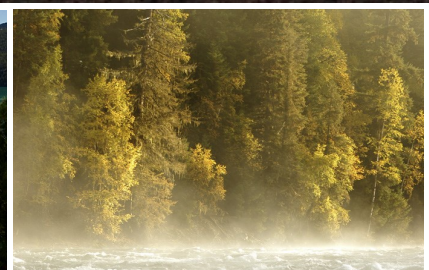


# RESIDENT WELLNESS RESOURCES



Resident Wellness Office | Postgraduate Medical Education Office



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

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### Tip:

Hold the CTRL button while clicking on links in this booklet to have the links open in a new browser window.



# The Resident Wellness Office

## ABOUT US

### RWO Statement on Racism, Inclusion, and Equity

*The Resident Wellness Office is committed to providing support to residents at UBC. Echoing the sentiments of PGME, the RWO stands in solidarity with residents who are unrepresented, underprivileged, oppressed, and unheard. The RWO is committed to supporting PGME to address, tackle, and prevent systemic racism. Please visit our [RWO Inclusion & Equity Resource Page](#) and our [RWO Anti-Racism Resource Page](#) for further information and resources.*

### Overview

Over the course of your time as a resident you will face numerous pressures — both professional and personal.

The Resident Wellness Office is committed to creating a culture of wellness in the Faculty of Medicine's residency programs. The RWO offers free, confidential, counselling and support services for residents and Area of Focus Competency Fellows.

Whether you're seeking support around stress and time management, looking to improve your communication at work or with loved ones, learning ways to manage moods (depression, anxiety), or dealing with a loss or life transition, here at the Resident Wellness Office (RWO), we're here to listen.

### Some Reasons to Contact the RWO

- ◆ Seeking support around stress and time management
- ◆ Improving communication at work and with loved ones
- ◆ Learning ways to manage moods (depression, anxiety)
- ◆ Support in dealing with a loss or life transition
- ◆ Searching for support with a challenge related to residency and not sure where to look
- ◆ And many more



# The Resident Wellness Office

## ABOUT US

### Services Offered

The Resident Wellness Counsellors are able to assist you with a range of personal and professional concerns. The program has been created to promote and support health and wellness amongst medical residents.

A counsellor can help you work through and cope effectively with concerns such as stress and time management, anxiety, depression, career concerns, and life transitions. Speaking with a counsellor can help to bring clarity to situations and shed light on new ways of dealing with them.

The Resident Wellness Office provides the following services to current residents and their partners:

- ◆ In-person, telephone, and Zoom counselling
- ◆ Group support
- ◆ Referrals to community resources and other helping professionals
- ◆ Workshops on relevant health and wellness topics
- ◆ Up-to-date online resources (website and wellness blog)
- ◆ Community events

### Locations

The Resident Wellness Office has virtual and in person locations. Each counsellor has their own virtual Zoom “office”; you will be provided with this regular link when you book a counselling session so residents in any location can access services at any time via Zoom or telephone. We also provide in-person support at the following sites\*:

- ◆ Diamond Health Care Centre, Vancouver (Mon-Fri, with select evening and Saturdays)
- ◆ Surrey Memorial Hospital (Thursdays, bi-weekly)
- ◆ Royal Columbian Hospital (Wednesdays)
- ◆ Kelowna, Victoria, Strathcona, Prince George, Nanaimo, Chilliwack, Abbotsford, Kamloops, Penticton (site visits scheduled several times per year)

\***Update June 2021:** Please note that due to COVID-19 social distancing restrictions, all counselling appointments and site visits will be facilitated virtually via telephone or Zoom



# The Resident Wellness Office

## ABOUT US

### Resident Wellness Staff



**Rebecca Turnbull, M.Ed, RCC**  
Resident Wellness Counsellor  
[rebecca.turnbull@ubc.ca](mailto:rebecca.turnbull@ubc.ca)



**Elizabeth Sabine, M.Ed, RCC**  
Resident Wellness Counsellor  
[elizabeth.sabine@ubc.ca](mailto:elizabeth.sabine@ubc.ca)



**Dianna Louie, MD, FRCPC**  
PGME Director of Resident Wellness  
[dianna.louie@ubc.ca](mailto:dianna.louie@ubc.ca)

### Contact Information

**Book an appointment online:**

[ubcresidentwellness.janeapp.com](http://ubcresidentwellness.janeapp.com)

**Email:** [resident.wellness@ubc.ca](mailto:resident.wellness@ubc.ca)

**General Hours:** Mon-Fri 9:00am – 5:00pm

*\* Evening and Saturday appointments are available on certain days of the week. For urgent needs outside of these hours, please contact alternative services listed [here](#).*



**Asmae el Bouhali, M.Ed, RCC**  
Resident Wellness Counsellor  
[resident.wellness@ubc.ca](mailto:resident.wellness@ubc.ca)



**Aileen McKeown, M.Ed.**  
Resident Wellness Program  
Coordinator  
[resident.wellness@ubc.ca](mailto:resident.wellness@ubc.ca)



# The Resident Wellness Office

## ABOUT US

### Meet the RWO Staff



#### **Rebecca Turnbull, M.Ed., RCC, Resident Wellness Counsellor**

Rebecca Turnbull is a Registered Clinical Counsellor with the BC Association of Clinical Counsellors. She holds a Master of Education in Counselling Psychology from Simon Fraser University and a Bachelor of Arts in Psychology from the University of Victoria.

Rebecca's approach to counselling is to work collaboratively with her clients, drawing on their strengths to help them establish and achieve their goals. Rebecca draws on evidenced based practices and she tailors her techniques to meet the individual needs of her clients.

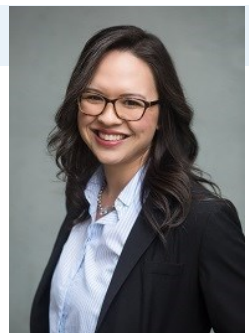
Rebecca is passionate about helping clients improve success, awareness, and health within themselves and their interpersonal relationships.



#### **Elizabeth Sabine, M.Ed., RCC, Resident Wellness Counsellor**

Elizabeth is a Registered Clinical Counsellor with the BC Association of Clinical Counsellors. She holds a Master Degree in Counselling Psychology from Simon Fraser University and a Bachelor of Arts Degree Major in Psychology and Minor in Counselling and Human Development from Simon Fraser University.

Elizabeth uses a client-centred, evidence based approach and works to provide a safe, encouraging, and non-judgmental space for clients to explore their inner thoughts and feelings. Elizabeth has post graduate training in Acceptance and Commitment Therapy, a mindfulness and values based approach to living. She helps clients to learn practical day-to-day coping strategies and is passionate about helping clients build on their strengths and resiliencies to lead a healthy and fulfilling life.



#### **Dr. Dianna Louie, MD, FRCPC, PGME Faculty Lead for Resident Wellness**

Dianna Louie is a Pediatrician at BC Children's Hospital and has a pediatric practice in Richmond. She completed her medical school training and pediatric residency at the University of British Columbia. She is the Faculty Lead for Wellness through UBC's Resident Wellness Office.

Dianna has been passionate about resident wellness and mindfulness since her own residency. She feels it is so important to empower residents to find joy in their work and be kind to themselves.

Dianna is a critical link between the resident body and the program administration advocating on behalf of the residents for increased program support for current and proposed initiatives. She is enthusiastic to introduce new approaches to physician health in residency. She currently is researching resident burnout and resiliency.

Dr. Louie has won the 2016 Resident Doctors of Canada Puddester Award for Resident Wellness for her contribution to resident health at BC Children's Hospital. She also received the inaugural UBC PMGE Faculty and Staff Wellness Award.



# The Resident Wellness Office

## ABOUT US

### Meet the RWO Staff



#### **Asmae el Bouhali, M.Ed., RCC, Resident Wellness Counsellor**

Asmae is a Clinical Counsellor with membership with the Canadian Counselling and Psychotherapy Association. She holds graduate degrees in Counselling Psychology and Human Development from the University of Ottawa and the University of British Columbia. Her undergraduate degree in Clinical Psychology and Communication was obtained at the University of Amsterdam.

Asmae offers a collaborative, safe, and compassionate therapeutic space in which clients can explore self-awareness, mindfulness, and personal growth. She facilitates change and goal attainment utilizing several theoretical and research-based methodologies such as Cognitive Behavioral Therapy and Solution Focused Therapy. Asmae has experience in cross-cultural therapy and is able to offer services in Moroccan, Arabic, and Dutch.



#### **Aileen McKeown, M.Ed., Resident Wellness Program Coordinator**

Aileen holds a Bachelor of Arts in Sociology from the University of British Columbia, a Diploma in Emergency and Security Management from the Justice Institute of British Columbia, and a Master of Education in Adult Learning and Global Change from the University of British Columbia. Aileen has a strong background in outdoor recreation and fitness as a first aid and fitness instructor, and a competitive ultrarunner. Aileen has a keen interest in how fitness and recreation can build resiliency in mental, emotional, and workplace wellness. In her free time, she loves to hang out outside, mainly running trails and climbing peaks on Vancouver's North Shore Mountains, as well as skiing, gravel riding, and climbing.

Aileen is available for many types of services, including answering general questions about the Resident Wellness Office, wellness events, and to schedule counselling appointments.



# The Resident Wellness Office

## FAQs

### Who can use Resident Wellness counselling services?

The Resident Wellness Office offers counselling services to UBC medical residents, subspecialty residents, and Area of Focused Competency Fellows

### Where is the Resident Wellness Office?

The Resident Wellness Office has virtual and in person locations. Each counsellor has their own virtual Zoom “office”; you will be provided with this regular link when you book a counselling session.

Vancouver Offices are located on the 10th floor of the Diamond Health Care Centre.

The Surrey Office is located on the 3rd floor of the Critical Care Tower, room 3-622, in Surrey Memorial Hospital.

The Royal Columbian Hospital Office is in the Sherbrooke Centre.

### When are the counsellors available?

Resident Wellness Counsellors are available Monday—Friday. Hours of operation may vary depending on clients’ needs, and regular evening and Saturday appointments are available. Appointments are available over the telephone or through Zoom.

Please visit our online booking site to view the counsellors availability and book an appointment: [ubcresidentwellness.janeapp.com](http://ubcresidentwellness.janeapp.com)

### What about confidentiality?

Counselling services are confidential. Information about you, the type of counselling services you access, and the context of your counselling sessions cannot be released without your written permission, with the following exceptions:

- information indicating that you may constitute a risk to yourself or to others
- information indicating that a child is in need of protection
- information that leads to concerns about public safety
- other statutory or common-law provision that requires or authorizes the release of

### Do I need to pay? Are there any limitations?

Individual counselling, workshops, speaker series and groups are available to you free of charge. Residents are able to access 10 counselling sessions per academic year. If you require additional support, we are happy to direct you to other resources.

### What services does the Resident Wellness Office Offer?

The Resident Wellness Counsellor is able to assist you with a range of personal and professional concerns. The program has been created to promote and support health and wellness among medical residents.

The counsellor can help you work through and effectively cope with concerns such as stress and time management, anxiety, depression, career concerns, life transitions, and relationships. Speaking with a counsellor can help to bring clarity to situations and shed light on new ways of dealing with them.





# The Resident Wellness Office

## Group Supports

The Resident Wellness Office offers many group supports to programs, often booked during an academic half-day to encourage residents to attend. If you are interested in any of these supports for program, please ask your Program Director or Chief Resident to contact the RWO. Further information on these supports can be found on [our website](#).

### Workshops

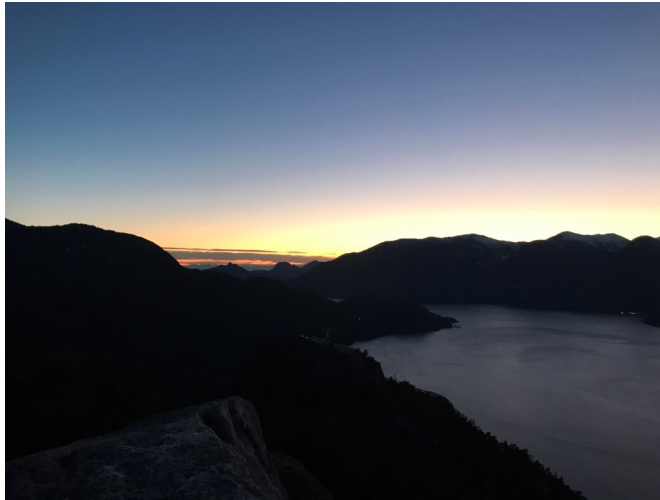
- Resiliency in Adverse Events
- Increasing Resiliency in Residency

### Group Support

- Wellness Rounds
- Peer-Led Ice Cream Rounds
- Critical Incident Debriefing



# Resident Wellness Peer Support Program



## What is the Peer Support Program?

The Peer Support Program offers Residents who experience an adverse event in the work environment an opportunity to talk to another Physician (Faculty or Senior Residents) for support in a confidential, non-judgmental environment. The Resident Wellness Office (RWO) is excited to be partnering with [Dr. Jo Shapiro](#) to pilot her [evidence-based Physician Peer Support program](#).



[Request](#)  
[Peer](#)  
[Support](#)

# Support Group, Residents on Leave



## What is the Support Group?

Many residents that have gone on medical leave have described it as being a very stressful and isolating experience and have wanted a way to connect with other residents going through the same thing.

The Resident Wellness Office has created a 4 week support group that meets once a week in a safe and confidential environment. Learn healthy coping skills with a Registered Clinical Counsellor using the evidence based approach of Mindful Self-Compassion.

## How can I join?

Please contact the Resident Wellness Office by email to register for the program:  
[resident.wellness@ubc.ca](mailto:resident.wellness@ubc.ca).

Further information can be found at our program information page: <https://postgrad.med.ubc.ca/resident-wellness/list-of-services/aim-focus-release-a-support-group-for-residents-on-leave/>



# Wellness Resources



## Tip:

Hold the CTRL button while clicking on links in this booklet to have the links open in a new

## PHYSICAL

### Articles and Resources

#### [Health & Lifestyle Corporate Discounts for UBC Residents](#)

A list of discounted health and fitness facilities and services for UBC residents.

#### [Sleep Resources - MIT Medical](#)

Guided audio and print resources that can help you overcome insomnia, reduce stress, and improve sleep quality.

#### [Do Yoga With Me.com](#)

Hundreds of online yoga, meditation, and tutorial videos for all levels – at no cost

#### [Epworth Sleepiness Scale](#)

A score of 10 or higher indicates a possible sleep disorder.

#### [Cookspiration](#)

A website and app created by Dieticians of Canada that serves up recipe ideas to suit your mood and schedule.

### Audio

#### [Healthy Practices Podcasts - Canadian Medical Association](#)

A new podcast series on physician health and wellness hosted by psychiatrist Dr. Mamta Gautam. Features honest, practical insights from several experts offering information and advice on how physicians can lead a healthier life.

### eCurriculum

#### [ePhysicianHealth.com](#)

ePhysicianHealth.com is the world's first comprehensive, online physician health and wellness resource designed to help physicians and physicians-in-training be resilient in their professional and personal lives. ePhysicianHealth.com was developed by Canada's leading physician health and eLearning experts to provide you with cutting edge, evidence-based information and innovative, user-friendly tools for self-help and collegiate support.



# Wellness Resources

## MENTAL/EMOTIONAL

### Articles and Resources

#### [Overcoming Compassion Fatigue](#)

Includes tips, warning signs, and a 9-point self-assessment tool.  
American Academy of Family Physicians

#### [MoodGYM](#)

An online program that aims to reduce mild to moderate symptoms of depression and anxiety by teaching you the principles of cognitive behaviour therapy. Cost: \$39/year.

#### [Early Warning Signs of Residents in Distress](#)

UBC Family Practice Resident Resiliency Subcommittee

#### [Uncomplicated vs. Complicated Grief](#) (PDF)

Centre for Clinical Intervention

[The Bounceback Program](#) is designed by the Canadian Mental Health Association to provide coping skills and tools to help you manage your mental health.

### Self-Assessments

#### [Alcohol and Drug Addiction Screening Quiz](#)

From Johns Hopkins University Hospital

#### [Mental Health Well-being Screening Quiz](#)

An anonymous 14-question quiz to gauge your overall mental health

#### [Anxiety Disorder Screening Quiz](#)

The first part of the screening asks one question about each of five different types of anxiety problems, then goes into more detail depending on your answers.

#### [Depression Screening Quiz](#)

This screening self-test looks for symptoms of depression.

#### [Self-Compassion Scale](#)

Dr. Kristin Neff, [www.self-compassion.org](http://www.self-compassion.org)



# Wellness Resources

## SPIRITUAL

### Articles and Resources

[Research on the Importance of Nature to Well-being and Functioning](#)

The Centre for Confidence and Well-being

[Mindfulness-Based Stress Reduction \(MBSR\) Online Course](#)

An 8-week course, free.

[Spiritual Wellness Pulse Check](#)

Evaluate your own spiritual wellness with this brief quiz.

[A Resource Guide for Forming ‘Finding Meaning in Medicine’ Support Groups](#) (PDF)

This is a guide for using a simple and powerful storytelling approach to uncover and deepen a sense of professional satisfaction in daily work. By Dr. Rachel Naomi Remen, MD.

[Mindfulness Self-Assessment](#)

Greater Good Science Centre at UC Berkeley

### Guided Meditation

[Calm.com](#) (website and app)

You can either choose the simple guided meditations (which range from 2 to 20 mins) or go solo and use the meditation timer. You also get to select your background noise from a range of natural environments.

[Guided Mindfulness and Relaxation Activities](#) - MIT Medical

Free audio files guiding you through body scans, guided visualization for test anxiety or athletic performance, and mindful breathing.

[Mindfulness-based Stress Reduction Meditation](#)

A collection of resources surrounding Mindfulness Based Stress Reduction from the “[Mindfulness-Based Stress Reduction Workbook for Anxiety](#)”, available for loan from the [Resident Wellness Library](#).



# Wellness Resources

## SOCIAL

### Articles and Resources

#### [Resident Wellness and Work/Life Balance in Postgraduate Medical Education](#)

Association of Faculties of Medicine of Canada

#### [Parenting During Residency](#) (PDF)

A resident's guide to parenting, pregnancy, parental leave and beyond.  
Resident Doctors of BC

#### [Understanding the Medical Marriage](#)

This study explores the challenges and strengths of dual- and single-physician relationships.

#### [Five Ways to Say 'No' Effectively](#)

American Academy of Family Physicians

#### [Raising Children During Medical Residency](#)

MomMD, Connecting Women in Medicine

#### [Breastfeeding for Physicians](#) (PPT)

Maryam Sattari, MD

### Self-Assessments

#### [Dimensions of Wellness: Social Wellness](#)

Includes a 10-point self-assessment

#### [Social Wellness Pulse Check](#)

Evaluate your own social wellness with this brief quiz.  
University of Nebraska-Lincoln

#### [Life Balance Assessment Sheet](#)

Stanford WellMD

#### [Empathy Self-Assessment](#)

Greater Good Science Centre at UC Berkeley



# Wellness Resources

## OCCUPATIONAL

### Articles and Resources

#### [Career Planning Resources](#)

As a resident, there are a number of resources available to help you navigate through your medical career as you transition from residency into practice.

#### [When Physicians Feel Bullied: Effective Coping Strategies](#)

Canadian Medical Protective Association

#### [Coping With an Adverse Event, Complaint, or Litigation](#)

Canadian Medical Protective Association

#### [UBC Faculty of Medicine Equity & Professionalism Office](#)

The Associate Dean, Equity and Professionalism is available to support and advise faculty members, medical students, graduate students, residents and fellows.

#### [UBC Faculty of Medicine Policy Regarding Unprofessional Behaviour](#)

Dean's Office Faculty Affairs

#### [A Practical Approach to Time Management for Physicians](#)

Postgraduate Medical Journal

#### [Behaviours of Highly Professional Resident Physicians](#)

Journal of the American Medical Association

#### [10 Strategies for Staying Human During Residency Training](#)

Dr. Allan Peterkin

#### [Mistreatment Help](#)

UBC Faculty of Medicine

Learn more about what you can do and who to contact if you've experienced learner mistreatment.

#### [COVID-19 Resident Wellness Resources](#)





# Wellness Resources

## EQUITY, INCLUSION & DIVERSITY

*The RWO stands in solidarity with residents who are unrepresented, underprivileged, oppressed, and unheard. We are here to support and advocate for equity among residents.*

### RESOURCES

[The Resident Wellness Office's Anti-Racism Resource Guide](#)

[Anti-Racism Excellence at UBC](#)

[20 Steps to an Out and Equal Workplace](#) (PDF)

[Traditional Knowledge Toolkit](#) (PDF)

A toolkit developed by the First Nations Centre for individuals and communities interested in the protection and promotion of traditional knowledge and healing practices.

[Navigating the Residency Match as an LGBT Applicant](#)

Association of American Medical Colleges

[Dealing with Racist Patients](#)

New England Journal of Medicine

[Exploring Unconscious Bias in Academic Medicine](#)

Association of American Medical Colleges

[Immigrant Services Society of BC](#)

Serves the settlement, training and integration needs of newcomers from all over the world.

[UBC International Student Guide](#)

Includes resources for living in BC during and after your training.

### ASSOCIATIONS

[Health Professionals Advancing LGBT Equality](#)

Previously known as the Gay and Lesbian Medical Association.

[Society of Rural Physicians of Canada](#)

Providing leadership for rural physicians.

[Federation of Medical Women of Canada](#)

Committed to the development of women physicians and the well-being of all women.

[Canadian Association of Physicians with Disabilities](#)

A forum for discussion of issues of mutual interest and concern to physicians with disabilities.



# Wellness Resources

## FINANCIAL

### Articles and Resources

#### [How to Get Your Free Credit Report and Check Your Credit Score](#)

Three ways to get your credit report in Canada.

Credit Counselling Society

#### [UBC Transition into Practice Program - Financial Management](#)

UBC PGME

#### [How to Find a Job Post-Training](#)

UBC PGME Transition into Practice Program

#### [Finance Articles from Emergency Physicians Monthly](#)

From debt to investment to taxes, a range of financial articles tailored for physicians.

#### [MD Management](#)

Specializes in financial planning services for physicians.

#### [Credit Counselling Society of BC](#)

Canada's leading non-profit debt solution provider with 12 locations in BC.

#### [Financial Literacy Counsel Inc.](#)

The FLCI is contracted to provide financial services and consultation (at no cost to residents) through Resident Doctors of BC.

### INTERACTIVE RESOURCES

#### [Debt Payment, Interest, Expense and Savings Calculators](#)

Calculations are performed based on your inputted information. Below the graph is an explanation to help you understand what you're seeing.

Credit Counselling Society

#### [Free Interactive Budget Calculator Spreadsheet for Canadians](#)

Credit Counselling Society



# Wellness Resources

## GENERAL

### Articles and Resources

[Time Management: A Review for Physicians](#) by Dr. Brunicardi and Dr. Hobson  
Journal of the National Medical Association

[Understanding Procrastination](#)  
California Polytechnic State University

[Mentorship](#)  
Resident Doctors of Canada

[Teaching Tips for Residents and Fellows](#)  
UBC Faculty of Medicine

[New In Practice Guide - What Residents Need to Know Before Entering Practice \(PDF\)](#)  
Canadian Medical Association

[Presentation: Resident Health and Well-being—Building Resilience](#)  
Canadian Medical Association

[Physician Health Matters: A Mental Health Strategy for Physicians in Canada \(PDF\)](#)  
Canadian Medical Association

[Getting Published: Tips for Residents](#)  
AMA

### Audio & Video

[Reduce Test Anxiety: Guided Visualization](#) (5:32)  
A free live-streaming audio file from MIT Medical

[Dr. Mamta Gautam on Physician Wellness](#) (56:21)  
And insightful talk by Dr. Gautam, a psychiatrist specializing in physical wellness.



# Additional Resources

## GET HELP

All of the services listed below are confidential. The services will only collect, use, or disclose your information to provide services and support to you, as consented by you, or as required by law. All information you provide, including your personal and health information, and the fact that you have contacted the service, is held in confidence.

### Resident Wellness Office

**Email:** [resident.wellness@ubc.ca](mailto:resident.wellness@ubc.ca)

**Website:** [www.postgrad.med.ubc.ca/resident-wellness](http://www.postgrad.med.ubc.ca/resident-wellness)

**Process of Contact:** The Resident Wellness Office administrative hours are Monday to Friday from 8am – 4pm. Outside of these hours, you are always welcome to leave a message or send an email and you will receive a prompt reply. If you require immediate assistance outside of these hours, please contact the services listed below.

### Physician Health Program of BC

**24-hr Toll-Free Line:** 1 800 663 6729

**Email:** [info@physicianhealth.com](mailto:info@physicianhealth.com)

**Website:** [www.physicianhealth.com](http://www.physicianhealth.com)

**Process of Contact:** PHP offers 24-hour access where you can be connected to an intake counselor who will quickly determine with you what your needs are and will provide you with access to a variety of services which include a network of clinical counsellors.

[CONTINUED](#) →



# Additional Resources

## GET HELP

### Employee and Family Assistance Program (EFAP)

**Phone:** 604 872 4929

**24-hr Toll-Free Line:** 1 800 505 4929

**Email:** [help@efap.ca](mailto:help@efap.ca)

**Website:** [www.efap.ca](http://www.efap.ca)

**Process of Contact:** EFAP is a confidential counselling service specialized to provide service to healthcare employees and families throughout BC. They have an “affiliate network” with counsellors anywhere clients are, and also offer telephone counselling. EFAP provides short term counselling, 4-6 sessions on average. You will have a brief intake with an intake counsellor, who will ask which health authority you work for to ensure eligibility.

### BC-Wide Crisis Line

**Phone:** 604 872 3311

**24-hr Toll-free Line:** 1 800 SUICIDE (784 2433)

**Website:** [www.crisiscentrechat.ca](http://www.crisiscentrechat.ca)

### SAFER (Suicide Attempt Follow-up, Education and Research)

**Phone:** 604 875 4794

**Hours of Operation:** Mon - Fri, 8:30 a.m. - 4:30 p.m.

For Vancouver residents, provides counselling for individuals age 19 and over who have made a suicide attempt, are currently suicidal, or have suicidal ideation; also offers support and education for people who are concerned about the risk of suicide in a significant other or bereaved by a suicide death.



