



## Local Community Contact List

Name of CRN/Community: **North Coast Immigrant and Multicultural Services Society**

Date Submitted/Updated: **07/14/2020**

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*Where there are no local services, list the closest community that has services available under "NOTES". Add rows or use the back of the page if needed to create a complete list for your community.*

### EMERGENCY NUMBERS

| SERVICE                       | CONTACT NUMBER        | NOTES                             |
|-------------------------------|-----------------------|-----------------------------------|
| Police, Fire and Ambulance    | 911                   | Numbers to call if no 911 service |
| Crisis Line                   | <b>250 563 1214</b>   |                                   |
| Poison Control                | <b>1 800 567 8911</b> |                                   |
| Lifeline (or similar service) | <b>911</b>            |                                   |
| <b>RCMP</b>                   | <b>250 624 2136</b>   |                                   |

### ADULT ABUSE SERVICES

| SERVICE  | CONTACT NUMBER                 | NOTES                                    |
|--|--------------------------------|--|
| Health Authority contact(s) – for reporting abuse  | <b>1 800 622 6232</b>          | See regional resources list for each CRN |
| Police-based Victim Services   | <b>250 627 7779</b>            |  |
| Community- based Victim Services   | <b>250 627 7166</b>            | <b>North Coast Community Services</b>    |
| Community Living BC  | 604-664-0101<br>1-877-660-2522 | Local<br>Vancouver<br>Toll free          |
| Transition House (s)   | <b>250 627 8588</b>            |  |
| Emergency Shelter (s)  | <b>250 624 6180</b>            | <b>Salvation Army</b>                    |
| BCCEAS – SAIL (Seniors Abuse and Information Line) – for information about abuse and for emotional support | 604-437-1940 1-866-437-1940    | Toll free                                |
| Victim Link  | 1-800-563-0808                 |  |
| bc211  | 211                            | Lower Mainland only                      |
| LBGTQ Contact  | 604-684-5307<br>1-800-566-1170 | Toll free                                |
|  |                                |  |
|  |                                |  |

### INFORMATION AND REFERRAL

(Local services – often grouped in one multi-service agency – listed below)

| SERVICE                                  | CONTACT NUMBER | NOTES   |
|--|----------------|---|
| Seniors Outreach                         | 250 627 1900   | Senior Centre Better at Home Support Services |
| Community Services                       |                |   |
| Geriatric and Other programs for Seniors | 250 622 6315   | Home support Friendly visiting Better at home |
| Problem Gambling Helpline                | 1-888-795-6111 | The same contact as we currently have         |
| Alcohol and Drug Referral                | 250 622 6310   |   |
| Veterans Affairs Canada                  | 1-866-522-2122 | 250-622-2917                                  |
|  |                |   |
|  |                |   |

## HEALTH/MENTAL HEALTH

| SERVICE                              | CONTACT NUMBER                 | NOTES                       |
|--------------------------------------|--------------------------------|-----------------------------|
| Mental Health/Geriatric Outreach     | 250 622 6310                   |                             |
| Mental Health and Addiction Services | 250 622 6310                   | Provided by Northern Health |
| Home and Community Health            | 250 622 6332                   | Home and Community care     |
| Adult Day programs                   |                                |                             |
| Hospital                             | 250 624 2171                   |                             |
| MSP and PharmaCare                   | 604-683-7151<br>1-800-663-7100 | Vancouver<br>Toll Free      |
| BC Nurse/Pharmacist Line             | 811                            |                             |
| Assisted Living Registry             | 1-866-714-3378                 |                             |
| Online Medical Support - Medeo       | 1-888-297-2973                 |                             |
|                                      |                                |                             |

## HOUSING

| SERVICE                                      | CONTACT NUMBER                 | NOTES                  |
|--|--------------------------------|------------------------|
| BC Housing                                   | 604-433-1711<br>1-866-465-6873 | Vancouver<br>Toll Free |
| Home Adaptations – Canada Mortgage & Housing | 1-800-668-2642                 |                        |
| Advocacy and Appeals re Housing              | 250 627 8776                   |                        |
|  |                                |                        |
|  |                                |                        |

## HOME SUPPORT

| SERVICE          | CONTACT NUMBER | NOTES                                     |
|------------------|----------------|---|
| Better at Home   | 250 627 1900   | Contracted thru the Senior Centre         |
| Grocery Shopping | 250 624 9023   | Save on Foods Offered by all Supermarkets |

| SERVICE                      | CONTACT NUMBER | NOTES   |
|------------------------------|----------------|---|
| Home repairs and Maintenance |                | Only agencies that provide volunteers who have undergone a criminal record check. |
| Peer Counselling             |                |   |
| Friendly Visiting            | 250 627 1900   | Better at home (Friendly visiting)  |
|                              |                |   |

## TRANSPORTATION

| SERVICE                          | CONTACT NUMBER         | NOTES          |
|----------------------------------|------------------------|----------------|
| Handy Dart/Taxi Saver/Handy Card | 250 627 1201           |                |
| Health Connections – bus service |                        |                |
| Bus Pass Program                 | 1 888 647 4997         |                |
| Taxi (s)                         | 250 624 2185           | Skeena Taxi    |
| Parking Permit (disabled)        | Contact your physician |                |
| Translink Trip Planner           | 604-953-3333           | Lower Mainland |
|                                  |                        |                |

## LEGAL

| SERVICE   | CONTACT NUMBER              | NOTES                                       |
|---|-----------------------------|---|
| BC CEAS (SAIL)                                  | 604-437-1940 1-866-437-1940 | Legal Advocacy Program and Elder Law Clinic |
| Legal Aid                                       | 1-866-577-2525              |   |
| Family Justice Clinic                           | 1 800 787 2511              |   |
| Crown Counsel                                   | 250 624 7404                |   |
| NIDUS – Representation Agreements               | 1-604-408-7414              |   |
| Public Guardian and Trustee                     | 1-604-660-4444              |   |
| Peoples Law School                              | 604-331-5400                |   |
| Lawyer Referral Services                        | 250 624 7701                |   |
| Access Pro Bono Legal Services – in person only | 1-877-762-6664              |   |
| Community Advocacy Services                     | 250 627 7166                |   |
|   |                             |   |

## SUPPORT GROUPS

| SERVICE            | CONTACT NUMBER | NOTES |
|--------------------|----------------|-------|
| Dementia Help Line | 604-681-8651   |       |
| AA                 | 250 622 6310   |       |
| NA                 | Same as above  |       |
| Al-Anon            | 250 624 4164   |       |

| SERVICE                  | CONTACT NUMBER | NOTES |
|--------------------------|----------------|-------|
| Nar-Anon                 | 250 624 4944   |       |
| Alzheimer Society of BC  | 1 866 564 7533 |       |
| Caregiver support groups | 250 635 8206   |       |
| MS Society               | 1 800 268 7582 |       |
| Arthritis                | 250 622 6332   |       |
| Diabetes                 | 250 622 6332   |       |
| Deaf and Hard of Hearing | 250 622 6332   |       |
|                          |                |       |

### FIRST NATIONS/INDIGENOUS SERVICES

| SERVICE                        | CONTACT NUMBER | NOTES   |
|--------------------------------|----------------|---|
| Friendship Centre              | 250 627 1717   |   |
| Band Office                    | 250 622 2891   | Prince Rupert Aboriginal Community Services (PRACS) |
| Métis Services                 | 250 638 1191   |   |
| First Nations Health Authority | 250 624 4646   |   |
|                                |                |   |
|                                |                |   |

### IMMIGRANT SERVICES

| SERVICE                             | CONTACT NUMBER | NOTES   |
|-------------------------------------|----------------|---|
| Health and Seniors Information Line | 211            | Lower Mainland  |
| Local Immigrant Services            | 250 622 2915   | North Coast Immigrant and Multicultural Services Society (NCMISS) |
| Settlement Services                 | 250 624 9494   |   |
| Translation Services                | 250 624 7701   |   |
|                                     |                |   |
|                                     |                |   |

### MUNICIPAL SERVICES

| SERVICE                           | CONTACT NUMBER | NOTES |
|-----------------------------------|----------------|-------|
| Parks and Recreation - facilities | 250 627 0934   |       |
| Parks and Recreation - programs   | 250 624 6707   |       |
| Library(s)                        | 250 627 1345   |       |
|                                   |                |       |
|                                   |                |       |

### INCOME AND BENEFITS

| SERVICE   | CONTACT NUMBER | NOTES                           |
|---|----------------|---------------------------------|
| CPP, OAS, GAIN  | 1-800-622-6232 | Service Canada                  |
| Employment and Income Assistance                                | 1 866 866 0800 | Service BC                      |
| Community Volunteer Income Tax Prep.                            | 250 627 4100   | Change Makers Education Society |
| North Coast Immigrant & Multicultural Services Society (NCIMSS) | 250 622 2915   |                                 |
|   |                |                                 |
|   |                |                                 |

#### DEATH, DYING AND GRIEF SERVICES

| SERVICE           | CONTACT NUMBER | NOTES   |
|-------------------|----------------|---|
| Hospice           | 250 622 6204   |   |
| Grief Counselling | 250 622 6204   | Information and resources provided by Hospice |
|                   |                |   |
|                   |                |   |

#### FOOD PROGRAMS

| SERVICE          | CONTACT NUMBER              | NOTES           |
|------------------|-----------------------------|-----------------|
| Food Bank        | 250 624 6180                |                 |
| Grocery Delivery | Offered by all supermarkets |                 |
| Meal Delivery    | 250 622 6315                | Meals on Wheels |
|                  |                             |                 |
|                  |                             |                 |

#### GOVERNMENT REPRESENTATIVES

| SERVICE         | CONTACT NUMBER | NOTES                        |
|-----------------|----------------|------------------------------|
| Jennifer Rice   | 250 624 7734   | MLA                          |
| Taylor Bachrach | 250 622 2413   | MP                           |
| Services Canada | 1-800-622-6332 |                              |
|                 | 250 624 9633   | Local Services Canada office |
|                 |                |                              |