

WEST COAST 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.
LAST UPDATE APRIL 2, 2020.

TELEPHONE AND ONLINE HELP

CRISIS LINES

- **BC 211** - BC launches help for seniors with phoning 211- phone and website www.bc211.ca If you need help and you are a senior or if you want to help seniors give them a call today.
- **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.
- **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@mnbcc.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.

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

- **COVID-19 Coming Together (Tofino, Tla-o-qui-aht territories) Facebook Group** - <https://tinyurl.com/rumz96e>
- **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”. All you need to do is bring your government issued ID with you and show up between 1:00 and 3:00 at 160 Seaplane Base Rd Ucluelet. If you have questions please call us at (250) 726-6909.
- **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/>

HOUSING AND SHELTER

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

- **Accessing Care during the COVID Pandemic** - As always, Call 9-1-1 for ANY medical emergency
- **Ahousaht Medical Clinic** – closed until further notice. Can schedule telephone consult via Tonquin or Ucluelet
- **COVID Non-health related information and services** - 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**- 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
- **Seniors Services:** 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.
- **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 xrays. Call 250-725-4010 ext#64129 if you need help with this decision
 - Physiotherapy: Phone consults if appropriate, in-person visit when necessary.
- **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

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.

CHILD AND YOUTH SPECIFIC SERVICES

- **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
- **Westcoast Community Resources Society** - Offices in Ucluelet and Tofino will be closed to the public and client meetings until further notice, services remain open and available to access during this time. 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.

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/organizational-structure/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.
- **COVID Related Supports all in one place**- <http://bowinnmamla.ca/covid19/supports/#income>

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.bcscs.org/category/branches/>
Rhonda Kuncio, Regional Educator, Alberni Valley Email: alberniavalley@bcscs.org, Phone: 2509370782, Toll Free: 1-888-888-0029
Melissa Trowbridge, Regional Educator Port Alberni, Ucluelet and Tofino, Email: portalberni@bcscs.org, Phone: 250-937-1403, Toll Free: 1-888-888-0029
- **Free Professional Counselling** – From the District of Ucluelet and Westcoast Community Resources Society. Book online at www.equanimitywellbeing.org or phone (778) 771-3818
- **Island Health Mental Health and Substance Use** - Counselling support via phone, Mon-Fri 8:30am-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 can't 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:
 - Telephone Counselling with Tara Souch, Registered Clinical Counsellor – 30 minute check ins (day and evening appointments available) for ANYONE experiencing anxiety or distress over COVID-19. 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
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
 - **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 to any of you who would like to receive a check in every couple of days to make sure you're doing ok. Please private message me on facebook with your number, or email me at westcoastseniors@wccrs.ca

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.