



Mental Health and Substance Use Services for the District of Mackenzie

Since 2016, when British Columbia declared a public health emergency due to the escalating number of illicit drug poisoning deaths, the provincial government has been urgently working to save lives and build a full continuum of care – including prevention, harm reduction, treatment, and recovery.

Please see below how to access the mental health and substance use services and supports available in your community and provincially.

Locally Available Mental Health and Substance Use Resources

Mental Health and Substance Use Services (Northern Health): Call 250-997-8517 for a range of mental health and substance use services to support individuals and families in the Mackenzie region. Services are provided in a variety of settings including community clinics, hospitals, residential settings, and on an outreach basis.

Mental Health Rehabilitation (Northern Health): Call 250-997-8517 for therapeutic recreation and occupational therapy to help individuals with mental health and or substance use concerns take charge of their health and wellness to make the most of their lives - physically, mentally and socially. The program includes recreation groups, peer support, skills building, goal planning, and support in finding and or maintaining work or volunteer placements.

Northern Health Virtual Clinic: Call 1-844-645-7811 to learn about or access treatment and harm reduction supports.

Northern BC Crisis Line: 1-888-562-1214 provides free, confidential, 24-hour emotional support, suicide intervention and referral information to residents of Northern BC.

Provincial Mental Health and Substance Use Resources

HelpStartsHere: ([HelpStartsHere.gov.bc.ca](https://www.helpstartshere.gov.bc.ca)) a website maintained by the Ministry of Mental Health and Addictions to help people in British Columbia find mental health and/or addiction resources near them.

Opioid Treatment Access Line: Call 1-833-804-8111 toll-free from anywhere in BC to speak with a doctor or nurse who can prescribe life-saving opioid treatment medications and get connected to other supports in the community. The service is confidential, and the treatment is covered under BC PharmaCare. It's open 7 days a week from 9am to 4pm. Learn more at [HelpStartsHere.gov.bc.ca/OpioidTreatment](https://www.helpstartsbc.ca/OpioidTreatment).

HealthLink BC: ([HealthLinkBC.ca](https://www.healthlinkbc.ca) or call 8-1-1) provides medically approved information on more than 5,000 health topics, including mental health and substance use. When you call 8-1-1, you can speak to a health service navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist.

310-Mental Health Support: Call 310-6789 (no area code needed) toll-free anywhere in BC to access emotional support, information, and resources specific to mental health and substance use issues.

1-800-SUICIDE: (1-800-784-2433) provides emotional support to youth, adults and seniors in distress, 24 hours a day, 7 days a week. Operated by the Crisis Intervention and Suicide Prevention Centre of BC ([CrisisCentre.bc.ca](https://www.crisiscentre.bc.ca)).

9-8-8 Suicide Crisis Helpline: Call or text 9-8-8 anywhere in Canada to be connected to a trained responder who will listen without judgement, provide support and understanding, and can tell you about resources to help ([988.ca](https://www.988.ca)).

Alcohol & Drug Information Referral Service (ADIRS): Provides free, confidential information and referral services to British Columbians in need of support with any kind of substance use issue. Referral to community substance use treatment services is available for all ages. ADIRS is available 24 hours a day, 7 days a week at: [1 800 663-1441](tel:18006631441).

1-800-KUU-US17: (1-800-588-8717) the KUU-US Crisis Line provides Indigenous people with culturally safe, 24/7 telephone crisis supports. The line can also be reached at 250-723-4050 (for adults and elders) and 250-723-2040 (for children and youth).

1-833-MÉTISBC: (1-833-638-4722) The Métis Crisis line offers culturally safe, 24/7 supports for Métis people experiencing challenges like anxiety, grief and loss, abuse, bullying and more.

HeretoHelp: ([HeretoHelp.bc.ca](https://www.heretohelp.bc.ca)) is a project of the BC Partners for Mental Health and Addictions Information and offers resources to help people prevent and manage mental health and substance use problems. Individuals can access four screening self-tests

covering mental well-being, depression, anxiety disorders and risky drinking and email requests for help, support, information or referrals.

BounceBack®: an evidence-based program designed to help adults and youth 13 years and older experiencing symptoms of mild to moderate depression, low mood, or stress, with or without anxiety: 1 -866 639-0522, or visit: BounceBackBC.ca

Foundry Virtual: (FoundryBC.ca/Virtual) Young people aged 12-24 and their caregivers can use the Foundry Virtual app to drop-in or schedule a virtual counselling appointment, find peer support, join a youth or caregiver group, or browse their library of tools and resources. This site aligns with brick-and-mortar Foundry sites across BC to better integrate care for youth and young adults with mental health and substance use challenges.

Road to Recovery Expanding Across B.C.

BC is also advancing an innovative model of care known as the Road to Recovery. This model establishes a seamless continuum of care for addictions from detox to treatment and after care. In Fall 2023, the first [Road to Recovery model was successfully launched in Vancouver](#). In summer 2024, BC [announced the expansion of this model](#) to all the other regions of BC.

Recognizing the unique geographic needs of the North, this work is being led by the Northwest working group, consisting of Northern Health, Northern First Nations Alliance, the Province and First Nations Health Authority who have co-designed a hub and spoke model that will support connections to services and ensure that culture-based care is embedded throughout. This includes bringing the Road to Recovery model to the Northwest region.

To find out more about the Road to Recovery approach and its expansion, visit Gov.bc.ca/BetterCare.