

United Way BC

Information and Referral



United Way
British Columbia

Working with communities in BC's
Interior, Lower Mainland, Central
& Northern Vancouver Island

Our Services

1) Information & Referral

– manage help lines

2) Community Resource Listings

– database of 15,900+ listings

3) Data Analysis

– top needs and unmet needs



Help Lines



- 211 British Columbia
 - The Shelter and Street Helpline
 - United for Ukraine
- 211 Saskatchewan
- 211 Yukon
- VictimLink BC
- Alcohol and Drug Information & Referral Service
- Gambling Support BC
- Youth Against Violence Line

Free | Confidential | 24/7 | 240+ Languages and Dialects



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British Columbia[®]



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2-1-1

connects
you to
non-emergency
community
health and
social services
in your area



3-1-1

connects
you to
non-emergency
municipal
services,
programs and
information



8-1-1

connects
you to
healthcare
workers who can
provide health
advice and
information



9-1-1

responds to
life or property
threatening
emergencies



* Not Available in all
communities.



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What is 211?

- Help line & online database
- Info about social, government and community services and programs
- Local resources that match the callers unique needs



How do I contact 211?

Dial or Text 2-1-1

Website **bc.211.ca**

- Online Database
- Email
- Webchat



When you're looking for
Mental Health support.

**Dial 2-1-1
or visit bc.211.ca**



HELP STARTS HERE



Supported by the
Province of British Columbia

What can you contact 211 about?

- Abuse
- Addiction
- Counselling
- Employment Assistance
- Financial Assistance
- Housing & Homelessness
- Legal Assistance
- Mental Health
- Navigating Urgent Response Programs (Wildfire, Flood, United for Ukraine)
- Newcomer Supports
- Seniors' Services
- Support Groups
- Victim Services
- Youth Services

What happens when you dial 2-1-1?

A Navigator will answer:

- listen to caller's circumstance
- identify the most appropriate services & supports
- provide info on how to contact/access those services



2022 BC Stats

Approx. **48,000 requests for information & referral**
(calls, text, webchat and email combined)

Top Reasons

1. Housing & Homelessness
2. Health
3. Income & Financial Assistance
4. Mental Health
5. Legal and Public Safety





[HOME](#)

[ABOUT US ▾](#)

[RESOURCES ▾](#)

[URGENT RESPONSE ▾](#)

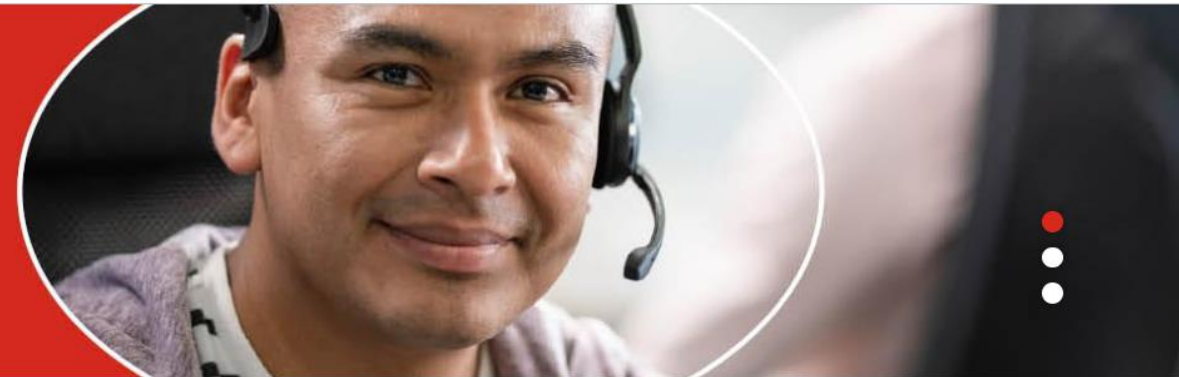
[CONTACT US](#)

[SHELTER LISTS](#)

[FIND A SERVICE 🔍](#)

Help Starts Here

Call or text 2-1-1 to find help for all of life's challenges. 211 is free, confidential, and available in over 150 languages, 24/7. Call or text 2-1-1 anytime, or search the online directory.



Search

Find Services By Postal Code or Community (required)



And

Name Or Keyword (required)



SEARCH

[Find Services By Topic](#)

[Advanced Search](#)

Exit
Website

Search

Find Services By Postal Code or Community (required)



And



SEARCH

Find Services By Topic

Advanced Search



EMERGENCY AND CRISIS



ADDICTION



COUNSELLING



HEALTH CARE



LEGAL AND ADVOCACY



MENTAL HEALTH



VICTIM SERVICES



EDUCATION



EMPLOYMENT AND TRAINING



FINANCIAL ASSISTANCE



FOOD AND BASIC GOODS



HOMELESSNESS



HOUSING



TRANSPORTATION



CHILDREN AND FAMILIES



DISABILITIES



IMMIGRANTS AND REFUGEES



INDIGENOUS PEOPLES



LGBT2SQ+



OLDER ADULTS



YOUTH



< Back

Find Services By Location (required)

To get a better result please input your searching postal code or location

Mental Health (required)

- Advocacy
- Children and Youth
- Counselling
- Depression and Anxiety
- Employment
- Family Support
- Grief
- Health Care
- Information and Support
- Recreation
- Residential Programs and Facilities
- Suicide
- Support Groups
- Supportive Housing

SEARCH



View by LIST MAP

Sort by A-Z Z-A Relevance KM

Distance 25 KM ▾

EMERGENCY AND CRISIS ▾

ADDICTION ▾

COUNSELLING ▾

HEALTH CARE ▾

LEGAL AND ADVOCACY ▾

MENTAL HEALTH ▾

VICTIM SERVICES ▾

EDUCATION ▾

MHSU Family Support Services

--KM

Provided by: Fraser Health

The Family Support Services Team provides individual support and guidance for family, friends, and natural supports of an adult person living with a mental illness and/or substance use issue. The team is comprised of peer family support workers, clinical couns...

BC, Canada

1-833-898-6200

174 other Services for this Organization

[VIEW MORE](#)

Cares Counselling Society

0.42KM

Offers counselling services to individuals, couples, children, and families. Play therapy is available for children from as early as age three. Group counselling is at times available. Services are offered at subsidized rates; sliding scale fee is based on com...

3-2630 Bourquin Crescent West, Abbotsford, V2S 5N7, BC, Canada

[Exit Website](#)

Family Education and Outreach

Provided by: Archway Community Services

[Back To The Results](#)


[View Organization and Services](#)

Service Description

Provides free education, outreach, and support programs to promote change, encourage personal growth, and enhance healthy families. Supports families by providing counselling for parents of children age 14 and under, information and referral, supervised access for parents and their children age 14 and under when the child is in foster care, and intervention through in-home and community visits for families involved with Ministry of Children and Family Development (MCFD). Also offers parent education courses for families with children from birth to age 12 on topics that include anger management, learning positive parenting tools, and fostering secure attachment. Childcare and transportation is available as needed. Although programs are open to all, priority is given to MCFD and Fraser Valley Aboriginal Children and Family Services Society (FVACFSS) referrals. Funded by MCFD.

Service Location


Physical address:

 [2420 Montrose Avenue, Abbotsford, V2S 3S9 BC](#)

Mailing address:

Same as physical address


Family Education Supervisor

 [604-859-7681 Local 242](tel:604-859-7681)

Text

[604-308-2522](tel:604-308-2522)

 [604-859-6334](tel:604-859-6334)

 www.archway.ca/program/family-education



2022 Top 5 Website Searches

<https://bc.211.ca/>

1. Free and Low-Cost Food
2. General Counselling
3. Find Housing
4. Mental Health
5. Emergency Shelter



New listings or updates:
updates@bc211.ca

Posters, flyers, pens, magnets:
bc.211.ca/promotional-material

Genny Krikorian
gennyk@uwbc.ca



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