

People who witnessed a police-involved incident that is under IIO investigation may be emotionally impacted by what they observed, even if they were not directly involved in the incident.

This brochure provides a list of resources that witnesses can reach out to if they would like to get support to process what they saw.

## ABOUT THE IIO

The Independent Investigations Office of British Columbia (IIO) is a civilian-led agency that conducts investigations into police-related incidents of death or serious harm to determine whether an officer may have committed an offence.

There does not need to be an allegation of wrongdoing for the IIO to investigate.

The IIO is established under the Ministry of Attorney General and is led by a **Chief Civilian Director (CCD)** who cannot ever have been a police officer. Although the IIO is part of the Ministry of Attorney General, all investigative decisions and the decision to issue a public report or refer a matter to Crown Counsel are completely independent from the Ministry. Similarly, the IIO is also completely independent and not associated with any police agency.

iiobc.ca

## INDEPENDENT INVESTIGATIONS OFFICE OF BC

12th floor – 13450 102 Avenue  
Surrey, BC V3T 5X3

Our office is located on the traditional and ancestral territory of the Coast Salish, sq̓əciyaʔt təməxʷ (Katzie), sc̓əwaθənaʔt təməxʷ (Tsawwassen), S'ólh Téméxw (Stó:lō), Á,LEᑭENEᑭ ɫTE (W̱SÁNEĆ), Kwantlen, and Stz'uminus Nations.

Phone: 604 586 5668  
Toll free: 1 855 552 4622



## WHERE CAN I FIND MORE INFORMATION ABOUT THE IIO?

Website: <https://iiobc.ca/>  
Twitter: @iiobc  
Facebook: Independent Investigations Office

## LINKS

Office of the Police Complaint Commissioner  
Toll free: 1 877 999 8707  
<https://opcc.bc.ca/>

Civilian Review and Complaints Commission  
for the RCMP  
<https://www.crc-cetp.gc.ca/>

INFORMATION FOR  
WITNESSES TO INCIDENTS  
UNDER IIO INVESTIGATION

**IIO** INDEPENDENT  
Investigations Office of BC

## BC WIDE RESOURCES

- **9-1-1** if you are in an emergency.
- **1-800-SUICIDE (1-800-784-2433)** if you are considering suicide or are concerned about someone who may be.
- **310 Mental Health Support** at 310-6789 (no area code needed) for emotional support, information and resources specific to mental health.
- **Alcohol & Drug Information and Referral Service** at 1-800-663-1441 (toll-free in BC) or 604-660-9382 (in the Lower Mainland) to find resources and support.
- **Healthlink BC** at 8-1-1 for information regarding health referrals and resources.
- **Kelty Mental Health** at 1-800-665-1822, a provincial resource centre that provides mental health and substance use information and resources.
- **BC211** at 2-1-1 for information and referrals on a wide variety of issues including substance misuse, temporary shelter, and grief.
- **Wellness Together Canada** at 1-855-242-3310 to be connected to a counsellor at no cost.
- **Kid's Help Phone** at 1-800-668-6868 or text CONNECT to 686868 for children to speak to a professional counsellor, 24 hours a day.

## BC WIDE RESOURCES Continued

- **The KUU-US Crisis Line Society** at 1-800-588-8717 provides a First Nations and Indigenous specific crisis line available 24 hours a day, 7 days a week.
- **First Nations Health Authority** at 1-866-913-0033 for counselling services from a qualified mental health provider, including psychologists, clinical counsellors and social workers for self-identified Indigenous peoples.
- **Support Network for Indigenous Women & Women of Colour (SNIWWOC)** at 250-277-2545 provides counselling for Indigenous and racialized women.
- **The Men's Centre** at 250-716-1551 for support for men's mental health, and low-cost counselling for men navigating the criminal justice system.

## LOWER MAINLAND

- **Crisis Centre of BC** at 604-872-3311 for immediate crisis support 24 hours a day.
- **Vancouver's Access and Assessment Centre** at 604-675-3700 for a walk-in mental health clinic. For residents of the City of Vancouver only.
- **Chimo Crisis Line** at 604-279-7070 for immediate crisis support 24 hours a day.
- **Fraser Health Crisis Line** at 1-877-820-7444 for immediate crisis support 24 hours a day.

## ISLAND

- **24-Hour Vancouver Island Crisis Line** at 1-888-494-3888 for people in emotional distress and connection to emergency mental health services when needed, and to reach Psychiatric Emergency Services, Crisis Response Teams and Community Response Teams.
- **Crisis Text Support** at 250-800-3806 for support via text. Available from 6:00pm to 10:00pm seven days a week.

## NORTH

- **Crisis Prevention, Intervention, and Information Centre Northern BC** at 1-888-562-1214 for immediate crisis support 24 hours a day. This phone number will also connect you to a more extensive network of support, including mental health teams and substance use services.

## INTERIOR

- **Interior Crisis Line Network** at 1-888-353-2273 for immediate crisis support 24 hours a day.