

# THIS IS a mental health crisis

intense anxiety or depression  
suicidal thoughts or attempts  
threatening violence  
distorted thinking  
self-harming

Need help?  
**START** TEAM

*An assessment and intervention program for 6-18 year olds  
experiencing a mental health crisis in Fraser Health*

## WHEN TO CALL **START**

A mental health crisis is potentially being experienced when there is a rapid onset or change (last 2-4 weeks) of mental health symptoms, resulting in the youth being unable to participate in their daily activities or relationships.

A mental health crisis does not necessarily require attending the hospital emergency department. Children and teens in crisis often can be effectively supported in the community.

Call **START** before visiting your hospital's emergency department (unless immediate medical attention is required).

## OUR SERVICES

Our services may include:

- An in-person mental health and safety assessment within 24-48 hours if appropriate
- Brief treatment that could include individual therapy, group sessions and/or further assessment by a psychiatrist
- Family support
- Referral and transition to longer-term community services as required

The **START** Team provides in-community assessments (e.g. school or doctor's office) and has three community offices in the Fraser region. Our central contact number (1-844-START11) will connect you with the **START** Team that serves the area where you live.

*Youth & families can call us directly*

**1-844-START11**  
**(1-844-782-7811)**

*Monday to Friday: 9 am - 9 pm*

*Weekends & Holidays: Noon - 9 pm*

Please call first to ensure there is a clinician available.