

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 INFO

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

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 (250-723-4050), Child/Youth (250-723-2040), Toll Free Line (18005888717).

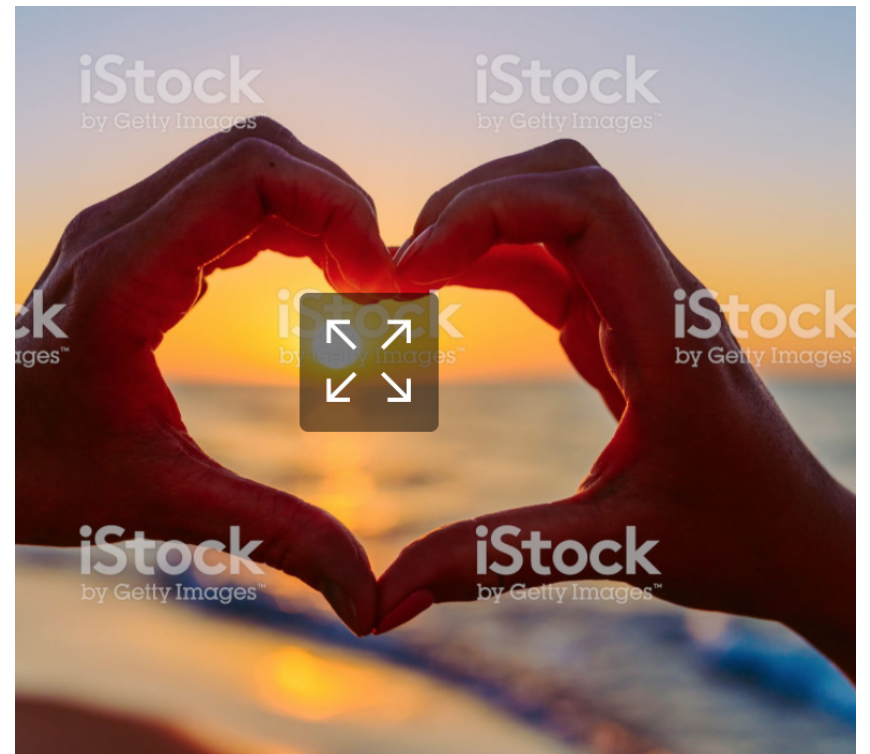
Métis Services - If someone is in need, call 1-833-638-4722 or email covid19@mnbc.ca. The Métis society will connect them with the community supports available. The Métis crisis line is still up and running during this time, open lines 24/7 to talk to youth and adults in need.

Vancouver Island Crisis Line at 1-888-494-3888 for free support available 24 hours a day, 7 days a week.

HOUSING AND SHELTER

Transition House – Available 24 / 7 for women and children fleeing violence or abuse 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.



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>

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.



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. Last update April 2, 2020.

WEST COAST SERVICES AND RESOURCES

HEALTH CARE RESOURCES

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.

SUPPORT SERVICES

CHILD CARE & 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.

CHILD & 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 Nuuchahnulth communities. Operating at a very low staffed operation all staff working from home - 250 724 3232.



CHILD & YOUTH SPECIFIC SERVICES

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 Society. 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/wccrseniors/>
- <https://www.facebook.com/ForestGlenSeaview/>

HOUSING & SHELTER

Transition House – Available 24 / 7 for women and children fleeing violence or abuse 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.

WEST COAST SERVICES AND RESOURCES

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 wcinfo@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.

GOOD & SERVICES, MEALS & FOOD

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.

Food Bank on the Edge – 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 on Tuesdays to 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

Free WIFI through VI Regional Libraries – 24/7 WiFi is now available outside ALL of our 39 VIRL branches, <http://ow.ly/iIb850yX3MC>

OUTREACH, COUNSELLING & MENTAL HEALTH RESOURCES

British Columbia Schizophrenia Society – BCSS provides service to families in centres throughout B.C. Please call one of the numbers below to be referred to your local coordinator or contact. For more information you can visit the regional services page - <https://archive.bcss.org/category/branches/>

Rhonda Kuncio, Regional Educator, Alberni Valley Email: alberni-valley@bcss.org, Phone: 250-937-0782, Toll Free: 1-888-888-0029

Melissa Trowbridge, Regional Educator Port Alberni, Ucluelet and Tofino, Email: portalberni@bcss.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 Teechuktl Mental Health - Counselling support via phone, Mon-Fri, 8:30am-4:30pm Email: Michael.McCarthy@nuuchahnulth.org

Pacific Rim Hospice - Current Hospice Services: Pacific Rim Hospice Society enhances the quality of life for individuals and families in the Pacific Rim region during illness, injury, death and grief through education and compassionate care. Hospice also offers programs and services for children, youth, adults and seniors in all ten west coast communities. While our Tofino office is currently closed to in-person visits, we are offering support and counselling via telephone and video. New and existing clients are welcome to call the hospice confidential phone line for an appointment: 250.725.1240. There is no cost for hospice services and no referral needed.

Telephone Counselling Services with a Registered Clinical Counsellor Counselling with Tara Souch, RCC– 30 minute phone check ins (daytime appointments available) for ANYONE experiencing anxiety or distress.. Info and to book an appointment: <https://tarasouch.janeapp.com/>

Telephone Grief Counselling with Tara Souch, RCC for Children/ Youth and their families experiencing grief from the death of a loved one. - 50-minute telephone counselling sessions available (day time appointments available) To book an appointment: <https://tarasouch.janeapp.com/>

Grief Support (for community members in all ten west coast communities): Telephone/video/fb message support for any adult experiencing grief from the death of a loved one. Phone 250.725.1240 for information.

OUTREACH, COUNSELLING & MENTAL HEALTH RESOURCES

Youth/Pre-teens:

Online Meet Ups and Movie Nights with Tara (Pacific Rim Hospice) and Danielle (NTC)

Using Zoom we'll meet up at 7pm on the last Tuesday of each month: April 28, May 26, June 30th. Information on Facebook @ pacificrimhospice or call: 250.725.1240.

Seniors: Check In's - phone call check-ins for seniors who would like to receive a phone call every few days to make sure you are doing okay, want to chat or need anything such as groceries etc.

How to Connect with Pacific Rim Hospice Society:

Office phone (messages checked daily): 250.725.1240

Email: executivedirector@pacificrimhospice.ca

Facebook message <https://www.facebook.com/pacificrimhospice/>

Instagram: @pacificrimhospice

Website: www.pacificrimhospice.ca

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 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. 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.

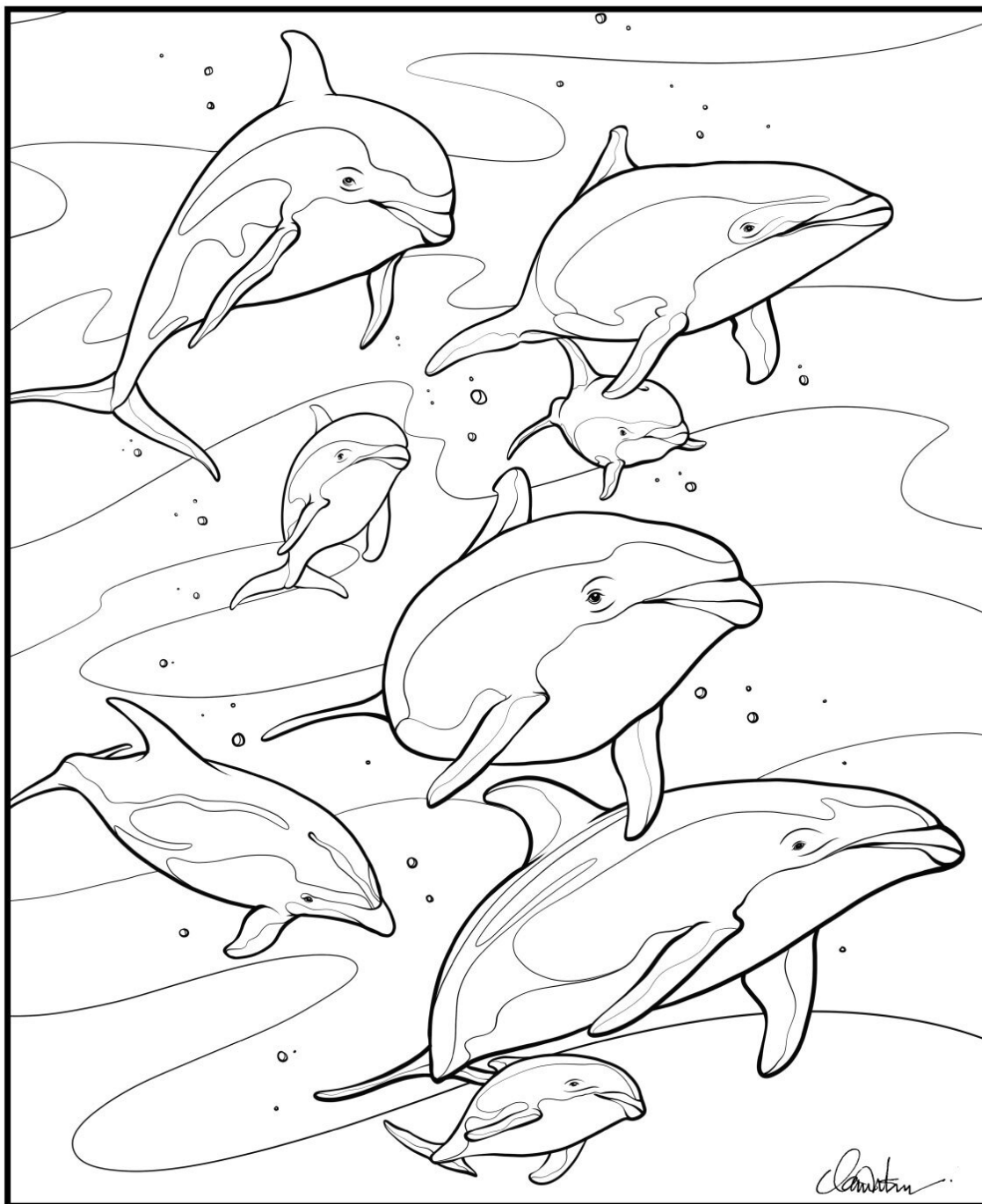
Free Counselling – available to anyone by Canadian Certified Counsellor Erin Kostashuk in partnership with the District of Ucluelet Grant in Aid and Westcoast Community Resources Society. Book online at www.equanimitywellbeing.org or phone 778-771-3818

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

- 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 westcoastseniors@wccrs.ca to book this service.

Possible iPad Loaner program. If you are a senior that is not connected with technology and would like to borrow an iPad, please call Zoe at 250-726-2343. I'm assessing the need to see if we should move forward with this program.

ALONE TOGETHER - COLOURING PAGE



CLAIRE WATSON ILLUSTRATION | www.clairewatson.com | [f](https://www.facebook.com/clairewatsonart) [i](https://www.instagram.com/clairewatsonart) [t](https://www.tiktok.com/@clairewatsonart) @clairewatsonart

Please also reach out if you would like help with Facetiming your friends and family, getting set up on Facebook or playing games online.

- 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 takes 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.



**Rural and Remote
Division of Family Practice**
Long Beach
A GPSC initiative

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. Last update April 2, 2020.