

# COMMUNITY RESOURCE DIRECTORY

## Contents

<b>ADDICTIONS</b> .....	<b>5</b>
FRIENDSHIP HOUSE ASSOCIATION .....	5
ALCOHOL AND DRUG COUNSELLOR .....	5
NORTHERN HEALTH AUTHORITY .....	6
ALCOHOL & DRUG AGENCY ( <i>Mental Health and Addictions Services</i> ).....	6
12 STEP MEETING LIST.....	6
ADULT ADDICTION DAY TREATMENT PROGRAM .....	7
SUPPORTIVE RECOVERY PROGRAM (NORTH COAST TRANSITION SOCIETY) .....	8
<b>ADVOCACY</b> .....	<b>9</b>
ADVOCACY SERVICE (PRINCE RUPERT ASSOCIATION FOR COMMUNITY LIVING) .....	9
B. C. SPECIAL OLYMPICS (PRINCE RUPERT LOCAL).....	10
COMMUNITY-BASED VICTIM SERVICES (NORTH COAST COMMUNITY SERVICES).....	11
KAIEN ANTI-POVERTY SOCIETY (KAPS).....	12
KAPS FREE STORE & SUPPORT SERVICES ( <i>Kaien Anti Poverty Society</i> ) .....	13
LEGAL SERVICES .....	14
NORTH COAST ASSESSMENT AND REFERRAL SERVICE .....	15
NORTH COAST VICTIM SUPPORT SERVICES – RCMP-BASED.....	16
R.C.M.P. CRIME PREVENTION/COMMUNITY POLICING.....	17
PRINCE RUPERT LABOUR COUNCIL.....	18
PRINCE RUPERT UNEMPLOYED ACTION CENTRE.....	18
PROBLEM GAMBLING LINE.....	19
SELF ADVOCACY SUPPORT GROUP (THOMPSON COMMUNITY SERVICE).....	20
THE ALCOHOL AND DRUG INFORMATION AND REFERRAL LINE .....	21
VICTIM LINK .....	22
YOUTH AGAINST VIOLENCE.....	23
<b>CHILDREN &amp; FAMILY SERVICES</b> .....	<b>24</b>
FRIENDSHIP HOUSE ASSOCIATION .....	24
ABORIGINAL INFANT DEVELOPMENT PROGRAM.....	24
COMMUNITY LIAISON WORKER .....	25
FRIENDSHIP HOUSE PRESCHOOL.....	25
COMMUNITY WORKER .....	26
ABORIGINAL EARLY CHILD DEVELOPMENT <i>Coordinator</i> .....	27
ABORIGINAL SUPPORTED CHILD DEVELOPMENT.....	28
YOUTH INCLUSION PROGRAM .....	29
PARENT/TOT DROP-IN SERVICIE .....	29
STREET SPIRIT .....	30
KAIEN ISLAND DAY CARE SERVICES ( <i>K.I.D.S.</i> ).....	30
BERRY PATCH RESOURCE & REFERRAL PROGRAM .....	31
MUSTARD SEED FAMILY SUPPORT .....	31
MINISTRY OF CHILDREN & FAMILY DEVELOPMENT .....	32
CHILD AND FAMILY SERVICES .....	32
CHILD & YOUTH MENTAL HEALTH .....	33
INTAKE, INVESTIGATION, ASSESSMENT & RESOURCES .....	33
COMMUNITY LIVING BC .....	34
NORTH COAST COMMUNITY SERVICES .....	35
EMPOWERMENT TO CHILDREN & YOUTH .....	35
FAMILY SKILLS PROGRAM.....	36
INFANT DEVELOPMENT PROGRAM.....	37

# COMMUNITY RESOURCE DIRECTORY

<i>SUPPORTED CHILD DEVELOPMENT PROGRAM</i> .....	38
GITMAXMAK'AY NISGA'A SOCIETY .....	39
GROWING SPACE SOCIETY .....	40
KAPS HOUSE, KAPS, KIDZ AND TEENZ (KAIEN ANTI-POVERTY SOCIETY).....	41
MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION .....	42
NORTHWEST INTER-NATION FAMILY & COMMUNITY SERVICES .....	43
PARENTS & CHILDREN EDUCATION SERVICE (P.A.C.E.S.) HUB .....	44
NORTH COAST TRANSITION SOCIETY .....	45
<i>Transition House</i> .....	45
<i>Women Supporting Women Program</i> .....	45
<i>Child Support Program</i> .....	45
<i>Crisis Line (627-8588)</i> .....	45
<i>Women's Outreach Program</i> .....	46
SUCCESS BY 6 .....	47
<b>CORRECTIONS</b> .....	<b>48</b>
ADULT COMMUNITY CORRECTIONS.....	48
PRINCE RUPERT ABORIGINAL COMMUNITY SERVICES SOCIETY .....	49
YOUTH PROBATION .....	50
<b>COUNSELLING SERVICES</b> .....	<b>51</b>
NORTH COAST COMMUNITY SERVICES .....	51
<i>CHILDREN WHO WITNESS ABUSE</i> .....	51
NORTH COAST TRANSITION SOCIETY .....	52
<i>SEXUAL ABUSE INTERVENTION PROGRAM, Heilan Counselling</i> .....	52
<i>STOPPING THE VIOLENCE COUNSELLING PROGRAM</i> .....	53
TERRACE FAMILY JUSTICE CENTRE.....	54
CRISIS PREVENTION, INTERVENTION & INFORMATION CENTRE FOR NORTHERN BC .....	55
<i>TWENTY-FOUR HOUR CRISIS LINE</i> .....	55
<i>YOUTH SUPPORT LINE</i> .....	55
1-800-SUICIDE .....	57
<i>Phone: 1-800-784-2433</i> .....	57
FROM TEARS TO HOPE.....	57
BOUNCE BACK .....	57
PRIVATE COUNSELLORS .....	59
<i>Lorna Nelson</i> .....	59
<i>Employee &amp; Family assistance Programs</i> .....	59
<i>Tammy Luciw MSW, RSW</i> .....	59
<i>Tulani Pierce, B.Ed., M.Ed</i> .....	59
<b>EDUCATION / TRAINING</b> .....	<b>60</b>
NORTH COAST COMMUNITY SERVICES .....	60
<i>FRASER STREET LITERACY</i> .....	60
NORTHWEST COMMUNITY COLLEGE .....	61
<i>ACCESSIBILITY SUPPORT SERVICES</i> .....	61
<i>COMMUNITY PARTNERSHIPS AND CONTRACT DEVELOPMENT</i> .....	62
<i>EDUCATIONAL ADVISING &amp; FINANCIAL AID</i> .....	63
<i>ENGLISH AS A SECOND LANGUAGE</i> .....	64
<i>FIRST NATIONS ACCESS</i> .....	66
<i>LITERACY &amp; NUMERICY, UPGRADING FOR ADULTS</i> .....	69
<i>CAREER &amp; COLLEGE PREPARATION – (CCP)</i> .....	69
<i>REGIONAL LITERACY FOR NORTHWEST COMMUNITY COLLEGE</i> .....	70
<i>STUDENT UNION</i> .....	71
<i>WORKFORCE TRAINING &amp; CONTINUING STUDIES</i> .....	72

# COMMUNITY RESOURCE DIRECTORY

METIS NATIONS BC .....	73
ASSOCIATION OF FRANCOPHONE AND FRANCOPHILE NORTHWEST .....	75
<b>EMPLOYMENT .....</b>	<b>76</b>
EMPLOYMENT PROGRAM FOR WOMEN .....	76
EMPLOYMENT SERVICES FOR PEOPLE LIVING WITH DISABILITIES .....	77
SKILLED TRADES EMPLOYMENT PROGRAM (S.T.E.P).....	78
COMMUNITY FUTURES OF THE PACIFIC NORTHWEST .....	79
HECATE STRAIT EMPLOYMENT DEVELOPMENT SOCIETY.....	80
HECATE STRAIT TRAINING CENTRE.....	81
SERVICE CANADA .....	82
SUPPORTED EMPLOYMENT PROGRAM.....	83
<b>HEALTH .....</b>	<b>84</b>
FRIENDSHIP HOUSE ASSOCIATION .....	84
<i>AAMA-GOOT ABORIGINAL WOMEN'S PROGRAM</i> .....	84
<i>MEN'S HEALTH WORKER</i> .....	84
<i>MENTAL HEALTH LIASON WORKER</i> .....	85
B.C. SCHIZOPHRENIA SOCIETY .....	86
COMMUNITY CARE FACILITY LICENSING .....	87
NORTHERN HEALTH AUTHORITY .....	88
<i>COMMUNITY HOME CARE NURSING CONTINUING CARE DIVISION</i> .....	88
<i>COMMUNITY OCCUPATIONAL THERAPY – HOME AND COMMUNITY CARE</i> .....	89
<i>COMMUNITY OUTREACH REHABILITATION &amp; EDUCATION (C.O.R.E. CLUBHOUSE)</i> .....	90
<i>HEALTH PROTECTION AND SAFETY</i> .....	91
<i>HOME SUPPORT</i> .....	92
<i>LONG TERM CARE – Continuing Care Division</i> .....	93
<i>MEALS ON WHEELS</i> .....	94
<i>ADULT DAY PROGRAM</i> .....	95
<i>NEEDLE EXCHANGE</i> .....	96
<i>NORTH REGION MENTAL HEALTH SUPPORT TEAM</i> .....	97
<i>NUTRITION</i> .....	98
<i>PRINCE RUPERT ADULT MENTAL HEALTH &amp; ADDICTIONS SERVICES</i> .....	99
<i>PUBLIC HEALTH NURSING</i> .....	100
<i>RESPIRE CARE, Acropolis Manor</i> .....	102
<i>TOBACCO REDUCTION AND PREVENTION</i> .....	103
<i>HEALTH PROMOTIONS</i> .....	104
PRINCE RUPERT REGIONAL HOSPITAL.....	104
MULTIPLE SCLEROSIS SOCIETY OF CANADA .....	105
OPTIONS FOR SEXUAL HEALTH.....	106
PATIENT TRAVEL PROGRAM.....	107
SPEECH/LANGUAGE PATHOLOGY .....	108
DOCTOR'S OFFICES.....	109
PRINCE RUPERT AND DISTRICT HOSPICE SOCIETY .....	110
JOURNEY THROUGH GRIEF.....	110
PATIENT VOICES NETWORK.....	111
<b>HOUSING.....</b>	<b>112</b>
M' AKOLA BC HOUSING SOCIETY .....	112
MUKS-KUM-OL HOUSING SOCIETY .....	113
THE SALVATION ARMY .....	114
<i>EMERGENCY SHELTER PROGRAM</i> .....	114
<i>FOOD BANK</i> .....	114
<i>SOUP KITCHEN / DROP IN CENTER</i> .....	115

## COMMUNITY RESOURCE DIRECTORY

HOUSING OUTREACH PROGRAM.....	116
THOMPSON COMMUNITY SERVICES.....	117
<i>STAFFED RESIDENTIAL AND SUPPORTED LIVING</i> .....	117
<b>SENIORS</b> .....	<b>118</b>
FRIENDSHIP HOUSE ASSOCIATION.....	118
<i>ELDERS AND ELDERS IN TRAINING</i> .....	118
SENIORS CENTRE.....	119
PRINCE RUPERT BETTER AT HOME.....	120
<i>PR ABORIGINAL COMMUNITY SERVICES SOCIETY</i> .....	120
ELDER ABUSE RESOURCES.....	120
<b>CHURCH AND RELATED ACTIVITIES</b> .....	<b>121</b>
THE SALVATION ARMY.....	121
<i>THRIFT STORE</i> .....	121
LOCAL CHURCHES.....	122

## **ADDICTIONS**

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### **Friendship House Association**

#### **ALCOHOL AND DRUG COUNSELLOR**

744 Fraser Street

Prince Rupert, B.C. V8J 1P9

Phone: (250) 627-1717

Fax: (250) 627-7533

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

#### Description of Services:

The Counsellor works with clients to develop personalized strategies to deal with his/her addiction issues and provides referrals to treatment centres when needed.

Available Monday – Friday 9 am – 5 pm

# COMMUNITY RESOURCE DIRECTORY

## Northern Health Authority

### ALCOHOL & DRUG AGENCY (Mental Health and Addictions Services)

300 3rd Avenue West  
 Prince Rupert, B.C. V8J 1L4  
 Phone: (250) 622-6310 Fax: (250) 622-6319

Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday). Closed for lunch

How to Access Services: Telephone or drop into office.

Description of Services: No-fee confidential outpatient clinic. Our staff is qualified professionals who meet the qualifications of the Alcohol & Drug Programs. The clinic provides services to individuals who are concerned about the effect of alcohol and/or other drugs on their lives. Individual counselling, youth counselling, referral to appropriate resources including an Adult Addictions Day Program held in Prince Rupert.

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### 12 STEP MEETING LIST

#### ALCOHOLIC'S ANONYMOUS: 627-1119

SUNDAY	8:00 PM	OPEN MEETING	Fisherman's Hall	869 Fraser Street
MONDAY	8:00 PM	OPEN MEETING	First United Church	636 6 <sup>th</sup> Ave. West
TUESDAY	8:00 PM	OPEN MEETING	P.R. Regional Hospital	A floor meeting room
WEDNESDAY	8:00 PM	<b>CLOSED MEETING</b>	Lutheran Church	460 McBride Street
THURSDAY	8:00 PM	OPEN MEETING	Salvation Army	25 Grenville Court
FRIDAY	8:00 PM	OPEN MEETING	Lutheran Church	460 McBride Street
SATURDAY	8:00 PM	<b>CLOSED MEETING</b>	Lutheran Church	460 McBride Street

#### PORT EDWARD MEETING

SUNDAY	2:00 PM	OPEN MEETING	Community Centre	760 Pacific Ave
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#### NARCOTICS ANONYMOUS:

MONDAY	8:00 PM	OPEN MEETING	Presbyterian Church	233 4 <sup>th</sup> East
TUESDAY	8:00 PM	<b>CLOSED MEETING</b>	Lutheran Church	460 McBride Street
FRIDAY	7:00 PM	OPEN MEETING	Salvation Army	25 Grenville Court

#### AL-ANON: 624-5275

THURSDAY	8:00 PM	OPEN MEETING	United Church	636 6 <sup>th</sup> Ave. West
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## COMMUNITY RESOURCE DIRECTORY

### ADULT ADDICTION DAY TREATMENT PROGRAM

Northern Health Authority  
300 - 3rd Avenue West  
Prince Rupert, BC  
V 8J 1L4

The Adult Addiction Day Treatment program provides a client centered approach to wellness. The program focuses on assisting individual's to achieve greater responsibility for their individual recovery, provides access to resources for on-going support and uses the harm reduction model to promote quality health and well-being.

#### **Description of Services:**

- Age group: 19+
- Provides a continuous intake
- Staffed with nurses and clinicians
- Provides programs for clients with addictions or concurrent issues in a group module format
- Recreational/leisure support
- Nutrition education
- Does not provide individual case management
- Works in collaboration with community partners: MHAS Case Managers, Native Friendship Centres, Needle Exchange Programs, and Community Supportive Recovery beds etc.
- GP's provide some client support (sessional time)
- No psychiatry services are available for this program at this time.

## COMMUNITY RESOURCE DIRECTORY

### **SUPPORTIVE RECOVERY PROGRAM (North Coast Transition Society)**

1402 Park Avenue  
Prince Rupert, B.C. V8J 1L1  
Phone: (250) 627-8959 Ext. 22  
Fax: (250) 624-8362

Hours of Inquiries: Weekdays

How to Get Service: Self or agency referrals

Description of Services: A safe and secure, alcohol and drug free residential environment for women and their children.

Women's individual and group support sessions to assist women in making choices regarding their alcohol and drug use.

Advocacy, information, education and referrals

#### CHANGES GROUP

A community-based, confidential educational support group for women who want to make positive changes towards abuse free and addictions free lifestyles.

Support, information, referrals



**ADVOCACY**

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**ADVOCACY SERVICE (Prince Rupert Association for Community Living)**

P. O. Box 442  
Prince Rupert, B.C. V8J 3R2  
Phone: (250) 624-4094  
Fax: (250) 627-7182

Hours Open for Inquiries:                      Answering Machine

How To Access Services:                      Telephone.

Description of Services:                      We offer advocacy services to individuals with cognitive disabilities and members of their family. School bus transportation for School District No. 52. Berry Patch Child Care Resource & Referral Program and Family Resource Program.

## COMMUNITY RESOURCE DIRECTORY

### **B. C. SPECIAL OLYMPICS (Prince Rupert Local)**

Phone:	(250) 627-1838
Website:	<a href="http://www.specialolympics.bc.ca">www.specialolympics.bc.ca</a>
Facebook:	Special Olympics BC Prince Rupert
Primary Contact People:	Athlete Representative
How to Get Involved:	Complete a registration form.
Description of Services:	BC Special Olympics provides opportunities for individuals with a developmental disability to enhance their life and celebrate personal achievement through positive sport experiences. Special Olympics promotes and facilitates sport, recreation and fitness. Special Olympics instills and improves self-esteem and physical awareness in individuals. It enhances the capabilities of each individual athlete.

## COMMUNITY RESOURCE DIRECTORY

### COMMUNITY-BASED VICTIM SERVICES (North Coast Community Services)

710 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 627-7166  
Fax: (250) 627-7482

Hours Open to Inquiries:	8:30 a.m. – 4:30 p.m. Monday – Friday
How to Access Services:	Phone or drop in.
Description of Service:	<p>Community-based Victim Services offers support to victims of violence in relationships, sexual assault, criminal harassment, child abuse / assault, adult survivors of childhood abuse, children witnesses of sexual / physical abuse.</p> <p>Provides court / witness support, safety planning, advocacy, court orientation/navigation and accompaniment and referrals to other supporting agencies.</p>

## COMMUNITY RESOURCE DIRECTORY

### **KAIEN ANTI-POVERTY SOCIETY (KAPS)**

Prince Rupert, B.C. V8J 3X6

Office Address: 571 McKay Street (office and free store)

Phone: (250) 627-KAPS (5277)

Hours Open for Inquiries: 1:00 – 4:00 pm Monday through Saturday

How to Access Services: Self referrals, drop-in service, select or request  
Specific items required for furnishing your home.

Description of Service: This program is available to anyone in the community requiring furnishings, clothing, household goods and /or baby furniture. We receive donations throughout the community and distribute it to people in need. There is no charge and no regulations to obtaining the items. If you are in need call and identify your need, if we can accommodate your needs you will be contacted as soon as the items are available or drop in and see what we have on site.

## COMMUNITY RESOURCE DIRECTORY

### **KAPS FREE STORE & SUPPORT SERVICES (Kaien Anti Poverty Society)**

571 McKay Street  
Prince Rupert, B.C. V8J 3X6  
Phone: 250-627-5277  
Email: [family@citytel.net](mailto:family@citytel.net)

Hours Open for Service: 10:00 am – 4:00 pm Monday through Friday

How to Access Services: Self-referrals, drop-in service, free of charge

Description of Services: This program is available to anyone in the community requiring resource information and support. If you wish information or assistance in filling out forms we can assist you.

## COMMUNITY RESOURCE DIRECTORY

*Legal Services Society of B.C.*

### LEGAL SERVICES

201 3<sup>rd</sup> Avenue West (Service B.C. Building)  
Prince Rupert, B.C. V8J 1L2  
Phone: 250-624-7701  
Terrace Regional Office: 1-800-787-2511  
Website: <http://www.lss.bc.ca>

How to Access Service: Monday, Tuesday, Wednesday, 8:30 a.m. – 4:30 p.m.

Description of Service: An intake legal assistant is available three days a week for those who would like to apply for legal aid, will assist to find legal information and self-help kits on the Internet and to provide written legal information and referrals to lawyers and other agencies.

Legal representation for financially eligible people for the following:

- Adult criminal matters where conviction is likely to result in imprisonment
- Young Offenders Act matters
- Child protection matters
- Immigration / refugee cases
- Family law matters involving domestic violence

### IMPORTANT TELEPHONE NUMBERS

Inquiry BC	1-800-663-7867
Dial-A-Law	1-800-565-5297
Law Line	1-866-577-2525
Lawyer Referral Service	1-800-663-1919
Tenants Rights Action Number	1-800-665-1185

## COMMUNITY RESOURCE DIRECTORY

### **NORTH COAST ASSESSMENT AND REFERRAL SERVICE**

481 – 309 – 2<sup>nd</sup> Avenue West  
Prince Rupert, B.C. V8J 3T1  
Phone: (250) 624-2025  
Long Distance: 1-800-551-3181  
Fax: (250) 624-4607

Mailing Address: P.O. Box 122, Prince Rupert, B.C. V8J 3P4

Hours Open for Inquiries: Monday to Friday 9:00 a.m –12:00 noon and 1:00 – 5:00 p.m. (Hours could vary; please leave a message)

How To Get Service: Telephone to arrange for a confidential appointment.

Description of Services: NCARS is a not-for-profit society that offers an Employee and Family Assistance Program to many local employers and unions. This program provides their employees, retirees and family members with assessment and referral services as well as counselling. The service addresses a wide variety of personal concerns which include relationship difficulties, parent/teen communication issues, emotional concerns, financial/legal problems and the many issues associated with addictions.

## COMMUNITY RESOURCE DIRECTORY

*Attorney General/City of Prince Rupert/Prince Rupert R.C.M.P.*

### **NORTH COAST VICTIM SUPPORT SERVICES – RCMP-BASED**

100 – 6<sup>th</sup> Avenue West  
Prince Rupert, B.C. V8J 3Z3  
Phone: (250) 627-7779  
Fax: (250) 627-3013

- Hours Open for Inquiries: Monday to Friday: 8:00 am to 4:00 pm  
Possible after hour emergency callouts: R.C.M.P. Watch commander will determine if N.C.V.S.S. staff should be called out.
- How to get Service: Referred by Prince Rupert R.C.M.P. or any community organization as well as self-referral.
- Description of Services: Provides services to victims of all crimes and personal tragedies. Services offered include emotional support and educational information. Information on the progress of the police investigation and court case. Court preparation and court accompaniment. Referrals to community agencies. Information on home security. Assistance with Crime Victim Assistance Applications and Victim Impact statements. We provide workshops on various topics: i.e. Sudden Death Procedures when RCMP is involved, Grief and Loss, Prevention and Awareness of Bullying, Elder Abuse or Violence in Relationship. We sit on various committees and visit our outlying communities. We also have a lending library available.



## COMMUNITY RESOURCE DIRECTORY

*Ministry of Public Safety and Solicitor General, City of Prince Rupert*

### **R.C.M.P. CRIME PREVENTION/COMMUNITY POLICING**

100 – 6<sup>th</sup> Avenue West  
Prince Rupert, B.C. V8J 3Z3  
Phone: (250) 627-0700  
Fax: (250) 627-3013

Hours Open for Inquiries: Main Office 8:30 a.m. – 4:30 p.m. Monday – Friday

How to Get Service: Contact R.C.M.P. Detachment at the above phone number.

Description of Services: Provides resources and information to facilitate a wide range of crime prevention programs such as drug awareness, neighbourhood watch, crimestoppers, school presentations, bicycle safety, counterattack, business crime watch, marine watch, personal safety.

## COMMUNITY RESOURCE DIRECTORY

### PRINCE RUPERT LABOUR COUNCIL

869 Fraser Street  
Prince Rupert, B.C. V8J 1R1  
Phone & Fax: (250) 627-8833

How to Access Service: Telephone or drop-in.  
Description of Services: Assistance on labour relations.

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### PRINCE RUPERT UNEMPLOYED ACTION CENTRE

869 Fraser Street  
Prince Rupert, B.C.  
V8J 1R1  
Phone and Fax: 250 – 627-8776

How to Access Service: Via Telephone or email

Description of Services: Free advocacy services in the area of poverty law. Funded by various Unions, the Law Foundation of BC and the BC Gaming Branch.

## COMMUNITY RESOURCE DIRECTORY

*Ministry of Social Development and Social Innovation*

### **PROBLEM GAMBLING LINE**

Phone: 1-888-795-6111 Toll Free

Deaf and hard of hearing: TTY 604-875-0885 (collect calls accepted)  
or Text 604-836-6381

Hours Open for Inquiries: 24 hours 7 days a week

How to Get Service: Call toll free from anywhere in B.C. and Yukon

Description of Services: This service is for anyone who is adversely affected by their own, or another's gambling habits. Problem gambling support workers provide information about, and referral to community resources, including counselling services, prevention resources, and self-help resources.

## COMMUNITY RESOURCE DIRECTORY

### **SELF ADVOCACY SUPPORT GROUP (Thompson Community Service)**

Leave message at:

Thompson Community Services  
#420-309 2<sup>nd</sup> Ave. W.  
Prince Rupert, B.C. V8J 3T1  
Phone: (250) 624-9573  
Fax: (250) 624-9631

Hours Open for Inquiries: 9:00 a.m. – 5:00 p.m.

How to Access Service: Referrals are from Community Living BC (CLBC) or telephone our office. There are no fees.

Description of Services: The Prince Rupert Self Advocacy Group is for individuals who are eligible for services through the CLBC due to a developmental or a cognitive disability. Individuals who fit these criteria may attend even though they may not be receiving any other services. This service provides support and access to a variety of community and provincially based resources in a supportive environment where each person is empowered to express themselves in a positive manner.

## COMMUNITY RESOURCE DIRECTORY

### *Emergency and Health Services Commission*

#### **THE ALCOHOL AND DRUG INFORMATION AND REFERRAL LINE**

BC Toll Free: 1-800-663-1441

Deaf and hard of hearing: TTY 604-875-0885 (collect calls accepted) or

Text 604-836-6381

Hours Open for Inquiries:	24 hours 7 days a week
How to Access Service:	Call toll free from anywhere in B.C. and Yukon.
Description of Services:	Addiction support workers respond to enquiries on all aspects of alcohol and drug use and misuse. They provide information on, and referral to a variety of resources including counseling services, detox centres, residential treatment centres and self-help groups.

## COMMUNITY RESOURCE DIRECTORY

*Ministry Public Safety and Solicitor General*

### **VICTIM LINK**

Phone: 1-800-563-0808

Deaf and hard of hearing: TTY 604-875-0885 (collect calls accepted) or

Text 604-836-6381

Website: [www.communityinfo.bc.ca/adirs.htm](http://www.communityinfo.bc.ca/adirs.htm)

Hours Open for Inquiries:	24 hours 7 days a week
How to Access Service:	Call toll free from anywhere in B.C. and Yukon.
Description of Services:	<p>VictimLINKS victim support workers provide information and referrals to all victims of crime, and crisis support to victims of family and sexual violence, including sexual assault, violence in relationships, elder abuse, and adult survivors of physical or sexual abuse.</p> <p>They connect people to a network of community, social, health, justice and government resources, including victim services, transition houses, and counselling resources.</p> <p>They also provide information on the justice system, relevant federal and provincial legislation and programs, crime prevention, safety planning, protection order registry, and other resources as needed.</p>

## COMMUNITY RESOURCE DIRECTORY

*Ministry of Public Safety and Solicitor General*

### **YOUTH AGAINST VIOLENCE**

Phone: 1-800-680-4264

Deaf and hard of hearing callers: TTY 604-875-0885 (collect calls accepted)

Hours Open for Inquiries: 24 hours, 7 days per week.

How to Access Service: Call toll free from anywhere in B.C. and Yukon

Description of Services: The 24-hour, province-wide help line offers young people one-on-one support and information to help them deal with issues of youth violence or crime. It provides a safe and anonymous way for young people to report incidents or prevent violent incidents and criminal activity, or get assistance with other problems such as bullying, gangs, harassment, intimidation or sexual exploitation. Youth can talk anonymously to a trained support person.

**CHILDREN & FAMILY SERVICES**

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**FRIENDSHIP HOUSE ASSOCIATION**

**ABORIGINAL INFANT DEVELOPMENT PROGRAM**

744 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250)627-1717  
Fax: (250) 627-7533  
Email: [aidp@friendshiphouse.ca](mailto:aidp@friendshiphouse.ca)  
Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open for Inquiries: Monday – Friday 9:00 am – 5:00 pm

How to get service: Call Leona at 250-627-1717 ext 62

Description of Services: Offers confidential pre-natal support. Nutritional cooking classes for expectant mothers and mothers with children up to 3 years of age. All services are geared towards the healthiest babies possible.

Available Monday – Friday 9 am – 5 pm

See website for updated information.



## COMMUNITY RESOURCE DIRECTORY

*Friendship House Association*

### **COMMUNITY LIAISON WORKER**

744 Fraser Street

Prince Rupert, B.C. V8J 1P9

Phone: (250) 627-1717

Fax: (250) 627-7533

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open for Inquiries:	Monday – Friday 9:00 am – 5:00 pm
How to Access Service:	Contact Friendship House (250) 627-1717
Description of service:	Provides direction to resources and supports the clients that need help with various issues including: housing, child and family services, filling out forms and employment opportunities.

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*Friendship House Association*

### **FRIENDSHIP HOUSE PRESCHOOL**

744 Fraser Street

Prince Rupert, B.C. V8J 1P9

Phone: (250) 627-1717

Fax: (250) 627-7533

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours of Operation:	9:00 – 11:30 a.m. & 1:00 – 3:30 p.m. (Monday to Friday, September to June).
How to Access Services:	Via Telephone
Description of Services:	As Early Childhood Educators, we are strongly committed to the health and well-being of the children entrusted to our care. This program provides an environment n where children learn through play.

## COMMUNITY RESOURCE DIRECTORY

*Friendship House Association*

**COMMUNITY WORKER**

744 Fraser Street

Prince Rupert, B.C. V8J 1P9

Phone: (250) 627-1717

Fax: (250) 627-7533

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open for Inquiries: 9:00 am – 5:00 pm Monday – Friday

How to Access Services: Telephone for appointment

Description of Services: This program provides development and coordination of a variety of outreach, cultural and recreations activities designed to meet the interests and needs of aboriginal people in the community of Prince Rupert

## COMMUNITY RESOURCE DIRECTORY

*Friendship House Association*

### **ABORIGINAL EARLY CHILD DEVELOPMENT Coordinator**

744 Fraser Street

Prince Rupert, B.C. V8J 1P9

Phone: (250) 627-1717

Fax: (250) 627-7533

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours open for Inquiries:	Monday, Wednesday, Thursday, Friday 8:30 am – 4:30 pm. Tuesday hours vary depending on scheduled activity.
How to Access service:	Call the Friendship House
Description of Services:	<p>Aboriginal Early Child Development offers one on one active parenting now 1234, Active parenting for teens 1234, and parenting workshops.</p> <p>Tuesday – Family night weaving, a glimpse into cedar weaving which will teach you how to clean, make kits and basic stitches. Time 7pm – 9pm.</p> <p>Thursday – Cultural night, providing nutrition and exploration of various cultures. We provide a family atmosphere and health information. Time 6:30 pm – 8:30 pm.</p>

## COMMUNITY RESOURCE DIRECTORY

*Friendship House Association*

### **ABORIGINAL SUPPORTED CHILD DEVELOPMENT**

744 Fraser Street

Prince Rupert, B.C. V8J 1P9

Phone: (250) 627-1717

Fax: (250) 627-7533

Email: [sharlenewilson@friendshiphouse.ca](mailto:sharlenewilson@friendshiphouse.ca)

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours open for Inquiries:	Monday – Friday, 8:30 am - 4:30 pm
How to Access Services:	Referral from parents, childcare centres and Early Intervention Therapists
Description of Services:	The role the ASCD Consultant is broad and involves a variety ways to support the child and his/her family. This includes providing individual support, consultation and training for parents/caregivers and childcare providers

## COMMUNITY RESOURCE DIRECTORY

*Friendship House Association*

### **YOUTH INCLUSION PROGRAM**

632 3<sup>rd</sup> Avenue West

Prince Rupert, B.C. V8J 1M2

Phone: (250) 627 – 1717

Fax: (250) 627-7533

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open for Inquiries: Tuesday to Saturday 3:00 pm – 10:00 pm

How to Access Service: Phone: (250) 627 -1717

Description of Service: Our objective is to connect youth with a formal network of support and resources, while providing new experiences. The youth inclusion staff encourages youth to participate in educational, community recreation and leisure activities as well as sports, arts and crafts. Ages 13 to 16.  
Monday to Friday 1:00 to 9:00

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*Friendship House Association*

### **PARENT/TOT DROP-IN SERVICE**

744 Fraser Street

Prince Rupert, B.C. V8J 1P9

Phone: (250) 627-1717

Fax: (250) 627-7533

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open for Inquiries: 9:00 – 11:30 and 1:00-3:30 (Monday – Friday)

How to Access Services: Via telephone or email

Description of Services: This program offers nutrition, arts and crafts, information on parenting, interaction with your child and opportunity to network with other parents and their children. Check out the Lily Pad Room where your child can utilize and develop coordination and mobility skills.

## COMMUNITY RESOURCE DIRECTORY

*Friendship House Association*

**STREET SPIRIT**  
744 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 627-1717  
Fax: (250) 627-7533  
Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open to Inquiries: Monday – Friday 1:00 pm – 9:00 pm

How to Access Service: Call (250) 627-1717 ext 58

Description of Services: The Street Spirit program offers workshops and training programs to assist in the development and employability skills and youth engagement through positive interactions. Ages 13 to 18

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*Friendship House Association*

**KAIEN ISLAND DAY CARE SERVICES (K.I.D.S.)**  
1200 Hays Cove Avenue  
Prince Rupert, B.C. V8J 2H2  
Phone; (250) 624-5437  
Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open for Inquiries: 7:45 a.m. – 6:00 p.m. Monday – Friday

How to Access Service: via Telephone or drop-in

Description of Services: KIDS runs two programs throughout the year. A daycare for children ages 30 months – 11years of age.

## COMMUNITY RESOURCE DIRECTORY

### **BERRY PATCH RESOURCE & REFERRAL PROGRAM**

300 2<sup>ND</sup> Avenue West  
Prince Rupert, B.C. V8J 1G6  
Phone: (250) 622-2434  
Fax: (250) 622-2435

How to Access Service: No referral required.

Description of Service: Supports for families regarding child care choices and parenting support. Support for child care providers: referrals, newsletters, workshops, networking, consults, equipment loan, library and drop in arts and crafts sessions.

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### **MUSTARD SEED FAMILY SUPPORT**

460 McBride Street  
Prince Rupert, BC V8J 3G2  
Phone: (250)-600-9124  
Email: [mustardseedpr@yahoo.ca](mailto:mustardseedpr@yahoo.ca)

How to Access Service: via Telephone

Description of Services: Mustard Seed Family Support endeavours to match trained volunteer mentors with low income families and individuals. The role of the mentors is to help adults in defining and meeting goals which lead to achievement and maintenance in self-reliance and independence. If you are interested in finding out more about the program or are interested in volunteering please contact: Judy Whaley

# COMMUNITY RESOURCE DIRECTORY

## MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

### CHILD AND FAMILY SERVICES

580– 309 – 2<sup>nd</sup> Avenue West

Ocean Center Mall

Prince Rupert, B.C. V8J 3T1

Phone: (250) 624-7594

Fax: (250) 624-7490

Web site: [www.gov.bc.ca/mcf/](http://www.gov.bc.ca/mcf/)

Hours Open for Inquiries:	8:30 a.m. – 4:30 p.m. (Monday to Friday). For after hour emergencies, dial 310-1234.
Primary Contact People:	Social Worker/Child & Youth Clinician or Team Leader for specific program.
How to Access Service:	Telephone contact or office visit.
Description of Services:	<p><u>Child and Family Services:</u> Provides protective and supportive services to assist families and the community to meet the best interests of children.</p> <p><u>Guardianship:</u> Represents the rights and interests of B.C. children who are in the care of the Director of Child Protection.</p>



## COMMUNITY RESOURCE DIRECTORY

### *Ministry of Children and Family Development*

#### **CHILD & YOUTH MENTAL HEALTH**

580– 309 – 2<sup>nd</sup> Avenue West

Ocean Center Mall

Prince Rupert, B.C. V8J 3T1

Phone: (250) 624-7594

Fax: (250) 624-7776

Web site: [www.gov.bc.ca/mcf/](http://www.gov.bc.ca/mcf/)

Hours Open for Inquiries:	8:30 a.m. – 4:30 p.m. (Monday to Friday). For after hour emergencies, dial 310-1234.
Primary Contact People:	Child & Youth Clinician or Team Leader.
How to Access Service:	Call or come into office.
Description of Service:	Assessment and referral by Clinician and visiting Psychiatrists for children and their families. Services include consultation, case management and counselling

#### **INTAKE, INVESTIGATION, ASSESSMENT & RESOURCES**

# 580 - 309 2<sup>nd</sup> Avenue West

Prince Rupert, B.C. V8J 3T1

Phone: (250) 624-7594

Fax: (250) 624-7776

Hours Open for Inquiries:	8:30 a.m. – 4:30 p.m. (Monday to Friday). For after hour emergencies dial 310-1234.
Primary Contact People:	Social Worker or Team Leader.
How to Access Service:	Telephone contact or office visit.
Description of Services:	<p>Intake and Assessment: Investigates all reports of suspected child abuse and neglect. Acts to ensure the safety and well being of children in need of protective services.</p> <p>Resources: Responsible for recruiting, assessing and approving people to become Ministry of Children &amp; Family foster parents.</p>

## COMMUNITY RESOURCE DIRECTORY

### COMMUNITY LIVING BC

421 – 309 2<sup>nd</sup> Avenue West  
Prince Rupert, B.C. V8J 3T1  
Phone: (250) 624-7574  
Fax: (250) 624-7700

Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday).

How to Access Service: Telephone contact or office visit.

Description of Services: Community Living Services: The C.L.B.C. is committed to assisting people with developmental disabilities. Community Living B.C. provides a range of services and programs which support and encourage an individual's or a family's capacity for independence and self-reliance. Services are offered in two main categories: Services for Adults (19+) with developmental disabilities, and personalized supports initiatives. (youth transitions 16+ to 19)

## COMMUNITY RESOURCE DIRECTORY

### **NORTH COAST COMMUNITY SERVICES**

#### **EMPOWERMENT TO CHILDREN & YOUTH**

North Coast Community Services

710 Fraser Street,

Prince Rupert, B.C. V8J 1P9

Phone: (250) 627-7166

Fax: 250-627-7482

How to Access Service: Referral through Children and Youth with Special Needs.

Description of Service: General family support and counselling as needed. Advocacy. Services to families with a child (3 to 19 years of age) who has developmental delays. To provide self-help skills, support groups, individual counselling and informational groups to all members of the identified families. Eligibility: At home program, under 70 I.Q. Funded by the Ministry of Children and Family Development and Accredited through Council on Accreditation.

## COMMUNITY RESOURCE DIRECTORY

### *North Coast Community Services*

#### **FAMILY SKILLS PROGRAM**

710 Fraser Street  
Prince Rupert, B.C., V8J 1P9  
Phone: 250-627-7166  
Fax: 250-627-7482

**How to Access Service:** Referrals are through the Ministry of Children and Family Development Social Workers

**Description of Service:** Service deliverables for this program include:

**Parenting:** Family Consultants will provide training to parents in the area of life skills and effects of family violence on children. We will provide education to parents regarding the development of healthy adult relationships and self-care for parents.

Part of the parenting is provided in group settings delivering "The Incredible Years",

**Supervision:** Provide parents with the opportunity to have visits with their children who are in residential care and learn positive parenting skills

**Child, Youth and Family:** Support services for children, youth and families encompasses appropriate role modeling, self esteem and social skills development, recreational activities and group facilitation based on group cohesion and topic.

Funding is through the Ministry of Children and Family Development and Accredited through Council on Accreditation.

## COMMUNITY RESOURCE DIRECTORY

### *North Coast Community Services*

#### **INFANT DEVELOPMENT PROGRAM**

710 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 627-7166  
Fax: (250) 627-74882

Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. Monday - Friday

How to Access Service: Telephone and make an appointment.

Description of Services: The Infant Development Consultants are professionals trained to assist you with concerns about your baby. A Consultant will visit you on a regular basis and work with you to develop a program of activities for your child. You will have opportunities to meet other parents, individually, through parent meetings or relevant workshops. Host Infant Development Programs may also offer play groups for parents and children. Consultants can also refer you to other community resources, to help you meet your baby's needs. Community professionals involved with the Infant Development Program include: public health nurse, physician, pre-school teacher, physiotherapist, social worker, speech/language pathologist and others. Funded by the Ministry of Children & Family Development and Accredited through Council on Accreditation.

## COMMUNITY RESOURCE DIRECTORY

### *North Coast Community Services*

#### **SUPPORTED CHILD DEVELOPMENT PROGRAM**

710 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 627-7166  
Fax: (250) 627-7482

Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday).

How to Access Service: Open referral.

Description of Services: The Supported Child Development Program offers children with special needs between the ages of 0 – 19 years with emphasis on under 6, extra support to be included in a child care or community setting.

Consultants will provide support to parents and settings with child specific information and resources that enhances the inclusion of the children eligible for Supported Child Development.

Eligibility will be determined by the Supported Child Development Consultants.

Support Aid hours will be determined by the Sub-Committee for the program.

Funded by the Ministry of Children and Family Development and Accredited through Council on Accreditation.

## COMMUNITY RESOURCE DIRECTORY

### **GITMAXMAK'AY NISGA'A SOCIETY**

# 301 – 860 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1M6  
Phone: (250) 627-1595  
Fax: (250) 627-1575  
Email: [gitnispr@citytel.net](mailto:gitnispr@citytel.net)  
Toll Free: 1-866-627-1590

Hours of Operation:	8:30 a.m. – 4:30 p.m.
How to Access Service:	Telephone or drop into office
Description of Services:	Assist membership with programs and services. Provide services such as recreational, language and culture.  Assist membership with day to day needs for medical and education information with their village governments.

## COMMUNITY RESOURCE DIRECTORY

### **GROWING SPACE SOCIETY**

250 – 309 – 2<sup>nd</sup> Avenue West  
Prince Rupert, B.C. V8J 3T1  
Phone: (250) 624-9777

- Hours of Operation: Monday to Friday 9:00 a.m.–12:00 p.m. \* Subject to change – please call first
- How to Access Services: Come and visit with us at the lower level in the Ocean Centre Mall. Fees: \$4 per session Purchase cards; \$35 or monthly passes. Daycare passes \$60 per month.
- Description of Services: Growing Space is a non-profit society run by a volunteer Board of Directors. Our purpose is to provide an atmosphere of support and mental stimulation to parents and children. A parent supervised indoor playground with large play areas for gross motor activities, craft area, library area, quiet time and small toy play. Place for parents and children to meet and interact with others.



## COMMUNITY RESOURCE DIRECTORY

### **KAPS HOUSE, KAPS, KIDZ AND TEENZ (Kaieen Anti-Poverty Society)**

567 McKay Street  
Prince Rupert, B.C. V8J 3X6  
Phone: 250-627-4687  
Email: kaps@citytel.net

Hours Open for Inquiries: 2:30 pm – 8:00 pm Monday - Friday

How to Get Service: Self-referrals, registration packages available at location, free service for children 5-18 years.

Description of Service: Recreational drop-in activities for children to participate in after school and summer. All activities are supervised by friendly staff in a licensed environment. Programming is developed through involvement with parents, caregivers and staff.

5 – 8 year olds            3:00 – 5:00 pm  
9 -12 year olds            5:30 – 7:30 pm  
13-18 year olds            6:30 – 8:30 pm  
Fridays (tentative)  
Call ahead to ensure correct times

Funded by the Ministry of Children and Family Development

## COMMUNITY RESOURCE DIRECTORY

### MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION

316 3<sup>rd</sup> Avenue West

Prince Rupert, B.C.

V8J 1L4

Phone: 1-866-866-0800

Fax: 250-624-7487

Website: [www.myselfserve.gov.bc.ca](http://www.myselfserve.gov.bc.ca)

- Hours Open for Inquiries: 1:00 pm - 4:00 pm Monday – Friday  
9am to 12noon on the Wednesday and Thursday of  
cheque issue week.
- How to Access Service: Call 1-866-866-0800 or Attend Local Office
- Description of Services: The Ministry of Social Development delivers programs and  
services that assist British Columbians to achieve their  
social and economic potential.
- Programs include: Employment and Income Assistance  
Persons with Disabilities  
Family Maintenance programs
- Additional information available at: [www.myselfserve.gov.bc.ca](http://www.myselfserve.gov.bc.ca)

## COMMUNITY RESOURCE DIRECTORY

### NORTHWEST INTER-NATION FAMILY & COMMUNITY SERVICES

SUITE 371  
309 2<sup>ND</sup> AVE WEST  
Prince Rupert, B.C. V8J 3T1  
Phone: (250) 622-2514  
Fax: (250) 622—2614  
Email: [gryan@nifcs.org](mailto:gryan@nifcs.org)

Hours Open for Inquiries:	8:30 a.m. – 4:30 p.m.
How to Access Service:	Telephone or drop into office
Description of Services:	Northwest Intern-nation Family & Community Service is a child welfare agency serving Tsimshian, Tahltan and Haisla children and their families on reserve. Guardianship or resources available.

## COMMUNITY RESOURCE DIRECTORY

### **PARENTS & CHILDREN EDUCATION SERVICE (P.A.C.E.S.) HUB**

800 Summit Avenue (Roosevelt School)

Prince Rupert. B.C.

Phone: 250-627-8987

Fax: 250-627-1634

Email: [paceshub@gmail.com](mailto:paceshub@gmail.com)

House Open for Inquiries: Monday – Thursday 8:45 am – 11:45 am /  
12:45 pm – 2:24 pm  
Friday 8:45 am – 11:45 am

How to Access Service: Telephone or drop into the Hub

Description of Service: The Hub is open to families and children birth to six. This program is for families and their children aimed to provide enriched learning experiences in Early Childhood Education. The HUB provides knowledge, support and positive modeling regarding child development.

All day there programs for families and a safe place to discuss issues that they face on a daily basis raising their children

**North Coast Transition Society**

**Transition House**

1402 Park Avenue

Prince Rupert, B.C. V8J 3W6

Phone: (250) 627-8588

Fax: (250) 627-8362

Administration: (250) 627-8959

Fax: (250) 624-8362

Website: [www.ncts.ca](http://www.ncts.ca)

Hours Open for Inquiries:	24 hours.
How to Access Service:	Self-referral or other agency referral.
Description of Services:	A safe house for women and children escaping family violence. Support, shelter, information, advocacy and referrals offered. Transportation can be provided by contacting the program number.

**Women Supporting Women Program** – Monday Night Support Group for women to share stories, food, and time together in a safe and comfortable environment. Child care provided.

**Child Support Program** – support, education and activities for caregivers and their children while they reside at the Transition House.

**Crisis Line (627-8588):** Confidential telephone support for individuals who need someone to talk to during difficult times. Collect calls accepted.

## COMMUNITY RESOURCE DIRECTORY

### *North Coast Transition Society*

**Women's Outreach Program**  
1402 Park Avenue  
Prince Rupert, B.C. V8J 3W6  
Phone: (250) 627-8959 Ext 23  
Fax: (250) 627-8362  
Email: woncts@citywest.ca

Hours Open for Inquiries:	Tuesdays 12:30 p.m. – 4:30 p.m., Friday 9:30am – 3:30pm (If Outreach Worker is not available, please leave a message)
Primary Contact People:	Women's Outreach Worker
How to Access Service:	Self or agency referral
Description of Service:	Free Advocacy and Support for Women – <ul style="list-style-type: none"><li>• Family Court</li><li>• Accompaniments and Support</li><li>• Accompaniments to Ministries (MCFD, MHSD)</li><li>• Medical Accompaniments</li><li>• Safety Planning</li><li>• Assistance in finding affordable housing (Budgeting, Household Management and Positive Living Skills)</li><li>• Assistance with completing forms</li><li>• Workshops and information sessions.</li></ul>

North Cost Transition Society is committed to ensuring the confidentiality of all clients.

## COMMUNITY RESOURCE DIRECTORY

### SUCCESS BY 6

Cell: 250-622-9458  
Other: 250-624-9531

Primary contact person: Success by Six/Early Years North Coast Regional  
Coordinator-Prince Rupert

Description of Service: Over 90% of the brain develops by age 5. As community stakeholders we are committed to working together to ensure that communities have the capacity to support families with children birth to 6 in their social, emotional, cognitive and physical development as the foundation for success for life. Through community planning, programs and services for young children and their families are enhanced. We collaborate with all community sectors to support children's rights, raise awareness of the Early Years, and promote good health, social justice and economic benefit for children, families and communities. All of society benefits, when children reach their potential.

## **CORRECTIONS**

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### **ADULT COMMUNITY CORRECTIONS**

#### **Ministry of Public Safety and Solicitor General**

132 1<sup>st</sup> Avenue West  
Prince Rupert, B.C. V8J 1A8  
Ph: 250-624-7435  
Fax: 250-624-7791  
Toll Free: 1-877-602-2288

Hours Open for Inquiries: 8:30a.m. – 4:30p.m. Monday to Friday

Description of Service: Probation Officers deliver effective services and programs that engage offenders in moving away from criminal lifestyles. In addition to providing progressive treatment for offenders, Probation Officers ensure that offenders honour court-ordered conditions. As part of a team of corrections professionals, Probation Officer's safeguard the interests of victims and the public, and promote offenders to adopt a new way of life.

Geographic Areas covered: Prince Rupert, Port Edward, Lax Kwa`Alaams, Metlakatla, Kitkatla, Hartley Bay, and the Queen Charlotte Islands.



## COMMUNITY RESOURCE DIRECTORY

### PRINCE RUPERT ABORIGINAL COMMUNITY SERVICES SOCIETY

# 151-309 2nd Avenue West  
Prince Rupert, B.C.  
V8J 3T1  
Phone: 250-622-2891  
Fax: 250-622-2893  
Email: [pracss@citywest.ca](mailto:pracss@citywest.ca)

Hours Open for Inquiries:	Monday – Thursday, 8:30 am – 4:30 pm
How to Access Service:	Telephone contact or visit office.
Description of Services:	Provide service for adults and youth. The program provides sentencing advisory for youth and adults, Alternative Measures for adults and Extra Judicial Measures for youth, monitor community services hours for youth, RCMP diversions, as well as self-referrals. Most services use Circle Remedies, which is an Aboriginal Justice method of resolving conflict. The goal of the circle is to restore harmony to the community. Elders are used in circle remedies that involve Aboriginal people. Advocacy, Aboriginal Head Start, First Nations Non-insured Benefits Program, some group work with men who batter, Crime Preventative Initiative, aboriginal parents separation information, traditional parenting workshops, Strengthening families.

## COMMUNITY RESOURCE DIRECTORY

### YOUTH PROBATION

#### Ministry of Children & Family Development

580 – 309 – 2<sup>nd</sup> Avenue West

Ocean Centre Mall

Prince Rupert, B.C. V8J 3T1

Phone: (250) 624-7594

Fax: (250) 624-7490

Hours Open for Inquiries:	8:30 a.m. to 4:30 p.m. (Monday to Friday). For after hours emergencies dial 310-1234.
How to AccessService:	Telephone contact or office visit.
Description of Services:	Youth Probation: Court ordered probation supervision, bail supervision, diversion supervision. Reports as requested by Judge, Crown Counsel and Court Registry.

## **COUNSELLING SERVICES**

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### **NORTH COAST COMMUNITY SERVICES**

#### **CHILDREN WHO WITNESS ABUSE**

710 Fraser Street

Prince Rupert, B.C. V8J 1P9

Phone: (250) 627-7166

Fax: (250) 627-7482

Follow us on facebook: [www.facebook.com/prces77](http://www.facebook.com/prces77)

**Hours Open for Inquiries:**

8:30 a.m. – 4:30 p.m. (Monday to Friday).

Children Who Witness Abuse hours may differ. Voice mail is available to leave messages.

Description of Services: Program is for children 3-18 years who have witnessed abuse or threats of violence in their home. This program provides one-on-one counselling as well as group counselling for children. Services will also be provided for the non-offending parent(s).

Counsellors provide group counselling in the schools delivering “Kids Against Violence” in the elementary schools and “Bulling” in the high schools. Groups are on a rotational basis.

Children Who Witness Abuse is funded by the Ministry of Public Safety and Solicitor General and Accredited through Council on Accreditation.

## COMMUNITY RESOURCE DIRECTORY

### **North Coast Transition Society**

#### **SEXUAL ABUSE INTERVENTION PROGRAM, Heilan Counselling**

1402 Park Avenue  
Prince Rupert, B.C. V8J 3W6  
Phone: (250) 627-8959 Ext. 25  
Fax: (250) 624-8362  
Email: [hielan@citywest.ca](mailto:hielan@citywest.ca)

- Hours Open for Inquiries:** 9:30 a.m. – 4:30 p.m. (Monday to Friday). If the program therapist is not available, please leave a message.
- How to Access Service:** Young people can refer themselves or their family can call on their behalf. Also, any community agency can make a referral. Schools/teachers are also welcome to call direct to make referrals.
- Description of Services:** Free professional therapy provided to young people under 19 who have been sexually abused or are being sexually abused. This program also provides counselling for sexually exploited youth. Therapy and/or educational support is also available for families. Specific funding allotted for session time for children with disabilities.

## COMMUNITY RESOURCE DIRECTORY

*North Coast Transition Society*

### STOPPING THE VIOLENCE COUNSELLING PROGRAM

1402 Park Avenue  
Prince Rupert, B.C. V8J 1L1  
Phone: (250) 627-8959 Ext. 22  
Fax: (250) 624-8362  
Email: stvncts@citywest.ca

Hours Open for Enquiries: Weekdays 9:00 a.m. to 5:00 p.m.  
(If STV Counsellor is not available, please leave a message)

How To Access Service: Self or agency referral

Description of Service: Free individual and group counseling for women who have experience sexual assault, childhood sexual abuse, domestic violence, and other crimes.

**TERRACE FAMILY JUSTICE CENTRE**

**Ministry of Attorney General – Family Justice Division**

110-3220 Eby Street  
Terrace, B.C. V8G 5K8  
Ph: 250-638-6557  
Fax: 250-638-6568  
Toll Free: 1-888-800-1433

Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m.  
How to Access Service: Phone to make an appointment.

Description of Service: Please note that this service has been centralized in Terrace, B.C. The Family Justice Counsellor provides itinerant services delivery to Prince Rupert, Smithers and Kitimat from time to time, when staff are available. Appointments can be made by contacting the Family Justice Centre in Terrace at 1-888-800-1433 (toll free). A Family Justice Counsellor is an impartial third party who assists separated/divorced individuals to address the issues of child custody, access (visitation), guardianship and support (child and spousal), while focusing on the best interests of the child(ren). A Family Justice Counsellor provides information about the family court system and available options to resolve family disputes. Services are free.

## COMMUNITY RESOURCE DIRECTORY

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

#### **TWENTY-FOUR HOUR CRISIS LINE**

5<sup>th</sup> Floor, 1600 – 3<sup>rd</sup> Avenue  
Prince George, B.C. V2L 3G6  
Phone: (250) 564-5736 (business number)  
Crisis Line: 1-888-562-1214  
Fax: (250) 563-0815  
Web Site: [www.northernbccrisissuicide.ca](http://www.northernbccrisissuicide.ca)

Hours Open for Inquiries:	24 hours
How to Access Service:	Phone contact available to anyone.
Description of Services:	24 hour telephone peer support service. Information on resources in your own community.

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

#### **YOUTH SUPPORT LINE**

5<sup>th</sup> Floor, 1600 – 3<sup>rd</sup> Avenue  
Prince George, B.C. V2L 3G6  
Phone: (250) 564-5736  
Crisis Line: 1-888-564-8336 (toll free)  
Fax: (250) 563-0815  
Web Site: [www.northernbccrisissuicide.ca](http://www.northernbccrisissuicide.ca)  
Youth Online Chat: [www.northernyouthonline.ca](http://www.northernyouthonline.ca)

Hours Open for Inquiries:	4:00 – 11:00 p.m. (Youth Support Line). 9:00 a.m. – 5:00 p.m. (business inquiries).
How to Access Service:	Phone contact available to anyone.
Description of Services:	Youth line telephone peer support from 4:00 – 11:00 p.m. daily, call forwarded to 24 Crisis Line after hours. Information on resources in your own community.

## COMMUNITY RESOURCE DIRECTORY

Youth Online chat 4:00 pm – 11:00 pm daily



## COMMUNITY RESOURCE DIRECTORY

### **1-800-SUICIDE**

Phone: 1-800-784-2433

Description of Services: Provides a confidential, 24 hour crisis line, seven days a week, for people who having thoughts of suicide, those who have lost someone to suicide, or people who are concerned that a 3rd party may be suicidal. It is operated by six Crisis Centres in the province (Vancouver, Prince George, Nanaimo, Port Alberni, Surrey and Vernon). Calls are initially routed to the Centre closest to the caller's geographical location; if that Centre is busy then the call would be forwarded to another Centre.

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### **FROM TEARS TO HOPE**

Phone: (250) 627-7779

Description of Services: Community Grief support group provides education and sharing. Meetings run 8 consecutive weeks, several times each year. Pre-registration is required.

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### **BOUNCE BACK**

Phone: 1-866-639-0522

Webpage: [bouncebackbc.ca](http://bouncebackbc.ca)

How to get service: Referral from your primary health care provider

Description of Services: Bounceback: reclaim your health is a skill-building program designed to help adults experiencing mild to moderate symptoms of depression (with or without anxiety). Bounceback offers two forms of help. The first is a DVD, called living life to the full, sleeping better, building confidence, increasing activity, problem solving, and healthy living. The second is a guided self-help program in which a community "coach" provides telephone assistance with a variety of self-selected workbooks in a structured way to improve your emotional well-being. This part of the program usually involves three to five telephone sessions with a bounceback coach, which you can do from

## COMMUNITY RESOURCE DIRECTORY

the comfort of your own home.

**PRIVATE COUNSELLORS**

**Lorna Nelson**  
#24-342 3<sup>rd</sup> Ave West  
Prince Rupert, BC  
V8J 1L5

Phone: (250)622-8387  
Fax: (250) 627-8397

**Employee & Family assistance Programs** (check with employer regarding coverage)

- Counselling for Anxiety, Depression, grief and loss
- Assistance with provincial disability assessments

**Tammy Luciw MSW, RSW**  
207-3rd Avenue West  
Prince Rupert, BC  
V8J 1L2

Phone: (250) 624-5048  
Fax: (250) 624-5050

Employee assistance counselling, private counselling, counselling for residential school survivors and their families.

- Counselling for residential school survivors and their families is funded by the First Nations Health Authority through the Health Benefits Program for the Crisis Intervention and the Residential School Health Support Program.

**Tulani Pierce, B.Ed., M.Ed.**

Phone (250)622-2703

Email: [shiftingparadigmsconsulting@gmail.com](mailto:shiftingparadigmsconsulting@gmail.com)

Some areas of focus:

- Trauma/ Grief counseling
- Women services
- Teens
- Couples
- Individual/group

EDUCATION / TRAINING

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**North Coast Community Services**

**FRASER STREET LITERACY**

710 Fraser Street

Prince Rupert, BC

V8J 1P9

Phone: 250-627-7166, 250-600-2850

Fax: 250-627-7482

Email: [fslprces@citytel.net](mailto:fslprces@citytel.net)

Open to Inquiries 1000 am – 1200 pm – 500 am, 200 pm

How To Access Service Phone the office or cell phone

Description of Service The Fraser Street Literacy Tutoring Program is designed to accommodate adult learners wanting to return to school or simply needing assists with literacy levels. Family Literacy is included as well as individual (one-on-one) tutoring keeping learning friendly and guides adults at their own pace.

We are community based, making use of libraries and cafés doe integrated learning. Appointments can be flexible. Reading, writing, math with computers available.

## COMMUNITY RESOURCE DIRECTORY

### **Northwest Community College** **ACCESSIBILITY SUPPORT SERVICES**

353 5<sup>th</sup> Street  
Prince Rupert, B.C. V8J 3L6  
Phone: (250) 624-6054  
Email: [ccarr@nwcc.bc.ca](mailto:ccarr@nwcc.bc.ca)  
Website: [www.nwcc.bc.ca](http://www.nwcc.bc.ca)

Primary Contact People:	Chris Carr, Coordinator.
How to get Service:	Telephone, e-mail or visit the college reception. The Accessibility Services office is located in Room 150 in the administration office. Hours are 7 hrs per week, the schedule does vary, call for an appointment.
Description of Services:	<p>A range of services and/or equipment is available to enable students with disabilities to pursue their education. If you require any accessibility services it is recommended that you contact the Accessibility Services Coordinator at least eight weeks before the start of class.</p> <p>To promote success, we provide the following services: scribes, program support, equipment loans, tutoring and referrals.</p>

## COMMUNITY RESOURCE DIRECTORY

### COMMUNITY PARTNERSHIPS AND CONTRACT DEVELOPMENT Northwest Community College

353 5<sup>th</sup> Street  
Prince Rupert, B.C. V8J 3L6  
Phone: (250) 624-6054  
Fax: (250) 624-3923  
Website: [www.nwcc.bc.ca](http://www.nwcc.bc.ca)

Primary Contact People: Tanya Rexin, Dean of Instruction

How to get Service: Telephone, e-mail, fax or visit the College.

Description of Service: In rural areas, the College plays a very central role in the health of the community. Northwest Community College provides learning experiences that help prepare our students for successful, positive futures. We celebrate the diversity of our northern and First Nations populations and reflect this diversity in our programs, services and our workforce. We approach every interaction with respect and integrity and collaborate with our partners to meet the unique education needs of our communities.

We work extensively with our communities in social, economic and community development initiatives for which education is critically important. We establish a variety of partnerships with First Nations organizations, communities and other education institutions. These partnerships help provide learners with access to relevant education and training opportunities throughout the region.

## COMMUNITY RESOURCE DIRECTORY

### EDUCATIONAL ADVISING & FINANCIAL AID

Northwest Community College

353 5<sup>th</sup> Street

Prince Rupert, B.C. V8J 3L6

Phone: (250) 624-6054

Fax: (250) 624-3923

Website: [www.nwcc.bc.ca](http://www.nwcc.bc.ca)

**How to Access Service:** Phone the Prince Rupert Campus and make appointment to meet with the Educational Advisor

**Description of Services:** Educational Advisors provide students with up-to-date information on college services, policies, procedures, facilities, programs and courses. Advisors have knowledge of all college programs as well as programs and courses at other educational institutions and are trained to assist students with developing educational plans and with course planning. They are available to help students define and work towards their educational goals. The Educational Advisor can provide information on options for financing your education. Potential students interested in applying to the College are encouraged to phone their local campus to make an appointment to speak with an Educational Advisor.

## COMMUNITY RESOURCE DIRECTORY

### ENGLISH AS A SECOND LANGUAGE

Northwest Community College

353 5<sup>th</sup> Street

Prince Rupert, B.C. V8J 3L6

Phone: (250) 624-6054

Fax: (250) 624-4920 Website: [www.nwcc.bc.ca](http://www.nwcc.bc.ca)

How to Access Service: Telephone, e-mail, fax or visit the College

Description of Services:

ELSA Class: Multi-level (Levels 1 – 5) runs from September to June, and students can begin classes at any time of the year.

- ELSA Morning class Monday to Friday 9:00 am – 12:00 pm
- ELSA Afternoon Lab Mondays and Wednesdays 1:00 pm – 3:30 pm
- ELSA 6 – 7 Level, Advanced Level students can take a combination of evening, Saturday and on-line classes. These classes are designed to for people already working or taking other classes, and will help students achieve a higher level of academic English Skills

ESL has no Tuition Fees. Some college fees are charged, but they are very reasonable and people can apply for ABESAP funding to help pay these fees. (Adult Basic Education Student Assistance Program).

ESLSAP: English as a Second Language Settlement Assistance Program.

- This flexible program offers the chance for learners to work with community volunteer tutors in more relaxed settings and in a very flexible time schedule
- Tutor training for community volunteers is available in a combination of on-line and face-to-face training. We encourage volunteer tutors to visit the ESLA class to gain more experience in working with ESL learners.
- English Conversation Practice Groups, Canadian Citizenship Preparation, and other fun and stimulating activities help immigrant learners feel more comfortable in the community and give them the change to interact socially with Canadians.

#### **Other Assistance from ELSA and ESLASP**

- Childcare funding is available to assist parents to pay for childcare while attending ELSA classes
- ESLASP offers general assistance for people needing help with immigration forms, or who need assistance in other areas, such as talking on the phone with government offices to solve general problems.
- ESLASP offers group classes at Prince Rupert Public Library



## COMMUNITY RESOURCE DIRECTORY

- ESLSAP can also help offer special interest sessions on any topic that you may be interested in. Just contact us and make a suggestion.

## COMMUNITY RESOURCE DIRECTORY

### FIRST NATIONS ACCESS Northwest Community College

353 5<sup>th</sup> Street  
Prince Rupert, B.C. V8J 3I6  
Phone: (250) 624-6054  
Fax: (250) 624-4920  
Email: [klindsay@nwcc.bc.ca](mailto:klindsay@nwcc.bc.ca)  
Website: [www.nwcc.bc.ca](http://www.nwcc.bc.ca)

How to Access Service: Telephone, e-mail, fax or visit the College.

Description of Services: First Nations provide consultation and support regarding personal and educational matters to First Nations Students. Students are able to access services and resources both on and off campus. Coordinators provide support to First Nations students to assist in their transition to the college system, act as a liaison between the College and First Nations Education coordinators, and work in conjunction with the college community to participate in initiatives that are designed to provide a welcoming and supportive environment to First Nations students. .

## COMMUNITY RESOURCE DIRECTORY

### LEARNING ASSISTANCE SPECIALIST

Northwest Community College

353 5<sup>th</sup> Street  
Prince Rupert, B.C. V8J 3L6  
Phone: (250) 624-3293  
Fax: (250) 624-4920

Email: [vhachkevich@nwcc.bc.ca](mailto:vhachkevich@nwcc.bc.ca)

Website: [www.nwcc.bc.ca](http://www.nwcc.bc.ca)

How To Get Service:

Telephone, email, or visit the College.

Description of Service:

The Learning Assistance Specialist (LAS) helps students who are having difficulty with study skills, time management, writing, research, proofreading, editing, and other academic issues related to their studies. Students with learning disabilities and other learning barriers are encouraged to seek aid from the LAS. The Learning Assistance Specialist can be found in our Learning Center where students are free to drop in for assistance or just to work in a quiet area. The Learning Assistance Specialist also offers free student success courses that help students navigate their way through college. All types of learning assessments are also available

## COMMUNITY RESOURCE DIRECTORY

### LIBRARY

Northwest Community College

353 5<sup>th</sup> Street  
Prince Rupert, B.C. V8J 3L6  
Phone: (250) 624-6054  
Fax: (250) 624-2572

How to Access Service: Telephone, e-mail, fax or visit the College.

Description of Services: Northwest Community College Library offers a wide range of services and resources to all college students, faculty and staff to support learning and teaching at Northwest Community College. The library is open to the community and the public is welcome to use these resources.

## COMMUNITY RESOURCE DIRECTORY

### LITERACY & NUMERICY, UPGRADING FOR ADULTS

Northwest Community College  
CAREER & COLLEGE PREPARATION – (CCP)

353 - 5<sup>th</sup> Street  
Prince Rupert, B.C. V8J 3L6  
Phone: (250) 624-6054  
Fax: (250) 624- 3923  
Website: [www.nwcc.bc.ca](http://www.nwcc.bc.ca)

How to Access Service:

Telephone, e-mail, fax or visit the College.

Description of Services:

Adult upgrading: We offer literacy instruction for adults wanting to improve their reading and writing skills. A learner may contact the College directly or be referred by someone. The CCP Coordinator will arrange an informal interview and assessment with the learner and discuss what options are available. Some possible options for learners include the following: - scheduled classes, individual tutoring or referral to other programs. The service is quite individualized as learners often have different needs. The Literacy Coordinator will endeavor to find the best option for any particular learner.

Volunteer Tutor Training: Training for volunteer literacy tutors or ESL tutors is provided for people wishing to help a person learn to read or write or to help a newcomer learn Basic English. Free training sessions are scheduled once or twice yearly according to community demand. Anyone interested should contact the College.

## COMMUNITY RESOURCE DIRECTORY

### REGIONAL LITERACY FOR NORTHWEST COMMUNITY COLLEGE

353 - 5<sup>th</sup> Street  
Prince Rupert, B.C. V8J 3L6  
Phone: (250) 624-6054  
Fax: (250) 624- 3923

Website: [www.nwcc.bc.ca](http://www.nwcc.bc.ca)

How to Access Service: Telephone, e-mail, fax or visit the College.

Description of Services: Literacy support, citizenship course

## COMMUNITY RESOURCE DIRECTORY

### STUDENT UNION Northwest Community College

353 – 5th Street  
Prince Rupert, B.C. V8J 3L6  
Phone: 250-624-9328  
Fax: 250-624-4920  
Website: [www.nwcc.bc.ca](http://www.nwcc.bc.ca)

How to Access Service: Telephone, e-mail, fax, or visit the college.

Description of Services: The Student's Union plays a major role in the activities that take place at our Campus. Students are encouraged to share their experience and expertise in these areas, and are invited to come forward with their suggestion for recreational programs and events. Anyone interested in events happening should contact their Student association representative.

## COMMUNITY RESOURCE DIRECTORY

### WORKFORCE TRAINING & CONTINUING STUDIES Northwest Community College

353 5<sup>th</sup> Street  
Prince Rupert, B.C. V8J 3L6  
Phone: (250) 624-6054  
Fax: (250) 624-3923  
Email: [arowse@nwcc.bc.ca](mailto:arowse@nwcc.bc.ca)  
Website: [wres.nwcc.bc.ca](http://wres.nwcc.bc.ca)

Primary Contact People: Coordinator of Workforce Training and Continuing Studies

How to Access Service: Telephone, e-mail, fax or visit the College.

Description of Services: Northwest Community College strives to meet the educational and training needs of the communities and businesses it serves. Our Continuing Education department plays a vital role in meeting these needs by offering courses and short-term training in a diverse range of subject areas from business and computer technology, health and safety, outdoor recreation and tourism, natural resources, and more. Check out our website to see what programs and courses are currently being offered.



## COMMUNITY RESOURCE DIRECTORY

### METIS NATIONS BC

Region 6 – Main Office  
Suite 304 – 4546 Park Ave  
Terrace, B.C. V8G 1V4  
Phone: (250) 615-0035  
Fax: (250) 615-0036  
Toll free: 1-877-638-4776

Hours Open to Inquiries:	8:30 a.m. – 4:30 p.m. Monday – Friday.
Primary Contact People:	Terrace office – Darcie Petuh Email: dpaetuh@mNBC.ca
How to Get Service:	Phone or drop into office. Education applications may be picked up at the address above, emailed or faxed.
Description of Service:	Individual Training Interventions (ITI) – The Individual Training Program enables clients to pursue career and employment options by meeting entry-level qualifications for job placements or maintenance, further training and education or trades and apprenticeships. The program assists individuals and groups to access short or long-term training from recognized training institutions and organizations. Training must relate directly to employment goals and must meet the needs of both the client and the industry or labour market.

**Metis Group Training Projects (MGTP):** Provides employments skills and work experience to unemployed Me'tis through projects with community-based non-profit societies or private corporations and typically lasts less 17 weeks. Provides a combination of certification skills, life skills, pre-employment skills and practical work experience. Targeted towards Me'tis youth (15-30yrs), women, disabled and other clients facing career barriers.

**Self-employment Assistance (SEA):** Provides Me'tis clients with the skills and support necessary to develop a business plan, start and sustain a small business, or improve their skills by training for an existing enterprise.

## COMMUNITY RESOURCE DIRECTORY

**Targeted Wage Subsidy: (TWS):** Provide training and work experience in employment sectors where there is a current or expected demand, or to help the client develop skills that are transferable to these sectors. May extend for up to 6 months and the employer must retain employee at same wage rate after the conclusion of the program.

**Job Creation Partnerships (JCP):** Provides the opportunity to gain valuable work experience in emerging local markets. The program seeks to support long-term employment at the local community level for clients who are on an active Employment Insurance (EI) claim., are EI eligible, or who are EI Reachback clients, and who have barriers to finding and keeping employment. Program length is normally 6 - 12 months but cannot be less than 2 months.

**Career Placement / Work Experience Program (CPWEP):** Assists clients who require the experience aspect of training in order to become fully employable. Through an initial work placement with the Me'tis Provincial Council of BC, a Regional Service Delivery Organization, non-profit organization, business or union, clients have the opportunity to develop practical skills in a supportive and culturally-sensitive environment.

**AFFNO**

**Association of Francophone and Francophile Northwest**

Website: [www.affno-cb.ca](http://www.affno-cb.ca)

The AFFNO offers the following services:

- Comité d'accueil des nouveaux arrivants - Committee of welcoming newcomers
- Services d'interprète - Interpreter Services
- Cours de conversation française - Courses French Conversation
- Petite enfance multiculturelle à Prince Rupert - Small multicultural childhood in Prince Rupert
- Déclaration de revenus gratuite pour les familles à faible revenu partout dans notre région - Declaration of free income for low-income families throughout our region
- Concours d'art oratoire - Oratorical Contest
- Bibliothèque mobile qui se déplace dans les régions - Mobile library that moves in regions

## **EMPLOYMENT**

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### **EMPLOYMENT PROGRAM FOR WOMEN**

125 Market St.  
Prince Rupert, BC  
V8J 1B9  
Phone: 250-624-9498 ext. 39

How to get service: Call or walk in to book an appointment

Description of Services: Our goal is to provide services that are flexible in meeting women's needs to achieve sustainable employment and self-reliance. Services are designed for women who have experienced violence and/or abuse in their lives and who want to move toward a healthy, fulfilled lifestyle. We also work with women who may struggle with addictions, mental illness, homelessness, disabilities and other significant barriers to employment.

A Case Manager assists with:

- -Evaluating strengths
- -Developing an action plan to work towards your goals
- -Developing a resume, interview skills and completing job search
- -Recognizing, Understanding and Overcoming the Impacts of Abuse
- -Employment counselling
- -Personal counselling
- -Career exploration
- -Personal coaching
- -Supports if applicable

Services are provided one-on-one or in a supportive, group setting.

All services are funded through the Employment Program of British Columbia at your local WorkBC Employment Service Centre.

**EMPLOYMENT SERVICES FOR PEOPLE LIVING WITH DISABILITIES**

125 Market St.  
Prince Rupert, BC  
V8J 1B9  
Phone: 250-624-9498 ext. 47

How to get services: Walk in or phone to book an appointment

Description of services: These services are designed to assist people living with disabilities who are interested in increasing work skills, finding a job or volunteering in the community

Features of the Program:

Individualized – This service is focused on each person’s needs and dreams for the future

Flexible – Participants can carry on with their personal / work life while being in the program

Support – We will connect individuals to other community services in addition to helping with job search related needs

Encouragement – A Case Manager will offer support and guidance with employment choices and opportunities

All services are funded through the Employment Program of British Columbia at your local WorkBC Employment Service Centre.

## COMMUNITY RESOURCE DIRECTORY

### SKILLED TRADES EMPLOYMENT PROGRAM (S.T.E.P)

#2- 437 3<sup>rd</sup> Ave West  
Prince Rupert, BC  
V8J 1L6  
Phone: (250)624-6881  
#310 4722 Lakelse Ave.  
Terrace BC  
Phone: (250)635-1100  
[www.stepbc.ca](http://www.stepbc.ca)

How to get service:

Contact the Veronica at the office.  
Office hours 8:30 – 4:30 Monday to Friday

Description of services:

S.T.E.P. can help you to get the right training, materials, and connections to move your skills and your career forward to Apprenticeship and journey person status.

## COMMUNITY RESOURCE DIRECTORY

### COMMUNITY FUTURES OF THE PACIFIC NORTHWEST

Suite 100 – 515 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L9  
Phone: (250) 622-2332  
Fax: (250) 622-2334  
Toll Free: (877) 622-8288

Email: [john@cfdc-pnw.com](mailto:john@cfdc-pnw.com)

Website: [www.communityfuturesprincerupert.com](http://www.communityfuturesprincerupert.com)

How to get the Service:	Contact the office.
Description of Services:	<p>Community Futures of the Pacific Northwest (CFDC-PNW) offers business development and economic development to the communities of Prince Rupert, Port Edward, Oona River, Dodge Cove, Metlatkla, Kitkatla, Hartley Bay and Lax Kw'alaams.</p> <p>We assist entrepreneurs in business start up, purchase of an existing business and/or expansion through a variety of loan funds.</p> <p>We also offer client services, including assistance with business planning of an existing business and / or expansion through a variety of loans.</p> <p>We also offer client services, including assistance with business planning and business resource library.</p> <p>“Community Futures” - Strengthening the economics of rural communities”</p>

## COMMUNITY RESOURCE DIRECTORY

### HECATE STRAIT EMPLOYMENT DEVELOPMENT SOCIETY

208 1st Avenue East  
Prince Rupert, B.C. V8J 4M8  
Phone: (250) 624-9498  
Fax: (250) 627-4397  
Toll Free: 1-800-808-3988  
Website: [www.hseds.ca](http://www.hseds.ca)

Description of Service:

Hecate Strait Employment Development Society is a non-profit organization governed by a volunteer Board of Directors. The Society was established in 1995.

HSEDS manages federal contracts through Human Resource Development Canada, and Cooperative Secretariat, and through provincial ministries such as the Ministry of Human Resources, Advanced Education and others.

HSEDS also writes employment-based proposals through HRSDC such as the Skills Link, QCI Tourism Skills Project.



**HECATE STRAIT TRAINING CENTRE**

208 1<sup>st</sup> Avenue East  
Prince Rupert, B.C. V8J 4M8  
Phone: (250) 624-9498  
Fax: (250) 627-4397  
Toll Free: 1-800-808-3988  
Website: [www.hseds.ca](http://www.hseds.ca)

Description of Service:

Training and training brokerage services are also provided to local employers and other groups. Topics have included, Board Development, Employment Skills, Business Plan Development and a variety of industry certification such as, Dam Inspection, H2S Alive, First Aid, TDG, Water Distribution Level 1, Violence in the Workplace, Life Truck, Traffic Control Person, On-line TDG and WHMIS and Food Safe.

## COMMUNITY RESOURCE DIRECTORY

### SERVICE CANADA

101 – 215 – 2<sup>3rd</sup> street  
Prince Rupert, B.C. V8J 3P9  
Phone: (250) 624-9671  
Fax: 250-627-3108

Email: [bcytprograminguiy@hrdc-drhc.gc.ca](mailto:bcytprograminguiy@hrdc-drhc.gc.ca)  
Employment Insurance Tele-messaging: 1-800-206-7218  
CPP/OAS Inquiry Telephone: 1-800-277-9914

El Website: [www.canada.gc.ca](http://www.canada.gc.ca)  
Job Info: [www.jobbank.gc.ca](http://www.jobbank.gc.ca)

Hours Open for Inquiries: 8:30 a.m. - 4:00 p.m. Monday to Friday

How to Access Service: In person, On-Line, Fax or by telephone or mail using the number above. (Hartley Bay, Kincolith, Kitkatla, Metlakatla, Port Edward, Port Simpson, Prince Rupert and Haida Gwaii).

Description of Services: Service Canada offerings: Information on employment Insurance, Old Age Pension, Canada/Disability Pension, Social Insurance Number applications and Pleasure Craft Licensing and other services offered by the Government of Canada. Record of Employment Orders: 1-877-317-0797 (toll free) 1-866-667-8560 (fax).

Please note that messages left on the local phone will not be answered as the phone is unmanned.

**SUPPORTED EMPLOYMENT PROGRAM**

Thompson Community Services  
#402-309 2<sup>nd</sup> Ave. W.  
Prince Rupert, B.C. V8J 3T1  
Phone: (250) 624-3753  
Fax: (250) 624-9631

Hours Open for Inquiries: 9:00 a.m. – 5:00 p.m.

How to Get Service: Referred through the Ministry of Children & Family Development and CLBC. There are no fees.

Description of Services: A job coach will assist people with developmental disabilities to explore, find and maintain employment and careers in the community. Services provide the individual flexible supports, based on community access, independence, skill enhancement and informed choice.

**HEALTH**

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**Friendship House Association**

**AAMA-GOOT ABORIGINAL WOMEN'S PROGRAM**

Friendship House Association  
744 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 627-1717  
Fax: (250) 627-7533  
Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open for Inquiries: 9:00 a.m. – 5:00 p.m. Monday to Friday

Description of Services: Provides health – related information and services in a multi-directional manner that is respectful of each woman's current condition. Every woman will be viewed as a primary influence in her family and any positive change in her mental, physical, spiritual and emotional health will benefit the family unit. Workshops and info sessions are ongoing.

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**MEN'S HEALTH WORKER**  
**Friendship House Association**

744 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 627-1717  
Fax: (250) 627-7533

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open for Inquiries: 9:00 a.m. – 5:00 p.m. Monday to Friday

How to Access Service: Contact the Friendship House at 627-1717.

Description of Services: Provides group and one on one support to men seeking a healthier lifestyle. Provides opportunities to practice and experience cultural teaching within the group settings.

## COMMUNITY RESOURCE DIRECTORY

Workshops and support will be provided weekly  
**MENTAL HEALTH LIASON WORKER**  
Friendship House Association

744 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 627-1717  
Fax: (250) 627-7533

Website: [www.friendshiphouse.ca](http://www.friendshiphouse.ca)

Hours Open for Inquiries:	9:00 a.m. – 5:00 p.m. Monday to Friday
How to Get Service:	Call Friendship House
Description of Service:	Confidential meetings, referrals, advocacy and workshops. The coordinator networks with other agencies and research's information regarding various mental health issues while supporting the client's needs.

## COMMUNITY RESOURCE DIRECTORY

### B.C. SCHIZOPHRENIA SOCIETY

# 210 – 4644 Lazelle Avenue  
Terrace, B.C.  
V8G 2R8  
Phone: 250-635-8206  
1-866-326-7877

Fax: 250-635-8206

Email: [bcsterr@telus.net](mailto:bcsterr@telus.net)

Primary Contact People: Dolly Hall, MPCP < RPC < MA Regional Coordinator,  
Terrace

Prince Rupert, Stewart and surrounding  
Communities served by the Terrace Office

How to Access Service: Call Regional Coordinator  
Monday – Thursday .If not in please leave a  
message

Description of Services: The British Columbia Schizophrenia Society (BCSS)  
is a non-profit organization funded in 1982 by  
families and friends of people with schizophrenia.

- Free support and information for individuals (family & friends) who support someone who may have or has been diagnosed with a mental illness
- Free handouts, books and videos to borrow on a variety of mental illnesses
- Free education for family members & friends through the Strengthening Families Together Program
- free support groups for family and friends

For support groups in Terrace, Kitimat and Prince Rupert please call Dolly.

## COMMUNITY RESOURCE DIRECTORY

### COMMUNITY CARE FACILITY LICENSING

3412 Kalum St  
Terrace, BC V8G 4T2  
Phone: (250) 631-4222

- Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday).
- Primary Contact People: Toll free through Enquiry BC 1-800-663-7867
- How to get Service: Phone the licensing office terrace. If the Licensing Officer is not readily available and it is an emergency your call will be forwarded to an on call Licensing Officer in the region. The licensing Officer's position covers Prince Rupert, Port Edward, Port Simpson, Hartley Bay, Kincolith, Metlakatla, Kitkatla and QCI.
- Description of Services: Licensing is a provincially mandated public health and protection program. The Medical Health Officer under the Community Care and Assisted Living Act, Adult Care Regulations and Child Care Licensing Regulations delegates Licensing Officers. Licensing Officer's are required to process licensing application; approve managers and staff; review policies, procedures and program standards; inspect and monitor health, safety and care standards; process variances; investigate critical incidents, complaints and possible situations of abuse. Licensing provides public assurance that individuals in care are being cared for in a healthy & safe manner.
- A Community Care Facility License is required for anyone offering care to more than two children or adults, or one sibling group not related to the caregiver.
- In carrying out this service, the community Care Facilities Licensing Program are guided by the following principals; (a) A facility must promote and maintain the sprit, dignity, and individuality of individuals in care; and (b) The determination of goals and activities for individuals must be balanced with the risk to individuals in care.

## COMMUNITY RESOURCE DIRECTORY

### NORTHERN HEALTH AUTHORITY

#### COMMUNITY HOME CARE NURSING CONTINUING CARE DIVISION

300 – 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250)  
Fax: (250) 624-7473

- Hours Available: 8:30 a.m. – 4:30 p.m. 7 days per week – most days Monday – Sunday.
- Primary Contact People: Home Care Nurses at Northern Health Authority.
- How to Access Service: Self referral. Doctor’s referral. Community referral. Hospital referral including out-of-town. Community to community referral.
- Description of Services: All ages. Acute Care Services: Supporting clients with acute, non-chronic disease or disability, health teaching, self, i.e., ostomy care, wound care, medication use and administration. Chronic Care Services: Supporting clients with chronic disease or disability that may need temporary or ongoing care. i.e., diabetes, multiple sclerosis, arthritis, teaching. Palliative Care: Supporting terminally ill clients and their families with physical and emotional needs.



## COMMUNITY RESOURCE DIRECTORY

### COMMUNITY OCCUPATIONAL THERAPY – HOME AND COMMUNITY CARE Northern Health Authority

1305 Summit Ave  
Prince Rupert, B.C.  
V8J 2A6  
Phone: (250) 622-6396  
Fax: (250) 622-6373  
Hospital 4<sup>th</sup> floor

Hours Open for Inquiries:	Monday to Friday 8:30 to 4:30
Primary Contact People:	Licensed Occupational Therapist.
How To Access Service:	Self-referral. Community referral. Doctor referral. Out-of-town hospital referral.
Description of Services:	<p>Occupational Therapists are health professionals who work with individuals of all ages to promote independent function in the areas of self-care, productivity and leisure.</p> <p>Provide home assessments and activities of daily living assessments e.g. dressing, eating, etc.</p> <p>Treat individuals in their home as needed.</p> <p>Consult with various support groups/agencies.</p> <p>Recommend special equipment as needed e.g. bath-boards, wheelchairs, grab bars, etc.</p>

## COMMUNITY RESOURCE DIRECTORY

### COMMUNITY OUTREACH REHABILITATION & EDUCATION (C.O.R.E. CLUBHOUSE) Northern Health Authority: Mental Health & Addictions Services Program

300 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 622-6310

Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday). Closed for lunch

Primary Contact Person: Community Response Unit

How to Access Service: Referral through the Mental Health and Addictions Team.

Description of Services: Life skills workers support persons participating in this service to strengthen and develop: social skills, daily living skills, recreation & leisure interests for adults with severe and persistent mental health disorders and those adults whose basic life functioning is seriously affected by acute mental illness.

## COMMUNITY RESOURCE DIRECTORY

### HEALTH PROTECTION AND SAFETY Northern Health Authority, Health Unit

300 – 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 622-6380 Fax: (250) 624-7591  
E-mail: [pearly.yip@northernhealth.ca](mailto:pearly.yip@northernhealth.ca)

Hours Open for Inquiries:	8:30 a.m. – 4:30 p.m. Monday to Friday
Primary Contact People:	Environmental Health Officer.
How To Access Service:	Phone the Northern Health Authority between the hours noted above for information or an appointment. Or Contact Environmental Health Officer by email.
Description of Services:	Help prevent occurrence of certain communicable diseases exposure to environmental hazards. Provide consultation and education to public in regards the suppression of communicable disease, especially that carried by water or food. We work cooperatively with medical profession in follow-up of communicable disease outbreaks. Ensure compliance with Environmental Health Legislation. This is accomplished by responding to enquiries and complaints related to pest control, sewage disposal, indoor-air quality, chemical spill, nuisance etc. This is also accomplished by carrying out routine inspections of public establishments regulated within Environmental Legislation including food service establishments, personal services establishments, swimming pools and schools. We provide information to the public involved in food handling, swimming pool operation, drinking water protection and sewage system operation/maintenance. We also provide environmental health comments and recommendations for proposed rezoning and subdivision projects. Participate in emergency responses that include the coordination and education to public for getting safe food and drinking water source as well as proper sewage disposal during disasters (e.g. earthquake, Tsunami).

## COMMUNITY RESOURCE DIRECTORY

### HOME SUPPORT

#### Northern Health Authority, Health Unit

300 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 622-6315  
Fax: (250) 622-6375 Hospital

Hours Open for Inquiries: 8:30 a.m. – 4:00 p.m. (Monday to Friday).

Primary Contact People: Home Support Advisor.

How to Access Service: Clients are assessed by the long term care case manager who is based at the Northern Health Authority Health Unit. Referrals can come from the family physician, the family, friends, church, etc.

Description of Services: LONG TERM CARE - Services offered are based on personal care needs and may include assistance with meal preparation. The aim of the program is to support families and primary caregivers by keeping people in their own home as long as possible. We also liaise with other community services. There may be a small monetary charge for services.

SHORT TERM HOME SUPPORT - referred by hospital's discharge planner – No charge for those released from hospital needing a few weeks/days assistance to prevent readmission to hospital.

NIGHT CHECK PROGRAM – available for selected clients to prevent emergency visits to the hospital.

LIFELINE: Lifeline is an easy-to-use personal response service that ensures the older adults living at home get quick assistance whenever it is needed. Cost is \$ 45.00 with a \$55.00 hook-up fee. Subscribers must have phone access to use the service.

Direct referral. Phone into office.

## COMMUNITY RESOURCE DIRECTORY

### **LONG TERM CARE – Continuing Care Division Northern Health Authority, Health Unit**

300 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 624-7432  
Fax: (250) 624-7473  
Hospital

Hours Open for Inquiries:	8:15 a.m. – 4:00 p.m. (Monday to Friday).
Primary Contact People:	Home and Community Care Manager Gilbert Jardim, Case Manager
How to Access Service:	Self/family/community/physician referral.
Description of Services:	A three-part assessment (medical/physical, mental, financial) determines eligibility for long term care community support programs. Eligible individuals are provided with homemaker support, day care, supportive housing or facility placement to assist them to live as independently as possible.

## COMMUNITY RESOURCE DIRECTORY

### **MEALS ON WHEELS Northern Health Authority, Health Unit**

300 3rd Avenue West  
Prince Rupert, B.C. V8J 3T1  
Phone: (250) 622-6315  
Fax: (250) 622-6373

Hours Open for Inquiries: 8:30 a.m. – 4:00 p.m. (Monday to Friday).

Primary Contact People: Home Support Advisor.

How to Access Service: Direct referral. Phone in to the office.

Description of Services: Hot meal every Monday, Wednesday and Friday at noon. Available to people who need service after surgery, injury or those who need a break from cooking, as in shut-ins, seniors. Special diets available. The charge is \$4.00 per meal either prepaid or billed at month end.

Recipients may double up on their meals to compensate for non-meal days. Meals are prepared by the Prince Rupert Regional Hospital.

## COMMUNITY RESOURCE DIRECTORY

### ADULT DAY PROGRAM

1325 Summit Avenue  
Prince Rupert, B.C. V8J 4C1  
Phone: (250) 622-6457  
Fax: (250) 622-6489

- Hours Open for Inquiries: 9:00 a.m. – 3:00 p.m. Monday - Friday.
- How to get Service: Point of entry – Northern Health Authority; Lynne, 250-622-6318
- Description of Services: Personal assistance/supervision with activities of daily living which have become difficult at home. i.e.: bathing, socializing, provision of light snack and lunch.
- Ongoing physical and mental assessments and monitoring of medical conditions by a care aid that are reported to an LPN. Contact with clients' personal physicians and referral to other health care professionals as needed.
- Handi-dart service: Transportation provided with wheelchair accessible bus. A staff person will accompany the driver to pick up the client from their home.
- They also provide some respite care.

## COMMUNITY RESOURCE DIRECTORY

### NEEDLE EXCHANGE Northern Health Authority, Health Unit

300 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 622-6380  
Fax: (250) 627-7591

How to Access Service: Phone or drop-in. Anonymity is respected.

#### Description of Services:

- A) Make health services available to community members who have difficulty accessing existing programs due to inappropriate environments, hours of operation, age and socio-economic discrepancies etc.
- B) Provide health service information and education to community members who have literacy concerns and act as an advocate for such
- C) Provide outreach based prevention services including clean needles and condoms
- D) Work with street population to arrange, and advocate for basic needs. (Food, shelter, clothing)
- E) Act as referral agent, connecting clients to appropriate services. And advocate when necessary.
- F) Keeps hours of operation conducive to target populations needs
- G) Focus on harm reduction and reducing risk to target population

Support and advocacy for people living with HIV/AIDS / HEPC, their family, friends and partners; HIV/AIDS/HEPC educational presentations for schools, business and the public; free male and female condom distribution; resources library (videos, books and pamphlets) on HIV/AIDS/HEPC, safer sex practices, healthy sexuality's and hepatitis. Youth after school outreach programs; Healthy Hoops & Unity held at the Civic Center.

Prince Rupert Needle Exchange also operates an anonymous needle exchange for injection drug users Monday to Friday 8:30 a.m. – 4:30 p.m. free filters, lubrication, syringes & alcohol swabs. Free Hepatitis A & B testing and vaccination  
-Referral to drug and alcohol counsellors, community health nurses and other agencies.  
-Needle retrieval for the general public – please call the City or Health Unit.



## COMMUNITY RESOURCE DIRECTORY

### NORTH REGION MENTAL HEALTH SUPPORT TEAM Northern Health Authority

Prince Rupert, B.C.  
V8J 1P9  
Phone; 250-627-4748 or 627-6805  
Fax: 250-6222-2010

Hours Open for Inquiries:	9:00 a.m. to 5:00 p.m.
Primary Contact People:	Mental Health Clinicians
How to Get Service:	Referred through the Ministry of Children & Family Development or your General Practitioner
Description of Service:	The North Region Mental Health Support Team provides services to individuals with a development disability (as defined by DSM IV), psychiatric illness and/or challenging behavior. Our multi disciplinary team provides a range of services which include behavior, psychological and psychiatric assessment, intervention planning, training of caregivers surrounding treatment, monitoring, follow up and community education

## COMMUNITY RESOURCE DIRECTORY

### NUTRITION

#### **Northern Health Authority**

300 – 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 624-7480  
Fax: (250) 624-7591

Hours Open for Inquiries:	8:30 a.m. to 4:30 p.m. Closed 12p.m. to 1p.m.
Primary Contact People:	Community Dietitian.
How to get Service:	Telephone the Northern Health Authority between the above hours above.
Description of Services:	Resource for community groups to improve nutritional well being, prevent disease and increase access to healthy food. NO 1-1 counselling outside of Haida Gwaii and Hazelton. Available resource for accurate nutrition information for professionals (example: in-services available to nurses or teachers on nutrition)
	Dial-a-Dietitian 1-800-667-3438.

## COMMUNITY RESOURCE DIRECTORY

### PRINCE RUPERT ADULT MENTAL HEALTH & ADDICTIONS SERVICES Northern Health Authority, Health Unit

300 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 622-6310  
Fax: (250)-622-6319

Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday). Closed for lunch

Primary Contact Person: Community Response Unit

How to Access Service: Call 250-622-6310 and ask for the Community Response Unit.

Description of Services: Prince Rupert Mental Health and Addictions Services is a community-based service that addresses the needs of those individuals and families dealing with mental illness and substance abuse issues.

We provide services based on individual assessment and care planning with an emphasis on reducing the negative impact and harm associated with both mental illness and substance use. Services are delivered in a variety of formats including individual, group and community partnerships.

## COMMUNITY RESOURCE DIRECTORY

### **PUBLIC HEALTH NURSING Northern Health Authority, Health Unit**

300 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: 250-622-6380  
Fax: 250-622-6391

Hours open for Inquiries: 8:30a.m. - 12:00p.m. and 1:00p.m. p.m. – 4:30 (Monday to Friday)

How to Access Service: Phone call or drop in to the Northern Health Authority and ask for information or an appointment.

Description of services: The Northwest Service Delivery Area of the Northern Authority provides public health nursing services from a caring, collaborative and strength-based perspective where the services area accessible, voluntary and culturally appropriate. Services are provided thorough home or health unit visits, school clinics, day cares, facilities or other community settings. Four program areas are emphasized.

Communicable Disease Prevention: We provide immunizations for children by appointments on Tuesday afternoons, 12:00 p.m. – 3:00 p.m., or Thursday, Drop – In Clinic, 1:00 p.m. – 3:00 p.m., and adults by appointment on Monday 11:00 a.m. – 2:00 p.m., against vaccine preventable communicable diseases such as tetanus, diphtheria, pertussis (whooping cough), flu etc. and promote vaccines for groups of individuals such as travelers by appointments on Wednesday afternoons, 1:00 p.m. – 3:00 p.m., healthcare workers and intravenous drug users, etc

We also work to limit the spread of communicable diseases by screening, education, surveillance, treatment and follow-up for people with enteric infections, sexually transmitted diseases by appointment on Monday afternoons, tuberculosis by appointment on Monday

## COMMUNITY RESOURCE DIRECTORY

afternoons and follow-up “reading” on Wednesday afternoons, HIV, Hepatitis on Monday afternoons.

### Child Program:

We provide integrated family – centered services to parents and young children including access to prenatal education; support for newborns and their families. Support for early childhood development; community strategies such as drop-in parenting groups.  
**Toddlers Too! Every / Wednesday afternoon at 10:30 a.m. 11:30 a.m.**  
**Family Time every Friday afternoon at 1:00 p.m. – 2:00 p.m.**

### Youth Program:

We work to identify and respond to opportunities that enhance and support the optimum health of youth by increasing their choices and their access to services such as ; sexual health education in schools; and work with individual to identify appropriate resources for particular needs. OPT NCL options for Sexual Health Clinic on Wednesdays 2:30 p.m. – 4:30 p.m.

### Chronic Disease Program:

We collaborate with the regional Tobacco Reduction and Injury Prevention personnel to provide services aimed at the major causes of Mortality and disability using the strategies of community development, health and education. Phone for an appointment.

## COMMUNITY RESOURCE DIRECTORY

**RESPIRE CARE, Acropolis Manor  
Northern Health Authority**

1325 Summit Avenue  
Prince Rupert, B.C. V8J 4C1  
Phone: (250) 627-8497

- Hours Open for Inquiries: 9:00 a.m. – 5:00 p.m. (Monday to Friday).
- How to Access Service: Appointment for assessment by Long Term Care Case Manager from the NHA Health Unit phone 250-624-7432.
- Description of Services: Short term admission to residential care services. Planned period of family/caregiver relief. Can also be used as a short term emergency placement.

## COMMUNITY RESOURCE DIRECTORY

### TOBACCO REDUCTION AND PREVENTION Northern Health Authority, Health Unit

NICC Program Assistant  
300 – 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 622-6380  
Fax: (250) 622-6391

Hours Open For Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday).

How To Get Service: Self referral.

Description of Services: Nicotine Intervention Counselling, Nicotine Replacement Therapy, Relapse Prevention provided at the Health Unit.  
Resources: (posters, pamphlets, stickers, videos)

- Education Curriculum (k-12)
- Internet sites.

Presentations to:

- Councils
- Committees
- Board of Directors
- Service Clubs.
- Employer/employee Support Groups.
- Newsletter of activities for North West Region.

# COMMUNITY RESOURCE DIRECTORY

## HEALTH PROMOTIONS

### **Prince Rupert Regional Hospital**

1305 Summit Ave

Prince Rupert, B.C. V8J

Located on the 4<sup>th</sup> Floor at the Prince Rupert Hospital

Phone: (250) 622-6225

Fax: (250) 622-6521

Hours Open for Inquiries: Office hours are Monday – Friday from 8:30 am – 4:30 pm.

How to Access Service: Referral from Physician preferred.

Description of Service: We offer nutrition services provided by our Registered Dietitian and also Chronic Disease education and support with our Registered Nurse specializing in Chronic Disease. This would encompass Diabetes, Heart and Stroke and Hypertension/Cholesterol as well as other chronic illness.



**MULTIPLE SCLEROSIS SOCIETY OF CANADA**

**B.C. DIVISION**

# 1501 – 4330 Kingsway

Burnaby, B.C. V5H 4G7

Phone: (604) 689-3144

Phone toll free: 1-800-268-7582 (in Canada)

Fax: (604) 689-0377

Web site: [www.mssociety.ca/bc](http://www.mssociety.ca/bc)

- Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday).
- How to Access Service: Telephone, mail, office visit with appointment coordinator, fax.
- Description of Services: Support counselling. Self-help groups. Education about MS to individuals and groups. Loans/purchase of specialized equipment (must meet criteria). Advocacy and social action. Quarterly newsletter. Library loans. Literature. Referral to local representative. Assistance with applications for CPP Disability Benefits.

**OPTIONS FOR SEXUAL HEALTH**

**(Previously Planned Parenthood)**

300 – 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 622-6380  
Fax: (250) 622-6391

- Hours Open for Inquiries: Monday, Wednesday, and Friday
- Clinic Open: Wednesdays, 1:00 p.m. – 4:00
- How to Access Service: Self referral. No appointment necessary.
- Description of Services: Confidential clinic services for men and women of all ages:
- counselling, education and information – individual/ school/community
  - nurse run: doctor referral
  - inexpensive birth control supplies
  - sexually transmitted infections testing & treatment
  - pregnancy testing

**PATIENT TRAVEL PROGRAM**

**Prince Rupert Aboriginal Community Services**

151 – 309 2<sup>nd</sup> Avenue West  
Prince Rupert, B.C. V8J 3T1  
Phone: 250-624-4646  
Fax: 250-622-2893  
Toll free: 1-888-624-5504

Email: [pracss@citywest.ca](mailto:pracss@citywest.ca)

Hours Open for Inquiries: Monday – Friday 8:30 am – 4:30 pm

Description of Service: The patient transportation program is part of the Non-Insured Health Benefits funded by Health Canada. This program provides travel and specialized appointments including hotel, meals, and taxi for First Nations Individuals.

Services are for status people residing in Prince Rupert, Port Edward, Terrace, Kitimat, Haida Gwaii, Hazelton, Smithers and Dease Lake.

**SPEECH/LANGUAGE PATHOLOGY**

**North West Health Unit**

300 – 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 622-6380  
Fax: (250) 622-6391

- Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday).
- Primary Contact People: Registered Speech and Language Pathologists
- How to Access Service: Call for discussion of your concern, or to make an appointment. “Open Referral” policy means anyone can make a referral – self (for adults) or parent, physician, preschool teacher, etc.
- Description of Services: We provide information, consultation, assessment & therapy services for communication disorders, including speech- language delays & disorders, stuttering and voice disorders. Service is provided to preschool age children and to adults, with a family-centered approach. Services are delivered at the Health Unit office in downtown Prince Rupert, and if necessary or appropriate, at other sites such as homes, preschools, day cares, or hospital. Families help select the services delivery options that fit best, and they also are key contributors to the development of remediation goals.

**DOCTOR'S OFFICES**

**Second Ave medical clinic**  
330 2<sup>nd</sup> Ave West  
Prince Rupert BC  
V8J 1G6

Phone: (250) 624-5500  
Fax: (250) 624-4797

**Casey Clinic**  
320 2<sup>nd</sup> Ave West  
Prince Rupert BC  
V8J 1G6

Phone: (250) 624-4114

**The Large Clinic**

Phone: (250)624-9651

**Dr. Ryeburn**  
203-515 3<sup>rd</sup> Ave West  
Prince Rupert, BC  
V8J 1L2

Phone: (250)622-2811

**Dr. Watson**  
17C-815 1<sup>st</sup> Ave West  
Prince Rupert, BC  
V8J 1B3

Phone: (250) 624-3331

**Prince Rupert Primary Health**  
501 McBride Street  
Prince Rupert, BC  
V8J 3G5

Phone: (250) 622-6340

## COMMUNITY RESOURCE DIRECTORY

### PRINCE RUPERT AND DISTRICT HOSPICE SOCIETY

Phone: (250)622-6204

How to Access Services:

Phone Call

Description of services:

Hospice non-profit societies provide well trained volunteers to families for companionship, respite and support through illness and into grief recovery.

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### JOURNEY THROUGH GRIEF

Phone: (250)622-6204

How to Access Services:

To register, for further information, or to request one-on-one support, please call the hospice office at 622-6204. Leave your name and number and your call will be returned. All calls are welcome

Costs:

\$20.00 (for materials) subsidies available

Description of services:

This nine week support group is for adults who are grieving the death of a loved one. Learn what to expect and gain skills to manage your grief while connecting with others who share a similar journey. There is no time limit on grief. We recommend however to allow at least three months between the time of your loss and joining the group.

**PATIENT VOICES NETWORK**

Patient voices network  
Ph: 1-888-742-1772

Website: [www.impactbc.ca](http://www.impactbc.ca)

How To Access Service: Engagement Liason

Description of Services: The network is a community of patients, caregivers and family members using their experience to work with healthcare providers to improve health care in BC. By joining the network, you have an opportunity to participate in decision-making so that BC's health care system reflects the needs and priorities of those it serves- the patients.  
To register go to [www.patientvoices.ca](http://www.patientvoices.ca)

## HOUSING

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### M' AKOLA BC HOUSING SOCIETY

1400 Kootenay Avenue  
Prince Rupert, B.C. V8J 3X5  
Phone: (250) 627-7501  
Fax: (250) 624-3680

Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday).

How to Access Services: For further information please contact the office

Description of services: BC Housing is responsible to the Minister of Housing and Social Development through a Board of

Commissioners.

Every aspect of BC Housing's business is centered on our clients. To best serve them, we have created relationships with policy partners to create housing, delivery partners to manage and oversee housing, service partners to serve clients and contributing partners to maximize resources.

We do this by [increasing housing options](#) ; [Maintaining and administering existing housing](#); [providing client services](#) ; [Delivering services cost-effectively - Annual Budget](#) .

BC Housing serves those most in need, including Individuals who are homeless; Frail seniors and individuals with special needs; Aboriginal individuals and families; Women and children fleeing violence; Low-income seniors and families.

We develop a range of housing options for those who are vulnerable; BC Housing works in partnership with the private and non-profit sectors, the health authorities, other levels of government and community groups.



**MUKS-KUM-OL Housing Society**

**Native Housing**

1400 Kootenay Avenue  
Prince Rupert, B.C. V8J 3X5  
Phone: (250) 627-7501  
Fax: (250) 624-3680

Hours Open for Inquiries: 8:30 a.m. – 4:30 p.m. (Monday to Friday).

How to Access Service: For further information please contact the office

Description of services: Muks-Kum-Ol provides affordable housing in the Terrace and Prince Rupert areas who have Aboriginal ancestry and who are in need of affordable housing. This is done through a program called Urban Native Housing Program developed by Canada Mortgage and Housing Corporation. It manages 111 units in Terrace and 56 units in Prince Rupert.

## COMMUNITY RESOURCE DIRECTORY

### THE SALVATION ARMY

#### EMERGENCY SHELTER PROGRAM

214 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 622-7348  
Fax: (250) 624-8157

Hours Open for Inquiries:	7:30 am – 3:00 pm Monday - Friday
How to Access Service:	Accessed through 25 Grenville Court office
Description of Service:	Emergency accommodations with meals provided for men, couples and families in need of shelter at Raffles depending on availability of unused beds.  8 beds year round

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#### FOOD BANK

The Salvation Army

214 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 624-6325  
Fax: (250) 624-8157

Email: [erica\\_collinson@can.salvationary.org](mailto:erica_collinson@can.salvationary.org)

Hours Open for Inquiries:	9:00 a.m. – 12:00 p.m. (Monday -Friday).
How to Access Service:	Phone or walk in to set-up an appointment.
Description of Services:	Food bank – Emergency assistance for families and singles

## COMMUNITY RESOURCE DIRECTORY

### SOUP KITCHEN / DROP IN CENTER

The Salvation Army

25 Grenville Court

Prince Rupert, B.C. V8J 3R5

Phone: (250) 624-6180 ext 25

Fax: (250) 624-8157

Email: [gary\\_sheils@can.salvationarmy.org](mailto:gary_sheils@can.salvationarmy.org)

Hours Open for Inquiries: Monday to Friday 7:30 a.m. – 1 p.m.  
Saturday 9:00 am – 11:00 am.

How to Get Service: Walk in.

Description of Services: Feeding program. Breakfast and lunch.

**HOUSING OUTREACH PROGRAM**

**North Coast Outreach Program**

1402 Park Avenue  
Prince Rupert, B.C. V8J 3W6  
Phone: 250-627-8959 Ext. 24  
Fax: 250-624-8362  
Email: [honcts@citytwest.ca](mailto:honcts@citytwest.ca)

Hours Open for Inquires:	Weekdays, 9:30 am – 4:30 pm
Primary Contact People:	Outreach Worker
How to get service:	Self or agency referral
Description of Services:	Assisting individuals & families: <ul style="list-style-type: none"><li>• Provide supports which help individuals stabilize their lives</li><li>• Connect individuals with income support and accompaniments</li><li>• Assist individuals to locate affordable housing and help with forms, and post move-in follow-up</li></ul>

## COMMUNITY RESOURCE DIRECTORY

### **Thompson Community Services**

#### **STAFFED RESIDENTIAL AND SUPPORTED LIVING**

#420-309 2<sup>nd</sup> Ave. W  
Prince Rupert, B.C. V8J 3T1  
Phone: (250) 624-9573  
Fax: (250) 624-9631  
Email: [abell@tcsinfo.ca](mailto:abell@tcsinfo.ca)

Website: [www.thompsoncommunityservices.com](http://www.thompsoncommunityservices.com)

Hours Open for Inquiries:	9:00 a.m. – 5:00 p.m.
How to Get Service:	Referrals from the Community Living BC.
Description of Services:	Support to adults who have a developmental disability.

**SENIORS**

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**FRIENDSHIP HOUSE ASSOCIATION  
ELDERS AND ELDERS IN TRAINING**

744 Fraser Street  
Prince Rupert, B.C. V8J 1P9  
Phone: (250) 627-1717  
Fax: (250) 627-7533

Website: [www.friendshiphouseassociation.ca](http://www.friendshiphouseassociation.ca)

Hours Open to Inquiries:

Thursday afternoons 1:30

How to Access Service:

Call George at above number

Description of Services:

Friendship house elders meet Thursdays at 1:30 on the 3<sup>rd</sup> floor and hold several major fundraisers throughout the year. The elders are also encouraged to participate in our programs

## COMMUNITY RESOURCE DIRECTORY

### SENIORS CENTRE

#### Prince Rupert Seniors

(21 Grenville Court)  
Prince Rupert, B.C. V8J 1R3  
Phone: (250) 627-1900  
Email: [seniorsc@citytel.net](mailto:seniorsc@citytel.net)

Hours Open for Inquiries: 11:00 a.m. – 3:00 p.m. (Monday to Friday).

How to Get Service: Drop-in. There is a \$10.00 annual membership fee.

Description of Services: Drop-in recreational centre. Daily casual activities. Light lunch service. Whist, crib on alternate Monday's. Senior's bingo on Wednesday. Tuesday - Drop-in / Dominoes / Darts. Thursday – Fish Chowder Lunch /Pan/ Dominoes / Drop-in. Line-Dancing and CNIB drop-in bingo on Friday's, plus many other organized and casual activities. Lunch services five days a week. Pancake breakfast the first Sunday of every month (10:30 a.m. – 1:00 p.m.) except June, July, August & September. Regular general meeting the second Tuesday of every month (1:00 p.m.) except July & August. Centre is totally non-smoking (including bingo). Foot care clinics are every 6 weeks. See Wednesday Northern view for dates and times.

## COMMUNITY RESOURCE DIRECTORY

### PRINCE RUPERT BETTER AT HOME

#### PR ABORIGINAL COMMUNITY SERVICES SOCIETY

151-309 2<sup>ND</sup> AVE WEST  
PRINCE RUPERT, BC  
V8J 1T3  
PH: (250) 622-2891 EXT 28  
EMAIL: [pracss5@citywest.ca](mailto:pracss5@citywest.ca)

<b>Hours Open for Inquiries:</b>	Monday to Friday 8:30 to 4:30
<b>Primary Contact People:</b>	Twyla Chamberlin
<b>How to Access Service:</b>	Contact Twyla Chamberlin Must be 60+ and reside in Prince Rupert
<b>Description of Services:</b>	<p>Better at home is a program that helps seniors with simple non-medical, day to day tasks so that they can continue to live independently in their own homes, and remain connected to their communities.</p> <p><b>The following services will be provided:</b></p> <ul style="list-style-type: none"><li>• Friendly visiting</li><li>• Transportation – priced on a sliding scale according to the individual's income level.</li></ul>

### ELDER ABUSE RESOURCES

- Learn more about recognizing, responding to and preventing elder abuse by visiting [SeniorsBC.ca](http://SeniorsBC.ca).
- Get help if you need it by calling the Seniors Abuse and Information Line (SAIL) line at 1-866-437-1940. If it is an emergency, call 911.
- Visit [gov.bc.ca/elderabuse](http://gov.bc.ca/elderabuse).



**CHURCH AND RELATED ACTIVITIES**

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**THE SALVATION ARMY**

25 Grenville Court  
Prince Rupert, B.C. V8J 3R5  
Phone: (250) 624-6180 ext 21  
Fax: (250) 624-8157

Hours Open for Inquiries: 8:00 a.m. – 5:00 p.m. Monday - Friday

How to get Service: Telephone or walk in to set up an appointment.

Description of Services: Church Services 11:00 a.m. & 6:00 p.m. Women’s Weekly Programs; Men’s Programs; Several Youth Programs for ages 7-17; Family Night Wednesday evenings 5:30 p.m. to 7:30 p.m.

Christ center discipline counseling for adults and teens

Freedom from Addiction 8 week program Monday – Friday 9:00 – 12:00 pm. \$40.00 for books – check for next scheduled start.

One-on-one counseling sessions available

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*The Salvation Army*

**THRIFT STORE**

210 – 3<sup>rd</sup> Avenue West  
Prince Rupert, B.C. V8J 1L4  
Phone: (250) 624-5382

Hours Open for Inquiries: 10:00 a.m. – 5:00 p.m. (Monday to Saturday).

Description of Services: Low cost clothing. Various household items. Clothing vouchers and household vouchers. (household vouchers once in a lifetime)

## COMMUNITY RESOURCE DIRECTORY

### LOCAL CHURCHES

Anglican Cathedral www.standrewscathedralpr.webs.com	200-4 <sup>th</sup> Ave West	Ph: (250) 627-1143
Fellowship Baptist Church www.prfellowship.ca	651 7 <sup>th</sup> Ave East	Ph: (250)624-9820
Catholic Church	635 5 <sup>th</sup> Ave West	Ph: (250)624-3035
Church of Christ	977 Prince Rupert Blvd	Ph: (250)624-4449
The Church of Jesus Christ of Latter-Day Saints	1225 Prince George St	Ph: (250) 624-2354
Coastal Gospel Centre Church	232 3 <sup>rd</sup> Ave West	Ph: (250)622-2121
Jehovah's Witnesses	125 3 <sup>rd</sup> Ave East	Ph: (250) 624-3462 Or (250)624-6134
Lutheran Church	460 McBride Street Rev. J Whaley	Ph: (250) 624-4164 Res. (250) 627-1049
Mennonite Brethren		Ph: (250)627-1033 Fax (250) 627-1049
Pentecostal Tabernacle	1220 Portage Rd	Ph: (250)624-5835
Prince Rupert Native Revival Centre	721 Fraser St	Ph: (250)624-4403
Presbyterian Church First	233 4 <sup>th</sup> Ave East	Ph: (250)624-4944
The Salvation Army	25 Grenville Court	Ph: (250)6246180
Sikh Missionary Society of Prince Rupert	1945 McNicholl	Ph: (250)624-2228
Sikh Temple-Indo Canadian Sikh Association	200 4 <sup>th</sup> Ave West	Ph: (250)624-6080
United Church of Canada 2087	636 6 <sup>th</sup> Ave West	Ph: (250)624-

**COMMUNITY RESOURCE DIRECTORY**

Christ The King Church

470 Evergreen Ave  
Rev. Yvonne Hill

Ph: (250)628-3356