purging, e.g. vomiting)
- binge or compulsive eating disorder

**Association for Awareness & Networking Around Disordered Eating (ANAD)**  
(604) 739-2070 or 1-877-288-0877  
[www.anad.bc.ca](http://www.anad.bc.ca)

**Eating Disorders Resource Centre of BC**  
(604) 806-9000 or 1-800-665-1822

**Substance use disorders** refer to excess use of alcohol and/or legal and illegal drugs, leading to significant social, occupational and medical problems:

- alcoholism
- drug use
- co-existing mental illness and addiction

**Association of Substance Abuse Programs of BC**  
(604) 820-8138

**Alcohol/Drug Info & Referral Service of BC**  
(604) 660-9382 or 1-800-663-1441

**Personality disorders** involve patterns of thinking, mood, social interaction and impulsiveness that cause distress to those experiencing them and to their friends and family. Some examples include:

- borderline personality disorder
- paranoid personality disorder
- antisocial personality disorder

**Integrative Personality Program at VGH**  
(604) 875-4794

**Borderline Personality Disorders Association of BC**  
(250) 762-6586

**Dementia** involves deterioration in a person’s physical and intellectual abilities because of a progressive degeneration of brain cells:

- Alzheimer’s disease
- other forms of dementia (e.g. Pick’s disease, Creutzfeldt-Jakob Disease (CJD), Lewy body dementia, AIDS-related dementia)

**Alzheimer’s Society of BC**  
(604) 681-6530 or 1-800-667-3742  
[www.alzheimerbc.org](http://www.alzheimerbc.org)

**Developmental disabilities**, a mental or physical impairment which present functional limitations in many areas of life. The disorders show in childhood or youth and are likely to be permanent. Although not mental illnesses, they can co-exist with mental illness.

- Down’s syndrome, autism, cerebral palsy

**BC Association for Community Living**  
(604) 875-1119 [www.bcacl.org](http://www.bcacl.org)

**Prevention**

Mental health is not just the absence of mental illness. Positive mental health involves emotional and psychological wellness, a positive and confident self perception, satisfactory relationships and an ability to take control of actions and feelings on a daily basis. By being aware, we can take positive steps toward mental health when the balance is disrupted.

**10 tips for mental health:**

- 1 Build a healthy self-esteem
- 2 Eat well and keep fit
- 3 Create positive family relationships
- 4 Make friends who count
- 5 Create a meaningful budget
- 6 Get involved / volunteer
- 7 Manage stress effectively
- 8 Learn to cope with changes
- 9 Identify and deal with your moods
- 10 Find a spirituality to call your own



## Finding a Therapist

Therapy is a dynamic exchange of thoughts, ideas and feelings between an individual and a mental health professional. The therapeutic relationship is meant to promote positive change in a person's life within an open, non-judgmental environment. This atmosphere of trust enables clients to discuss in confidence issues and emotions that impact their lives. Therapists may be a helpful resource in examining why people think, act, and respond the way they do. They can also help clients to understand their feelings, to consider possible changes, and to examine how they relate to others. Cognitive-behavioral and interpersonal therapies have been shown to be the most helpful kinds of psychotherapy.

### Therapy is an option when an individual:

- Is constantly upset or anxious
- Feels unable to control their emotions
- Is frequently sad or depressed
- Is unable to resolve relationship issues
- Is concerned about parenting skills
- Is frequently moody
- Feels unable to manage everyday activities
- Is concerned about a child or partner



### Alternative Treatments

Alternative treatments are those for which clear evidence of effectiveness does not exist; or those that seem to work but where there is little understanding by Western medicine of how they might work. Complementary therapies are alternative therapies that are taken together with a Western treatment approach. Discussing the application of any of these treatments with your medical professional is recommended.

- exercise (yoga, Tai Chi, etc.)
- herbal treatments (St. John's Wort, etc.)
- music and art therapy
- acupuncture, aromatherapy
- biofeedback
- increasing recreational activities
- spiritual faith or practice

**BC Art Therapy Association (BCATA)**  
(604) 878-6393 [www.arttherapy.bc.ca](http://www.arttherapy.bc.ca)

**Music Therapy Association of BC**  
(604) 924-0046 [www.mtabc.com](http://www.mtabc.com)

**BC Clinic of Traditional Chinese Medicine**  
(604) 872-6833

**BC Naturopathic Association**  
(604) 736-6646 or 1-877-277-1128  
[www.bcna.bc.ca](http://www.bcna.bc.ca)

**BC Therapeutic Recreation Association**  
(604) 462-0070 [www.bctra.org](http://www.bctra.org)

**Canadian Society of Clinical Hypnosis**  
(604) 688-1714

**Massage Therapists' Association of BC**  
(604) 873-4467 or 1-888-413-4467  
[www.massagetherapy.bc.ca](http://www.massagetherapy.bc.ca)

**Yoga Association of BC**  
(604) 682-3259 ext.9744  
[www.yabc.ca](http://www.yabc.ca)

### Places to Access Counselling

- **Psychiatrists** are only available on referral from your family doctor
- **Psychologists**  
**BC Psychological Association**  
Referral Line: (604) 730-0522 or 1-800-730-0522  
[www.psychologists.bc.ca](http://www.psychologists.bc.ca)
- **Clinical Counsellors**  
**BC Association of Clinical Counsellors**  
Referral Line: 1-800-909-6303 [www.bc-counsellors.org](http://www.bc-counsellors.org)
- **Employee Assistance Programs** may be available through your workplace
- **Mental Health Centres** see pg. 5
- Universities, Family Services, social workers, nurses, clergy

### Professional Standards Associations

These associations are the governing bodies of the practitioners in their field. Contact them for information about practitioners and with any complaints about care received:

**BC Association of Social Workers**  
(604) 730-9111 or 1-800-665-4747

**BC Association of Clinical Counsellors**  
(250) 595-4448 (Victoria) or 1-800-909-6303

**BC Medical Association/BC Psychiatric Association**  
(604) 736-5551 or [www.bcma.org](http://www.bcma.org)

**College of Pharmacists of BC**  
(604) 733-2440 or 1-800-663-1940 or [www.collpharmbc.org](http://www.collpharmbc.org)

**College of Physicians and Surgeons of BC**  
(604) 733-7758 or 1-800-461-3008 or [www.cpsbc.bc.ca](http://www.cpsbc.bc.ca)

**College of Psychologists of BC**  
(604) 736-6164 or 1-800-665-0979  
[www.collegeofpsychologists.bc.ca](http://www.collegeofpsychologists.bc.ca)

**Registered Nurses Association of BC**  
(604) 736-7331 or 1-800-565-6505 [www.rnabc.bc.ca](http://www.rnabc.bc.ca)

**College of Registered Psychiatric Nurses Association of BC**  
(604) 931-5200 or 1-800-565-2505 [www.crpnb.bc.ca](http://www.crpnb.bc.ca)



## Emergency and Clinical Services

In a mental health emergency (for example, threats of suicide or violence against others), those concerned should first contact community support networks such as the local mental health emergency team, mental health centre or family physician. Calling the police should be the last resort since police are not mental health professionals and may be ill-equipped to deal with the person experiencing distress. In many communities, the hospital emergency room acts as emergency mental health services would in larger urban centres. Mental Health Centres are provincially funded clinics open to the public for free mental health assessment, treatment and referrals.

**Services for children and youth under 18 years of age are offered through the Ministry of Children and Family Development.** To get contact information for the services closest to your community, please call the Mental Health Information Line at 1-800-661-2121 or (604) 669-7600.

**Forensic Psychiatric Services Commission** is a BC-wide health organization providing specialized hospital and community-based assessment, treatment and clinical case management services for adults with mental illness who are in conflict with the law - (604) 524-7700.

Mental Health Centres	Phone #	Mental Health Centres	Phone #	Mental Health Centres	Phone #
100 Mile House	(250) 395-7676	Kamloops	(250) 851-7450	Smithers	(250) 847-7205
Abbotsford	(604) 870-7800	Kelowna	(250) 868-7788	South Cariboo	(250) 453-1950
Burnaby		Kitimat	(250) 632-3181	Sparwood Sub-Office	(604) 425-6850
Burnaby MH Services	(604) 453-1900	Langley	(604) 514-7940	Squamish	(604) 892-2293
Burnaby Day Programs	(604) 453-1960	Maple Ridge	(604) 467-7165	Sunshine Coast	(604) 885-6101
Burnaby Inpatient Unit	(604) 453-1950	Merritt Sub-Office	(250) 378-3401	Surrey Central (Intake)	(604) 592-4945
Burnaby North	(604) 949-7730	Mission	(604) 814-5600	Surrey North	(604) 587-7030
Burnaby South	(604) 777-6870	Mt. Waddington (Port Hardy & Port McNeill)	(250) 949-8611	Terrace	(604) 638-2202
Campbell River	(250) 850-5800	Nanaimo	(250) 755-3361	Tofino / Ucluelet	(250) 726-1282
Castlegar Sub-Office	(250) 304-1846	Nelson	(250) 354-6322	Trail	(250) 364-0535
Chetwynd Sub-Office	(250) 788-3444	New Westminster	(604) 777-6800	Tri-Cities (Coquitlam, Port Coquitlam, Port Moody)	(604) 777-8400
Chilliwack	(604) 702-4860	North Shore (N&W Van)	(604) 904-3540	Tsawwassen Sub-Office	(604) 948-7010
Coquitlam - see Tri-Cities		(Chronic disorders)	(604) 983-6020	Vancouver	(604) 874-7626
Courtenay	(250) 338-9777	North Region MH Services	(250) 612-4500	Grandview-Woodlands	(604) 251-2264
Cranbrook	(250) 426-1400	Osoyoos	(250) 495-6543	Kitsilano-Fairview	(604) 736-2881
Creston Sub-Office	(250) 428-3637	Parksville	(250) 248-8300	Mt. Pleasant-Midtown	(604) 872-8411
Dawson Creek	(250) 784-2425	Penticton	(250) 770-3555	Northeast	(604) 253-5353
Delta (North)	(604) 592-3700	Port Alberni	(250) 724-3554	South Vancouver	(604) 266-6124
Delta (South) Sub-Office	(604) 948-7010	Port Coquitlam - see Tri-Cities		Strathcona	(604) 253-4401
Duncan	(250) 709-3040	Port Hardy - see Mt. Waddington		West End	(604) 687-7994
Fort Nelson Sub-Office	(250) 774-7092	Port McNeil - see Mt. Waddington		West End Geriatric	(604) 688-0738
Fort St. John Sub-Office	(250) 787-3380	Port Moody - see Tri-Cities		West Side	(604) 873-6733
Fraser Valley MH Team	(604) 927-2084	Powell River	(604) 485-6179	Vanderhoof	(250) 567-6424
Golden Sub-Office	(250) 344-7560	Prince George	(250) 565-7300	Vernon	(250) 549-5737
Grand Forks Sub-Office	(250) 442-0330	Prince Rupert	(250) 624-7510	Victoria	(250) 370-8175
Hope Sub-Office	(604) 860-7733	Princeton Sub-Office	(250) 295-3404	Victoria - Western Communities	(250) 391-2260
Howe Sound Comm. MH	(604) 892-2293	Quesnel	(250) 992-4288	Whistler Sub-Office (Howe Sound)	(604) 932-3202
Invermere Sub-Office	(250) 342-4295	Richmond	(604) 273-9121	White Rock / South Surrey	(604) 541-6844
Island MH Support Team	(250) 479-7005	Revelstoke Sub-Office	(250) 837-7677	Williams Lake	(250) 398-4465
		Salmon Arm	(250) 833-4102		

# BC Mental Health Act

<http://www.cmha-bc.org/mhact>
*This is a general summary of the Act in plain language*

	Voluntary	Involuntary
<b>What is it?</b>	<ul style="list-style-type: none"> <li>- Person admits themselves into a facility by their own free will.</li> <li>- If a person has been examined by a doctor and has a mental disorder, the director may admit them if asked by the person, or a parent/guardian on their behalf if they are under 16 years.</li> <li>- When a person under 16 years is admitted, they must be examined by a doctor once a month for the first 2 months, then within 3 months after the second exam, then within 6 months of the third exam and every 6 months thereafter.</li> </ul>	<ul style="list-style-type: none"> <li>- Person is admitted, not by their free will, into a facility by a doctor, police officer, or court.</li> <li>- The director may admit a person for up to 48 hrs with 1 Medical Certificate (valid for 14 days following date of examination) which includes:               <ol style="list-style-type: none"> <li>a) date of examination</li> <li>b) validation of mental disorder</li> <li>c) need for treatment in a designated facility</li> <li>d) that care is needed to keep the person from becoming more ill.</li> </ol> </li> <li>- Once admitted, the second doctor's examination, and certificate must be issued within 48 hours.</li> <li>- A police officer may take a person into custody for a doctor's examination if s/he believes the person may put at risk her/his/someone else's safety.</li> <li>- Anyone may ask a judge to issue a warrant if they feel a person meets the committal criteria.</li> <li>- The facility must send notice of detention to a near relative informing of the patient's admission and treatment.</li> </ul>
<b>Discharge</b>	<ul style="list-style-type: none"> <li>- A patient under 16 years must be discharged if the parent/guardian requests it, or if the patient does not have a mental disorder.</li> <li>- If the patient is under 16, without consent from parents for discharge, the request will go to a Review Panel hearing.</li> </ul>	<ul style="list-style-type: none"> <li>- A request for discharge will go through Review Panel hearing.</li> <li>- Obtain application Form 7 for a Review Panel hearing only after 2nd Medical Certificate is completed.</li> <li>- A person is entitled to representation at the hearing by a lawyer, advocate or person of choice.</li> </ul>
<b>Consent to treatment</b>	<ul style="list-style-type: none"> <li>- Patients must consent before treatment is administered.</li> <li>- The physician must inform the patient of the nature of their condition and the reasons for and consequences for the treatment.</li> </ul>	<ul style="list-style-type: none"> <li>- The Act provides for compulsory treatment of all involuntary patients.</li> <li>- The patient or someone on their behalf may ask for a second opinion on diagnosis.</li> </ul>
<b>Application to court for discharge</b>	<ul style="list-style-type: none"> <li>- See section, <b>Discharge</b> above</li> </ul>	<ul style="list-style-type: none"> <li>- If the patient or their representative do not agree with the order of admission into a facility, then an application may be made to the court to reverse the involuntary committal certificate.</li> </ul>
<b>Access to medical certificates</b>		<ul style="list-style-type: none"> <li>- All patients are allowed access to their Medical Certificates.</li> </ul>
<p><b>Forensic Psychiatric Institute</b> provides psychiatric assessment and outpatient treatment for people in conflict with the law who have been referred by the courts. (604) 660-6604</p>		<p><b>Riverview Hospital</b> is BC's major centre for psychiatric care, research and education. (604) 524-7000 <a href="http://www.bcmhs.bc.ca">www.bcmhs.bc.ca</a></p>

## Legal Resources

### Community Legal Assistance Society (CLAS)

Litigates test cases and seeks reform laws in all areas of law relating to economically, socially, physically, and mentally disadvantaged.

(604) 685-3425

### Mental Health Law Program (part of CLAS)

Provides free legal representation of patients at review panels under the Mental Health Act and Review Boards under the Criminal Code.

(604) 525-2615

### Law Students Legal Advice Program

UBC student-operated program supervised by lawyers, giving free legal advice to low-income people.

(604) 822-5791

### Dial-a-Law 24-hour service

Library of pre-recorded messages prepared by lawyers to provide practical information on aspects of law.

(604) 687-4680 [www.bccba.org](http://www.bccba.org)

### Legal Aid

If you have a legal problem but you can't afford a lawyer, the Legal Services Society — an independent, non-profit organization that provides legal help for people in BC — may pay for a lawyer for you. This is called legal aid. You must qualify under legal aid guidelines to get a legal aid lawyer. [www.lss.bc.ca](http://www.lss.bc.ca)

### Legal Services Society's LawLINE

Legal information and limited legal advice up by phone for those who qualify. The phone hotline is staffed by lawyers and paralegals. Please check the website for service hours.

(604) 408-2172 or 1-866-577-2525  
[www.lss.bc.ca/legal\\_info/law\\_line.asp](http://www.lss.bc.ca/legal_info/law_line.asp)

### Lawyer Referral Service

If referred through this service, you only have to pay \$10 for the first half-hour of consultation, with regular rates thereafter.

(604) 687-3221 or 1-800-663-1919



## Advocacy

### Minister of State for Mental Health and Addictions - Honourable Susan Brice

Provides leadership in provincial policy development and long-term planning for mental health and addictions services.  
(250) 356-7574

### BC Coalition of People with Disabilities

The advocates are highly trained experienced professionals who provide expert and respectful advocacy service.  
604-872-1278 or 1-800-663-1278  
www.bccpd.bc.ca

### BC Review Board

(604) 660-8789 or 1-877-305-2277  
www.bcrb.bc.ca

### Mental Patients' Association

(604) 738-2811 or www.vmpa.org

**CANDO** www.mentalhealthconsumer.net

### F.O.R.C.E. Society

Advocacy and referral for parents of children with mental illness  
(604) 878-3400  
www.bckidsmentalhealth.org

### Some Statistics

- 1 in 4 Canadians will experience a mental illness in their lifetime
- Stigma attached to mental illness is the #1 reason people don't seek treatment
- Over 500 people commit suicide in BC each year
- Mental illness costs BC more than \$1 billion each year in disability and lost productivity

The Ministry of Health Services currently provides or ensures the provision of a wide variety of services and supports for people with mental illness. Many community services and programs do not always provide the necessary support people with mental illness need or want.

The provision of advocacy is one way to help ensure that people with mental illness can access various types of community services including income supports.

In the Riverview Hospital report, *A Framework for Advocacy at Riverview Hospital*, advocacy is defined as:

"The process by which a person themselves or an individual acting on someone else's behalf makes representation regarding rights, privileges, benefits and other issues pertinent to persons with a mental health problem. Advocacy on behalf of others is based on the individual's instructions, is respectful of the individual's rights and values, and maximizes the involvement of the individual."

There are two generally recognized levels of advocacy: individual and systemic. Individual advocacy involves assisting a person to realize her or his wishes. In this type of advocacy, the person is an active participant, articulating the problem to be addressed and defining the action to be taken. Systemic advocacy includes attempts to influence social, political and service delivery systems, to bring about changes that those directly affected by these systems identify as important. This type of advocacy focuses on changing the broader features of an overall system.



## Medication

Medication can be one aspect of a treatment plan for people with mental illnesses. It can control the acute symptoms and prevent relapse of both schizophrenia and mood disorders. However, medication does not cure mental illness, it only helps to control it.

The following information is a guide and does not cover the wide variety of medications available (see table on next page).

**BC Medication Information Line**  
(604) 822-1330 or 1-800-668-6233

**BC Drug and Poison Information Centre**  
24 hour Emergency Line  
(604) 682-5050  
1-800-567-8911



### No-charge Medications (Plan G)

This no-charge psychiatric medication program assists people for whom the cost of psychiatric medication is a serious barrier but who, without medication, would suffer very serious consequences, such as hospitalization.

The program provides psychiatric and side effect medication approved by Pharmacare (except sleeping pills) at no cost to the individual.

To qualify, consider these questions:

1. Am I financially eligible? You are, if your net adjusted income is less than \$24,000 a year plus \$3,000 for each dependent; AND
2. If a physician says you meet clinical criteria

To apply, bring in a doctor's form and your prescription to your local mental health centre (see list on page 5).

If your medical and financial situation qualifies you, and the centre director approves the application, you can go to any pharmacy and receive your medication at no cost.

Applications must be signed and delivered or faxed to the local mental health centre (see p. 5) for approval. The forms are available at the mental health centres or online at [www.healthservices.gov.bc.ca/exforms](http://www.healthservices.gov.bc.ca/exforms)

	Antidepressants	Antipsychotics	Mood Stabilizers	Anxiolytics
<b>What is it?</b>	Used to treat and control depression.	Also known as neuroleptics, major tranquilizers. Used to treat psychotic illness (schizophrenia and mania).	Used to treat people in the state of great excitement, emotional stress, and/or depression.	Also known as tranquilizers, sedatives. Used to relieve the distress of anxiety.
<b>Some examples</b>	<p><b>MAOI</b> Phenelzine (Nardil) Tranlycypromine (Parnate)</p> <p><b>RIMA</b> Moclobemide (Manerix)</p> <p><b>Tricyclics</b> Amitriptyline (Elavil) Clomipramine (Anafranil) Desipramine (Norpramin) Imipramine (Janimine) Nortriptyline (Aventyl)</p> <p><b>SSRI</b> Citalopram (Celexa) Fluoxetine (Prozac) Fluvoxamine (Luvox) Paroxetine (Paxil) Sertraline (Zoloft)</p> <p><b>SNRI</b> Venlafaxine (Effexor)</p> <p><b>Various</b> Buprion (Wellbutrin) Mirtazapine (Remeron) Nafazodone (Serzone) Trazodone (Desyrel)</p>	<p>Chlorpromazine (Thorazine) Clozapine (Clozaril) Fluphenazine (Moditen, Modecate) Flupenthixol (Fluanxol) Fluspirilene (Imap) Haloperidol (Haldol) Loxapine (Loxpac) Mesoridazine (Serentil) Methotrimeprazine (Nozinan) Olanzapine (Zypexa) Perphenazine (Etrafon) Pimozide (Orap) Pipotiazine (Piportil) Quetiapine (Seroquel) Risperidone (Risperdal) Sulpiride Thiothixene (Navane) Zuclopenthixol (Clopixol)</p>	<p>Carbamazepine (Tegretol) Divalproex (Depakote) Lithium Carbonate (Carbolith) Valproic Acid (Depakene)</p>	<p>Alprazolam (Xanax) Bromazepam (Lectopam) Buspirone (Buspar) Clonazepam (Klonopin) Chloradiazepoxide Diazepam (Valium) Flurazepam (Dalmane) Lorazepam (Ativan) Midazolam (Versed) Nitrazepam (Mogadon) Oxazepam (Serax) Temazepam (Restoril) Triazolam (Halcion) Zopiclone (Imovane)</p>
<b>Common side effects</b>	Dry mouth, blurred vision, difficulty urinating, constipation, sedation, dizziness.	Drowsiness, dizziness, dry mouth, movement problems, stiff muscles.	Lethargy, trembling, nausea, diarrhea, frequent urination, mental functioning problems.	Sedation, lethargy, depression, difficulty concentrating, memory problems.
<b>Comments</b>	<ul style="list-style-type: none"> <li>- Medication takes several weeks to reach full effect.</li> <li>- Caution is needed by elderly people when taking antidepressants.</li> <li>- Not addictive but should never be stopped abruptly</li> </ul>	<ul style="list-style-type: none"> <li>- Tardive Dyskinesia (TD) or involuntary movements may occur when used for longer periods of time.</li> <li>- Managing side effects may be achieved by changing dosage, or adding medication (benztropine, procyclidine and trihexyphenidyl) for movement side effects.</li> </ul>	<ul style="list-style-type: none"> <li>- Medication takes several weeks to take effect.</li> <li>- Regular blood test required.</li> </ul>	<ul style="list-style-type: none"> <li>- Dependency can occur if they are used for long periods of time.</li> </ul>

### Herbal Remedies

If you are considering taking an herbal remedy, tell your doctor and pharmacist about your interest and what specific remedy you are considering. They can provide additional information, advice on suitability, and precautions on interference with other medication that you may be using. If you are having problems with a remedy, they may also provide alternatives or find solutions for the problem. Herbal remedies can have side effects and should be taken with caution when used with other medication. Some examples of herbal remedies are: St. John's Wort, Sam-E, and Ginkgo Biloba.

# Housing Housing Housing



## Housing

Most people who are hospitalized yearn for the comforts of home, which are often considered the best medicine for recovering from a major illness. But for a person with mental illness, being released from hospital can be frightening and can mean losing access to appropriate medications, nutritious food and even a warm or safe place to sleep. In surveys, housing is the single highest priority need for people with a serious mental illness.

**Residential Service Programs** through a mental health centre

**BC Housing**  
(604) 433-1711  
[www.bchousing.org](http://www.bchousing.org)

**BC Non-Profit Housing Association**  
(604) 291-2600  
1-800-494-8859  
[www.bcnpha.bc.ca](http://www.bcnpha.bc.ca)

**Cooperative Housing Federation of BC**  
(604) 879-5111

**Tenants Rights Action Coalition**  
(604) 255-3099  
[www.tenants.bc.ca/tsg1/index.html](http://www.tenants.bc.ca/tsg1/index.html)



## Income

### Disability Assistance

Income support is available to eligible individuals designated under the Employment Assistance for Persons with Disabilities Act (PWD Act).

The Act defines a person with disabilities as a person:

- who is 18 years of age or older
- has a severe physical or mental impairment that is expected to continue for at least two years
- is significantly restricted in her/his ability to perform daily living activities
- requires assistance with daily living activities from another person or an assistive device

The criteria specifically includes:

- individuals with mental disorders, i.e. mental health problems
- individuals with episodic illnesses by acknowledging that restrictions to daily living activities can be continuous or periodic for extended periods

### A person with the PWD designation may be eligible for:

- a monthly support and shelter allowance
- medical coverage, including MSP and Pharmacare, and limited dental and optical
- \$400 earnings exemption per family unit per month
- low cost annual bus pass
- reduced basic car insurance
- vehicle fuel tax rebate

For more information contact your local Employment and Assistance Centre, listed under the Ministry of Human Resources in the blue pages of the phone directory. You may also contact your local Centre through Enquiry BC:

**Vancouver / Lower Mainland:** (604) 660-2421

**Victoria:** 250-387-6121

**Elsewhere in BC:** 1-800-663-7867

[www.mhr.gov.bc.ca](http://www.mhr.gov.bc.ca)

### PovNet advocates database

Database of income advocates around the province.

[www.povnet.web.net/bcmap.html](http://www.povnet.web.net/bcmap.html)

### Canadian Pension Plan (Disability Benefits)

For more information about federal government benefits for those with disabilities.

HRDC: 1-800-277-9914

[http://www.hrdc-drhc.gc.ca/isp/common/contct\\_e.shtml](http://www.hrdc-drhc.gc.ca/isp/common/contct_e.shtml)

## Stigma and Discrimination Around Mental Illness

Stigma, or shame, can take many forms and is often experienced as verbal or emotional abuse, discrimination, isolation from family and friends, and even physical violence. Stigma affects people's self-esteem. They can feel lonely and ashamed of themselves and their illness. People are most seriously impacted by stigma in their social and family relationships, employment, and housing opportunities. There are many myths that contribute to the level of stigma in society, such as considering people with mental illness as dangerous or violent, lacking intelligence, unable to recover, unable to have an occupation, not having willpower, or being unpredictable, among others.

Stigma is fueled by myths and misconceptions, which you can help reduce by educating others. If you have a mental illness, tell the people you care about. If you don't but you know someone who has, remember to treat that person with the same respect you would offer any friend. Research has shown that personal contact is the #1 way to dramatically decrease negative attitudes. For other ways such as media monitoring, speaking in public or volunteering, contact your local CMHA.

### Types of Housing for People With Mental Illness

#### Supervised Residential:

- *licensed community residences* provide 24hr supervision with professional staffing on a daily basis; staff supervise use of medications unless resident applies for permission to take his/her own medications
- *supported living homes* offer support staff during daytime hours; residents take their own medications
- *family care homes* are privately owned and provide care and supervision to 1 or 2 individuals who wish to live in a family setting

#### Supported Housing:

- *group homes* provide subsidized rent; tenants share a home and the services of a community living support worker
- *supported apartment buildings* are built especially for people with mental illness; subsidized rent and daytime support are provided
- *satellite apartments* are leased in private market buildings; tenants with mental illness have access to subsidized rent and outreach services
- *supportive hotels*: single rooms are leased and managed by non-

profit societies; on-site staff support provides services to adults

#### Emergency Accommodation:

- emergency facilities offer short-term accommodation for people with no other immediate housing options available to them
- length of stay is usually under 90 days

#### Market Housing

- co-operatives
- non-profits
- condos
- home ownership / rental



## Employment

Unemployment rates in British Columbia continue to fluctuate dramatically, but they never disappear altogether. At any given time, tens of thousands of people in BC are without work. But even though unemployment is persistent in our society, the stigma of job loss and the tendency for people to blame themselves for their unemployment feeds any vulnerability to mental illness they may have.

Although unemployment affects people of all ages and socio-economic backgrounds, it hits those hardest who are already at a disadvantage in society, e.g. single-parent families, people with disabilities and new immigrant families.

The ability to participate in the workforce is the single most important factor in making a successful transition to the community at large as a person recovers from a mental illness.

### Tips for Coping with Unemployment

- Create a daily schedule including a regular time for job search activities, exercise and social activities
- If you are eligible for unemployment or welfare benefits, claim them as soon as you can
- Recognize that most people are not at fault for being without a job
- If you decide that you really were responsible for losing your job, find out how to improve your skills or attitude from books at your local library or courses offered through a Canada Employment Centre
- Volunteering will help you with networking and give you a sense of self worth
- Find sources of low-cost entertainment, recreation, and food and clothing to reduce expenses
- Reach out to family and friends for emotional and practical support
- Consider joining a self-help group or community employment program to share your experiences and feelings about unemployment and learn new skills
- Tell everyone you know exactly what kind of work you are looking for; remind yourself that many people get their jobs through "word of mouth"
- Keep busy and stay active outside your home; isolating yourself at home will not get you a new job and can lead to additional mental and emotional stress
- Reward yourself for your efforts, e.g. visit with a friend, go to a free art show (often available at colleges and universities), go to read at the local library, go swimming or skating during discount times...

### Other Employment Services

#### Training for Health and Employment Opportunities Society of BC

THEO BC is a non-profit organization that offers skill exploration courses and employment preparation to mental health consumers\* and people with other disabilities. Programs and courses include employment training, leisure courses, career exploration, supported education, supported employment, and more.

(604) 872-0770 or 1-866-377-3670  
[www.theobc.org](http://www.theobc.org)

#### BC Centre for Ability Foundation

Provides unique and valuable services for children and youth both at home and in their communities; delivers specialized programs for adults and youth, and promotes successful community participation for individuals with disabilities.

(604) 451-5511  
[www.centreforability.bc.ca](http://www.centreforability.bc.ca)

### Vocational Rehabilitation

#### Online Employment Services Directory for BC

[www.cmha-bc.org/inventory](http://www.cmha-bc.org/inventory)

This online database provides mental health consumers with information necessary to the pursuit of vocational outcomes of any kind: educational, voluntary, or employment-related. Consumers have a lot to contribute to society, but are often anxious about expanding their boundaries after illness. The intention behind this site was to provide consumers with ideas, and an increased sense of their own potential.

The features of the online directory include:

- free access and use of information
- 5400 services listed, additions and updates made frequently
- 530 agencies indexed
- 90 types of service
- search by community, health region, service type, or client focus



\*Consumer is a person with significant direct experience with the mental health system and/or a person with a significant mental health problem



## Education

People disabled by mental illness are members of Canadian society, with the same dreams and goals as all Canadians. The opportunity to attend college or university: to learn, to gain new experiences and friendships, and to provide a better future for oneself, are aspirations for many, including those with labels of mental illness. In our knowledge based economy, where many new jobs require a degree, access to college and university has become a necessity as much as a dream.

**National Educational Association for Disabled Students (NEADS)**  
 (613) 233-5963  
[www.neads.ca](http://www.neads.ca)

**Canadian Association of Disability Service Providers in Post-Secondary Education**  
[www.cacuss.ca/en/cadsppe.html](http://www.cacuss.ca/en/cadsppe.html)

### Examples of Accommodation

- Academic and emotional support from counsellors, faculty, support groups or “buddies”
- Ease of accessibility to information about campus services and special topic courses (budgeting, disability rights, career exploration)
- Assistance with registration, admission, financial aid and course scheduling
- Extensions for exams and assignments
- Availability of note takers, readers, tape recorders, textbooks and course material in alternative formats

## The Lorne Fraser Educational Fund

**To apply or for more information, contact CMHA BC Division:**  
 604-688-3234 or 1-800-555-8222

**Online applications available:**  
[www.cmha-bc.org](http://www.cmha-bc.org)

The Lorne Fraser Educational Fund’s purpose is to enable people with a mental illness to pursue post-secondary education. Bursaries are awarded based on the annual interest of the fund.

### Who can apply?

A panel evaluates applications for The Lorne Fraser Educational Fund. Successful applicants must meet the following criteria:

- be at least 19 years of age
- have a mental illness
- express desire to attend (part or full-time) a post-secondary program leading to a certificate, diploma, or degree
- currently participate in some form of therapeutic support
- have an identified job or career goal
- demonstrate a need for financial assistance
- not be participating in a government-sponsored job training program or receiving major financial support from family, friends or another organization

### Help make a difference!

Unfortunately, the number of applicants for the Lorne Fraser program far exceeds the number of people the fund can accommodate. Your tax deductible contribution will enable more people with a mental illness to access post-secondary education and increase their chances of finding rewarding employment. Please make a donation today.  
 (see below for more information)

## Depression Screening and Education Day in BC

Since 1994, CMHA has been promoting and helping to organize the Depression Screening and Education Day (DSED) activities in various communities across BC with some 70 sites in 2004. The purpose of this October event is to inform the public about the types and symptoms of depression; its consequences on families, workplaces, and communities; and successes with recovery. Screenings are free, anonymous and confidential.

## Volunteer, Donate, Become A Member



CANADIAN MENTAL HEALTH ASSOCIATION

L'ASSOCIATION CANADIENNE POUR LA SANTÉ MENTALE

### Volunteer

Volunteering is good for your mental health and for your community! CMHA is always looking for volunteers to help with our ongoing programs at the Division in Vancouver or at branches in BC communities (see list on page 2).

### Donate

CMHA not only needs helping hands but monetary donations for our charity work. To make a donation please contact CMHA BC Division or your local CMHA branch (see list on page 2).

### Membership

Becoming a member of CMHA is simple and rewarding.

**To volunteer, donate or become a member, contact your local CMHA branch or CMHA BC Division at:**

604-688-3234 or 1-800-555-8222



## Support for Children and Families

**T**hough Canada prides itself on its universal health care system, mental health services for children and youth are not keeping pace with the high rates of depression, suicide, eating disorders, schizophrenia and other mental illnesses being experienced by young Canadians.

Despite the number of children with depression, eating disorders and other mental illnesses, many of these illnesses are left untreated. One reason for the lack of diagnosis and treatment is that people do not expect mental illness to affect children and youth. Another is that identifying mental illness in children can be challenging, partly because young people change so much as they mature.

A parent may have difficulty distinguishing between normal phases in development and an underlying mental illness. For example, frequent outbursts of anger or tears may result from hormonal changes in puberty or they may be symptoms of depression, a drug and/or alcohol addiction or an eating disorder.

Proper diagnosis and treatment are critical to recovery since the symptoms of mental illness can worsen over time. Without help, mental illness can slow a child's mental and emotional development and lead to alcohol or drug abuse, problems in school, family upheaval and even suicide.

**Families Organised for Recognition & Care Equality** consists of advocates as well as a referral source for children and their parents concerning mental illness.  
(604) 878-3400 or [www.bckidsmentalhealth.org](http://www.bckidsmentalhealth.org)

**Ministry of Children and Family Development** governs mental health care for children and adolescents to age 18, after which they move under the care of the Ministry of Health.  
1-800-663-7867 or [www.mcf.gov.bc.ca](http://www.mcf.gov.bc.ca)

## Families and Friends

**M**ental health care professionals are recognizing that support from family and friends is one of the best ways to help someone who is ill. Families (e.g. an extended network of parents, children, siblings, relatives and friends) can be members of the treatment team.

Since early intervention is the best treatment, family members can help by being aware of early warning signs of mental illness which can include changes in eating and sleeping, increased hostility or suspicion, apathy, withdrawal from others, major personality changes, nervousness and drug/alcohol use.

Family members should seek the help of a professional if a relative shows any of these symptoms. But after taking this step, friends and relatives should focus on treating the family member with love, respect and compassion.

Family support groups can provide respite from caregiving and help family members, especially children, deal with their own feelings about the illness which may include grief, anxiety, guilt, resentment, shame, feelings of hopelessness and a desire to escape. They can normalize the experience for family members by explaining that seeking treatment for mental illness is no different than getting help for a physical ailment. In addition, support groups can help inspire and maintain hope by reminding family members that recovery is possible with the right kind of treatment and support.

### What Parents Can Do to Help

- Encourage your child to discuss his or her concerns, but avoid a confrontational approach
- Check with your family doctor to determine whether there is a physical cause for your child's feelings of fatigue and low moods
- Ask school teachers if they have noticed changes in the child's behaviour
- Ask if your school board has staff counsellors who can refer your child for counselling to help her/him to cope with stress
- Based on referrals from your family doctor or school counsellor, see a children's mental health clinic, psychiatrist or psychologist
- Consider family counselling or support groups to ease conflicts and learn support skills.

**Parent Support Services Society of BC**  
(604) 669-1616 or 1-800-665-6880

**Office for Children and Youth**  
(250) 356-0831 or 1-800-476-3933

### What Families Can Do to Help

- Encourage the person to get some help early from a doctor or trained professional
- If hospitalization is required, try to get your relative to go voluntarily
- Try to be supportive, understanding and patient
- Express your love with affectionate words and hugs (unless the person does not want to be touched)
- Consider joining a parent/spouse or family group to work through your own emotional help from others
- Avoid blaming the person for her or his illness

**Caregivers Association of BC**  
(604) 734-4812

**BC Council for Families**  
(604) 660-0675 or 1-800-663-5638  
[www.bccf.bc.ca](http://www.bccf.bc.ca)

See pg. 3 for a list of support organizations include programs and resources for families





## Seniors and Mental Health

In general, Canada’s seniors are healthier, more independent and less likely to live in poverty than ever before, but that does not mean Canadians over the age of 65 are immune to mental illness. Though seniors have developed positive coping skills and emotional maturity, life experience is no defense against illnesses such as Alzheimer’s disease, anxiety disorders and depression. Deteriorating physical health and shrinking social support networks can quickly change a happy retirement into a period of confusion, fear and chronic pain. These changes have a dramatic effect on seniors’ mental and emotional well-being.

Communities can help foster seniors’ well-being by providing them with information on how to interact with the medical system, how to describe what they are experiencing, and what questions to ask their physicians. It is also important for seniors to have access to social and economic resources such as transportation and social activities.

### Tips for Preventing Mental Illness As You Age

- Maintain positive relationships with family and friends: people with broad social networks enjoy better physical and mental health.
- Good pre-retirement financial planning will reduce the effects of poverty, such as your risk of developing emotional illnesses and access to treatments for chronic conditions
- Seek opportunities to express your feelings instead of trying to control your emotions by keeping feelings unspoken
- Keep an open mind about life experiences: this coping strategy helps counteract depression and the tendency to close in on yourself
- Pursue activities you enjoy, particularly those that put you in contact with others
- Try to make your own decisions after gathering information and the opinions of others
- Take risks and try new things, without expecting to be successful immediately
- Do not be afraid to ask for help: this is a sign of health and maturity and of taking charge of your life

### Alzheimer’s and Seniors

Although many seniors experience memory loss, dementia from Alzheimer’s disease is not part of normal aging. It is a progressive neurological disease that affects the brain and many of its functions including language, intellect and spatial orientation.

Some common symptoms of Alzheimer’s disease and related dementia are confusion or difficulty making decisions, forgetting names of people or places, having problems walking, doing or saying things repeatedly, having difficulty completing tasks, acting restless or agitated, sitting and doing nothing, acting stubborn and uncooperative, talking to oneself or talking nonsense.

**Alzheimer’s Society of BC**  
(604) 681-6530 or 1-800-667-3742

### Depression and Seniors

Major illness, the death of a spouse, and a shrinking circle of friends all contribute to increased levels of stress and depression in the elderly. It is sometimes difficult to identify and treat depression in the elderly because its often confused with aging. And like others, seniors often hold negative attitudes about mental illness which stop them from seeking help.

As with the rest of the population, suicide is another danger that often goes unnoticed in the elderly.

### Services for Seniors

**BC Bus Pass Program**  
1-800-665-2656

**BC Coalition to Eliminate Abuse of Seniors**  
(604) 437-1940

**BC Old Age Pensioners’ Organization**  
(604) 856-7632

**Canadian Association for the Fifty-Plus**  
[www.fifty-plus.net](http://www.fifty-plus.net)

**Council of Senior Citizens’ Organizations of BC**  
(604) 594-5023

**Lower Mainland Seniors Housing Information Program**  
604-520-6621

**Seniors Peer Counselling of BC**  
(604) 859-2767

**Seniors’ Supplement**  
(604) 682-0391 or 1-800-665-2656

**Shelter Aid for Elderly Renters (SAFER)**  
(604) 433-2218 or 1-800-257-7756



## Mental Illness Across Cultures

Dealing with a mental illness can be difficult for anyone. But immigrants and refugees face additional challenges including language barriers, immigration requirements and the different cultural taboos of mental illness. Ignoring or denying mental health problems is common in many immigrant families. Some immigrants may lie to officials and doctors about their mental health because they fear deportation, while others may ignore their mental health needs because they are isolated from services which reflect their cultural perspective. Cultural differences (including language) often make it difficult for doctors and patients to communicate with one another.

### Translated Mental Health Materials

Contact CMHA BC Division for multilingual pamphlets:

(604) 688-3234 or 1-800-555-8222

Chinese brochures from CMHA Vancouver/Burnaby

- Understanding Depression
- Panic Attacks
- Stress Management
- Chinese Canadian Parents and Teenagers: Different Perspectives
- Anger Management

To order: (604) 872-4902

**BCSS Fact Sheets About Schizophrenia**  
(in Punjabi, Bengali, Hindi, Urdu, and Spanish)  
(604) 270-7841 or 1-888-888-0029  
[www.bcscs.org](http://www.bcscs.org)

**Mandarin Emotional Health Support Group**  
Canadian Mental Health Association Vancouver / Burnaby and Mood Disorders Association of BC co-sponsor free support group for those living with depression. (604) 872-4902

**Multicultural MH Liaison Workers** in Vancouver produced numerous pamphlets on mental health in various languages. For contacts see below.

### Multicultural Mental Health Liaison Workers in Vancouver

This program aims to increase the accessibility and acceptability of community mental health services to the South Asian (Indo-Pakistani), Chinese, Latin American, Vietnamese, and First Nations communities.

- South Asian: South Mental Health Team
- Chinese: Grandview-Woodlands Mental Health Team
- Latin American: Midtown Mental Health Team
- Vietnamese: Kitsilano-Fairview Mental Health Team
- First Nations: Strathcona Mental Health Team

For more information, please contact Vancouver Community Mental Health Services (VCMHS) at

(604) 874-7626

See pg. 5 for full listing of mental health centres

### Immigrant Mental Health Services

**Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA)**

Non-profit coalition of 80 agencies providing multicultural programs and immigrant services throughout BC.  
(604) 718-2777 or 1-888-355-5560  
[www.amssa.org](http://www.amssa.org)

**BC Settlement and Integration Workers' Association (BCSIWA)**

Association of professionals providing settlement, integration, multicultural and support services to immigrants and refugees new to Canada.  
(604) 689-7222

**Citizenship & Immigration Canada**

(604) 666-2171 or 1-888-242-2100

**Immigrant and Visible Minority Women of BC**

Non-partisan umbrella organization that advocates for economic, social and political rights for immigrant and visible minority women across the province.  
(604) 294-5993

**Immigrant Services Society of BC**

Provides information, service and skills centre for immigrants, refugees and non-English speaking BC residents.  
(604) 684-2561

**Inland Refugee Society of BC**

Assists refugees seeking political asylum in Canada. Provides economic, social, and political assistance.  
(604) 873-6660

**Mosaic**

Among other employment and settlement services, also offers emergency interpretation service.  
(604) 254-9626 or (604) 254-0244

### Lower Mainland Services

**Richmond Chinese Mental Health Support Group**

(604) 273-1791

**Vancouver/Richmond Mental Health Services**

(604) 273-9121

**Chimo Crisis Line**

(604) 279-7077

**South Asian Line**

Cantonese, Hindi, Korean, Mandarin, Punjabi, Spanish, Urdu, and Vietnamese

(604) 596-4357

**Somalian Help Line**

(604) 590-4357

**Multilingual Helpline**

Chinese, Spanish, Korean, and Vietnamese  
(604) 572-4060

**Support Groups** run by CMHA, MDA, Mental Health Centres



## Recreation and Leisure

Recreation is something that many of us take for granted. For various reasons, people with mental illness face barriers to participation in recreational activities. There are many benefits to recreation, including social support, building social skills, networking, increasing self-esteem, and an increase in our general well-being. In addition to having these benefits, recreation is something to be encouraged for its own sake, because of its intrinsic enjoyment.

Recreation is not just a program; it is an essential part of a healthy lifestyle. All programs through Parks, Recreation and Culture offer support for people with disabilities to become involved in a healthy recreation lifestyle.

## 10 Benefits of Recreation

- 1 Enhancement of positive mood
- 2 Increase in the quality and quantity of social interactions
- 3 Improvement in ability to manage stress and develop and use coping strategies
- 4 Improvement in ability to relieve inner tension, think positive thoughts, and concentrate
- 5 Increase in self-esteem, self-concept and overall sense of competence
- 6 Increase in activity level and ability to spend free time in constructive ways
- 7 Improvement in quality of sleep and decrease in need for mental health services
- 8 Increased ability to apply the benefits and outcomes of recreation to other aspects of life
- 9 Development of a sense of belonging
- 10 Enjoyment of recreation for its own sake

### Children and Youth

#### Boys and Girls Club

Assists interested groups and individuals in assessing and responding to youth needs with community-based and directed programs for youth and their families.

(604) 321-5621 (various locations across BC)  
[www.bgccan.com](http://www.bgccan.com)

#### Conseil Jeunesse Francophone de la Colombie Britannique

Aims to promote and educate young Francophones, ages 12 to 25 to develop their French language and culture. Offers a variety of social and recreational activities.

(604) 736-6970 [www.cjfc.com](http://www.cjfc.com)

#### Green Thumb Theatre for Young People

Non-profit professional theatre company that produces original Canadian scripts for young audiences. Topics cover health and social issues. Tours throughout BC.

(604) 254-4055 [www.greenthumb.bc.ca](http://www.greenthumb.bc.ca)

#### Girl Guides of Canada - BC Council

Offers adventurous and challenging activities designed to enrich a girl's life and to benefit the lives of the people around her.

(604) 714-6636 [www.bc-girlguides.org](http://www.bc-girlguides.org)

#### Lions Society of BC

Provides camps, buses, patient care, and development centres for children and youth throughout BC.

(604) 873-1865 [www.lionsbc.ca](http://www.lionsbc.ca)

#### Scouts Canada - Provincial Council for BC & Yukon

Introduces outdoor orientation to help youth and young adults develop character by providing guidance for their mental, physical and spiritual development.

(604) 872-5721 [www.bc.scouts.ca](http://www.bc.scouts.ca)

#### Youth Exchanges Canada

Encourages exchanges of youth groups, ages 12 to 18 in Canada. Low-income, Aboriginal, disabled, and rural or isolated youths are given priority.

(604) 685-8066 or 1-888-298-3947

### General

#### BC Recreation and Parks Association

Provides contact information for recreational groups and organizations in BC.

(604) 273-8055 [www.bcrpa.bc.ca](http://www.bcrpa.bc.ca)

#### BC Disability Sports

Enables individuals with a mental disability an opportunity to enhance their life and celebrate personal achievements through positive sport experiences.

(604) 737-3078 [www.disabilitysport.org](http://www.disabilitysport.org)

#### BC Hydro Recreation Sites

BC Hydro has recreation sites across the province, with camping allowed in some of them.

(604) 431-9463 or 1-877-431-9463

#### Outdoor Recreation Council of BC

Provides referrals to outdoor recreational opportunities and information about the safe use of the outdoors.

(604) 737-3058 [www.orcbc.ca](http://www.orcbc.ca)

#### Society for Disability Arts and Culture

Encourages the integration of people with disabilities into the creative and artistic life of Canadian communities.

(604) 685-3368 [www.s4dac.org](http://www.s4dac.org)

#### Volunteer BC

Provincial association of volunteer centres. Serves the network of volunteer centres across BC, strengthening their ability to promote and support effective volunteering in their communities.

(604) 873-5877 [www.volunteerbc.bc.ca](http://www.volunteerbc.bc.ca)

*Contact your Municipal Government's Parks and Recreation Department for Leisure Guides.*

# Clubhouses \*

Clubhouses are psychosocial rehabilitative programs designed to help people with mental illness in the development of basic skills.

## Vancouver Coastal region

### Coast Foundation

295 East 11<sup>th</sup> Avenue  
Vancouver, BC V5T 2C5  
(604) 876-6345

### Kettle Friendship Society

1725 Venables Street  
Vancouver, BC V5L 2H3  
(604) 251-2801

### Canora Club

935 Marine Drive  
N. Vancouver, BC V7P 1S3  
(604) 987-2111

### Burnaby Mental Wealth Society

6112 Sussex Avenue  
Burnaby, BC V5H 3C3  
(604) 433-4829

### \* Pathways Clubhouse

7351 Elmbridge Way  
Richmond, BC V6X 1B8  
(604) 276-8834

### Friendship House

609 – 4<sup>th</sup> Avenue  
New West, BC V3M 1S3  
(604) 522-4451

### Langley Stepping Stone

20101 Michaud Crescent  
Langley, BC V3A 8L9  
(604) 530-5033

### Delta Clubhouse

11715 72<sup>nd</sup> Avenue  
Delta, BC V4E 1Z2  
(604) 596-6694

## New Frontier Clubhouse

9813 140<sup>th</sup> Street  
Surrey, BC V3T 4M4  
(604) 584-5811

### The Roost

13582 68<sup>th</sup> Avenue  
Surrey, BC V3W 2G3  
(604) 597-8610

### New View Society

2050 Mary Hill Rd  
Port Coquitlam, BC V3C 2Z8  
(604) 941-3222

### Whale House

15877 Pacific Avenue  
White Rock, BC V4B 1S8  
(604) 536-3480

### Rainbow Club

11907 – 228<sup>th</sup> Street  
Maple Ridge, BC V2X 8G8  
(604) 467-0503

## Fraser Valley region

### Creative Centre Society

2676 Gladys Avenue  
Abbotsford, BC V2S 3X8  
(604) 850-1235

### Creative Centre Society

8916 Mary Street  
Chilliwack, BC V2P 4J3  
(604) 792-7803

## Vancouver Island region

### Club House

1931 Le Avenue  
Victoria, BC V8R 4W9  
(250) 595-8619

### Laurel House

125 Skinner Street  
Victoria, BC V9A 6X4  
(250) 389-1211

### Beacon Club

684 Island Highway  
Campbell River, BC V9W 2C3  
(250) 286-8828

### CMHA Eureka Clubhouse

Box 3496  
Courtenay, BC V9N 6Z8  
(250) 334-4035

### Open Door

447 St. Julian Street  
Duncan, BC V9L 3S8  
(250) 748-5588

### Yellow Submarine

268 Ganges Road  
Fulford, BC V8K 2K6  
(250) 537-9971

### \* Phoenix Centre Clubhouse

1045A Terminal Avenue, N  
Nanaimo, BC, V9S 4K3  
(250) 716-8823

### \* New Horizons Clubhouse

3178 2<sup>nd</sup> Ave.  
Port Alberni, BC, V9Y 4C3  
(250) 724-7199

## Source Club

4476 Cumberland Place  
Powell River, BC V8A 2B8  
(604) 886-5600

## Interior region

### Grace Young Activity Ctr

324 Hoy Street  
Quesnel, BC V2J 1X3  
(250) 992-7224

### Step-Up House

412 Hutchcroft Street  
Quesnel, BC V2J 1T4  
(250) 992-2330

### Williams Lake Clubhouse

48 Oliver Street  
Williams Lake, BC V2G 1L7  
(250) 392-4328

### CMHA Vernon Clubhouse

3100 28<sup>th</sup> Avenue  
Vernon, BC V1T 1W3  
(250) 542-3114

### Friendship Outreach

3610 25<sup>th</sup> Avenue  
Nelson, BC V1L 4G4  
(250) 352-7730

### CMHA Unity House

825 Westminster Avenue W.  
Penticton, BC V2A 1L1  
(250) 493-8999

### Friendship Cove

PO Box 3275  
Salmon Arm, BC V1E 4S1  
(250) 832-6006

## CMHA Van Gogh Centre

857 Seymour Street  
Kamloops, BC V2C 2H6  
(250) 374-0440

## CMHA Kelowna

504 Sutherland Avenue  
Kelowna, BC V1Y 5X1  
(250) 861-3644

## Kootenay Clover Clubhouse

2205 2<sup>nd</sup> St. North  
Cranbrook, BC V1C 3L4  
(250) 426-7839

## Trail Mental Health Consumer Support Society

1454 2<sup>nd</sup> Avenue  
Trail, BC V1R 1M2  
(250) 368-6343

## Northern region

### The Stepping Stone

102-4450 Greg Avenue  
Terrace, BC V8G 1M3  
(250) 635-2283

### Good Feelings Gathering Place

Box 508  
New Hazelton, BC V0J 2J0  
(250) 842-4137

### Turning Points Northwest

3793 Alfred Ave  
Bag 5000  
Smithers, BC V0J 2N0  
(250) 847-8723

\* Standards-based clubhouses accredited or in the process of being accredited by the International Center for Clubhouse Development