



First Nations Health Authority  
Health through wellness

# Mental Health and Wellness Supports



The FNHA and other organizations provide culturally safe and trauma-informed cultural, emotional, and mental health services to Indigenous people in BC.

## SUPPORT AVAILABLE 24 HOURS A DAY

- **HOPE FOR WELLNESS HELP LINE** offers immediate mental health counselling and crisis intervention by phone or online chat to all Indigenous people across Canada. Call toll-free 1-855-242-3310 or start a confidential chat with a counsellor at [hopeforwellness.ca](https://hopeforwellness.ca).
- **INDIAN RESIDENTIAL SCHOOL CRISIS LINE** is a national service for anyone experiencing pain or distress as a result of their residential school experience. Call toll-free 1-866-925-4419.
- **KUU-US CRISIS LINE SOCIETY** provides crisis services for Indigenous people in BC. Adults/Elders line 250-723-4050; children/youth line 250-723-2040. Or call toll free 1-800-588-8717. Learn more at [www.kuu-uscrisisline.com](https://www.kuu-uscrisisline.com).
- **MÉTIS CRISIS LINE** is a service of Métis Nation British Columbia. Call 1-833-MétisBC (1-833-638-4722).

## OTHER CULTURALLY-SAFE SUPPORTS

- **FIRST NATIONS VIRTUAL DOCTOR OF THE DAY** provides virtual health care and referral support for people who do not have a doctor or are unable to get an appointment. It is for all First Nations people living in BC and their family members, including family members who are not Indigenous. Doctors are available by video or phone from 8:30 a.m. to 4:30 p.m. every day. Call 1-855-344-3800 to book an appointment. Learn more at [fnha.ca/virtualdoctor](https://fnha.ca/virtualdoctor).
- **INDIAN RESIDENTIAL SCHOOL SURVIVORS SOCIETY (IRSSS)** is a partner with the FNHA in providing access to counselling, cultural and emotional support services to former students of residential and day schools in BC, and their families, regardless of status. Call toll-free 1-800-721-0066 or visit [www.irsss.ca](https://www.irsss.ca).
- **TSOW-TUN LE LUM SOCIETY** provides confidential outreach services in BC, such as counselling, cultural supports and personal wellness programs. Call toll-free 1-888-403-3123 or visit [www.tsowtunlelum.org](https://www.tsowtunlelum.org).
- **VIRTUAL SUBSTANCE USE & PSYCHIATRY SERVICE** is an FNHA service providing virtual specialist support in addictions medicine and psychiatry to First Nations people in BC and their family members. This service requires a referral from a health and wellness provider. The first Nations Virtual Doctor of the Day provides referral support for anyone who does not have a provider

## SERVICES COVERED BY FIRST NATIONS HEALTH BENEFITS

- **INDIAN RESIDENTIAL SCHOOLS RESOLUTION HEALTH SUPPORT PROGRAM** provides access to cultural supports and mental health counselling for former students of Indian Residential Schools. The program is available to anyone who attended a school listed in the 2006 Indian Residential School Settlement Agreement, and their family members. Call the FNHA Indian Residential Schools Information Line toll-free at 1-877-477-0775.
- **MENTAL HEALTH AND WELLNESS COUNSELLING IN BC** may be eligible for Health Benefits coverage. Many providers are registered to bill Health Benefits directly for services so clients do not have to pay out of pocket. Before booking an appointment with a counsellor, call 1-855-550-5454 or visit [fnha.ca/benefits](https://fnha.ca/benefits) to check if they are registered and if the service is eligible for coverage.
- **MISSING AND MURDERED INDIGENOUS WOMEN AND GIRLS HEALTH SUPPORT SERVICES** is a national program administered in BC by First Nations Health Benefits. Services are available to survivors, family members and others who have been affected. Call Health Benefits toll-free 1-855-550-5454 for more information.