

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 Non-health related information and services - 7:30am-8pm, 7 days/week Call: 1-888-COVID19 OR Text: 1-604-630-0300

TELEPHONE AND CRISIS LINE INFORMATION

- **BC211** provides information and referrals regarding community, government, and social services in BC. Things like 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
- **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** 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
- **Métis Services** - 1-833-638-4722 If someone is in need, or isolated and in need of assistance, Email covid19@mnbc.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.
- **Vancouver Island Crisis Line** at 1-888-494-3888 for free support available 24 hours a day, 7 days a week.

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

- **Island Health Public Health**- Newborn and vaccinations (Karyn Bernard), Mon-Fri, 9am – 4pm
Call: 250-725-4020, leave a message.

- **Dental** questions, concerns, information and helping access dental care for families Taryn Coates – Community Dental Hygienist taryn.coates@viha.ca

- **First Nations Virtual Doctor of the Day, First Nations Health Authority** - The goal of the “First Nations Virtual Doctor of the Day” program is to provide 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 8:30 am - 4:30 pm

- **NTC Community Health Nurse** - 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.

- **Patients at Increased Risk** - Elderly or complicated medical conditions – Existing Home & Community Care patients will continue to be followed in community by VIHA or NTC Nursing, community dependent. This may be via phone or in-person, depending on need. 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: Hospital only, no routine blood work. Call 250-725-4006 ext#5 if you need help with this decision

- Xray: Hospital M-F 9am-5pm, no routine X rays. Call 250-725-4010 ext#64129 if you need help with this decision

- 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

SUPPORT SERVICES

CHILDCARE AND EDUCATION

- **SD70** - Childcare arrangements for essential workers, info posted and updated on website - 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
 - 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 or message us through the Facebook Page.

CHILD AND YOUTH SPECIFIC SERVICES

- **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 and Mental Health**. Offering many dynamic types of support for individual cases – 250-720-2650.
- **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.
- **Seniors Check In's** - Phone call check ins for Seniors who would like to receive a check in every couple of days to make sure you are doing ok and see if you need anything. Email westcoastseniors@wccrs.ca or call 250 726-2343 if you are interested in this service. Provided by Westcoast Community Resources. For further information please check out our web site at <https://www.westcoastseniorshub.org/>.
- **Pacific Rim Hospice** is offering seniors check ins and counselling. Please call 250-725-1240 or email 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. The Alberni Lifeline Monitoring (ALM) office 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 are still in operation and we are monitoring our Facebook pages daily. We will answer your calls and messages as quickly as possible 250-731-1370 Ext 48147

• **Seniors Facebook pages for the west coast.**

- <https://www.facebook.com/pacificrimhospice/>
- <https://www.facebook.com/wcrsseniors/>
- <https://www.facebook.com/ForestGlenSeaview/>

• **Possible iPad loan program:** Are you a senior that doesn't have access to the internet and would like to? We are working on an iPad loan program for West Coast Seniors that would like to connect to friends and family over the internet and don't currently have access to technology. Please call and leave a message for Zoe at 250 726-2343 if you are interested in being part of this program.

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 - 250 726-7025.

- 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/organizationalstructure/ministries-organizations/ministries/citizens-services/servicebc/service-bc-location-port-alberni>

• **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) 726-4243 or (250) 725-8805 winfo@avemployment.ca 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.

HOUSING AND SHELTER

- **Transition House** – Available 24 / 7 for women and children fleeing abusive situations.
PH: 250-726-2020 or TEXT: 250-266-0187
- **Accommodation Providers** – Working with BC Housing and municipalities to secure accommodations for front line workers and others. More info to follow.

GOODS AND SERVICES, MEALS AND FOOD DISTRIBUTION

- **Fish and Loaves** - Fish and Loaves has several volunteer drivers and Coop \$\$ for those in need 250-726-5017. Community Lunch is cancelled but offering a free food table Tuesdays, 11:30am at the coop picnic table's behind the coop.
- **Free WIFI through VI Regional Libraries** – 24/7 WiFi is now available outside ALL of our 39 VIRL branches, <http://ow.ly/ilb850yX3MC>
- **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”. Please call **250 726-6909** to arrange for a hamper. Bring your government issued ID with you between 1:00 and 3:00 at 160 Seaplane Base Rd Ucluelet. Delivery is available for seniors and other vulnerable individuals.
- **Kuu-us West Coast** -We Care Project - Program staff assists in providing basic and urgent care items to Ucluelet and Tofino. This program is available 24 hours a day 7 days a week by calling the Adult/Elder crisis line at 250-723-4050.
- **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/>
- **Tofino Chamber of Commerce** – Updates on local grocery, restaurants and other essential businesses status, hours and offerings - <https://www.tofinochamber.org/covid19-measures-in-tofino>
- **Ucluelet Chamber of Commerce** – Updates and regular posting -
<https://www.facebook.com/UclueletCoC/>
- **COVID-19 Coming Together** (Tofino, Tla-o-qui-aht territories) **Facebook Group**
tinyurl.com/rumz96e

OUTREACH, COUNSELLING AND MENTAL HEALTH RESOURCES

- **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.bcsc.org/category/branches/> Rhonda Kuncio, Regional Educator, Alberni Valley Email: alberniavalley@bcsc.org, Phone: 250-937-0782, Toll Free: 1-888-888-0029 Melissa Trowbridge, Regional Educator Port Alberni, Ucluelet and Tofino, Email: portalberni@bcsc.org, Phone: 250-937-1403, Toll Free: 1-888-888-0029

- **Island Health Mental Health and Substance Use** - Counselling support via phone, Mon-Fri 8:30am to 4:30pm Call: 250 726-1282

- **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. The Alberni Lifeline Monitoring (ALM) office 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 are still in operation and we are monitoring our Facebook pages daily. We will answer your calls and messages as quickly as possible 250-731-1370 Ext 48147

- **NTC Teechukt Mental Health** - Counselling support via phone, Mon-Fri, 8:30am-4:30pm Email: Michael.McCarthy@nuuchahnulth.org

- **Pacific Rim Hospice - Current Hospice Services:**

- **Telephone Counselling with Tara Souch**, Registered Clinical Counsellor – 30 minute check ins (day and evening appointments available) 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/>

- **Telephone Counselling with Tara Souch**, RCC for **Child/Youth** and families experiencing grief from the death of a loved one. - 50 minute telephone counselling sessions available during the day and evening. <https://tarasouch.janeapp.com/> There is no cost for this service.

- **Grief Support in Ahousaht**- Telephone support for any adult experiencing grief from the death of a loved one. More information coming soon...

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

- New clients are also welcome to call for an appointment: 250.725.1240 - We won't be visiting people in the hospital or in their homes for the time being and we are happy to talk on the phone. Phone us today: 250.725.1240 or email: executivedirector@pacificrimhospice.ca or FB message <https://www.facebook.com/pacificrimhospice/>

- **Westcoast Community Resources Society**

- Our offices in Ucluelet and Tofino will be closed to the public and client meetings until further notice. Although we are closing our physical doors, our services remain open and available to access during this time.

- **Women's Outreach: Vickie Ackerman** - Supporting women and their children to assist them in accessing, securing and developing the resources they need to achieve their goals. Vickie is offering an online support group Shelter with Sisterhood on Mondays from 10-11am and Mindful Meditation on Wednesdays from 7:30-8am. Please call or email for more information.

Email: womensoutreach@wccrs.ca PH: 250-726-5104

- **Women's Counsellor: Robin Tagles** - Women who are dealing with abusive / violent relationships or difficult transitions can contact Robin, our stopping the violence counselor. Robin is also offering a writing circle for women via the internet and plans to offer other workshops and groups online during this time. email: stv@wccrs.ca PH: 250-726-5269

- **Free Professional Counselling** - From the District of Ucluelet and Westcoast Community Resources Society. Book online at www.equanimitywellbeing.org or phone 778-771-3818

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

- **Seniors Check In's** - phone call check ins for seniors who would like to receive a call every couple of days to make sure you are doing ok and see if you need anything. Please call 250-726-2343 or email me at westcoastseniors@wccrs.ca to book this service.

- 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. 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.