

# ALBERNI VALLEY SERVICE UPDATES

THIS LIST WAS COMPILED THROUGH A VARIETY OF INFORMATION SOURCES AND MAY NOT BE COMPLETE, WE WILL UPDATE REGULARLY WITH OUR EVOLVING SITUATION. IF YOU SEE AN ERROR, WANT YOUR INFORMATION LISTED OR CHANGED PLEASE SEND REVISIONS TO [ACHN@ACRD.BC.CA](mailto:ACHN@ACRD.BC.CA).  
LAST UPDATE APRIL 15, 2020.

## TELEPHONE AND ONLINE HELP

### CRISIS LINES

- **Vancouver Island Crisis Line** at 1-888-494-3888 for free support available 24 hours a day, 7 days a week.
- **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 provides 24 hour phone support to callers with in the Port Alberni area as well as Aboriginals throughout the Province of British Columbia.
  - Adult/Elder Crisis Line: 250-723-4050
  - Child/Youth Crisis Line: 250-723-2040
- **Call 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.
- **Métis Services-** 1-833-638-4722 If someone is in need, or isolated and in need of assistance, Email [covid19@mnb.ca](mailto:covid19@mnb.ca). The Métis society will connect them with the community supports available. The Métis crisis line is still up and running during this time, open lines 24/7 to talk to youth and adults in need.

### 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/>
- **Amassed Program Updates** - <http://bowinnmamla.ca/covid19/>

## GOODS AND SERVICES, MEALS AND FOOD DISTRIBUTION

- **Alberni COVID-19 Community Response** - Hot meals and handing out supplies EVERYDAY between 11am - 3pm, at the Salvation Army building at 4835 Argyle Street (across from City Hall).  
<https://alberni.ca/covid-19-community-response>  
Contact Name: Graham Hughes, Volunteer Coordinator  
Contact Phone #: 250-720-1241  
Email: [Crisisresponse@literacyalberni.ca](mailto:Crisisresponse@literacyalberni.ca)
- **Alberni Valley Chamber of Commerce** – Updates on local restaurants and other businesses status, hours and offerings - <https://albernichamber.ca/>
- **Meals on Wheels** - Every weekday between 4 p.m. and 5 p.m., our volunteers deliver more than 65 meals and friendly visits to home-bound people, including seniors, caregivers, individuals with chronic or acute medical conditions, and individuals recovering from surgery, illness or injury  
<https://portalbernimealsonwheels.com/client.html>  
Coordinator: Janet Buchanan, 250-730-0390

- **Nanaimo Beacon Buddies Expansion** – Sign up to volunteer or to get help for COVID related delivery needs specific to vulnerable individuals and those in isolation.  
<https://nanaimobeacon.com/buddies/>
- **Port Alberni Friendship Centre** – Meals and food available for take away from office Monday - Friday
- **Port Alberni Shelter Society** – clothing and furniture, please call ahead to have items picked up 250-723-6511. Items will be distributed to residents.

## HOUSING AND SHELTER

- **Transition House** – For women and families experiencing abuse. Is available 24/7. If you need us please call 250.724.2223  
24/7 text number which is monitored by our Transition House staff. That number is 250 206 1011.
- **Port Alberni Shelter** – Emergency housing and supports for individuals experiencing homelessness. Open with safety measures in place. 27 additional emergency beds available. If you need assistance please call 250-723-6511

## HEALTH CARE

- **Accessing Care during the COVID Pandemic** - As always, Call 9-1-1 for ANY medical emergency
- **Argyle Pharmacy Virtual Walk in Clinic** – Fast, easy and safe doctor services, no fee or service charge. 3054 3<sup>rd</sup> Ave Port Alberni, 1-778-421-3333.
- **COVID Non-health related information and services** – Great place for resources and information on stress management - 7:30am-8pm, 7 days/week Call: 1-888-COVID19 OR Text: 1-604-630-0300
- **General Health Questions, including COVID-related** - 24hrs/day, 7 days/week  
Call: 8-1-1 OR BCCDC Self-Assessment Tool for COVID assessment <http://covid-19.bccdc.ca/> OR <https://bc.thrive.health/>
- **Island Health Public Health**- Offering many types of FaceTime and phone services regarding health checks, counselling, advice etc - 250-731-1315  
Dental questions, concerns, information and helping access dental care for families Taryn Coates – Community Dental Hygienist taryn.coates@viha.ca
- **Family Doctor** - Limiting visits and doctors are making calls to patients.
- **No Family Doctor**- Call 250-723-3581 or fax 250-723-2684
  - Office will return your call
  - No Testing
  - Pharmacies are taking peoples names who need something (who do not have a doctor) and are sending the contact info to Dr. Whites office and they call the patient back.
- **Nuuchahnulth Tribal Council NURSE HELP LINE** - NTC members can contact NTC nursing support Monday through Friday between 8 am – 4:30 pm.by calling:
  - Francine Gascoyne 250-735-0416 or
  - Catherine Gislason 250-720-1763
 This service will put members in touch with a nurse who can provide instructions and assistance over the phone.

## SUPPORT SERVICES

### CHILDCARE AND EDUCATION

- **PacificCARE** - is the Child Care Resource and Referral service for the Alberni Valley. We can currently be contacted via phone: 1-888-480-2273 or by email: mailbox@pacific-are.bc.ca  
Your local Child Care Consultant is Beth Currie.  
We (CCRRs) are currently tasked by the province to focus on assisting ESWs with their search for Child Care. The following link provides the Child Care referral process for the province's ESWs:  
<https://www2.gov.bc.ca//gov/content/family-social-supports/caring-for-young-children/child-care-response-covid-19/child-care-response-covid-19-parent>
- **Port Alberni Friendship Centre** - The Childcare remains open and is available as needed. Parents who can care for their children at home at this time are encouraged to do so. Call 250 723-8281.
- **Stepping Stones Childcare** - open to provide child care for essential workers at their Hilton Site location. 250-723-5012 or [ss@avhildcare.ca](mailto:ss@avhildcare.ca)
- **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 Early Years Services** - have moved their face to face services to their facebook page: [www.facebook.com/pacificrimchildren](http://www.facebook.com/pacificrimchildren)
  - The Early Years Team: Strong Start Educators: Claudine, Jen, Carolyn, and Heather, AV Learning Lab Preschool Educator Jessica, Early Years Navigators Carrie and Katherin, and Community Developer Stacey are posting daily and going live once a week to share songs, stories, and other play based opportunities that families can do at home together.
  - Carrie and Katherin are also available to chat with families if they need extra support. They can email us at [pacificrimchildren@sd70.bc.ca](mailto:pacificrimchildren@sd70.bc.ca) or message us through the Facebook Page.

### CHILD AND YOUTH SPECIFIC SERVICES

- **ADAPS** – Youth and family addictions prevention and services. Virtual sessions with Zoom, telephone and Facebook support with Deb, Carrie, Amelie, and Jamie.  
Deb and her team are starting a pilot project for youth who may not have electronic devices and need to be in contact with ADAPS via Zoom etc. The youth just need to call the office and arrange a location for drop off.  
Supporting Youth on FB - <https://www.facebook.com/adaps.alberni>  
IG: adaps.prevention.services  
Youtube channel: adaps prevention services
- **ACAWS- Abby**- can be reached over the phone 250-720-7232 and/or video chat.
- **Child and Youth Mental Health**- Counselling services available by phone - 250-731-7671
- **Family Guidance**- Telephone counselling with Laurel, Racheal, Jordan - 250-724-0125
- **MCFD**- Child Protection and Mental Health. Offering many dynamic types of support for individual cases - 250-720-2650

- **Outreach Therapy** – Early years programs available by telehealth, phone or email. We are still taking referrals and calls, you can find referral forms at [www.outreachtherapy.org](http://www.outreachtherapy.org)
  - Early years Physiotherapy, Early years Occupational Therapy – 250-723-117 or [programs@outreachtherapy.org](mailto:programs@outreachtherapy.org)
  - Early Childhood Mental Health – 250-723-1141 or [khilmoe@outreachtherapy.org](mailto:khilmoe@outreachtherapy.org)
- **USMA**- Child protection for Nuu-chah-nulth communities. Operating at a very low staffed operation all staff working from home - 250 724 3232

## FINANCIAL

- **Service BC** continues serving our communities we will be delivering core services only Mon – Fri, 9 – 4:30, first hour is reserved for vulnerable peoples, please call for an appointment - 250 720-2040.
  - Income and disability assistance
  - Residential Tenancy
  - BC Services Card
  - Drivers' licencing
  - Affordable Childcare Benefit
  - Medical Services Plan (MSP)
  - Forestry workers support program
 Other services are available online <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/citizens-services/servicebc/service-bc-location-port-alberni>
- **Alberni Valley Employment Centre** - Resource Centres will not be open for in-person services. Employment Counsellors and other staff will continue to be accessible by phone or email during regular business hours. Phone: (250) 724-4560, Toll Free: 1-888-454-4560, Fax: (250) 724-4565, [info@avemployment.ca](mailto:info@avemployment.ca)  
 Services to WorkBC clients and employers will continue as follows:
  - All current clients who are receiving WorkBC Employment Services and supports will continue to be able to work with their assigned Employment Counsellor. Please continue to contact your Employment Counsellor as before.
  - New clients who require service 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 still do so via email, phone, or fax.
  - All other inquiries please contact us via the information listed on our Contact page.
- **COVID Related Supports** - <http://bowinnmamla.ca/covid19/supports/#income>

## OUTREACH AND COUNSELLING

- **Alberni Community and Women's Support Services Society** – child, youth and community outreach and counselling. Providing services through phone, email, and text. Please continue to reach out to us should you need support.  
 Call 250.724.7111  
 24/7 text number which is monitored by our Transition House staff. That number is 250 206 1011.

- **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 can't speak. The Alberni Lifeline Monitoring (ALM) office at the hospital is closed. However, our work continues with our staff serving the community from their home locations. Our published telephone numbers, email addresses and website query systems, both for the Foundation and for Alberni Lifeline Monitoring, are still in operation and we are monitoring our WCGHF and ALM Facebook pages daily. We will answer your calls and messages as quickly as possible  
250-731-1370 Ext 48147
- **Alberni Valley Hospice Society** - Our community office (2579 10th Ave) is currently closed to the public, support is still being offered by phone at this time.
  - We own and operate a four bed palliative care residential facility for end of life quality care.
  - Provide caregiver support group
  - Advanced Care Planning, spiritual support
  - Grief and Bereavement one on one counselling
  - Reiki and Healing Touch therapy.

Most services are still in place except by telephone, except Healing Touch and Reiki. All inquiries answered. Telephone: 250-723-4478
- **Alberni Valley Pride** – Events and gatherings cancelled but resources and support posted regularly  
<https://www.facebook.com/pg/albernavalleypride>
- **Alberni Valley United Church & Courageous Community Center** - Pastoral care, online connection, support, and prayer. We have established a virtual neighbourhood, with a cafe, connections, watercolour mediations, hope and inspiration, prayer chapel, zoom and phone calls. As well we have curbside pick up of creative kits for children.  
email: [avucrev@shaw.ca](mailto:avucrev@shaw.ca), [acourageouscommunity@gmail.com](mailto:acourageouscommunity@gmail.com), Phone or text: 250-735-1649,  
<https://www.facebook.com/albernavalleyuc/>
- **Better at Home Program** - Helps seniors in the Alberni Valley continue to live independently in their own homes by coordinating access to simple non-medical support services delivered locally by paid contractors or volunteers. Available to seniors who are 50 yrs+, living at home, on disability or OAS.
  - At this time we are not receiving clients at our office and are operating BAH remotely.
  - Our volunteer driver services and grocery shopping assistance services have been suspended until the social distancing requirement has been lifted.
  - All other services are being provided as usual. We have additional resources right now to support paid local transportation to appointments (through taxi coupons and handydart tickets).
  - We have remote access to our phones and email. We check everything daily
  - Contact Barb Stevenson or Mary Ann Tall at 778-419-3000 or [pabetterathome@shaw.ca](mailto:pabetterathome@shaw.ca)
  - To contact us by mail: Port Alberni Better at Home Program #6, 4711 Elizabeth Street Port Alberni, BC V9Y 6M1
  - For more background information and details about the program at:  
<http://www.betterathome.ca/>
- **British Columbia Schizophrenia Society** – BCSS Provides service to families in centres throughout B.C. Please call one of the numbers above to be referred to your local coordinator or contact. For more information you can visit the regional services page - <https://archive.bcscs.org/category/branches/>  
Rhonda Kuncio, Regional Educator, Alberni Valley Email: [albernavalley@bcscs.org](mailto:albernavalley@bcscs.org), Phone: 2509370782, Toll Free: 1-888-888-0029  
Melissa Trowbridge, Regional Educator Port Alberni, Ucluelet and Tofino, Email: [portalberni@bcscs.org](mailto:portalberni@bcscs.org), Phone: 250-937-1403, Toll Free: 1-888-888-0029

- **Canadian Mental Health Association** - providing programs and services that foster individual growth and promote mental wellness, leading to the development of strong families and healthy community. Services through Port Alberni COVID
- **Salvation Army** – Safety precautions in place. Community & Family Services, Port Alberni Community Food Bank & Alberni Valley Corps (Church).  
4835 Argyle Street  
Call (250) 723-6913
- **Port Alberni Friendship Centre** – Most services are accessible on a limited basis by phone and for walk-in guests through the lobby phone for the safety of the clients and staff. All Groups are suspended until further notice.
  - Limited space for emergency care workers on a short term basis.
  - Providing a light take out meal between 11:30 and 12:30pm. This is based on a first come first serve.
  - We do receive donations of clothing which are available in our lobby.
  - Drop by between 8:30am and 2:30pm Monday to Friday or call 250 723-8281. Depending on their needs, they will be directed to the appropriate service.
  - Please call the front desk for updates.
- **NTC Teechuktl Mental Health** - Counselling support via phone, 1-888-624-3939.

## SUBSTANCE USE

- **Island Health Mental Health and Substance Use** - Counselling support via phone, Mon-Fri 8:30am-4:30pm Call: 250-731-1311
- **Overdose Prevention Site** - Precautionary measures in place 3699 3rd Ave (Off Bute St), 778-419-0016  
The following health services are available at the OPS in Port Alberni 8am -4pm:
  - Supplies for safer injection
  - Education on safe injection techniques/infection prevention
  - Overdose intervention and prevention
  - Referrals to counselling, medical and treatment services
  - Drug-checking (fentanyl test strips)
- **Sobering Site** – 24/7 services, precautionary measures in place. For further information and guidelines for admission, please contact the Centre directly. Drop in and self-referral is available.  
Phone: 778-419-2617  
Email: [pasobering@shaw.ca](mailto:pasobering@shaw.ca)