

When to call **START**

A mental health crisis might be present when there is a rapid onset or change (in the last 2 to 4 weeks) of mental health symptoms. This results in the youth not being able to take part in their every day activities or relationships.

*Anyone can call **START** if they are concerned that a child or teen is experiencing a mental health crisis.*

How to provide mental health crisis support

- Listen and validate. They need your support.
- Ask how you can support them.
- Make sure there is someone to stay with them.
- Call **START**.
- Get support for yourself by calling a family member or friend.

For urgent support outside of **START's office hours:**

Fraser Health Crisis Line: 604-951-8855
1-877-820-7444

Need help for a child or teen mental health crisis?

Call **START**, an assessment and intervention program for 6 to 18 year olds experiencing a mental health crisis.

Serving communities from Burnaby to Hope.

1-844-START11
(1-844-782-7811)

Call **911** in either of these situations:

- when a child or teen needs medical care right away
- when there is a significant threat of serious physical harm to themselves or others

Contact Child and Youth Mental Health Services for children or teens with mental health concerns that do not need immediate help. To find a clinic near you, search "[Community-Based Mental Health Services for Children, Youth and Families](#)" online or scan this QR code.



START TEAM

Supporting children and youth through mental health crisis



Catalogue #258098 (December 2023)
For more copies: patienteduc.fraserhealth.ca

THIS IS a mental health crisis

intense anxiety or depression
suicidal thoughts or attempts
threatening violence
distorted thinking
self-harming

Need help?
START TEAM

An **assessment and intervention** program for 6 to 18 year olds experiencing a mental health crisis

Youth and families can call us directly

1-844-START11
(1-844-782-7811)

Monday to Friday: 9:00 a.m. to 9:00 p.m.
Weekends and Holidays: Noon to 9:00 p.m.



About us

The **START** (Short-term, Assessment, Response, Treatment) Team provides assessment and intervention services for children and teens (6 to 18 years) experiencing a mental health crisis. We serve children and teens living in communities from Burnaby to Hope (Fraser Health region).

The **START** Team provides assessment in the community such as at school or in a doctor's office.

We have 3 community office locations. When you call our central contact number, we will connect you with the team that serves that area where you live.

We offer **START** in partnership with the Community-Based Mental Health Services for Children, Youth and Families from the Ministry of Children and Family Development.

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[START Team](#)
online



Our services

We focus our services on the needs of the young person. We are person- and family-centred.

When you first call START, you can expect us to ask you about your concerns so we can determine whether we can help.

Our services might include:

- an in-person appointment within 24 to 48 hours to assess their mental health and safety
- begin treatment which could include one-on-one therapy, group therapy, or further assessment by a psychiatrist
- family support
- refer and transition to community services for longer-term care and support if needed

A mental health crisis does not necessarily require a visit to a hospital Emergency Room. Children and teens in crisis often can be effectively supported in the community.

Call START before visiting an Emergency Room, unless the child or teen needs medical care right away.

1-844-START11
(1-844-782-7811)

Our approach

We approach treatment by identifying the child's or teen's current strengths and capabilities, while encouraging forming new skills. We aim to build a network to help manage the crisis and support their on-going recovery of their mental health. The network could include caregivers, school counsellors, family doctors, and other natural supports.

We are committed to making sure all personal information is treated in a confidential manner. We only release personal information when we are required to by law. We follow the BC Freedom of Information and Protection of Privacy Act. If you would like to learn more about this, you are welcome to ask anyone on the Team.

Office hours

Monday to Friday from 9:00 a.m. to 9:00 p.m.
Weekends and holidays from noon to 9:00 p.m.

*Please call first to make sure
one of us is available.*