

# COMMUNITY RESOURCE GUIDE

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### COMMUNITY RESOURCES

#### **Covid-19 Response** **BC Centre for Disease Control**

This site provides information about COVID-19, how to protect yourself, your family and your community and what to do if you suspect you have the virus.

Non-medical information about COVID-19 is available 7:30am-8pm, 7 days a week at 1-888-COVID19 (1-888-268-4319).

If you have concerns about your health and would like to speak with someone directly call HealthLinkBC by dialing 811.

[www.bccdc.ca/health-info/diseases-conditions/covid-19/data](http://www.bccdc.ca/health-info/diseases-conditions/covid-19/data)

#### **Crime Stoppers**

Mandate is to represent the independent community-based programs at the provincial level. Twenty-three programs represent all areas of the province. They provide all communities that represent with a number of messaging mediums allowing the public to forward information anonymously to Crime Stoppers, who in turn, deliver that information or intelligence to the appropriate enforcement agency, so that a crime or potential crime can be solved.

1-800-222-tips (8477)

[www.bccrimestoppers.com](http://www.bccrimestoppers.com)

#### **Crisis Line Association of BC**

Provides empowering support one call at a time. There are two provincial networks:

1800Suicide and 310Mental Health Support that provides access to 24-hour crisis line services in BC. Calls are routed to the nearest crisis line network partner.

310-6789 (area code not required)

For support and information related to mental health

Email: [info@crisislines.bc.ca](mailto:info@crisislines.bc.ca)

[www.crisislines.bc.ca](http://www.crisislines.bc.ca)

#### **Women's Transition Housing**

Housing services and supports for women and children who have experienced violence or are at risk of experiencing violence. These include transition houses, safe homes and second stage housing.

#### **If you are in immediate danger:**

- Call 911 and ask for police or call your community police
- Call or text VictimLinkBC at 1-800-563-0808
- Email: [VictimLinkBC@bc211.ca](mailto:VictimLinkBC@bc211.ca)
- Call a transition house or safe home near you.

### **Crisis Prevention, Intervention and Information Centre for Northern BC**

Online chat is available from  
4 pm - 10 pm daily.

24 Hour Crisis Line BC Wide Line  
Youth Support:

Toll Free: 1 (888) 562-1214  
1-800-SUICIDE

Toll Free: 1 (888) 564-8336  
1-800-784-2433

[www.crisis-centre.ca](http://www.crisis-centre.ca)

### **Child Find BC**

CFC is a national organization that educates and advocates for the protection and rights of children and youth. They deliver programs that will reduce the incidence of missing and exploited children. All children have the rights to be safe!

#### **Tips For Children**

- Always tell your parents where you will be.
- Travel in groups or with a buddy, there is safety in numbers.
- If you see someone hanging around the school yard or the park, tell your teacher or parent. Learn to give a good description – is the person tall or short, dark or light skinned, eye and hair colour. If he or she is in a vehicle – the make and model of the car and the license plate number.
- Do not accept job offers, rides or

gifts from any stranger. Even if you know the person, do not go with him or her unless you tell your parents first.

- Do not take dares to go to remote places.
- It is no fun to run away from home. Nothing is so terrible that you can not tell your parents or another trusted adult.
- Do not answer the door when you are home alone. Do not tell people that you will be alone.
- If someone persists in calling or trying to get in, call the police at once.
- Do not go up to people who are asking directions from a vehicle: step back and tell them you do not know and walk away quickly. Adults should not be asking children for directions.
- If someone touches you in a way that feels bad, YELL AND TELL. It is your body and nobody has the right to make you feel bad. TELL your parents, teacher or someone else you trust.
- Do not go with strangers, even if they are dressed like a policeman or if they promise you such things as a movie career. Talk with your parents first.

(250) 382-7311

Toll Free: 1-888-689-3463

Email: [childvicbc@shaw.ca](mailto:childvicbc@shaw.ca)

[www.childfindbc.com](http://www.childfindbc.com)

### **BC211**

Is a non-profit organization that provides a free, confidential, multilingual service that links people to resources for help, where and when they need it. They provide information about and referral to a broad range of programs and services, including basic needs like food and shelter; mental health and addictions support; legal and financial assistance; support for seniors, and much more.

Dial 211

Help is available 24/7 by calling or texting 211

<http://www.bc211.ca/about/>

### **First Nations Health Authority**

The FNHA is the health and wellness partner to over 200 diverse First Nations communities and citizens across BC. They provide community-based services which are largely focused on health promotion and disease prevention.

Toll-free: 1-866-913-0033

Email: [info@fnha.ca](mailto:info@fnha.ca)

[www.fnha.ca](http://www.fnha.ca)

### **WorkSafeBC**

In BC this organization is responsible for workplace health and safety and enforces the Occupational Health and Safety Regulation. In the event of work-related injuries or diseases,

they work with the affected parties to provide return to work rehabilitation, compensation, health care benefits and a range of other services.

[www.worksafebc.com/en](http://www.worksafebc.com/en)

### **BC Aboriginal Network on Disability Society**

This society's mission is to advance the unique disability and health priorities of Indigenous persons through collaboration, consultation, and the delivery of comprehensive client services. Their vision is "an inclusive and accessible

Canada for all Indigenous persons and families living with disabilities where their disability and health priorities / needs are identified, planned for and addressed through relevant and holistic programs and services".

1-888-815-5511

TTY Accessible

[bcands@bcands.bc.ca](mailto:bcands@bcands.bc.ca)

### **Here to Help**

This website from BC Partners for Mental Health and Addictions. Offers information to help people better prevent and manage mental health and substance use problems.

310-6789 (no area code)

[bcpartners@heretohelp.bc.ca](mailto:bcpartners@heretohelp.bc.ca)

[www.heretohelpbc.ca](http://www.heretohelpbc.ca)

**Alcohol & Drug Information Referral Service**

Alcohol & Drug Information Referral Service (ADIRS) provides free, confidential information and referral services to British Columbians in need of support with any kind of substance use issue (alcohol or other drugs). Referral to community substance use treatment services is available for all ages. Information available from ADIRS includes prevention resources, support groups, and addiction related topics such as fetal alcohol syndrome.

Contact ADIRS toll-free at 1 800 663-1441, or in the lower mainland at 604 660-9382. Free, multilingual telephone assistance is available 24 hours a day, 7 days a week.

[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

**Vancouver Indigenous Alcohol and Drug Outpatient Program**

520 Richards Street, Vancouver

Our Alcohol and Drug Program can help many people achieve a healthier and satisfying life free from alcohol and drug use on an outpatient basis. This program is an intensive, outpatient, alcohol, drug and co-dependency treatment program.

Phone: 604-628-1134 / 8:30am—4:30pm

[www.nccabc.ca](http://www.nccabc.ca)

**BC Association of Aboriginal Friendship Centres**

Located throughout the province of British Columbia, friendship centres work to promote, develop and deliver accessible programs and services that support Indigenous peoples living in urban areas and away from home to achieve their vision of health, wellness and prosperity.

1-250-388-5522

[www.bcaafc.com](http://www.bcaafc.com)

**Indian Residential School Survivors Society**

Is a provincial organization providing services to Indian Residential School survivors, their families, and those dealing with intergenerational trauma.

1-800-721-0066 or

604-985-4464

[reception@irsss.ca](mailto:reception@irsss.ca)

[www.irsss.ca/contact](http://www.irsss.ca/contact)

**BC Housing**

Housing information for individuals who are homeless, women at risk of violence, seniors, families, individuals with disabilities, aboriginal individuals, singles and couples.

1-800-257-7756

<https://www.bchousing.org/home>

### Seniors Services Society

Information on Housing options and services for Seniors in BC

Their mission is to connect adults 60+ with individual supports and housing navigation services to enhance their lives.

604-520-6621

[www.seniorsservicesociety.ca](http://www.seniorsservicesociety.ca)

## YOUTH & CHILDREN

### The Youth Against Violence line

Is available to help 24 hours a day, 7 days a week. There are several ways you can contact us:

Call 1-800- 680-4264

TTY 604-875-0885

or Text 604-836-6381

(for deaf or hard of hearing people)

We are trained support workers who talk with youth and concerned adults every day about bullying, gang activity, harassment, intimidation, sexual exploitation, and many other issues.

<http://www.youthagainstviolenceline.com/>

### Cybertip.ca

The Canadian Centre for Child Protection operates Cybertip.ca, Canada's tip line for reporting the online sexual exploitation of children and referring any relevant leads to the appropriate law

enforcement agency and/or child welfare agency; and providing the public with information and other resources, as well as support and referral services to help Canadians keep themselves and their families safe while using the internet.

1-866-658-9022

[www.cybertip.ca/app/en/contact](http://www.cybertip.ca/app/en/contact)

### Kids Help Phone

Kids Help Phone is Canada's only 24/7 national service offering bilingual (English and French) professional counselling, information and referrals and volunteer-led, text-based support to young people.

1-800-668-6868

<https://kidshelpphone.ca/>

### Youth In BC

This is a program of the Crisis Centre. It connects youth with support, information and resources.

Chat with One of our Crisis Responders Now:

### 24 HOUR CRISIS LINES

Greater Vancouver

• 604-872-3311

Howe Sound & Sunshine Coast

• 1-866-661-3311

TTY

• 1-866-872-0113

The Seniors' Distress Line

• 604-872-1234

Mental Health Support

- 310-6789
- 1-800-SUICIDE
- 1-800-784-2433

Online Service for Adults

[www.CrisisCentreChat.ca](http://www.CrisisCentreChat.ca)

Online Service for Youth

[www.YouthinBC.com](http://www.YouthinBC.com)

<https://youthinbc.com/>

### Helpline for Children

Ministry of Children and Family Development (MCFD) BC Office

If you think a child or youth under 19 years of age is being abused or neglected, you have the legal duty to report your concern to a child welfare worker.

Call: 1 800 663-9122  
at any time of the day or night.

If you are a child or youth and would like to talk to someone call the Helpline for Children at:  
310-1234.

<https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/keeping-kids-safe>

### Representative for Children and Youth

The Representative's role and jurisdiction are defined in the Representative for Children and Youth Act and its regulations. Under these, the Representative can:  
Advocate on behalf of children,

youth and young adults to improve their understanding of and access to designated services.

Monitor, review, audit and publicly report on designated services for children and youth

Conduct independent reviews and investigations into the critical injuries or deaths of children receiving reviewable services.

To connect with one of the RCY's advocates or for general questions or comments, contact us at:

1-800-476-3933

### Call Bullying Canada Now

Our team of more than 350 highly trained volunteers are here just to help people like you.

Pick up your phone and call:

877-352-4497

[Support@bullying.ca](mailto:Support@bullying.ca)

<https://www.bullyingcanada.ca/>

### Urban Native Youth Association

UNYA strives to support Indigenous youth by providing a diverse continuum of advocacy, preventative and support services that respond to their immediate and long-term needs. Today, UNYA delivers 20+ programs, with 175+ volunteers, 100 staff, and more than 300 community partners.

604-254-7732

[info@unya.bc.ca](mailto:info@unya.bc.ca)

[www.unya.bc.ca](http://www.unya.bc.ca)

### **Youth Against Violence Line**

24 hour service for youth and adults concerned about bullying, gang activity, harassment, intimidation, sexual exploitation and other issues. Support workers will provide options and information about services and programs in your area.

Call toll free in B.C. at 1-800-680-4264, 24 hours every day

If you are deaf or hard of hearing, call BC211

TTY service at 604-875-0885; if calling from outside the Lower Mainland, call collect

[www.youthagainstviolence.com](http://www.youthagainstviolence.com)

### **Vancouver Aboriginal Child and Family Services**

Responsible for child protection services for indigenous children, youth and families in Vancouver.

604-872-6723

1-877-982-2377

[www.vacfss.com/](http://www.vacfss.com/)

### **First Nations Child and Family Caring Society**

Works to ensure the safety and well-being of First Nations youth and their families through education initiatives, public policy campaigns and providing quality resources to support communities.

(613) 230-5885 |

[info@fncaringociety.com](mailto:info@fncaringociety.com)

### **BC Federation of Aboriginal Foster Parents**

Working to improve the standard of care for children in BC. They provide information about fostering recruitment services to MCFD and DAAs, offer foster parents opportunities for education and provide direct support.

<https://bcfosterparents.ca/>

### **Parent Support Services Society of BC**

To protect the safety and wellbeing of children and promote the health of all families by partnering with those in a parenting role and their communities to build support, advocacy, education, research, and resources.

1-877-345-9777

[office@parentssupportbc.ca](mailto:office@parentssupportbc.ca)

[www.parentssupportbc.ca](http://www.parentssupportbc.ca)

### **Grandparents Raising Grandchildren Support Line**

If you're a grandparent or other relative raising a family member's child, you can get information and advice from the Grandparents Raising Grandchildren (GRG) Support Line to deal with complex services systems such as the Ministry of Children and Family

604-558-4740 or 1-855-474-9777

[www.parentssupportbc.ca/grandparents-raising-grandchildren/](http://www.parentssupportbc.ca/grandparents-raising-grandchildren/)



**Society for Children & Youth of BC**

This society's vision is a British Columbia where all children and youth thrive and to improve the well-being of children and youth in BC through the advancement of their civic, political, economic, social, cultural and legal rights. As well as creating and delivering programs that have motivated change in research, legislation, policy, and practice in Canada.

(778) 657-5544 or toll-free  
1-877-462-0037

[info@scyofbc.org](mailto:info@scyofbc.org)

**ProtectKidsOnline.ca**

Operated by the Canadian Centre for Child Protection is designed to assist parents/guardians in protecting their children on the internet and reducing their risk of victimization.

Is here to help parents/guardians stay on top of the digital world their children are engaging in. Here you will find information about the ever-changing online interests of young people, the potential risks they face and proactive strategies to help keep your child/adolescent safe while online.

[protectkidsonline.ca](http://protectkidsonline.ca)

**NeedHelpNow.ca**

Helps teens stop the spread of sexual pictures or videos and provides support along the way. If you or someone you know has been negatively impacted by a self/peer exploitation incident, we are here to help offer guidance on the steps you can take to get through it and #ChangeTheStory.

[needhelpnow.ca](http://needhelpnow.ca)

**SOS Children's Village BC**

We provide family-based foster care for children and youth in our communities through our Village model. This includes support to caregivers, youth, and kids through residential services, program and support services, and wraparound care.

We believe in keeping siblings together and in family strengthening, creating a sense of community and belonging, and in educating and empowering children to become contributing members of society.

604-574-2964

[office@sosbc.org](mailto:office@sosbc.org)

[www.sosbc.org](http://www.sosbc.org)

### **Delegated Aboriginal Agencies in British Columbia**

The Ministry of Children and Family Development has a variety of initiatives underway to address the number of Indigenous children in care.

This includes the development of agreements between the province and Indigenous communities to return historic responsibilities for child protection and family support to Indigenous communities. These agreements are known as delegation agreements.

<https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/reporting-monitoring/accountability/delegated-aboriginal-agencies/>

## **WOMEN RESOURCES**

### **Ending Violence Association of British Columbia**

(EVA BC) is a solutions-based provincial association based in Vancouver. Since 1992, they have trained and supported more than 300 anti-violence programs and cross-sector initiatives across the province that respond to sexual and domestic violence, child abuse, and criminal harassment.

### **Their Four Key Program Areas across BC**

- Community-Based Victim Assistance
- Stopping the Violence Counselling and Outreach
- Multi-Cultural Outreach
- Sexual Assault/Woman Assault programs.

604-633-2506

[www.endingviolence.org](http://www.endingviolence.org)

### **Battered Women's Support Services**

Provide emotional support, resources in the community, to assess women in their coping strategies, to highlight their strengths and to help create a safety plan for women who are dealing with violence and/or the effects of abuse. Violence and abuse take away our power. BWSS Crisis Line & Intake workers assist women who have experienced crisis in reclaiming power and making safe choices.

604-687-1867 or

1-855-687-1868 or

text 604-652-1867

[information@bwss.org](mailto:information@bwss.org)

[www.bwss.org](http://www.bwss.org)

### **Vancouver Rape Relief and Women's Shelter**

Services are available to all women who have experienced male violence including wife battering, incest, rape, sexual assault, sexual harassment, and prostitution.

You can call us at:  
604.872.8212, or  
TDD# 604.877.0958

Our receptionist will be happy to direct your call to a collective member who can help you.

[info@rapereliefshelter.bc.ca/](mailto:info@rapereliefshelter.bc.ca/)  
<https://www.rapereliefshelter.bc.ca/>

### **Women Against Violence Against Women Rape Crisis Centre**

WAWAW is a feminist, anti-oppressive, decolonizing rape crisis centre operating on unceded Coast Salish Territories. They provide support services to survivors of sexualized violence who have shared experiences of gender marginalization: cis and trans women, Two-Spirit, trans and/or non-binary people. They advocate for social and systemic change through education, outreach and activism, and provide immediate crisis and long-term support services to survivors of sexual assault, including:

- Hospital accompaniment
- Support navigating the medical and legal system
- One-to-one counselling and support groups
- Counselling for Indigenous survivors and the friends and family of Missing and Murdered Indigenous Women, Girls, and Two-Spirit people

604-255-6228 /

General inquiries

[admin@wawaw.ca](mailto:admin@wawaw.ca)

<https://www.wawaw.ca/>

24-hour Crisis and Info Line:

1-877-392-7583

## **HUMAN TRAFFICKING**

### **Illuminate Organization**

Human trafficking which includes sexual exploitation and forced labour is a heinous crime with serious impacts on victims and survivors, their families, communities, and society as a whole.

This organization disrupts the cycles of human trafficking by illuminating public awareness through education, relentless intervention strategies, safe places for survivors to heal and establishing networks that build back extraordinary

lives for those affected in Canada. They work with survivors of all forms of trafficking and exploitation, along with service providers and agencies supporting them regardless of age, gender orientation, race, income, ability, or religion. Services are free of cost, accredited and utilize best trauma care practices to support prevention, intervention, and healing from the inside out.

Call 911 if you suspect someone has been trafficked and is in immediate danger, or call your local police to report other suspected cases of human trafficking or contact Crime Stoppers.

Toll free 24-hour Crisis Support:  
1-855-332-4283

Office line: 604-347-9500  
connect@illuminateHT.com  
1-833-900-1010

<https://www.canadiancentretoendhumantrafficking.ca/>

### **Victim Link BC**

Is a toll-free, multilingual, confidential telephone service available across B.C. and Yukon 24 hours a day, 7 days a week that provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence.

Contact VictimLink BC at  
1-800-563-0808  
(toll-free in B.C. and Yukon).

Collect at 711

Call TTY at  
604 875-0885

To call collect, please call  
Telus Relay Service at 711.

Text to 604 836-6381.

VictimLinkBC@bc211.ca.

[www.victimlinkbc.ca](http://www.victimlinkbc.ca)

## LEGAL/JUSTICE RESOURCES

### **Native Courtworker and Counselling Association of BC**

Assists Indigenous people that are involved in the criminal justice system, assists people with substance abuse and detox support issues such as counselling and referral services. Provides advocacy services for Indigenous families and youth. Family and youth advocacy aids families and clients involved in child protection issues and other family matters by providing basic counselling, guidance, support, legal options, referrals, and community education workshops on violence against women.

1-877-811-1190

nccabc@nccabc.net

[www.nccabc.ca](http://www.nccabc.ca)

### **Aboriginal Legal Aid of BC Legal Services Society of BC**

Is a non-profit organization committed to helping British Columbians resolve their legal issues through free public legal information and services, and legal representation and advice to British Columbians with low incomes.

604-408-2172 (Greater Vancouver)  
1-866-577-2525

[www.aboriginal.legalaid.bc.ca/](http://www.aboriginal.legalaid.bc.ca/)

### **The Indigenous Community Legal Clinic**

Located in Vancouver downtown eastside, providing free legal services to the Indigenous community and to provide legal education to Allard School of Law students. By participating in the ICLC program, students interested in advocacy, social justice and Indigenous peoples can gain practical experience.

The ICLC provides students with the opportunity to gain practical hands-on experience managing client files and making court appearances.

Indigenous Community Legal  
Clinic Contact Information:

Tel: 604 822 1311

Toll Free: 1 888 684 7874

Fax: 604 684 7874

E-mail: [iclc@allard.ubc.ca](mailto:iclc@allard.ubc.ca)

[www.allard.ubc.ca/](http://www.allard.ubc.ca/)

### **Canadian Bar Association British Columbia Branch**

This site provides free legal information to assist the public and media in researching important issues.

T: 604.687.3404  
or 1.888.687.3404

F: 604.669.9601  
or 1.877.669.9601

[cba@cbabc.org](mailto:cba@cbabc.org)

### **Lawyer Referral Service**

This referral Service helps any and all British Columbians find a suitable lawyer to help resolve their legal problem. Call us to speak to an expert lawyer who will provide up to a half-hour of free legal consultation. Please don't confuse our Lawyer Referral Service with legal aid. In BC, legal aid is provided exclusively by Legal Aid BC to British Columbians on very low income who qualify for their services.

1-800-663-1919

604-667-3221

or tel:1-877-762-6664

<https://www.accessprobono.ca/our-programs/lawyer-referral-service>

**Dial a Law**  
**A Service of People’s Law School**

Features free information on the law in British Columbia in 130 topic areas. The information is reviewed by lawyers and updated regularly.

1-800-565-5297

<https://dialalaw.peopleslaw.school.ca/>

**Click Law BC**

This website provides legal information, education and help for British Columbians operated by the Courthouse Libraries of BC

[www.clicklaw.bc.ca](http://www.clicklaw.bc.ca)

**The Public Guardian and Trustee of British Columbia**

PGT) is a corporation sole established under the Public Guardian and Trustee Act with a unique statutory role to protect the interests of British Columbians who lack legal capacity to protect their own interests. The mandate of the PGT is to protect the legal and financial interests of children under the age of 19 years; protect the legal, financial, personal and health care interests of adults who require assistance in decision making; and to administer the estates of deceased and missing persons.

604-660-4444

1-800-663-7867

[www.trustee.bc.ca](http://www.trustee.bc.ca)

**ELDER SUPPORT RESOURCES**

**Seniors First BC / Senior’s Distress Line**

Seniors First BC consists of seniors, service providers, academics and professionals who have been working together to end abuse of seniors in British Columbia for over 15 years.

If you are in crisis, call us now:

604-437-1940

Toll Free: 1-866-437-1940

TTY: 604-428-335=9TTY  
(teletype for deaf)

Monday to Sunday – 8am to 8 pm

604-688-1927

Senior’s Distress Line

604-872-1234

Email: [info@seniorsfirstbc.ca](mailto:info@seniorsfirstbc.ca)

<http://seniorsfirstbc.ca/contact-us/>

**BC Elders’ Guide**

The First Nations Health Authority and Province of BC are pleased to share the 2014 BC Elders’ Guide.

[www.fnha.ca/WellnessSite/WellnessDocuments/BC\\_EldersGuide.pdf](http://www.fnha.ca/WellnessSite/WellnessDocuments/BC_EldersGuide.pdf)

**Seniors Health Care Support Line**

Has been established to allow seniors and their families, or other concerned individuals in their lives, to report concerns about care.

This toll-free phone line is intended to supplement existing care concern avenues with dedicated support for seniors with complex needs.

The line is available 8:30 am - 4:30 pm Monday-Friday (with exception of statutory holidays).

1-877-952-3181  
or 1-250-952-3181 (Victoria BC)

<https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/about-seniorsbc/seniors-action-plan/what-we-ve-done/provincial-seniors-phone-line/>

### **Senior's Guidebook to Safety and Security - RCMP**

This guide is for seniors, their family members, care-givers, friends, and anyone else who may find it useful. It is not meant to include everything but tries to answer some common concerns when it comes to seniors' safety and security. Our goal is to raise awareness of seniors' safety to improve their quality of life.

The information in this guide can also be used to help people and their loved ones discuss this topic to help recognize a potential crime situation and show how to reduce or remove the risk.

<https://www.rcmp-grc.gc.ca/wam/media/1971/original/1aad45a3f33f4b16c4f91340a803ae1a.pdf>

### **What Every Older Canadian Should Know About Frauds and Scams**

This brochure from the Canadian government on common types of frauds and scams.

[https://www.canada.ca/content/dam/esdc-edsc/documents/corporate/seniors/forum/brochure-08-eng.pdf/](https://www.canada.ca/content/dam/esdc-edsc/documents/corporate/seniors/forum/brochure-08-eng.pdf)

### **Wills and Estates On-Reserve lands, Legal Aid BC**

Legal Aid BC is a non-profit organization committed to helping British Columbians resolve their legal issues. They provide free public legal information, advice, and representation to people with low incomes.

604-408-2172

1-866-577-2525

[www.aboriginal.legalaid.bc.ca/reserve-legal-issues/wills-estates](http://www.aboriginal.legalaid.bc.ca/reserve-legal-issues/wills-estates)

### **Estate Administration on Reserve: A Guide for Executors and Administrators in BC**

A guide for people in BC who have been appointed by Indigenous Services, Canada as the executor or administrator of the estate of a person who has passed away.

<https://pubsdb.lss.bc.ca/pdfs/pubs/Estate-Administration-On-Reserve-eng.pdf>

## Canadian Centre for Elder Law

This centre provides information on legal issues affecting older Canadians, including fraud protection, elder abuse, financial literacy and power of attorney.

604-822-0142

ccels@bcli.org

<https://www.bcli.org/elder-law-resources/elder-abuse-resources>

## Writing Your Own Will: A guide for First Nations People Living on Reserve

A guide from the Aboriginal Financial Officers Association designed for First Nations people registered under the Indian Act who are “ordinarily resident on reserve” in British Columbia

<https://www.afoabc.org/wp-content/uploads/2015/03/will-kit.pdf>

## TRAVEL & SAFETY RESOURCES

### Mapquest

This website, find driving directions, maps, live traffic updates and road conditions. Find nearby businesses, restaurants and hotels.

[www.mapquest.ca](http://www.mapquest.ca)

### Google Maps

offers satellite imagery, aerial photography, street maps, 360°

interactive panoramic views of streets, real-time traffic conditions, and route planning for travelling by foot, car, bicycle, air and public transportation.

[www.google.com/maps/](http://www.google.com/maps/)

[www.google.ca/maps/](http://www.google.ca/maps/)

### Travelling Abroad

This website provides information on health and safety, travel documents such as passports and visas, baggage, airport security, country specific advice, and more.

<https://travel.gc.ca/travelling/>

### BC Automobile Association

BCAA offers a wide variety of trip planning tools and support including hotel booking, car rentals, flights, booking a cruise, International Drivers Permits (IDP) and Passport Photos.

[www.bcaa.com/](http://www.bcaa.com/)

### DriveBC

DriveBC provides current road conditions, upcoming roadwork notifications, as well as information on closures, delays, and travel advisories. Extended information, such as inland ferry schedules, border wait times, and the BC HighwayCams program can also be found on DriveBC.

For BC Highway conditions

1-800-550-4997

[www.drivebc.ca](http://www.drivebc.ca)



### BC Ferries

This year round vehicle and passenger service connects BC's coastal communities.

1-888-BCFERRY

Cellphone: \*BCF (\*223)

TTY Call 711

provide toll free number 1-888-223-3779 to telus relay operator

[www.bcferries.com](http://www.bcferries.com)

### BC Bus North

BC Bus North is your intercity bus service between Prince Rupert, Prince George, Dawson Creek, Fort St John, Fort Nelson, Valemount and many communities in between.

#### How to book a trip:

- Choose your trip: return or one-way, departure and arrival points and date.
- Select your return trip: departure and arrival points and date.
- Fill out your passenger information and payment information.

Call: 1-844-564-7494

[www.bcbus.ca/book-a-trip/](http://www.bcbus.ca/book-a-trip/)

### Bulkley Nechako Regional Transit System

This transit system serves the area from Burns Lake to Prince George and Burns Lake to Smithers, serving all community members along Highway 16 between these destinations. This service has a

fixed-route and schedule. Buses are accessible and equipped with a lift.

There are no transfers between routes 161 and 162. These routes operate on separate days requiring separate fare payment. Service in Prince George and Smithers have separate transit systems requiring separate fare payment.

Ticket sheets are available at the eight municipal offices in the Regional District of Bulkley-Nechako:

- Vanderhoof 160 Connaught St
- Fort St. James 477 Stuart Dr W
- Fraser Lake 210 Carrier Cres
- Village of Burns Lake 15-3 Ave
- Granisle 1 McDonald
- Houston 3367-12 St
- Telkwa 1415 Hankin Ave
- Smithers 1027 Aldous St

#### Transit Information

1-855-499-1119

[www.bctransit.com](http://www.bctransit.com)

### Weather Information

Environment Canada provides weather forecasts and alerts.

[https://weather.gc.ca/canada\\_e.html](https://weather.gc.ca/canada_e.html)

### The Weather Network

Provides forecasts for locations around the world.

<https://www.theweathernetwork.com/ca>

**Children in Crisis**

If a child is in immediate danger  
call 911

Report a child protection concern ( 8:30am – 4:30pm)

778-331-4500 (after hours call: 604-660-4927 )

If you or a child you know are in need of help  
call the helpline for children:  
604-310-1234

**24 HOUR CRISIS LINES**

Greater Vancouver  
604-872-3311

Howe Sound & Sunshine Coast  
1-866-661-3311

or text: 1-866-872-0113

The Seniors' Distress Line  
604-872-1234

Mental Health Support  
310-6789

1-800-SUICIDE

1-800-784-2433

Online Service for Adults

[www.CrisisCentreChat.ca](http://www.CrisisCentreChat.ca)

Online Service for Youth

[www.YouthinBC.com](http://www.YouthinBC.com)

**Northern BC Crisis Line**

A safe, confidential and non judgmental crisis line to discuss anything troubling you. We are here to help. Call:

250-563-1214 or

1-888-562-1214

**BC Suicide Line**

If you are considering suicide or are concerned about someone who may be, please call:

1-800-SUICIDE

1-800-784-2433