

VCH/PHC MENTAL HEALTH RESOURCES

Child and Youth Crisis Response Teams

[Intensive Youth Outreach Service \(iYOS\)](#)

Description: a service designed to provide youth (ages 13-19) and families on the North Shore with access to clinical services such as: assessment and crisis intervention, care planning and referral coordination, and intensive case management.

Catchment: North Shore

Ages: 13-19

Eligibility:

- Acute disturbance in mood, thinking or behaviour which might manifest with suicidal ideation, mood problems or psychotic symptoms
- Experiencing moderate to severe primary substance use with or without mental illness
- Functional challenges associated with housing, income and health
- Experiencing difficulties accessing health and social services

Service hours:

- Tuesday – Friday: 9:00 a.m. – 10:00 p.m.
- Saturday – Monday: 11:30 a.m. – 10:00 p.m.

Contact:

- 604-984-3884 (intake line)

Referrals:

- Contact intake line

[Child and Adolescent Response Team \(CART\)](#)

Description: provides urgent response (within 72 hours), short-term mental health service to children and youth (ages 5-18) in Vancouver experiencing acute psychiatric or emotional crises.

Catchment: Vancouver

Ages: 5-18

Eligibility:

- Residents of Vancouver
- Clients with a private psychiatrist or who are working with a VCH Child and Youth Mental Health Team are not eligible for short term treatment

Service hours:

- Monday – Friday: 9:00 a.m. – 5:00 p.m.

Contact:

- 604-874-2300

Referrals:

- Required from health care provider

[Team Response to Adolescents and Children in Crisis \(TRACC\)](#)

Description: provides a team-response mental health crisis intervention service to Richmond adolescents and children (ages 5-18) who are in mental health crisis.

Catchment: Richmond

Ages: 5-18

Eligibility:

- Residents of Richmond
- Children/youth who pose a threat of harm to themselves or others
- Emotional or psychosocial crisis

Service hours:

- Monday – Wednesday: 9:30 a.m. – 5:00 p.m.
- Thursday: 11:00 a.m. – 7:00 p.m.
- Friday: 9:30 a.m. – 5:00 p.m.

Contact:

- 604-207-2511

Referrals:

- Required from health care provider

Community Programs

[Child and Youth Mental Health \(CYMH\) Teams](#)

Description: provide services such as intake, assessment, treatment, case management, and consultation. Many offices now offer a drop-in intake clinic (no referral required) during specific days of the week. **Referrals from health care providers accepted; youth and families can self-refer.**

[Directions Youth Services](#)

Description: provides a drop-in service centre for street involved youth aged 13-24 in Vancouver. Services include a hot meal program, primary health care services, drug and alcohol detox, income assistance, and connection to the Ministry of Child & Family Development.

Catchment: N/A (available to street youth)

Ages: 13-24

Eligibility:

- N/A

Service hours:

- 24/7

Contact:

- 604-633-1472
- 1-866-249-6884 (toll-free)

Referrals:

- None required

[Inner City Youth \(ICY\) Program \(Granville Youth Health Centre\)](#)

Description: provides Vancouver youth (ages 12-24) with easy access to primary care, mental health and substance use services, psychosocial rehab supports, peer support, and recreational activities.

Catchment: N/A

Ages: 12-24

Eligibility:

- N/A (youth can visit the Granville Youth Centre in-person)

Service hours:

- Monday – Friday: 9 a.m. – 6 p.m.

Contact:

- 604-806-9415

Referrals:

- Youth may self-refer; referrals are also accepted from family physicians, health care providers, and other community services (link to referral form can be found at the bottom of this [webpage](#), click on the 'Make a Referral' button).

[Richmond Addiction Services Society \(RASS\)](#)

Description: provides support to families in their experiences and struggles with substance misuse (drugs and/or alcohol), problem gambling, and gaming, including individual and family counseling, education seminars, a recovery day program for youth recovering from substance misuse, and a psycho-educational program for Richmond School District students who have violated the district's drug and alcohol policy or need specific education regarding drug/alcohol issues.

Catchment: Richmond

Ages: up to 24

Eligibility:

- For Constructive Alternative to Teen Suspension (CATS) Program: students enrolled in the Richmond School District

Service hours:

- Monday, Tuesday, Thursday, Friday: 8:30 a.m. – 4:30 p.m.
- Wednesday: 8:30 a.m. – 8:00 p.m.

Contact:

- 604-270-9220

Referrals:

- Referral forms can be found on their [website](#).