RCMP

ROYAL CANADIAN MOUNTED POLICE

RCMP in Canada:
A Newcomer's Guide







Royal Canadian Mounted Police | Gendarmerie royale du Canada

Canada

Contact the RCMP in BC

Emergency	**9-1-1** **(Callers don't need to speak English)**
Non-emergency	call your local RCMP detachment http://www.rcmp-grc.gc.ca/detach/en
Website	www.bc.rcmp.ca (English and French)
Twitter	@bcrcmp
Facebook	BC RCMP News



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Introduction

This guide is intended to provide information about:

- the role of policing in Canada
- when and how to contact police
- what to expect if approached or questioned by police,
- crime prevention programs
- how you can play a proactive role in preventing crime in your neighbourhood.

About the RCMP/ Role of Police

The RCMP is Canada's national police service, and in BC also acts as the police force of jurisdiction for many towns and cities. The RCMP is committed to cultural sensitivity, and unbiased and respectful treatment of all people. The RCMP is responsible for:

- preventing and investigating crime;
- maintaining peace and order;
- enforcing laws; contributing to national security;

Specifically, the RCMP can help in situations such as:

- Investigating a break-in to a home.
- Assisting with traffic safety if there is a vehicle collision.
- Locating a missing person.
- Offering crime prevention information to prevent further crimes.
- Participating in community festivals and conducting traffic control at special events.



Uniforms

Police officers work in different roles such as general duty patrols, traffic services and specialized investigative services. They can be dressed in various ways, such as:

- **Regular Uniform** - worn by general duty officers, traffic services,
  and community policing officers.
- **Red or Blue Serge** - worn mainly for special events or ceremonial purposes. The iconic red serge is the uniform recognized around
  the world as a symbol of Canada.
- **Plain Clothing** - specialized teams can be dressed in business attire or casual clothing depending on roles.



If you are unsure if someone is a police officer, you can ask to see their police identification card or badge. You can also call your local police office to verify the information.

Contact Police

We encourage you to contact your local police service to **report all crime and suspicious activity**. Reporting crime can help us identify and catch suspects, track crime trends, and know how to use our resources.

Call 911 – Emergency

For police, fire or medical emergencies call 911 immediately (24 hours a day, 7 days a week).

Examples of when to call 911:

- An emergency includes a fire, a crime in progress, or a medical or life-threatening incident that requires an ambulance.
- Someone's life is in danger or there is an immediate threat to person or property.
- A crime in progress, such as a break and enter.
- When a serious crime has just happened and the suspect may still be near and/or return to the scene.
- When there is a good chance of arresting a suspect or preventing a serious crime.

When you call 911, the operator will ask if you want police, fire or ambulance and for which city. If you are unable to speak English, let the operator know which language you prefer and they will do their best to find someone who speaks the same language. For example, you could say "police, Surrey, and speak Mandarin."

If you are unable to communicate for any reason, the operator will immediately send a police officer to the address that the phone number is assigned to.

Accidental 911 Calls

Thousands of accidental 911 calls are received each year. To help us prevent some of these calls:

- Do not pre-program 911 into your home or cellular phones.
- Ensure your cellular phone is locked to prevent a pocket dial.
- Explain to children how and when to dial 911.Non-Emergency

If you dial 911 accidentally, stay on the line to talk to the operator. Otherwise we will need to call you back or respond in person. Our priority is to ensure you are safe. You will not be in trouble or get a ticket for calling by mistake, but we do ask that you never hang up, always stay on the line and explain what has happened.

Call the non-emergency line when you need to report a crime that is not an emergency. Visit the RCMP website to locate your local RCMP's non-emergency number: http://www.rcmp-grc.gc.ca/detach/en (English and French)

Examples of a non-emergency call:

- Reporting a crime that has already been committed and there are no suspects (i.e. your vehicle was broken into overnight).
- Reporting suspicious or nuisance behaviour (i.e. a noisy party).
- Getting or giving follow-up information for a police file you have already.

OBSERVE IT. REPORT IT.

If something seems unusual or out of place to you, follow your instincts and report it to police. Suspicious activity could include:

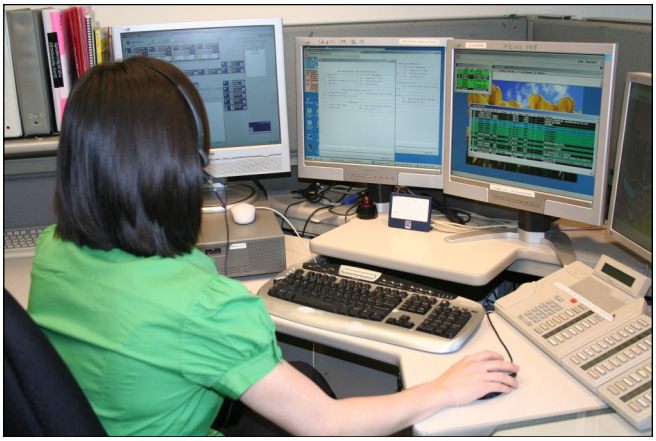
- *someone peering into cars and windows*
- *a stranger who looks to have no purpose for being in the neighbourhood*

What is needed when you call the police?

Telecommunications operators are highly trained to gather specific information from you through a series of questions. By staying on the line, remaining calm, and answering the questions, you can help guide our response. As you are answering these questions, the telecommunications operators are relaying the information to the police officer that is on route to your location.

Some of the questions the telecommunications operator will ask you are:

- **WHAT** is the incident being reported?
- **WHEN** did it happen?
- **WHERE** did it happen?
- **WHO** is involved?
- **WHY** do you think this happened?



The operator may also ask if there is any alcohol, drugs or weapons at the scene so they can provide the information to the officers who are attending.

If you are involved in a police incident as a suspect, witness or victim, the officer will ask for your:

- Full name
- Date of birth
- Address and phone number.

This information will be entered into a secured police database. Your information will not be given out to anyone else or used for any other purpose.

Reporting a crime anonymously

- If you wish to report a crime anonymously you can contact Crime Stoppers at 1-800-222-TIPS or online at http://www.bccrimestoppers.com/
- Crime Stoppers take information in over 115 languages.
- You can report a crime by visiting the police service in your community.
- You can text 9-1-1 if you are a pre-registered deaf, hard of hearing or speech impaired person.

Making an Online Report

Certain types of crime can now be reported online. Check your local police service web page to see if there are online reporting capabilities.

If online reporting exists in your area, categories for reporting include:

- Lost or stolen property under $5,000 (no suspect).
- Vandalism or break-in to car under $5,000 (no suspect).
- Hit and run with damage under $5,000 (no suspect).
- A traffic violation such as dangerous driving.



Interactions with the Police

There are a number of reasons police may need to speak with you either inside your home or while out in the community. For example, police may want to:

- Talk about an ongoing investigation.
- Search your neighbourhood for information about a crime that occurred.
- Provide crime prevention or safety information.

You can usually identify police officers by their uniform. Sometimes, you may meet officers who are not wearing a uniform. If you have doubts about the identity of a police officer, you can ask for their official identification, including the officer's name and badge number.

At Your Home

If police attend your residence while you are home, you should answer the door. If you have cultural traditions that you want the officer to be aware of, please let them know. ***Please note that a police officer that is on duty will not be able to remove their shoes when they enter a home.***

Do not be afraid to ask questions if you do not understand something. If you do not speak English, you can ask a family member, friend or even a neighbour to help you. If nobody is around, the officer will do his or her best to find someone to assist in your preferred language.

WHAT IS A...

Victim

Someone who has been harmed emotionally or physically as a result of a crime, accident or event.

Witness

Someone who sees a crime or accident take place.

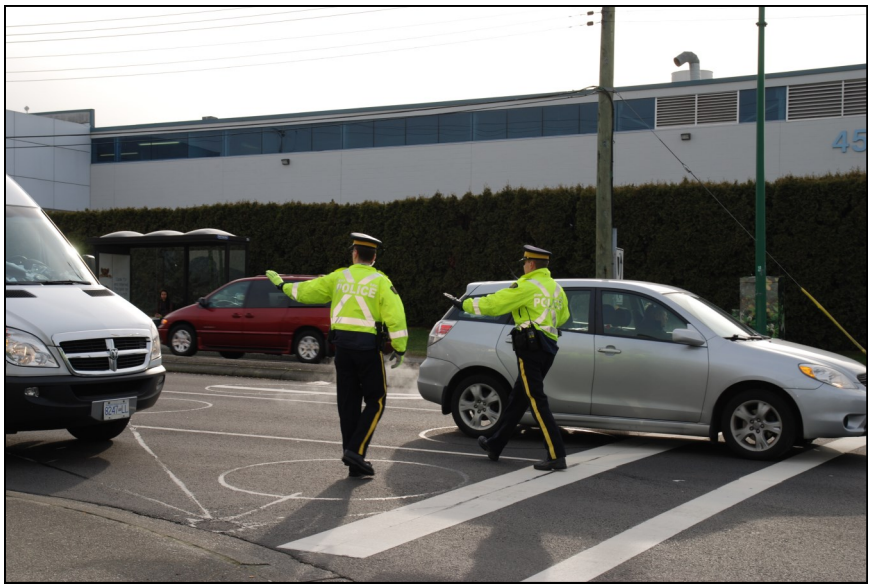
Suspect

Someone who is thought to have committed a crime or offense.

Police officers can enter your home when:

- They have been invited inside by someone in the home.
- They have reasonable grounds to believe there is an emergency or someone is being hurt.
- They have a legal document showing they are allowed inside.
- To check the well-being of someone in the residence (i.e. abandoned 911 call)

While Driving



Police have the authority to stop a vehicle at any time to check for driving infractions or other violations. A police officer will indicate you are being pulled over by signaling to you from the road or their police vehicle through hand signals or use of lights, sirens or loudspeaker.

To ensure everyone's safety when stopped by police, you should:

- Slow down and pull over to the right side of the road as soon as it is safe to do so.
- Stay in your vehicle unless directed otherwise by the police officer.
- Roll down the window and keep hands visible.
- Speak to the officer and provide any requested documents such as driver's license and registration papers. It is the law to show these documents to a police officer when asked to do so.

Traffic offences fall into two main categories:

Moving Violations: Speeding, failing to stop at a red light or stop sign, improper lane changes, or following too close to another vehicle.

Non-moving Violations: Failing to wear seat belts, broken brake lights, or failing to produce a driver's license, vehicle registration, or proof of insurance for the vehicle.

Other reasons for being stopped when driving include:

- Impaired driving (i.e. drunk driving)
- Dangerous or careless driving
- Using a mobile device while driving (i.e. texting)
- Criminal investigations. For example, you, your passengers and/or your vehicle may match the description of a person the officer is looking for.
- Safety concerns

For many reasons, traffic stops are the most dangerous aspect of police work. More officers are injured or killed conducting routine traffic stops than any other function. Officers must interpret the actions and behaviour of the occupants of the vehicle, as well as constantly monitoring other traffic. Officers are trained to make safe vehicle stops by following a certain procedure. You may be concerned about the way they approach your car, but it is not meant to intimidate you.



If you are Detained or Arrested by the Police

Under the Canadian Charter of Rights and Freedoms you have rights if you are arrested or detained by police. These rights include:

- To be told why you are being arrested or detained.
- To be informed and given the right to have a lawyer without delay (meaning once the situation is in control and the safety of all parties is ensured.)
- To be allowed to telephone any lawyer you wish or obtain free advice from a legal aid lawyer.

Youth under the age of 18 have additional rights under the Young Offender Act, one of which is the right to speak with a parent or guardian.

A police officer has the right to detain you if they believe you are somehow connected to a crime that has occurred. Usually, they will use this time to further investigate the situation and ask questions. When you are under arrest for a crime, the police officer can search you, anything you are carrying and your vehicle if it is physically near you at the time of arrest. They do this search to ensure everyone's safety, to find evidence, and to protect evidence from being destroyed.

Questions, Concerns and Complaints

If you have questions, concerns or complaints about your interactions with police you have the right to voice them. You may contact your local RCMP detachment at any time to discuss your concerns.

If you do not want to contact your RCMP detachment directly but still have concerns about your interactions with police, you can also contact the Civilian Review and Complaints Commission for the RCMP (CRCC):

- From anywhere in Canada: 1-800-665-6878
  TTY: 1-866-432-5837 (For hard-of-hearing persons)
- Civilian Review and Complaints Commission for the RCMP
  P.O. Box 1722, Station B
  Ottawa, ON K1P 0B3
- Website: https://www.crcc-ccetp.gc.ca/ (English and French)

Victim Services

Victim services, provided in a timely manner, play an essential role in reducing the harmful effects of victimization and re-victimization.

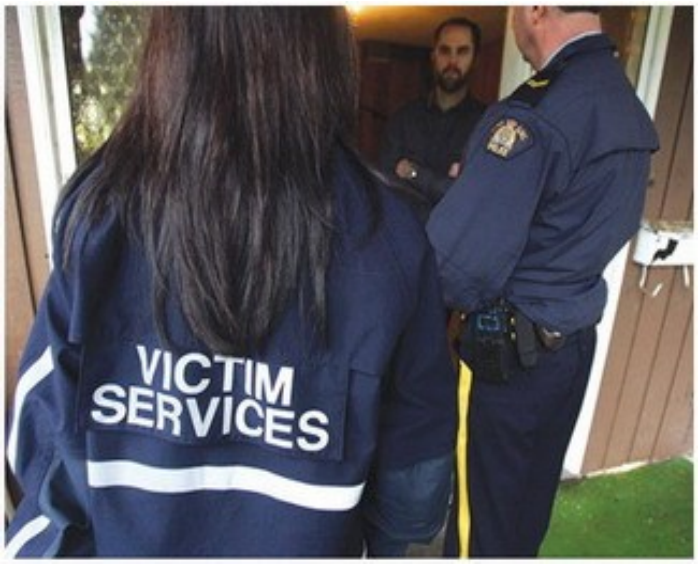
The objectives of the RCMP Victim Services Program are to:

- Lessen the impact of crime and trauma on victims and their families and to assist them in their recovery;
- Enhance victim safety and help reduce the risk of further victimization;
- Increase victims' level of participation in the criminal justice system;
- Prepare victims acting as witnesses for court proceedings.

From a call for help, to the investigation of a crime, to an offer of a referral, police work in close partnership with victim services organizations to ensure victims of crime receive the support they need without delay.

VictimLink BC

VictimLink BC is the province-wide telephone help line for victims of crime. At VictimLink BC, victim support workers provide information and referrals to all victims of crime, and crisis support to victims of family and sexual violence, including sexual assault, violence in relationships, elder abuse, and adult survivors of physical or sexual abuse.



VictimLink BC connects people to a network of community, social, health, justice and government resources, including victim services, transition houses, and counselling resources. They also provide information on the justice system, relevant federal and provincial legislation and programs, crime prevention, safety planning, protection order registry, and other resources as needed.

VictimLink BC can be reached at 1-800-563-0808. For more information on VictimLink, please visit their website at: http://www.victimlinkbc.ca/ (English)

Criminal Record and Vulnerable Sector Checks

You may need a criminal record check for various purposes, including: employment, adoption,

international travel, volunteer work, citizenship, name change, student placement or to obtain a record suspension (formerly pardon). When applying for a criminal record check, contact your local police service first. More information is at:

bc.rcmp.ca > Safety Tips

A criminal record file consists of an individual's criminal charges, convictions and discharges, as well as fingerprint information. It includes fingerprints if the individual was charged or convicted.

Criminal Record check: This process verifies whether an individual has a criminal record and provides the applicant with the detailed information that can be legally disclosed.

Vulnerable Sector (VS) check: This process verifies whether an individual has a criminal record, as well as any record suspensions (formerly pardons) for sexual offences and local police records for information relevant to the VS check. The information that can be legally disclosed is provided to the applicant.

Note: If you require fingerprinting services for immigration purposes please bring a letter or form from the Immigration Department setting out what the requirements are, along with identification.

Career Opportunities

There is no other police force in Canada that provides the levels of services and variety offered by the RCMP. With over 150 specializations a career with the RCMP is full of opportunity for continued learning and growth.

The RCMP offers a career like no other. If you want to make a difference in your community and your country, explore what we have to offer and discover a career that is nowhere near ordinary!

To apply for the RCMP you must meet a list of requirements and be willing to spend 6 months at the RCMP Academy in Regina, Saskatchewan. For the complete list of requirements and upcoming recruiting events, please visit:

www.rcmp-grc.gc.ca (English and French)

Volunteer Opportunities

Volunteers are an integral component in the successful delivery of community policing services, and are especially important at the detachment level where their work is often hands on with that of our members, staff, and community clients.



The purpose of volunteer programs is to complement and not replace employees. Volunteers do not perform law enforcement or operational duties performed by Regular Members.

Volunteers assist in nearly every aspect of community policing. Here are a few examples:

- Block Watch
- Operation Red Nose
- Bike Rodeos/Patrols

- Airport/Costal Watches
- Pipes and Drums Band
- Victim Services Program
- Community Advisory Committee
- Citizens on Patrol
- Community Police Offices



Volunteers with the RCMP must meet certain requirements which include being at least 16 years of age, being responsible and of good character, and achieving the appropriate level of security clearance.

Auxiliary Constable Program

Auxiliary Constables are uniformed volunteers who participate in community policing activities, on an unarmed basis and under the supervision of the Surrey RCMP. They assist with community-based policing and crime prevention, and may also assist officers under other circumstances. The Auxiliary Constable Program is available in many BC detachments.

Restorative Justice Program

The Restorative Justice Program is a volunteer based program that supports youth by encouraging them to understand the effects of the crime they have committed and provides an opportunity to make it better. As a volunteer, you would assist in organizing and facilitating meetings between offenders and victims.

Programs and Services

Domestic Violence

Violence in the home can be in the form of physical, emotional or sexual abuse. It can happen in any relationship and affects people regardless of gender, age, or ethnic origin. Domestic violence is not a private or family matter, it is against the law. If you or someone you know is the victim of domestic violence there is help available. You can contact your local police service or VictimLink BC at 1- 800-563-0808 as they can provide assistance in many different languages.

Hate Crimes

In Canada, a hate crime is defined as any criminal offense against a person, group or property that is motivated by hatred or prejudice towards an identifiable group. In BC there is a dedicated Hate Crimes team. The following are the identifiable groups outlined in the Criminal Code of Canada: Race, Colour, ethnicity and language, religion, age, mental or physical disability, sex or sexual orientation, or any other similar factor.

Hate crimes that are reported to police are taken seriously. People that are convicted of a hate crime may face more severe sentencing than other criminal offences that are not motivated by hate.

The government, police and community organizations are united against hate crimes. These organizations exist in order to protect and support individuals and communities impacted by attacks based on identity.

- Call 9-1-1 to report a hate crime.

- When reporting an incident, state that you are reporting a Hate Crime.
- Report emergencies such as attacks, assaults and threats
- Report non-emergency crimes such as graffiti, vandalism and hate propaganda. The operator will connect you to the appropriate detachment to handle the situation.

Mental Health and Trauma

Coming to a new country is not easy, particularly for someone coming from a conflict zone. After a traumatic event, or series of events, some people continue to relive the experience through flashbacks and other challenges. It can impact their lives in a big way. This is called post-traumatic distress disorder, and it's a form of mental illness. Trauma and post-traumatic stress disorder are common symptoms and conditions for people that have been displaced from their homes and countries due to armed conflicts.

If you think you or someone you care about has post-traumatic stress disorder the best thing to do is talk to your doctor. Also, check out the resources section in the back of this book for resources specific to your geographic location.

Missing Persons

If a spouse, child, friend or relative goes missing you should contact police. **You do not have to wait** a certain time period to report someone missing. The police will gather information from you about the missing person and their usual habits. Police will ask for a photo and any other information that could help to locate the missing person.

If you are attending a large event with children make a safety plan beforehand on what to do if you get separated. This could involve arranging a common meeting place or letting children know they can ask an authority figure such as a police officer for assistance.



Senior Safety

This information is directed towards the community and, more specifically, seniors and their care givers in recognizing elder abuse, safety concerns, frauds and scams.

The RCMP is committed to reducing these incidents against seniors and by working in partnership with citizens, we can develop safer communities.

Education and awareness of preventive techniques can help you recognize a potential crime situation and show you how to reduce or remove the risk.

Becoming involved in your community and getting to know your local police can increase your sense of security. Your participation can also enhance programs and services available to your community.

For more information visit:

bc.rcmp.ca > Safety Tips > Personal Safety > Seniors Safety Guidebook (English and French)

Elder Abuse

Elder Abuse refers to the violence, mistreatment or neglect that older adults living in either private residences or institutions may experience at the hands of their spouses, children, other family members, caregivers, service providers or other individuals in situations of power or trust.

Elder Abuse can manifest itself in a number of behaviors that are noticeable to those who most frequently interact with the elderly.

Forms of Elder Abuse:

- Neglect (by others)
- Physical Abuse
- Sexual Abuse and Sexual Exploitation
- Psychological and Emotional Abuse
- Economic Abuse (stealing or misusing an elderly person's money or possessions)
- Institutional Abuse (overcrowded, substandard and/or unsanitary living environments)
- Violation of Rights (restricting liberty and privacy)
- Spiritual Abuse (restricted or denied religious and spiritual practices, customs or traditions)

If you or someone you know is being abused,
REPORT IT TO THE POLICE!

Crime Prevention

The goal of the RCMP's crime prevention services and programming is to provide Canadians with information on effective ways to prevent and reduce crime by reducing risk factors before crime happens.

We work closely with our partners and stakeholders in the provinces and territories to develop and implement programs that target specific crime issues in communities across Canada.

Personal Safety

Remembering some basic safety tips can help prevent a crime from happening or help you respond to the situation accordingly. A simple but effective tip is to be aware of your surroundings at all times. Trust your instincts and if something doesn't feel right remove yourself from the situation or contact police.

Robbery

If you are approached, verbally threatened or physically assaulted you can avoid further confrontation by giving the person whatever property they want – this could include your cell phone, wallet, hat etc. Do not argue or try to fight back as this could make the situation worse.



Additional safety precautions you can take are:

- Walk with confidence and be aware of your surroundings.
- Avoid carrying large bags or purses.
- Keep possessions such as cell phones and valuables out of sight.
- Only carry identification, money and/or cards that you will need for your specific trip.

Auto Crime

Auto crimes include both theft of your vehicle and theft from your vehicle. Many cases can be prevented by:

- Using an anti-theft device.
- Parking in well-lit areas or in places with people walking around.
- Removing possessions from your vehicle (i.e. shopping bags, change, electronics, briefcases, etc.)
- Never leaving your vehicle unattended while it warms up.
- Keeping your garage door opener hidden or taking it with you.

Home Security

Taking some basic safety measures at home can minimize your chances of being targeted by thieves. Some tips include:

- Ensure your home is properly secured and well- lit.
- Keep your doors and windows locked, even when you are at home.
- Invest in an alarm system.
- Let a trusted neighbour or friend check your house if you are away for an extended period.

It is important to make your home appear lived in as thieves target empty homes. This can be as simple as making sure that there is not a pile of newspapers sitting outside your door. Also, if you are planning on leaving your home for a long time, check in with your insurance company as they may require someone to check your home while you are gone to ensure you are still covered.

Road Safety

Drivers, cyclists and pedestrians all have a responsibility to share the road and follow the law.

Pedestrians should stay on sidewalks and cross at designated cross walks. Dress in bright or reflective clothing to be seen especially in poor weather or at night. If you are walking and listening to music, try not to put both headphones in your ear or have it is on maximum volume in order to remain alert about your surroundings.

Cyclists must follow the rules of the road and wear a helmet. You should also make sure if your bicycle is in good working order before you ride it.



Drivers should be aware of the rules of the road, as outlined in the Motor Vehicle Act. This includes abiding by posted speed limits, ensuring your vehicle is safe to drive, and that all passengers are safely secured with seat belts. Driving while impaired by drugs or alcohol is illegal and could result in an arrest, fine or jail time. Additionally, in BC it is against the law for drivers to make or receive phone calls, unless they are using a hand free device. Drivers also cannot send or receive text messages.

Did you know...

- In BC it is the law to wear a helmet when you are riding a bicycle.
- Jaywalking is when you walk across the road where there is no cross walk or traffic light. It is an offense and increases the chance that a car will not see you which could result in harm.

- Legally, the driver and all passengers in a vehicle need to wear a seatbelt.
- A child who is under 40 lbs and under 4'9" is required to be in a booster seat for safety reasons.
- Drivers must 'Slow Down and Move Over' when approaching all official vehicles stopped on BC roads with flashing blue, red or yellow lights.

Frauds and Scams

It's not always easy to spot a scam, and new ones are invented every day.

If you suspect that you may be a target of fraud, or if you have already sent funds, don't be embarrassed - you're not alone. If you want to report a fraud, or if you need more information, contact The Canadian Anti- Fraud Centre:

By Phone: 1-888-495-8501

Website: http://www.antifraudcentre-centreantifraude.ca (English and French)

Your local police service is able to provide support and information on how to stay safe including topics such as identity theft, mass market fraud (including telemarketers and online frauds), and payment card fraud. For more information contact your local detachment or visit

bc.rcmp.ca > Safety Tips > Frauds and Scams (English and French)

Keeping Your Children Safe

There are many things you, as parents, can do to help keep your children safe

1. Communicate – Ask your children how they are feeling, what is going on in school and who their friends are. It is okay to ask to meet their friends' parents.



2. Get Involved - Be aware of what they are doing and show that you are interested in activities they are involved with.

3. Enroll them in sports and/other activities that they may be interested in.

There are many free or low cost recreational activities through your local recreation centres. You can visit your municipalities' website to learn more about these opportunities.

Bullying

Bullying is when someone intentionally does or says something to hurt another person. This behavior is often repetitive and deliberate. Bullying can be: physical (hitting, shoving), verbal (insults, teasing), social (exclusion, rumours) or cyber (online, social media).

General Tips to Prevent Bullying

- Spend time with your children to help foster a trusting relationship. If your children trust you and know they have your support, it will be that much easier for them to talk to you when they have a problem.
- Be a good role model and teach your children about respecting others regardless of their cultural background, gender or ability.

- Educate your children on the different forms of bullying and the consequences prior to it actually happening. Encourage them to speak up if they see someone being bullied.
- Keep in contact with other parents and school staff to stay informed on what is going on for your child.
- Encourage your son or daughter to join groups or clubs that can boost confidence and self- esteem and offer opportunities to strengthen peer relationships and form friendships.

Internet Safety

The internet is used by more and more people and has become a part of our daily lives. It is easily accessible through computers within the home, school, library and cell phones. As parents, you can play a role in making sure your children use the internet in a safe manner. Some concerns can include: inappropriate material, bullying, harassment or frauds/scams.

TIPS:



- Monitor your children while they are using the internet – place computers in busy family areas like the kitchen
- Do not give out your personal information such as full name, date of birth, social insurance number, etc. If you are filling out a form for a specific service, ensure it is done through putting the website address into the URL address bar. Do not provide personal information through links or emails.
- Be careful on what you post online – whether they are messages or pictures. Once something is on the internet, it is hard to get rid of and can affect you when you apply for a job.

More tips and information available at your local detachment or online at bc.rcmp.ca > Safety Tips > Children/Youth (English and French)

Gangs

A gang is an organized group that commits a crime in order to gain money, power and or recognition. Youth can join gangs regardless of their ethnic origin or financial situation.

Signs that someone you know could be getting involved include:

- Staying out late.
- Unexplained injuries.
- Spend less time with family and usual friends.
- Secretive about new friends/ sudden change in friends.
- Money or items that they usually do not have or can afford.
- Preference for certain colour of clothing (gang colours).
- Graffiti on personal items such as notebooks or bedroom walls.
- Tattoos or makings of gang symbols on hands or body.

Drugs

As a parent, it is important to educate your children on the harmful effects drug can have. The best way to do this is to educate yourself first. Education and awareness is key to prevention. In BC local police often partner with schools to provide children and youth with drug awareness information.

Did you know...

- Alcohol and tobacco are the most commonly used substances by youth.
- Prescription drugs such a pain killers may also be used to get high and have serious effects, especially if the medication was not subscribed to the person who was taking it.
- Common household items such as glues, cleaning fluids and sprays can be used and have serious health effects.



Additional BC Resources

Crime Stoppers .....**1-800-222-8477 (TIPS)**
To provide information on a crime (anonymous)

Transit Police ..... **Text 877777**
To report any issues that are on sky train, bus, station or bus stop

VictimLink **1-800-563-0808**
If you are a victim of a crime, 24/7

BC211 ..... **2-1-1**
To be connected to community, government or social services in your area www.bc211.ca/

ICBC **604-520-8222**
Driver services and to make an accident claim, 24/7

Phone busters **1-888-495-8501**
To report telephone related frauds

Immigrant Services Society of BC (ISSofBC)..... www.issobbc.org
Support services for immigrants and refugees to help them get settled, find careers and learn all they need to know about starting their new lives in Canada.

Crisis Line Association of BC **1-800-784-2433**

To speak with crisis line workers 24/7, regarding suicidal thoughts, etc.

HealthLink BC **811**
Access free health information, including mental health. Translation available. .....www.healthlinkbc.ca

Kelty Mental Health Resource Centre.....**1-800-665-1822**
For children, youth and families re issues related to mental health and substance use

Diversecity Community Resources Society **604-597-0205**
Crisis intervention, trauma counselling specific to refugees from conflict zones .....www.dcrs.ca

Alcohol & Drug Information & Referral Service.....**1-800-663-1441**
Lower Mainland: 604-660-9382
For people needing help with any substance abuse issues 24 hours a day.

Problem Gambling Help Line **1-888-795-6111**
A 24-hour information and referral service for those adversely impacted by gambling