

bc211

Annual Report
2017 – 2018

THE **HELP YOU NEED. NOW.**



United Way

VISION

Strengthening communities
by connecting people
with the help they need

MISSION

Providing access to community,
government and social services

VALUES

SERVICE – We work as a community to serve community

INTEGRITY – We serve clients with respect

INNOVATION – We seek solutions for tomorrow



2017-18 ANNUAL REPORT

Furthering our reach to help more British Columbians

A significant milestone was reached in June 2017 when we successfully launched an easy to use bc211.ca website with an online search directory covering government, community and social service resources for the entire province. This achievement capped an intensive two-year partnership effort where the United Ways in every region of BC joined together in supporting and working with bc211 to ensure that all British Columbians have easy access to the help they need.

Further to this important achievement, in the fall of 2017 we were also able to leverage our resource expansion efforts by rolling out 211 services to all Vancouver Island residents due to the diligent efforts and ongoing funding commitment of United Way Greater Victoria. In addition to this, the Street and Shelter Help Line that we have operated in Metro Vancouver and the Fraser Valley for many years was expanded to Greater Victoria to assist people who are affected by homelessness. It was our pleasure to work closely with the amazing United Way team in our capital city in making these life changing services a reality.

On a somber note, the summer of 2017 saw the longest state of emergency in B.C. history, lasting 10 weeks, with thousands of British Columbians being displaced from their homes due to wildfires. With the newly expanded province-wide scope of our bc211.ca website and online search directory, we were able to respond by adding a dedicated section to the website that listed wildfire-related resources. The list was updated on a daily basis as new information became available and it quickly proved to be an invaluable information source for families having to confront the crisis. It also highlighted the role that bc211 can play in mitigating the effects of a natural disaster.

We are proud of the accomplishments that our bc211 team was able to achieve this past year and this annual report will help to highlight many of these efforts. On behalf of our Board of Directors and the entire bc211 team, we would like to thank all of our partners, funders, agencies and friends for your continued support. We look forward to connecting even more people with the help they need in the year ahead!



Teresa Budd, *Board Chair*

A stylized, handwritten signature in black ink.



Nathan Wright, *Executive Director*

A stylized, handwritten signature in black ink.



OUR STORY OUR SERVICES OUR RESULTS

OUR STORY

Responding and Adapting to Community Needs

Since our humble beginnings 65 years ago, bc211 has been providing quality information and referral services to help people access the community, government, and social services that they need. As a recognized leader in information and referral, we adhere to a strict set of standards and are accredited by the Alliance of Information and Referral Systems, a non-profit professional association committed to the delivery of high quality information and referral services. We were the first agency in Canada to achieve this standard back in 2002, and we have successfully completed the rigorous accreditation process in successive accreditation cycles since then.

bc211 initially opened our doors in 1953 under the name Community Information Service and was one of the first referral organizations in the B.C. Lower Mainland. In further expanding our services, the first edition of the Directory of Health, Welfare and Recreation Services was published in 1958, which later became better known as The Red Book. Based on the increased reliance and usage of The Red Book, especially from within the health and social services sector, the organization continued to expand and publish annual directories over the next 30 years. In 1985 another name change was in store for our growing non-profit society when we became Information Services Vancouver.

We began offering specialized helpline services in the late 1980s with the direct-dial Victims' Information Line and the Alcohol and Drug TRYLine. Over the next 20 years, four new specialty lines were added – the Problem Gambling Help Line in 1998, VictimLink in 2003, the Youth Against Violence Line in 2005, and the Shelter and Street Help Line in 2007.

In 1991, an online version of The Red Book was created to keep pace with the growing popularity of the Internet and the World Wide Web. With a web-based format, we were able to provide the public

with current resource information that reflected changes and updates in a much more timely way. As a sign of the times, however, the paper format of The Red Book was eventually discontinued with the last print run taking place in 2008.

April of 2010 saw the official launch of 211 British Columbia Services Society, operating under the shortened memorable name... bc211. That was also the beginning of 211 services being offered in Metro Vancouver, Fraser Valley, and the Squamish-Lillooet Regional District. To accommodate our expanding operations, we moved to a new location in the historic Woodward's Building in the Downtown Eastside of Vancouver

With the demand of 211 services rising over the next four years, 211 access was extended to the Sunshine Coast in early 2014. In February of the following year, bc211 once again led the way by being the first 211 agency in Canada to make 211 texting services available. This past year's province wide expansion of the bc211.ca online search directory and the addition of 211 contact services for Vancouver Island were significant efforts in helping even more people in need throughout British Columbia.

Although bc211 has grown significantly, taking different forms and names over the years, we have always maintained a firm commitment to providing quality information and referral service. With increased need for access to government, community and social services through ever advancing communication platforms, we look ahead to meet the challenge in achieving our vision... strengthening communities by connecting people with the help they need.



WHAT WE ARE HEARING BACK ABOUT BC211

Information and Referral Specialists in the bc211 Contact Centre are trained to provide support, crisis management and appropriate information and referral to our clients. Most of all they are dedicated to helping others...



"I just spoke to a caller who wanted to share that he was very grateful for our help getting him into a shelter. He said he is now going to be able to go to work and start rebuilding his life." ■



"Today I heard a superb story about the amazing work of bc211 call takers. Last week, a United Way donor came across a fellow who was wandering and could not speak English. A call was made to 211 and within five minutes the man was connected to a translation service, who figured out his language and got a translator on the line. Police then arrived and connected him to his daughter who had put in a missing person report! 211 saved much heartache by connecting him to his worried family!" ■



"A mom called today and said she had called us a couple of years ago and one of us spoke to her for a very long time. She was trying to escape her abusive husband and we provided her with resources and help. She said she is very grateful for our service and 'I thank you all for doing such a good job'." ■



A caller said he could never understand how people can go about their day to day life and be happy all the time without drugs but he's realizing that everyone goes through ups and downs and that's okay. I encouraged him to call bc211 again if there were other resources he was needing and he said "awesome, you guys are the best!". He said our service was: "totally helpful, the lady I spoke to, I can't remember her name, but she was great, it was just so helpful to speak to somebody." ■

OUR SERVICES

Building Capacity by Improving Access to Community Services

211 SERVICE

Funded by the generous support of the United Way Lower Mainland, bc211 operates 211 services in the Metro Vancouver, Fraser Valley, Sunshine Coast, and Squamish-Lillooet Regional Districts. Thanks to United Way Greater Victoria, 211 service for all of Vancouver Island was added this past year. 2-1-1 is an easy-to-remember, 3-digit phone and text number that provides free, confidential, multilingual access to community, government and social services 24 hours a day by phone, and from 8:00am to 11:00pm through text, 365 days a year. Calls and texts are answered by Certified Information and Referral Specialists, who are able to assess needs and provide referrals to appropriate services and resources within the community.

BC211.CA

The bc211.ca website has a searchable online directory *now covering all of British Columbia*. With more than 14,000 community, government and social service resource records in the database, the public and service providers alike are able to navigate the complex network of human services quickly and easily, 24 hours a day and 7 days a week. The website is also optimized for mobile devices and provides for live web chat to 211 help line specialists.

STREET & SHELTER HELP LINE

Funded by the City of Vancouver, the Shelter and Street Help Line is designed to assist people who are affected by homelessness in the Metro Vancouver and Fraser Valley Regional Districts. Twice a day, the Shelter and Street Help Line staff contact Lower Mainland shelters, and publish the Shelter List, which details available shelter beds and mats for women, men, youth and families. Similar service was expanded to Victoria in 2017.

SPECIALTY HELP LINES

In addition to our 211 service, bc211 also answers four specialty help lines under contract with various B.C. provincial government ministries, which are province wide and available 24/7, 365 days a year:

VictimLink BC: provides crisis support to victims of family and sexual violence as well as information and referral to victims of crime, including human trafficking. Services are also available in Yukon.

Youth Against Violence Line: provides a safe, confidential, and anonymous way for youth, parents, and counselors to speak with a supportive person to report a crime or violent incident, and get access to services. Services are also available in Yukon.

Alcohol & Drug Information & Referral Service: provides a wide range of information for people with addictions as well as for significant others and service providers.

Problem Gambling Help Line: provides information & resources and connects people to free counselling for those who have been negatively affected by gambling and/or gaming.

ADDITIONAL SERVICES

Data Sharing: bc211 is committed to strengthening communities by leveraging data for informed community planning, social policy, and funding decisions.

Community Lists: bc211 can provide customized resource lists for government and service organizations looking to support vulnerable clients and increase community capacity.

Professional Development Workshops: bc211 has offered professional development workshops and customized training for more than 20 years. These workshops were developed in response to the needs of service providers in the community.

OUR RESULTS

THE YEAR IN REVIEW: 2017-2018

BC211.CA GOES PROVINCE-WIDE!

Following a major expansion project made possible by the United Ways of B.C., our extensive resource database on the bc211.ca website now covers 100% of the province. Over the past two years, the number of community, government and social service records that bc211 makes available to the public has more than doubled, now surpassing 14,000 records. Public access to these province-wide resources are only a few clicks away using the simple directory search tools on the bc211.ca website. Use of the expanded online search service has substantially increased during the year, as there was an increase of 197,500 unique visits to the site. This represents a remarkable 72% increase in unique users in 2017-2018 over the same period in the previous year.

211 SERVICES FOR VANCOUVER ISLAND

211 for All British Columbians is one of the key strategic directions set by bc211's Board of Directors. We are now one large step closer to achieving this goal following the successful September 2017 launch of 211 services for all of Vancouver Island. The United Way Greater Victoria team was instrumental in making this free public access service available to all Islanders as well as anyone located in neighbouring

Gulf Island communities. With added financial support from United Way Central & North Vancouver Island, anyone from Victoria to Port Hardy, Tofino to Nanaimo, can simply call or text 2-1-1 to be connected to our skilled information and referral specialists who are available 24 hours a day, 365 days a year to connect callers with the services that they need.

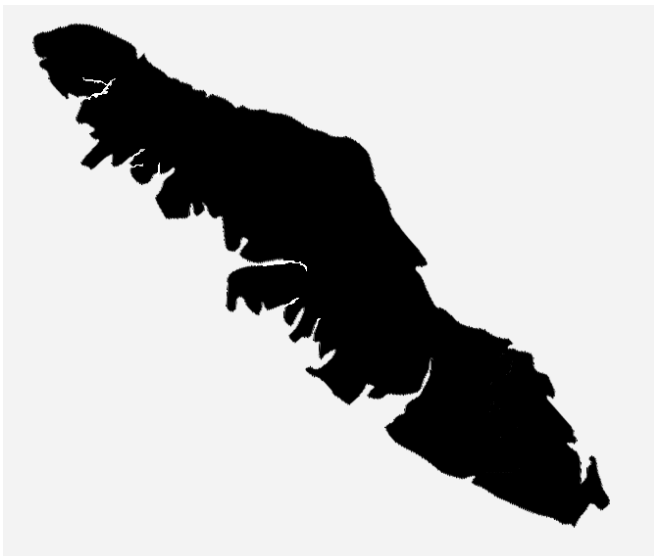
VICTORIA STREET & SHELTER LINE

The Street and Shelter Line provides real-time assistance to help people affected by homelessness in finding shelter for the night. bc211 has been operating this program in the Lower Mainland for many years and based on the financial commitment of United Way Greater Victoria, a rollout of the service was implemented in Victoria once 211 service was in place. bc211 staff call the shelters in Greater Victoria twice daily, and publish the bed and mat availability as an online list and interactive map. This information also assists front line shelter staff and police officers to help locate available beds for affected people.

BC211 RESPONDING TO A SEASON OF RECORD WILDFIRES

Many 211 organizations throughout North America have been able to provide emergency information and referral assistance during disasters such as the devastating hurricanes in Texas and Florida in 2017. Similarly, bc211 was able to provide information and contact lists on our website during last year's record wildfire season in B.C. As our bc211.ca resource database had just gone province-wide, we were well positioned to provide up-to-date and accurate information resulting in 239 unique visitors in just the first 8 hours alone of it going live.

We have received very positive feedback from authorities, emergency services, and 9-1-1 service providers alike regarding this effort. As a result, there is increased recognition that bc211 is able to assist should a natural disaster occur by providing timely



information and referral for affected citizens and potentially help to reduce the number of non-emergency calls made to 9-1-1.

211 SERVICES FOR REFUGEES NEW TO BC

The Canadian Red Cross initiated the *First Contact* program in 2001 to provide refugee claimants with the tools and resources that they need to adapt to life in Canada. With a major increase of refugee claimants in the past few years, the volunteer-based First Contact program in BC was under considerable strain in managing the increased volumes. As the focus of the program was based on information and referral, often where 211 and translation services were required, the Red Cross and bc211 reached an agreement for bc211 to assume the front-end information and referral element of the program starting November 2017. The target population for this program is recently arrived refugees who need to get connected with shelter, food, and refugee-serving organizations in British Columbia and to understand the refugee claims process. Program materials are distributed on an ongoing basis to various organizations including Immigration, Refugees and Citizenship Canada, Canada Border Services Agency, YVR airport and many immigrant & refugee serving organizations.

SENIORS ON THE MOVE

SENIORS on the **MOVE**

As a member of the “Seniors On The Move” working group, bc211 is involved in a project to improve seniors’ access to existing transportation resources and increase their awareness of the options available to them. Led by the non-profit organization Better

Environmentally Sound Transportation (BEST), and funded by ICBC and TransLink, the project is to collect information on seniors’ transportation needs in order to improve accessibility and resources and to determine gaps in services. Over the next two to three years, seniors will be encouraged to connect with bc211 by dialing 2-1-1 to access helpline information and receive navigation support from our trained information and referral specialists.

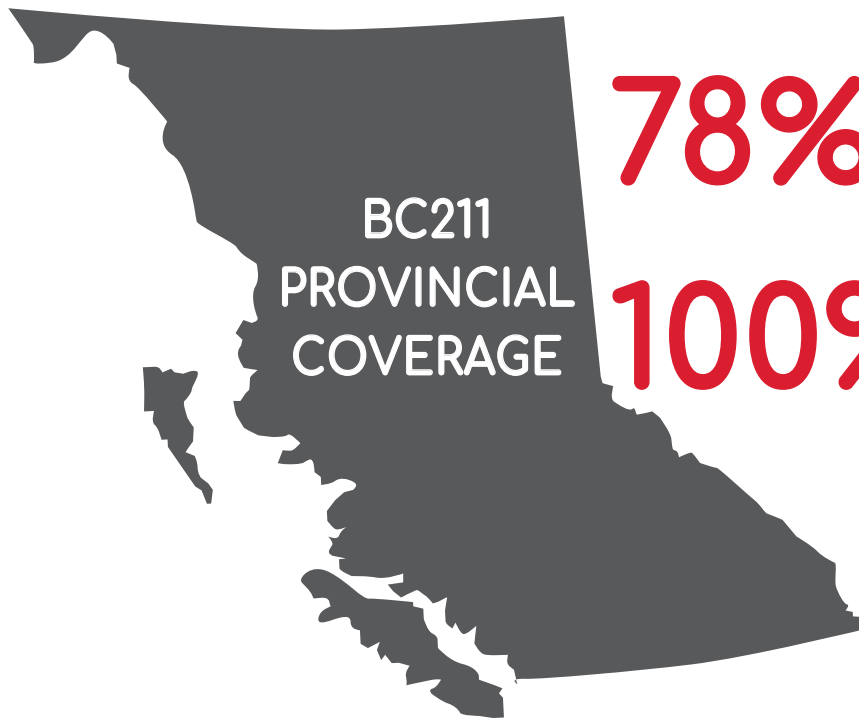
PARTNERING WITH PEACEGEEKS



With the growing awareness of bc211 and the positive impact that our services are having in our operating communities, there is increased interest being shown by various organizations in collaborating with bc211 on useful initiatives. An example of this is bc211’s involvement on the Strategic Advisory Committee for the “Pathways Project” being developed by non-profit organization PeaceGeeks. As one of the successful finalists for a \$750,000 Google Impact Grant, PeaceGeeks is developing an Arrivals Advisor app for newcomers to BC that will assist immigrants and refugees in connecting with settlement services from pre-arrival through to post-settlement. The app will be multi-lingual and will utilize bc211 data to identify service providers. Additionally, as bc211 is able to provide service in multiple languages, users will be directed to call 2-1-1 if they have questions or need additional support beyond what the app can provide. The app will be piloted in Metro Vancouver with plans to scale to all of BC and eventually across Canada.

OUR RESULTS

THE YEAR IN NUMBERS: 2017-2018



78% **211 SERVICE**
PHONE & TEXT

100% **BC211.CA**
ONLINE
DIRECTORY

Top 3 Reasons for calls

- **SHELTER** ●
- **SUBSTANCE ABUSE** ●
- **HEALTH REASONS** ●



TRANSLATION SERVICES

- Number of different languages that required translation: **13**
- **Top 3 translated languages:**
MANDARIN, SPANISH & FARSI
- Number of unique languages/dialects bc211 can offer help with: **162**

Number of unique visits to the online directory during the year

474,155

Increase in number of unique visits over last year

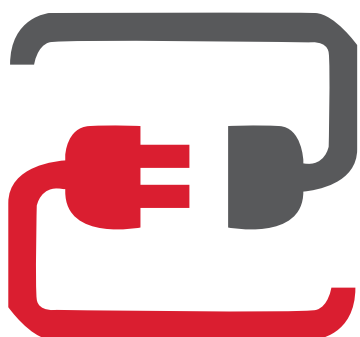
72%

Average number of users per week

9,118

Increase in number of users over last year

57%



211 Contact Activity during the year

- Total number of contacts (calls/texts/email/chat):

52,452

- Busiest hour on average:

Thursdays from 11AM to Noon

- Total minutes that call takers spent helping callers:

236,983

- Total referrals provided to callers:

90,739

BC211.CA Online Search Directory

- Resource records in the database: **14,177**

- Increase in the number of resource records during the year: **33%**



ALCOHOL AND DRUG INFORMATION AND REFERRAL SERVICE

604-660-9382 ■ 1-800-663-1441

The Alcohol & Drug
Information & Referral
Service

Since 1989, bc211 has been delivering the Alcohol & Drug Information and Referral Service (ADIRS) on behalf of the Ministry of Health, 24/7, 365 days per year. Callers looking for free confidential help with any kind of substance abuse issue can access information and referral regarding education, prevention and treatment services, as well as regulatory agencies. Support is also available for friends and families who are looking for ways to assist their loved ones in making positive change.

- **25,145** calls received during year
- **88%** of callers from correctional facilities were male
- **51%** of non-correctional callers were female
- **2,447** - number of calls in May, the busiest month
- Calls related to abuse of depressants increased by **22%**
- Assisted people in **222** communities across BC
- **59%** of calls were from correctional facilities
- **14,864** calls from correctional facilities, an annual increase of **9%**

Top substances reported in 2017-18:

1. Alcohol	53%
2. Cocaine	13%
3. Heroin	11%
4. Amphetamines	10%
5. Cannabis	6%

PROBLEM GAMBLING HELP LINE 1-888-795-6111

British Columbia **Responsible
& Problem Gambling Program**

Contracted by the Gaming Policy and Enforcement Branch of the Ministry of the Attorney General, the Problem Gambling Help Line provides information to support individuals affected by problem gambling. Available 24/7, 365 days per year province-wide, callers can access information such as support groups, educational and prevention services for community groups, and free counselling services for anyone impacted by problem gambling.

- **3,243** calls received during year
- Average of **62** calls per week
- **54%** of callers were male
- **48%** of calls due to excessive time spent gambling
- **2,373** callers given referrals to **one of 28** problem gambling counsellors
- **January, February** and **March** were the busiest months for calls

Gambling activities most frequently reported:

1. Lottery products	48%
2. Slot machines	24%
3. Internet gambling	10%
4. Table games	9%
5. Poker	4%

VICTIMLINK BC AND YUKON

1-800-563-0808


VictimLinkBC

Information and Support for All Victims of Crime

Contracted by the Victim Service and Crime Prevention Division of the Ministry of Public Safety and Solicitor General, bc211 has been responsible for delivering VictimLink BC for the province of British Columbia and VictimLink Yukon since 2003. Available 24/7, 365 days per year, VictimLink BC provides information and referral service to all victims of crime, and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.

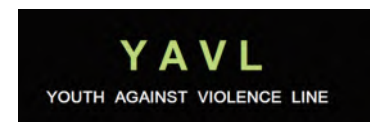
- **11,328** calls received during year
- **76%** of callers were female
- **3,188** calls for domestic violence
- **2,004** callers referred to transition houses
- Busiest time for calls were between **10AM and 3PM**
- Assisted people in **134** communities across BC

Top 5 reasons for calling Victim Link BC in 2017-18:

1. Domestic violence	29%
2. Emotional abuse	6%
3. Sexual assault	6%
4. Physical assault	5%
5. Physical abuse	4%

YOUTH AGAINST VIOLENCE LINE

1-800-680-4264



The Youth Against Violence Line is a contracted service delivered on behalf of the Victim Services and Crime Prevention Division of the Ministry of Public Safety and Solicitor General. By calling the Youth Against Violence Line, youth can receive non-judgmental support and options for addressing issues such as bullying, gangs, sexual exploitation, dating violence, hate crimes, discrimination and abuse. Parents, teachers or service providers concerned about the well-being of a young person, can also call for assistance.

- **98** calls received during year
- **56%** of callers were female
- **23%** of calls due to abuse and **20%** due to mental health
- Assisted people in **40** communities across BC
- Crisis line and police services were the services referred to **most often**

Top 5 reasons for calling the Youth Against Violence Line in BC in 2017-18

1. Abuse	23%
2. Mental Health	20%
3. Bullying	15%
4. Crimes	13%
5. Assault	8%

BOARD MEMBERS 2017–2018



TERESA BUDD, *Board Chair*

Teresa is an experienced governance professional with a demonstrated history of working with boards of directors and management teams for nearly 20 years. Teresa collaborates with WATSON as a governance lawyer working with private and public companies, Crown agencies, municipal corporations, member-based organizations, regulatory bodies and not-for-profit organizations. Teresa conducts governance reviews, board evaluations, corporate secretarial practice assessments and supports multiple boards as part of WATSON's outsourced corporate secretarial services. She is a facilitator in WATSON's Governance Academy delivering governance education programs to both individual directors and boards. Teresa has a Bachelor of Arts from the University of British Columbia and a Bachelor of Laws from the University of Western Ontario.



MATHÉ GRENIER, *Vice-Chair & Secretary*

A seasoned business advisor, Mathé combines her experience working alongside leaders, executives and boards as a consultant, facilitator and coach to deliver tangible solutions that help organizations and their people perform better. Mathé has worked extensively with private and public sector clients across Canada in the areas of leadership effectiveness, capability assessment, organizational transformation, succession planning, and board effectiveness. With a background in industrial psychology and as a business leader, she brings a valuable combination of deep technical and industry expertise with pragmatic business-focused advice to her clients.



ERIC TALBOT, *Treasurer*

Eric is a partner in PwC Vancouver's assurance practice. Eric specializes in the resources industry where he has worked for the last 14 years, including a two year secondment to Perth, Australia. Eric has experience with acquisitions and business combinations, debt and equity financing, financial reporting under both IFRS and US GAAP and internal controls over financial reporting. Eric also provides accounting advisory services to clients and facilitates training courses on IFRS and audit related technical topics.



SIMON EDGETT, *Past Chair*

Simon is an executive and technology leader with expertise in Telecommunications and Information Technology (IT). He is motivated by building high-performance teams for complex and mission-critical projects. He was co-founder and vice-president of an early internet provider in BC and has since worked in the IT space through startups, IPOs in the dotcom era, and large national corporations. He is currently part of the senior leadership team at Global Relay, a leader in Enterprise Information Archiving.



MICHAEL MCKNIGHT

Michael has been the President and CEO of the United Way Lower Mainland since 2004. Prior to holding this position, he was the President of Big Brothers Big Sisters of Canada. There he developed a national vision and implemented a strategic plan that resulted in an 80% increase in the number of children and youth served during his term. Michael has undergraduate degrees in Communications from Carleton University and Social Work from York University. He also holds a Master's degree in Management from McGill University.



MARK DONNELLY

Mark brings over 20 years of senior level leadership, marketing and operations experience to the bc211 board. He is currently executive director of SafetyDriven – Trucking Safety Council of BC (TSCBC) responsible for delivering occupational health and safety programs and training to BC's trucking and other related industries. Prior to TSCBC, he was Director, Community Impact at the British Columbia Automobile Association (BCAA) and President & COO of the BCAA Road Safety Foundation. He has also held a variety of management roles at TELUS. Mark has served on the board of the British Columbia Association of Integrated Marketers and has volunteered as a mentor with the Vancouver Board of Trade. He is a graduate of Simon Fraser University (Bachelor of Business Administration), the University of British Columbia (UBC) (Master of Arts – Economics), and holds a Certificate in Internet Marketing from UBC.



CHUCK EAMER

Chuck worked for almost 30 years in the BC Public Service. He holds degrees in education and social work. Before leaving government Chuck was an Assistant Deputy Minister in the Ministry of Children and Family Development. His responsibilities covered the Vancouver Island region, specialized IT projects, Early Years programming, Child Care, and other programs. Since leaving government Chuck has run a consulting firm, Eamer Human Systems Consulting. Most of his work has been with First Nations organizations.



PATRICIA JELINSKI

Patricia Jelinski has been the CEO of United Way Greater Victoria since 2014 and she brings over 18 years of senior executive leadership to her work through positions in organizations across North America in the private, public and non-profit sectors. She has extensive experience leading business development and community investment within multi-stakeholder environments. Her experience along with her work with government, tourism, economic development, foundations, corporate partners and social service organizations supports her approach to bringing business and community together to achieve common goals.



WARREN OLSON

Since 2001, Warren has been a member of the senior management team at the United Way of Lower Mainland. In his current position as Vice President, Finance and Administration he is responsible for the management and direction of the organization's finance, donor services, human resources, information technology and research and analytics functions. Prior to joining the United Way, Warren served as the General Manager of CHEK-TV in Victoria and as the Vice President, Finance and Administration for BCTV/CHEK-TV.

FINANCIALS 2017-2018

Revenue

United Way of the Lower Mainland – Operating grant

Federal Government

Homelessness Partnership Strategy

BC Government

Ministry of Public Safety and Solicitor General – VictimLink BC,

Youth Against Violence Line

Gaming Policy and Enforcement Branch,

Problem Gambling Help Line

Gaming Policy and Enforcement Branch,

PGHL Text & Web Chat Pilot Project

Ministry of Health – Alcohol & Drug Information

and Referral Service

Ministry of Justice – Victim Reach Map Project

City of Vancouver

United Way of the Lower Mainland - Fraser Valley Region

United Way of Greater Victoria

United Way of Regina - 211 Saskatchewan Services

Better Environmentally Sound Transportation

Green Shield Canada Grant

Miscellaneous

Workshops

Westcoast Child Care Resource Centre

2018	2017
\$	\$
1,000,578	1,000,578
—	25,564
549,216	532,659
249,067	231,852
100,000	—
238,344	236,294
17,843	21,125
38,468	38,610
14,680	14,680
130,998	—
6,373	—
6,500	—
4,246	—
4,562	5,907
11,613	8,066
—	7,150
2,372,488	2,122,485
1,722,434	1,613,289
123,614	149,233
124,197	110,656
61,115	62,644
171,043	25,035
12,550	12,244
5,634	9,820
2,220,587	1,982,921
151,901	139,564
16,522	9,014
(23,429)	(14,833)
144,994	133,745

Expenses

Salaries and benefits

Office and program

Purchased services and subcontracts

Building occupancy

Advertising and promotion

Other

Training

Surplus of revenue over expenses before the undernoted

Amortization of deferred contributions related

to property and equipment

Amortization of property and equipment

Surplus of revenue over expenses



Our commitment and passion for empowering individuals and communities would not be possible without the support of our core funder the United Way Lower Mainland. There is no way for us to fully express our gratitude for your generosity. The staff at bc211 are continually inspired by your dedication and willingness to answer the call to give again and again.

We would also like to acknowledge the support provided by the City of Vancouver and Government of British Columbia. With your funding over the past year, you have demonstrated your deep commitment to providing support for vulnerable communities.

In addition, this past year has welcomed in new working relationships between bc211 and all other United Ways throughout BC. Your combined efforts, support and financial commitment in helping us to assist people in need in all regions of the province is greatly appreciated.

Looking for Information?

We Can Help

bc211.ca

Contact our Help Lines:

VictimLink BC:

1-800-563-0808

Alcohol & Drug Information
and Referral Line:

[Local]: **604-660-9382**

[Outside Lower Mainland]:

1-800-663-1441

Youth Against Violence Line:

1-800-680-4264

Problem Gambling Help Line:

1-888-795-6111

Shelter and Street Help Line: **211**

Online Search (Directory):

bc211.ca/

Information and Referral Service:

Call: **211** | Text: **211**

In Metro Vancouver,
Vancouver Island,
Sunshine Coast and
Sea To Sky Corridor

**DIAL OR TEXT
2-1-1**

Administration Contact Information:

bc211

website: **www.bc211.ca**

email: **info@bc211.ca**

phone: **604-875-6431**

