



MONDAY-FRIDAY 8AM - 8PM
778-247-2273 (CARE)

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Your mental health and wellbeing matters.

Connection to Care is a phone service providing free, anonymous, and confidential support to local government workers in BC and BC forestry workers.



In Partnership with:



BC Forest Safety



BC MUNICIPAL SAFETY Association

BC ASSOCIATION
of CLINICAL COUNSELLORS



This program is proudly supported by:



BC COUNCIL
OF FOREST
INDUSTRIES



THE TRUCK LOGGERS
ASSOCIATION



UNITED STEELWORKERS
METALLOS



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ASSOCIATION OF CANADA



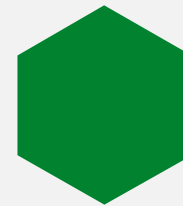
Interior Logging
Association



Western Forestry
Contractors' Association

SUMMARY

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 5. Frequently Asked Questions



What We Know

Mental health by the numbers

1 in 5

Canadians experience a mental health problem

Poor mental health costs the Canadian economy over

\$50 billion
a year

In Canada, Mental health is the

#1 cause of disability claims

500,000 Canadians

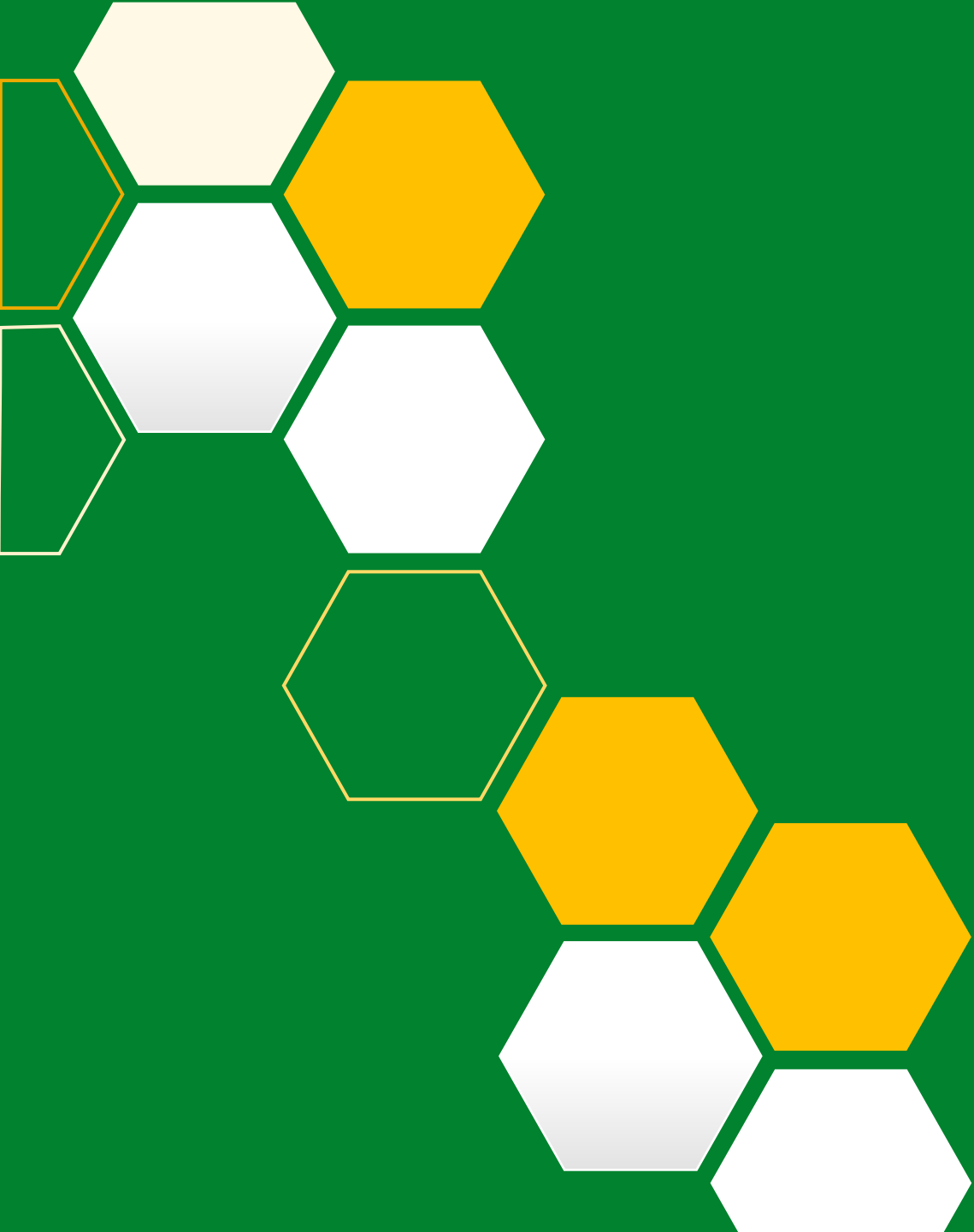
a week are unable to work due to their mental health

75%

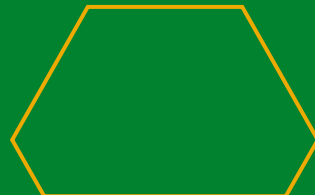
of working Canadians would be reluctant to disclose a mental health condition to their boss or co-worker

71% of employers with the frontline employees believe they do a good job supporting mental health;

27% of frontline workers agree



Partnership



BC Association of Clinical Counsellors

- Founded in 1988, BCACC is the largest association (7,000, 85%+) & regulator for clinical counsellors / psychotherapists in British Columbia
- Part of Council on Licensure, Enforcement and Regulation (CLEAR), the Canadian Society of Association Executives (CSAE), Canadian Network of Agencies of Regulation (CNAR)





BC Forest Safety Council

- BC Forest Safety Council (BCFSC) is the Health and Safety Association (HSA) for forest harvesting, sawmills and pellet manufacturing in British Columbia.
- We are a non-profit organization dedicated to improving safety in the BC forest sector.
- We have been proudly serving BC's forestry industry since 2004.
- BCFSC works with forest sector employers, workers, unions, contractors and provincial government agencies to support industry in implementing changes necessary to eliminate fatalities and serious injuries in the forest sector.
- We provide resources, information, education and training for BC forestry workers and offer SAFE Companies Certification, in-field safety advice and auditing services to ensure safety remains a top priority in all forestry work places.

Service Overview



**CONNECTION
TO CARE**

Overview

Connection to Care is a phone service providing free, anonymous, and confidential support to local government workers in BC and BC forestry workers.

This free service prioritizes confidentiality to diminish stigma and make it easier for employees to seek mental health assistance as a call-in service.

Focused on an early intervention approach, the program primarily strives to act as a resource to stop mental health issues from worsening, ultimately reducing their impact.



Overview

The BCACC will provide the means for over 40,000 forestry workers across BC to access mental health support remotely via the call in service as needed from 8am to 8pm, Monday through Friday, excluding statutory holidays.

The mental health support will be provided by practicum students enrolled in graduate-level counselling programs, as well as by qualified mental health professionals such as Registered Clinical Counsellors (RCCs).



Service Objective/ Goal

- This project is aimed at providing access to upstream mental health care to BC forestry workers.
- By focusing on proactive mental health care, we can help prevent issues before they become more serious, fostering a healthier and more productive life and work environment.

Qualifications

Qualifications of Clinical Supervisor

The BCACC accredited Clinical Supervisor hold the RCC-ACS designation. This designation is only awarded to Registered Clinical Supervisors who have met the following criteria:

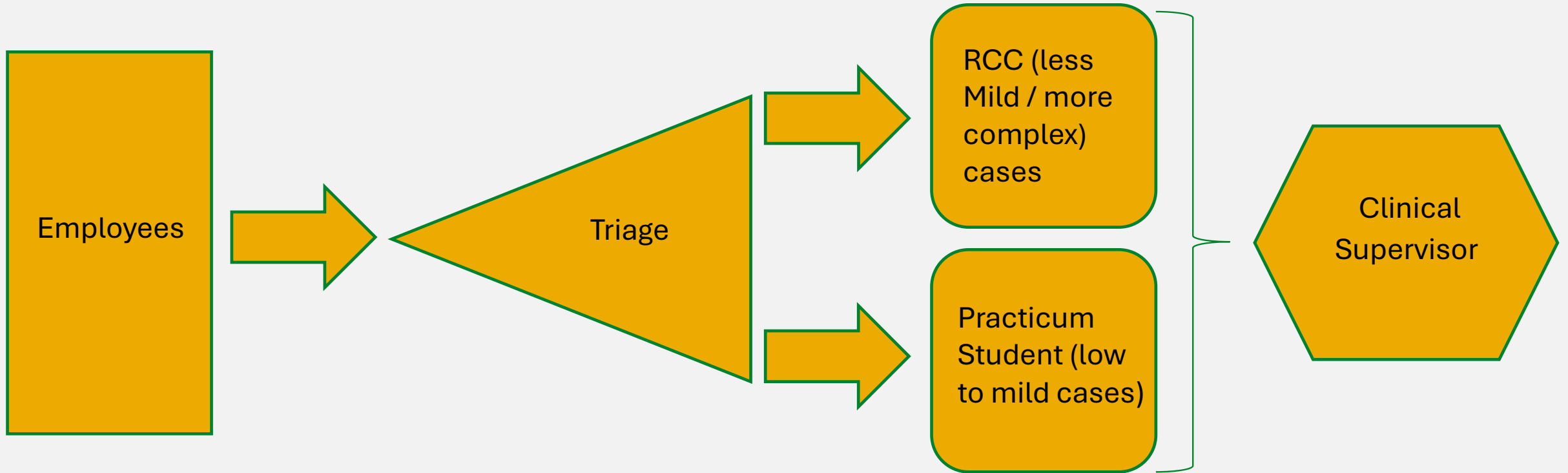
1. An RCC in good standing
2. 5+ years of clinical practice
3. 100+ hours of clinical supervision of others
4. 50+ hours of received clinical supervision
5. References from other RCC-ACS's

Qualifications of RCC's

The BCACC accredited Clinical Counsellors hold the RCC designation. This designation is only awarded to Registered Clinical Counsellors who have met the following criteria:

1. A master's degree in Counselling Psychology
2. 100+ hours of received clinical supervision
3. 1000+ hours of practical experience
4. Professional liability insurance
5. A "clean" criminal record check

Service Model



Overview of Calls

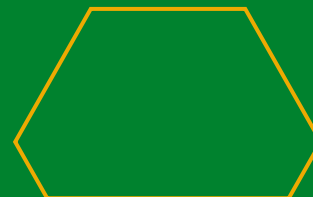
Initial call



Triage

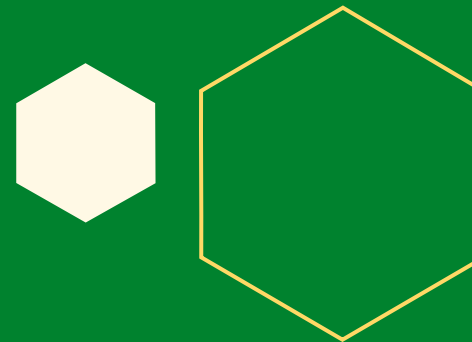


Referral



Overview of Calls

- **Employees call in** to connect with practicum students or RCCs for support.
- **Initial call includes a brief and supportive conversation** to gather limited personal details:
 - Forestry worker (to confirm eligibility)
 - Whether it is a first-time or follow-up call
- **Support staff (practicum students/RCCs) will explore the caller's concerns**, focusing on understanding the challenges they're experiencing—including mental health or access-related barriers.
- **Needs will be triaged**, and appropriate next steps will be identified.
- **Callers will be referred to tailored resources** based on their specific needs.
- **First Responder callers** will be connected to specialized supports and individuals trained specifically to assist them.
- **Subsequent calls** will follow similar steps, continuing to build understanding and guide the caller toward the most appropriate care or support options.
- **Clinical Oversight:** Throughout the process, the clinical supervisor provides overarching supervision to ensure that interventions are appropriate and that callers receive safe, effective support.





FAQ's

Q: Is there a cost associated with participating in the program?

A: No, the program is free for eligible participants.

Q: Is it a one-time call service?

A: Yes, the service is designed as a one-time support call. The goal is to address the caller's needs fully during the initial conversation, through meaningful discussion, resource guidance, and referrals, so that a follow-up call is often not necessary. While repeat calls are allowed if needed, each interaction is independent, and callers are not connected to the same person or able to schedule appointments. This model ensures the first call is as helpful and complete as possible.

Q: Is the program available to staff only, or are family members eligible?

A: The program is available to BC forestry workers. Family members are not eligible.



FAQ's

Q: Are callers connected with a student/intern every time, or sometimes an RCC?

A: Initial calls are usually answered by students/interns. RCCs are on-call and may answer or take over as needed.

Q: Is it appropriate to call when in crisis?

A: The service is not intended for crisis situations. Callers in crisis will be redirected to appropriate emergency resources (e.g., 911 or 988).

Q: What information is asked when employees call?

A: Callers are asked the region they are calling from and whether they have used the service before. Call takers may note workplace or personal matters and any referrals provided.



FAQ's

Q: How long do calls typically last?

A: Call length varies depending on the caller's needs and level of engagement. Most calls are 5–10 minutes, while some calls that require more in-depth discussion can extend to 60 + minutes.

Q: What are the delivery time frames upon calling?

A: Callers are typically connected with a call taker right away. During periods of high call volume, a short wait may occur, but remaining in queue connects you as soon as a call taker is available.

Q: What does triage involve in this service, and how does it work?

A: Triage is the process of assessing a caller's immediate needs and determining the most appropriate next step. If a connection to a RCC is needed, students will transfer callers in the same call instance to be connected to the on-call RCC supports. For support needs identified beyond the service's scope, callers are given referrals to pursue independently, and urgent situations are directed to appropriate crisis services.



FAQ's

Q: What is the role of a clinical supervisor?

A: Clinical supervisors provide oversight and guidance to practicum students within the service model. They do not directly interact with callers in the capacity of an active call, and callers are not referred to clinical supervisors. Their role is strictly to support student learning and ensure quality of service delivery.

Q: What types of referrals are provided?

A: Callers may be guided to:

- Primary healthcare providers (general practitioner)
- If no GP, suggest a clinic or emergency services, depending on severity.
- For callers with complex or high-risk issues, consider escalating the call to an RCC.
- Offer guidance on accessible provincial resources such as:
 - Professional counselling directories (BCACC Find a Counsellor)
 - Employee/family assistance programs **if available to the caller, if not then suggest:**
 - Specialized services (addiction, adult mental health)
 - Free counselling services (Free Counselling Canada)
 - Community-based nonprofit organizations



FAQ's

Q: Are there any costs for referred services?

A: The Connection to Care service provides information and guidance during the call regarding referrals, but callers are responsible for exploring any benefits they may have or covering costs themselves if no coverage is available.

Q: What are the steps to participate in the program?

A: The program is ongoing. Employers simply share the service information with staff or you can access information from the BCFSC website. No formal registration is required. Staff can access the service immediately using the designated phone number.



CONNECTION TO CARE

To learn more, please reach out to
info@bcforestsafesafe.org

A special thanks to the BC Municipal Safety Association for
introducing BCFSC to this program.