

# WEST COAST SERVICES AND RESOURCES

## COVID RELATED RESOURCES



### BC Centre for Disease Control

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

### BC Provincial Support Page

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

### COVID Self Assessment webpage and app

<https://bc.thrive.health/>

### COVID related information and services

- 7:30am-8pm, 7 days/week. Call: 1-888-COVID19 OR Text: 1-604-630-0300



## TELEPHONE & CRISIS LINE INFORMATION



**BC211** provides information and referrals regarding community, government, and social services in BC such as addiction services, shelters and street help line, victims link BC and seniors and youth services. Call 211 or visit them online at [www.bc211.ca](http://www.bc211.ca).



**Kid's Help Phone:** for children and youth aged 5 to 20. Call 1-800-668-6868 to speak to a professional counsellor, 24 hours a day. It's free, confidential, anonymous and available across Canada. They can also refer you to local services and resources. Available in English and French.

**Call 1-800-SUICIDE** (1-800-784-2433) to get help right away, any time of day or night. It's a free call.



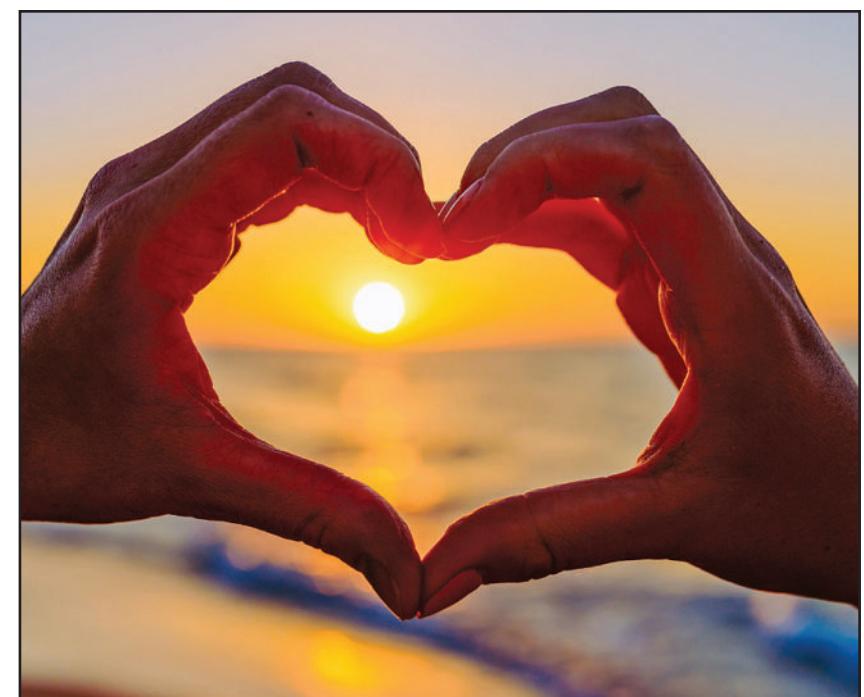
**KUU-US Crisis Line Society** operates a 24 hour provincial aboriginal crisis line for Adults/Elders Crisis Line: 250-723-4050 - Child/Youth Crisis Line: 250-723-2040.

**Métis Crisis Line** - 1-833-638-4722. Available 24/7 to talk to youth and adults in need.



## HOUSING AND SHELTER

**Transition House** – Available 24 / 7 for women and children fleeing violence or abusive situations. Phone: 250-726-2020 or Text: 250-266-0187.



## HEALTH CARE RESOURCES

**Accessing Care during the COVID Pandemic** - As always, Call 9-1-1 for ANY medical emergency.

**Healthlink BC** - By calling 8-1-1, you can speak to a health service navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist. Any one of these healthcare professionals will help you get the information you need to manage your health concerns, or those of your family. Also available online at <https://www.healthlinkbc.ca>.

**Ahousaht Medical Clinic** – Tuesday-Wednesday and Thursday make appointment with Lisa 250 670- 9509 or Tonquin Medical Clinic at 250-725-3282.

**Island Health Public Health Nursing** - Provides a wide range of services to support women and families during pregnancy and post-partum period, families and caregivers of infants, preschoolers and school age children, as well as information on communicable diseases and immunizations. 250-725-4020 extension 0 to book an appointment.

### Dental

Taryn Coates – Community Dental Hygienist [taryn.coates@viha.ca](mailto:taryn.coates@viha.ca) 250-731-1315 ext 41762 for questions, concerns, information and help access dental care for families.

Dr. J.M. Jameson Dentistry (250) 725-2068 Monday-Wednesday 8a.m. – 4:00pm Thursday 8:00am – 3:00pm.



This list was compiled through a variety of information sources and may not be complete.

If you see an error, want your information listed or changed - please send [revisions.coordinator@coastalcoalition.ca](mailto:revisions.coordinator@coastalcoalition.ca) Last update November 30, 2020.

# WEST COAST SERVICES AND RESOURCES

## HEALTH CARE RESOURCES

**First Nations Virtual Doctor of the Day** - First Nations Health Authority - Provides virtual primary health care support to First Nations citizens and communities, as well as health care providers. Please note that this service is not meant to replace a client's current pathway to their doctor or nurse practitioner. We strongly encourage people who do have an existing relationship with a doctor or nurse practitioner to contact their existing provider first. To book an appointment, clients call: 1 855 344 3800. The call service operates 7 days a week from 8:30am - 4:30pm.

**NTC Community Health Nurse** – Ahousaht-Monday – Thursday for immunizations- maternal child health and communicable diseases through appointment - 250-670-9608.

To book a home care visit or community health nurse in Nuu-Chah-Nulth Communities please call 250-724-5757-This service will put members in touch with a nurse who can provide instructions and assistance over the phone or in person.

**Patients at Increased Risk** such as Elderly people or folks with complicated medical conditions – Existing Home & Community Care patients will continue to be followed in community by VIHA or NTC Nursing. If you are concerned about yourself or a family member being medically vulnerable, self refer by calling 250-725-4007.

**Tofino General Hospital** – Open 7 days week/24hrs a day. Always! Please call 250-725-4010 first if you are ill with respiratory symptoms and are coming to the hospital.

- Emergency Room: Nursing and/or doctor assessment, depending on symptoms
- Lab: Monday 12:30pm- 2:30pm.
- Tuesday, Wednesday and Thursday 8:30am – 11:30am.
- Xray: Hospital M-F 9am-5pm.
- Physiotherapy: Phone consultation if appropriate, in-person visit when necessary.

**Tonquin Medical Clinic** – Mon-Fri, 10:00am-4:30pm. Doctor telephone consultation only, with exceptions Call: 250-725-3282.

**Ucluelet Medical Centre** – Tues-Friday, 10:00am – 4:30pm. Doctor telephone consult only, with exceptions. Call: 250-726-4443.

**Ahousaht Medical Clinic** – closed until further notice. You can schedule telephone consultation via Tonquin or Ucluelet.



**Kid's Help Phone** - for children and youth aged 5 to 20. Call 1-800-668-6868 to speak to a professional counsellor, 24 hours a day. It is free, confidential, anonymous and available across Canada. They can also refer you to local services and resources. Available in English and French.

**MCFD** - Child Protection: 24/7 centralized screening number 1-800-663-9122. If someone isn't sure about reporting or would like to request services; they can contact that same number. Once a family is connected to a Social Worker, they will be provided with a social worker's direct line and/or cell number to make it easier/ more accessible. The local office number 250-720-2650 is still available.

**Child and Youth Mental Health Services (CYMH)**: For Families in Ucluelet and Tofino. Provides a range of assessment and treatment options for children, youth (0-18) and their families who are experiencing significant difficulties related to their thoughts, feelings and behaviors. Parents or guardians can begin a referral by calling 250-720-2650 (option 1) or toll free 1-866-823-42249 (Option 1) and ask to speak with the CYMH intake worker.

**USMA** - Child protection for Nuu-chah-nulth communities. Operating at a very low staffed operation all staff working from home - 250-724-3232.

**Westcoast Community Resources Society** - Offering child and youth outreach and counselling services. Please call 250-726-2343. Messages checked regularly.

## SENIORS SPECIFIC SERVICES

**BC211** - Call 211 or visit <http://www.bc211.ca/> for a BC provincial phone line that matches seniors who need support with non-medical essentials (ie grocery delivery) to volunteers in their community that are willing to help.

**Pacific Rim Hospice** is offering seniors check ins and counselling. Please call 250-725-1240 or email [executivedirector@pacificrimhospice.ca](mailto:executivedirector@pacificrimhospice.ca).

**Alberni Lifeline Monitoring** - provides an easy-to-use personal response service that lets you summon help any time of the day or night – even if you cannot speak. Call their offices 250-731-1370, Ext 48147 to find out more information about this service.

**IPad loan program**: Are you a senior that doesn't have access to the internet and would like to? Both Westcoast Community Resources Society and Pacific Rim Hospice have a limited number of iPads available to help seniors stay connected. West Coast Community Resources Society 250-726-2343, Pacific Rim Hospice 250-725-1240.

## SUPPORT SERVICES

## CHILD CARE & EDUCATION

**SD70** - Childcare arrangements for essential workers, info posted and updated on website - [www.sd70.bc.ca](http://www.sd70.bc.ca). The School District is making plans and updating parents as they proceed.

**SD70 Pacific Rim Children and Families** - helps families navigate the early years on the West Coast and in the Alberni Valley. We provide information on programs, services and resources for families and young children. Our StrongStart programs are up and running by appointment. Contact Carolyn, Heather, Jen and Claudine or your local school to arrange a StrongStart visit. Check out our webpage [www.pacificrimchildren.ca](http://www.pacificrimchildren.ca) for the latest information and our Facebook page [www.facebook.com/pacificrimchildren](http://www.facebook.com/pacificrimchildren) has regular songs, stories, and other play-based opportunities for families to do at home. (250) 724-0278.

# WEST COAST SERVICES AND RESOURCES

## FINANCIAL & FOOD SERVICES

**Service BC** - 5 - 1620 Peninsula Road, Ucluelet. Open Monday to Friday, 10:30am to 3pm, closed from 12:15pm to 1 pm, please call for an appointment - 250 726-7025.

- Income and disability assistance
- Residential Tenancy, BC Services Card, Drivers' licencing, Affordable Childcare Benefit, Medical Services Plan (MSP).

**Alberni Valley Employment Centre** – The Resource Centres in Tofino and Ucluelet are open for in-person services by appointment only and according to COVID19 protocols & safe practices. Employment Counsellors and Resource Centre Advisors will continue to be accessible by phone or email during regular business hours. Phone: (250) 726-4243 or (250) 725-8805 or send an email to [wcinfo@avemployment.ca](mailto:wcinfo@avemployment.ca). For local job listings, go to our website: <https://avemployment.ca/>

Current clients who are receiving WorkBC Employment Services and supports will continue to be able to work with their assigned Employment Counsellor.

New clients who require employment services are asked to contact us at the numbers listed below or on our Contact page, and we will provide assistance as needed.

Employers wishing to post jobs can do so via email, phone, or fax. For all other inquiries, please contact us via the information listed on our contact page.

**Fish and Loaves** - Fish and Loaves is open every Tuesday at the Legion Hall at 10:30. We have a food bank and some clothing there, but due to COVID19 hot lunches have been cancelled. We deliver some food and try to meet other needs or refer to the appropriate resources. Call 250-726-5017.

**Food Bank on the Edge** – Tuesdays from 1:00 to 3:00 for hamper distribution. Clients can get one hamper per month and one “top-up”. Pick up at 160 Seaplane Base Rd, Ucluelet and Delivery is available. Please call ahead to register and to arrange for a hamper 250 726-6909.

**Free WIFI through Vancouver Island Regional Libraries** – 24/7 WiFi is now available outside All of our 39 VRL branches.

## OUTREACH, COUNSELLING & MENTAL HEALTH RESOURCES

**British Columbia Schizophrenia Society** – BCSS provides service to families in centres throughout B.C. Melissa Trowbridge, Regional Educator Port Alberni, Ucluelet and Tofino, Email: [portalberni@bcss.org](mailto:portalberni@bcss.org), Phone: 250-937-1403, Toll Free: 1-888-888-0029.

**Kuu-us Crisis Line Society** - Can be reached toll-free at 1-800-588-8717. Alternatively, individuals can call directly into the Youth Line at 250-723-2040 or the Adult Line at 250-723-4050.

**VIHA Mental Health and Substance Use Office** - Location: 272 Main St, Ucluelet with satellite office in Tofino General Hospital. Office Hours: 8:30am-4:30pm, Monday to Friday for planned appointments. Tofino: Tuesdays 1pm-6pm and Fridays 10am-12pm and 1pm-3pm. Ucluelet: Thursdays 10am-12pm and 1am-3pm. Contact Number: 250-726-1282.

**NTC Teechuktl Mental Health** - Teechuktl staff work with individuals, families, communities, Nations, and external organizations to support the mental and emotional health of all Nuu-chah-nulth. Services include individual and family counselling, traditional healing gatherings, prevention education, and help in accessing crisis counselling. For more information call 1-888-624-3939.

### Pacific Rim Hospice Society - Current Services:

Telephone/Zoom Counselling with Tara Souch, Registered Clinical Counsellor – 30 minute check ins for anyone experiencing anxiety or distress over COVID19. There is no cost for this service. Info and to book an appointment: <https://tarasouch.janeapp.com/>.

Support and Counselling for grief for anyone 12 years and older with Tara Souch, RCC for individuals experiencing grief from the death of a loved one. <https://tarasouch.janeapp.com/> There is no cost for this service.

All current clients with volunteers and staff will be able to access support through the telephone/Zoom. Phone 250.725.1240 for information. This is a confidential phone line and is checked daily.

New clients are welcome (no referral necessary) to call for an appointment: 250.725.1240. Phone us today: 250.725.1240 or email: [executivedirector@pacificrimhospice.ca](mailto:executivedirector@pacificrimhospice.ca) or FB message <https://www.facebook.com/pacificrimhospice/>.

### Westcoast Community Resources Society

Our offices in Ucluelet and Tofino are beginning to re-open for limited drop in hours with the Outreach team. In Ucluelet at the Hub, come by between 11am and 1pm Wednesdays and Thursdays. Hours in Tofino will be on Tuesdays, to begin in November. Call our office, visit our Facebook page or Instagram for updates.

**Women's Outreach:** Supporting women and their children to assist them in accessing, securing and developing the resources they need to achieve their goals. Get assistance with legal information, navigating systems and emotional support. Please call or email for more information. Email: [womensoutreach@wccrs.ca](mailto:womensoutreach@wccrs.ca) PH: 250-726-5104.

**Women's Counsellor:** Women who are dealing with abusive / violent relationships or difficult transitions can contact Vickie, our Stopping the Violence Counselor. Vickie is starting at the end of November when Robin Tagles retires. email: [stv@wccrs.ca](mailto:stv@wccrs.ca) PH: 250-726-5269.

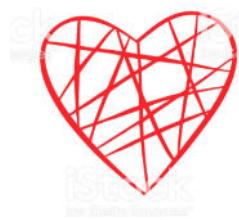
**Free Professional Counselling** – Offered free with grant support and Westcoast Community Resources Society. Book online at [www.equanimitywellbeing.org](http://www.equanimitywellbeing.org) or phone 778-771-3818. Short term counselling for adults.

**Transition House:** Phone: 250-726-2020 Text: 250-266-0187. Available 24/7 for women and children fleeing abusive situations.

If you are needing our services please reach out via the phone, email or the internet. Please check our web site for further information regarding services: [www.wccrs.ca](http://www.wccrs.ca). Our main office number 250-726-2343 will take messages and will be monitored.

If you need counselling or outreach services and are not sure who to reach out to please call either Pacific Rim Hospice at 250-725-1240 or Westcoast Community Resources at 250-726-2343 for assistance in accessing care. We are here for you.

# HAPPY HOLIDAZE - COLOURING PAGE



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This list was compiled through a variety of information sources and may not be complete.  
If you see an error, want your information listed or changed - please send revisions coordinator@coastalcoalition.ca Last update November 30, 2020.