



## Local Community Contact List

Name of CRN/Community: **Terrace BC CRN**  
Date Submitted/Updated: **07/22/2020**  
Submitted By: **Tracey Davidson 250 638-1330 volunteerterrace3@gmail.com**

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>1 888 562-1214</b>	
Poison Control	<b>1800 567-8911</b>	
Lifeline (or similar service)	<b>250 631-4272</b>	

### ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Authority contact(s) – for reporting abuse	<b>250 565-7414</b>	See regional resources list for each CRN
Police-based Victim Services	<b>250 638-7411</b>	
Community- based Victim Services	<b>1 888 337-5726 or 250 635-6447</b>	
Community Living BC	604-664-0101 1-877-660-2522	Local Vancouver Toll free
Transition House (s)	<b>250 635-6447</b>	<b>Ksan Society</b>
Emergency Shelter (s)	<b>250 635-6447</b>	<b>Ksan Society</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 1-800-566-1170	Toll free
<b>BC211</b>	<b>211</b>	<b>A helpline that will direct people to support services, through the Province of BC and the United Way of Lower Mainland</b>
<b>LBGTQ Contact</b>	<b>1800 566-1170</b>	<b>In the lower mainland</b>

## INFORMATION AND REFERRAL

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

SERVICE	CONTACT NUMBER	NOTES
Seniors Outreach	250 638-1330	Volunteer Terrace
Community Services	250 638-1330 or 250 635-3178	Volunteer Terrace or TDCSS (Terrace and District Community Services Society)
Geriatric and Other programs for Seniors	250 638-1330 or 250 631-4272	Volunteer Terrace or Terrace Sunshine Centre for Seniors
Problem Gambling Helpline	1-888-795-6111	
Alcohol and Drug Referral	211	BC211
Veterans Affairs Canada	1-866-522-2122	
<b>Kimmunity Angels Society</b>	250 641-2344	Kimmunity Angels help people pay for flights, beds and prescriptions, for example
<b>Helping Hands</b>	778 634-3844	Helping Hands helps people to pay for their prescriptions if they can't afford them.

## HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach	250 631-4202	Northern Health
Mental Health and Addiction Services	250 631-4202	Northern Health
Home and Community Health	250 631-4272	Northern Health
Adult Day programs	250 631-4272	Sunshine Centre
Hospital	250 635-2211	Mills Memorial Hospital
MSP and PharmaCare	604-683-7151 1-800-663-7100	Vancouver Toll Free
BC Nurse/Pharmacist Line	811	
Assisted Living Registry	1-866-714-3378	
Online Medical Support - Medeo	1-888-297-2973	
<b>Volunteer Terrace</b>	250 638-1330	Housekeeping, Helping Handyman (small odd jobs to keep seniors in their homes longer), Friendly Visitor (combating Social Isolation).

## HOUSING

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

SERVICE	CONTACT NUMBER	NOTES
SAFER - Shelter Aid for Elderly renters	1 800-257-7756	
HAFI	604 259-1211	Home adaptations Grant

## HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home	250 638-1330	Volunteer Terrace
Grocery Shopping	250 638-1330	Volunteer Terrace
Home repairs and Maintenance	250 638-1330 - Volunteer Terrace (Helping Handyman Program)	Only agencies that provide volunteers who have undergone a criminal record check.
Peer Counselling	211	BC211
Friendly Visiting	250 638-1330	Volunteer Terrace
Friendly Visiting - Volunteer Terrace	250 638-1330	Can be done by phone or in-person (once it is safe to do so or where physical distancing can be done)

## TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	250 635-2666	
Health Connections – bus service	1 888 647-4997	Northern Health Connections bus
Bus Pass Program	1 866 866-0800	
Taxi (s)	250 635-7177	Kalum Kabs
Parking Permit (disabled)	1 888 718-7794	SPARC BC
Translink Trip Planner	604-953-3333	Lower Mainland
Volunteer Terrace	250 638-1330	Has volunteer drivers or will pay for taxis for very low-income seniors to go to medical appointments.

## 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	Local number is 250 635-2132
Family Justice Clinic	250 638-6557	Terrace Family Justice Centre
Crown Counsel	250 638-2131	
NIDUS – Representation Agreements	1-604-408-7414	
Public Guardian and Trustee	1-604-660-4444	
Peoples Law School	604-331-5400	

SERVICE	CONTACT NUMBER	NOTES
Lawyer Referral Services	1 800 663-1919	
Access Pro Bono Legal Services – in person only	1-877-762-6664	
Community Advocacy Services	250 638-1330	Terrace Restorative Justice Program - through Volunteer Terrace
Family Law Advocate and Poverty Law Advocate	250 635-3178	Through TDCSS (Terrace and District Community Services Society)

## SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	
AA	250635-6533	
NA	1888 543-2499	
Al-Anon	250 635-2211	Mills Memorial Hospital
Nar-Anon	604 878-8844	24-Hour Hotline
Alzheimer Society of BC	1 800 667-3742	
Caregiver support groups	250 635-4811	Terrace Hospice Society
MS Society	1 800 268-7582	
Arthritis	1 800 321-1433	
Diabetes	1 800 226-8464	
Deaf and Hard of Hearing	6-4-660-1800/tty	
BC211	211	

## FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre	250 635-4906	Kermode Friendship Society
Band Office	250 635-6177	Kitsumkalum Band office
Métis Services	250 638-1199	Northwest BC Metis Association
First Nations Health Authority	1 866-913-0033	
Indian Residential School Survivors Society	250 635-4499	
Kitselas Band	250 635-5084	

## IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services	250 635-6530	Skeena Diversity (multi-cultural society)

SERVICE	CONTACT NUMBER	NOTES
Settlement Services	250 635-6530	Skeena Diversity
Translation Services	250 635-6530	Not all languages can be translated. An appointment should be booked prior to appointment.

### MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	250 615-3000 or 250 615-3030	Terrace Sportsplex and Terrace Aquatic Centre
Parks and Recreation - programs	250 615-3000 or 250 615-3030	Terrace Sportsplex and Terrace Aquatic Centre
Library(s)	250 638-8177	
<b>Volunteer Terrace</b>	250 638-1330	Volunteer Terrace can do pick up and delivery of books from the library for delivery

### INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	1-800-663-7100	Service BC
Community Volunteer Income Tax Prep.	250 638-1330	Volunteer Terrace
<b>Terrace Women's Resource Centre</b>	250 638-0228	Also a CVITP program

### DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice	250 635-4811	Terrace Hospice Society
Grief Counselling	250 635-4811	Terrace Hospice Society

### FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	250 635-5446	Salvation Army
Grocery Delivery	250 638-1330	Volunteer Terrace
Meal Delivery	250 638-1330	Volunteer Terrace (for seniors)

SERVICE	CONTACT NUMBER	NOTES
Meals on Wheels	250 631-4272	
Terrace Church's Food Bank	250 635-9670	

#### GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
Ellis Ross	250 632-8518	MLA
Taylor Bachrach	250 615-5339	MP
Services Canada	1-800-622-6332	
Carol LeClerc	250635-6311	Mayor of Terrace