



You've come to visit the West Coast?  
We're flattered!

... but now is NOT a safe time to be here.

The West Coast communities of Ucluelet and Tofino have limited health resources for permanent residents and **ZERO** capacity to deal with the health needs of visitors during the COVID-19 state of emergency.

Parks and beaches are closed. Local workers are valiantly keeping the distribution of food and essentials open to serve the community. Federal and Provincial health officers have made it clear that **NOW IS NOT THE TIME TO TRAVEL.**

“Go home. Stay home.” is the clear message delivered by the Prime Minister, the Premier and Public Health Officers.

We look forward to welcoming you when it is once again safe to do so! Thank you for helping us protect our community.



## Information and Resources for Unsheltered Residents of the West Coast

### Corona Virus (COVID-19)

As always, Call 9-1-1 for ANY medical emergency.

#### Provincial Resources

**COVID-19 Non-health info & services** - Call: 1-888-COVID19 OR Text: 1-604-630-0300

**General Health Questions, including COVID-19-related** - 24hrs/day, 7 days/week

- Call: 8-1-1 OR
- BCCDC Self-Assessment Tool for COVID-19 assessment <http://covid-19.bccdc.ca/> OR <https://bc.thrive.health/>

**General Mental Health, Vancouver Island Crisis line** – 24hrs/day, 7 days/week. Call: 1-888-494-3888

#### West Coast Medical Resources

**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.

**Tonquin Medical Clinic** – Mon-Fri, 10:00am-4:30pm. Doctor telephone consult 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. Can schedule telephone consult via Tonquin or Ucluelet Clinics.

**First Nations Communities** - NTC Nursing Hotline, Monday to Friday, 8:00am – 4:30pm. Call: 250-735-0416 (Francine Gascoyne) or 250-720-1763 (Catherine Gislason)

#### Patients at Increased Risk

**Elderly or complicated medical conditions** – If you are concerned about yourself or a family member being medically vulnerable, self refer by calling Island Health: 250-725-4007.

**Seniors:** Call 2-1-1 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.

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



**HELP REDUCE  
THE SPREAD  
OF COVID-19.**



**WASH YOUR HANDS  
REGULARLY FOR AT LEAST  
20 SECONDS.**

#### **MAINTAIN SOCIAL DISTANCING.**

ONLY GO OUT WHEN NECESSARY

2 METRES IN PUBLIC



**KNOW THE SYMPTOMS.  
CALL 8-1-1.**

DON'T GO TO THE HOSPITAL FOR  
NON-URGENT CARE.

**LEARN MORE:  
[WWW.COVID-19.BCCDC.CA](http://WWW.COVID-19.BCCDC.CA)**

#### **VIHA MENTAL HEALTH & SUBSTANCE USE**

Counselling support via phone, Mon-Fri  
8:30am-4:30pm Call: 250-726-1282

#### **NTC TEECHUKTL MENTAL HEALTH -**

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

**KUU-US Crisis Line** – Counselling support  
via phone, 24hrs/day Call: 1-800-588-  
8717

**PACIFIC RIM HOSPICE** - Telephone  
counseling with Tara Souch, RCC  
(30min for COVID-19 related concerns,  
50min for grief) Appointments:  
<https://tarasouch.janeapp.com/>

#### **WESTCOAST RESOURCE SOCIETY -**

Offices closed, but reachable  
Mon-Fri, 8:30am-4:30pm by phone.  
Transition House remains open &  
available to all women in need:  
250-726-2343



**FOOD BANK ON THE EDGE:** Ucluelet  
Tuesdays 1pm-3pm  
Seaplane Base Road

# CORONA VIRUS (COVID-19)

## Information for Unsheltered People: Protect Yourself and Others



There is a highly contagious virus (COVID-19 or coronavirus) impacting all communities. Here is important information for unsheltered people to protect yourself and others.

### Prevention

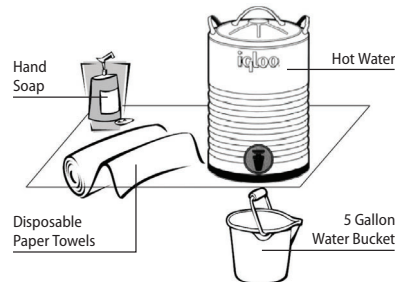
- » Wash your hands with soap and water for at least 20 seconds after touching surfaces and people.
- » Don't touch your face. Sneeze or cough into elbows.
- » If you cannot wash your hands with soap or use hand sanitizer, try to use alcohol-based hand wipes.
- » Avoid hugs and handshakes. Keep two arms' length away from other people.
- » Wipe down belongings (including money).
- » Don't share drinks and be cautious about food.
- » Try to pick up packaged meals and food from shelters and food banks.
- » **Harm reduction:** Do not share supplies, such as cigarettes, joints, pipes, and other supplies. If you have to share, wipe pipes with alcohol wipes or use mouthpieces. Prepare your own supplies and drugs.

» **Note:** Some people may have minor or no symptoms and still carry/spread the virus. Be cautious, avoid large groups of people.

### Makeshift Sanitation Station If You Do Not Have Access To Water

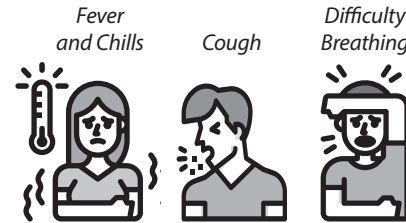
**Supplies needed:** 5 gallon or larger gravity flow, insulated container, water, waste water bucket, soap, paper towels, and hand sanitizer. **Ask outreach or frontline staff for help if you do not have 24/7 access to running water.**

#### Temporary Food Stand Handwashing Set-up:



### Symptoms

Symptoms of human coronaviruses may be very mild or more serious, such as:



### What To Do If:

- 1. You have flu-like symptoms, fever or a dry cough or think you have been exposed to COVID-19.**
  - Try to self-isolate and call the new hotline **1 888-COVID19 (1 888-268-4319)** to ask about medical assistance and screening for testing.
  - If you don't have a phone, outreach workers and shelter staff can help. Inform staff immediately of your symptoms and maintain a distance from others.
- 2. You have underlying health issues (TB, Hep, HIV, diabetes) or are immuno-compromised and are concerned about exposure to COVID-19 at clinics, hospitals or shelters.**
  - Call **8-1-1** for medical information. Call for non-medical information **1 888-COVID19 (1 888-268-4319)**.

**3. You are having difficulty breathing, new chest pains or fever.**

- Call 9-1-1, or ask someone to call for you

**4. You have to self-isolate or quarantine but do not have anywhere safe to go or any supplies.**

- Inform outreach or shelter staff of your situation. There will be emergency options available.
- Call the new hotline **1 888-COVID19 (1 888-268-4319)**
- Buddy up when you are using. COVID-19 is passed by droplets. Stay 2m (6.5 ft) from your buddy to avoid passing the virus. Using with a buddy is safer than using alone.

**5. You need prescription medication, access to Overdose Prevention sites or Opioid Agonist Therapy (suboxone, methadone).**

- Ask for help. Talk to a pharmacist or addictions doctor.
- Try to have the medications you need (such as OAT). Refills may be available directly through your pharmacist or by phone without having to see your physician.

**Please note some public spaces like libraries, recreation centres, community centres and stores may be closed. Please reach out and ask for help if you need it.**

For additional information visit:  
[www.bccdc.ca](http://www.bccdc.ca)