

Mental Health Crisis & Suicide Prevention: Help is Here for Your Patients

If a patient is struggling with mental health or thoughts of suicide, crisis lines are available to offer support when they need it most.

Crisis Lines in BC (24/7)

310-6789 — BC Mental Health Crisis Line: A 24/7 line for those experiencing or supporting others who are experiencing, overwhelming feelings, mental health challenges, or need emotional support.

9-8-8 — National Suicide Crisis Helpline: A 24/7 line for individuals experiencing or supporting others who are experiencing, suicidal thoughts. Call or text services are available.

When to Suggest Calling a Crisis Line

Healthcare providers may recommend crisis lines for patients who:

- Are expressing distress or thoughts of self-harm or suicide.
- Are feeling isolated, hopeless, or overwhelmed.
- Would benefit from emotional support outside of healthcare visits.
- Need help developing safety plans or exploring ways to cope with difficult emotions.

In most cases of mental health crisis or suicidal thoughts, calling a crisis line is a more trauma-informed approach to patient care compared to calling 911.

Patients can call in the waiting room, during a visit, or on their own, as part of their ongoing support plan.

What to Expect When Calling

When calling a crisis line, your patient will connect with a highly trained, skilled responder who provides:

- Empathy and understanding for whatever they are experiencing - a safe and judgement-free space where feelings and needs are respected.
- Support and guidance to help them explore ways to create safety and stability in overwhelming moments.
- Short-term crisis intervention and suicide prevention, risk assessment, immediate and short-term coping and safety planning.
- Referrals to local resources

These services are here to help your patients find connection and relief whenever they need it.



www.crisiscentre.bc.ca