



**New Centralized Fraser Health Crisis Line
24 Hours a Day – Every Day
604.951.8855 for callers residing west of Aldergrove
1.877.820.7444 toll-free for callers residing east of Aldergrove**

Fraser Health's new centralized crisis line service begins operation on **April 1, 2010**.

The **new centralized service** replaces the previous three crisis lines operated by agencies in Coquitlam, Mission and Surrey. The **Fraser Health Crisis Line**, operated by Options Community Services, will provide free and immediate telephone support, crisis intervention, suicide prevention and community resource information to people of all ages residing in the Fraser Health Region. The service will operate **24 hours a day – every day**.

In addition to the local number – **604.951.8855** – a toll-free number – **1.877.820.7444** – for callers residing east of Aldergrove makes this service available free of charge to all residents of the region. During times of high volume, callers will have with the option of either waiting in queue or leaving a message for a call-back from crisis line volunteers.

Specially trained volunteers reflecting the diversity of the region will deliver the service and respond to a variety of issues including suicide, mental health concerns, family violence, grief, addiction, and just plain loneliness. Those who call the crisis line are invited to talk about the situations giving rise to their distress and discuss strategies that may help them manage more effectively. Callers, who might benefit from services beyond that which the crisis line can provide, are offered information about available community resources.

The service is also available to friends, family members and professionals looking for assistance in helping someone who is emotionally distraught.

We understand it may take some time for the new service to become widely known, so we have taken steps to ensure that when people call the previous crisis line numbers their call will be forwarded to the new centralized service and/or there will be a recorded message offering the new numbers.

We appreciate any help you can provide in sharing this announcement as appropriate in your communities. If you have any questions regarding the new centralized **Fraser Health Crisis Line** please contact:

Jackie Yurick, Manager, Fraser Health Crisis Line at 604.584.5811 Ext. 224 or jackiey@scss.ca.



Help could be just a phone call away...