

Critical Incident and Crisis Management

In the event of a life-threatening emergency call 9-1-1

In a critical incident or urgent situation:

- Contact Wendy Welch, VISA's Executive Director, who will assess the situation and manage the response.
 - 250-889-7437
- The building manager, Kent Embree, is available 24 hours/day.
 - 250-883-6541
- A security response may involve:
 - [Victoria Police Department](#):
 - Emergency: 9-1-1
 - Non-emergency: 250-995-7654
 - [Themis Security](#): security for the Maynard Court building.
 - 250-884-1946
- A medical or crisis counselling response may involve contacting an ambulance.
 - [BC Ambulance Services](#)
 - Emergency: 9-1-1
 - [Crisis Response, Community Led](#): AVI's mobile crisis response team
 - 250-818-2454 (7:30am-12:30am)
 - Mental health resources are listed at the end of this document.

Related Policies and Procedures:

- Code of Conduct
- Dismissal
- Dispute Resolution
- Harassment
- Human Rights
- Sexual Misconduct

Resources:

Health:

- [Island Health](#): Vancouver Island's Public Health Authority.
 - 250-519-3485 (Victoria)
 - In the event of a medical emergency call 9-1-1
 - [Island Health Mental Health Services](#)
- [Medimap](#): provides information on local walk-in clinics.
- [Vancouver Island Crisis Line](#): provides phone, text, and online chat services.
 - 1-888-494-3888 (24 hours)
- [AVI Health and Community Services](#): provides crisis response, harm reduction services, as well as queer and trans health support.

- 250-818-2454 (7:30am-12:30am)
- [Here2Talk](#): all students currently registered in a BC post-secondary institution have access to free, confidential counselling and community referral services, available 24/7 via app, phone and web.
 - 604-642-5212, or toll-free 1-877-857-3397
- [KUU-US Crisis Line](#): provides a First Nations and Indigenous specific crisis line available 24/7, toll-free from anywhere in BC.
 - 1-800-588-8717
- [First Nations Health Authority](#): provides culturally safe and trauma-informed cultural, emotional, and mental health services to Indigenous people in BC.

Sexual Assault:

- [VictimLinkBC](#): provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence.
 - 1-800-563-0808
 - VictimLinkBC@bc211.ca
- [Ending Violence](#): contact information for Community-Based Victim Services, Stopping the Violence Counselling and Stopping the Violence / Multicultural Outreach Programs in BC.
- [Island Health: Sexually Transmitted & Blood Borne Infection Services](#): Vancouver Island's Public Health Authority.
- [Victoria Sexual Assault Centre](#): provides both crisis support and trauma counselling, as well as group counselling sessions for all women, Trans, Two-Spirit and Gender Non-Conforming people.
 - General: 250-383-5545
 - info@vsac.ca
 - Services: 250-383-3232
 - access@vsac.ca
- [Men's Therapy Centre](#): provides help and support for any man who has experienced emotional, sexual or physical trauma as a child or an adult.
 - 250-381-6367, or toll-free 1-866-793-6367
 - info@menstherapycentre.ca
 - [Hope for Wellness Help Line](#): 1-855-242-3310

Security:

- [Victoria Police Department](#): located at 850 Caledonia Ave.
 - Emergency: 9-1-1
 - Non-emergency: 250-995-7654
- [Themis Security](#): security for the Maynard Court building.
 - 250-884-1946
- On-site building security:
 - Kent Embree: 250-883-6541
- [SafeWalk](#): City of Victoria service wherein a security guard accompanies you to your vehicle.
 - 250-686-3715

