

# Resources

## Key Resources for Parents

### 9-1-1 Emergency

#### BC Poison Control Centre

Phone toll-free: 1-800-567-8911

Website: [dpic.org](http://dpic.org)

**HealthLink BC** gives you 24-hour access to non-emergency health information and services in more than 130 languages – just a phone call or click away.

Call 8-1-1 to:

- speak with a nurse about your symptoms
- talk to a pharmacist about your medication questions
- get healthy eating advice from a dietitian
- find nearby health services and resources
- get information about physical activity from a qualified exercise professional

For deaf and hearing-impaired assistance (TTY), call 7-1-1.

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

**Public Health Offices/Community Health Centres** offer a wide range of services to promote physical, emotional, social, communication and cognitive development for infants and children. Their services include breastfeeding clinics, nutrition information and consultation, parent and infant drop-in, child health clinics and family and infant follow-up. Contact your local health authority for more information.

## Abuse and Neglect

**Helpline for Children** offers help for anyone under the age of 19 suffering from physical, emotional or sexual abuse, including abandonment, desertion, neglect, ill treatment or failure to meet the physical, emotional or medical needs of a child. Anyone can call, 24 hours a day, including parents who are afraid they might hurt their child or anyone who knows a child is being abused. You can call anonymously.

Phone: 310-1234 (no area code needed)

## Alcohol, Tobacco and Drug Use

*To learn about programs for people with alcohol or other drug problems, talk to your health care provider or contact any of the following resources:*

**HealthLink BC** offers support 24 hours a day in more than 130 languages.

Phone: 8-1-1

For deaf and hearing-impaired assistance (TTY), call 7-1-1.

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

**The Alcohol and Drug Information and Referral Line** offers confidential, free information.

Phone toll-free: 1-800-663-1441

**Sheway** operates in Vancouver and provides comprehensive health and social services to women who are either pregnant or parenting children less than 18 months old and who are experiencing current or previous issues with substance use. The program consists of prenatal, postnatal and infant health care; education and counselling for nutrition, child development, addictions, HIV and Hepatitis C, housing and parenting. Sheway also assists in fulfilling basic needs, such as providing daily nutritious lunches, food coupons, food bags, nutritional supplements, formula and clothing.

Website: [vch.ca/Locations-Services/result?res\\_id=900](http://vch.ca/Locations-Services/result?res_id=900)

**Herway Home** operates in Victoria and provides primary health care and social supports to pregnant women and parenting women who have a history of substance use and may also be affected by mental health issues, violence and trauma. Services include drug and alcohol counselling, parenting support, pregnancy and post-natal information, nutrition, infant and child services, advocacy, housing and income assistance information, and outreach.

Phone: 250-519-3681

Email: [herwayhome@viha.ca](mailto:herwayhome@viha.ca)

Website: [islandhealth.ca/learn-about-health/pregnancy-birth-babies/herway-home](http://islandhealth.ca/learn-about-health/pregnancy-birth-babies/herway-home)

**Heartwood Centre for Women** is a 30-bed residential facility located in Vancouver that provides integrated treatment for women (19+), including trans women, across British Columbia who struggle with severe substance use and mental health challenges.

Phone: 1-888-300-3088 ext.2032

Email: [heartwood@cw.bc.ca](mailto:heartwood@cw.bc.ca)

Website: [bcmhsus.ca/our-services/heartwood-treatment-centre](http://bcmhsus.ca/our-services/heartwood-treatment-centre)

**National Native Alcohol and Drug Abuse Program (NNADAP)** currently funds 10 residential treatment centres. Services are offered to adults, youth and families.

Phone: 1.866.913.0033

Website: [fnha.ca/what-we-do/mental-wellness-and-substance-use/treatment-centres](http://fnha.ca/what-we-do/mental-wellness-and-substance-use/treatment-centres)

**Provincial Substance Use Treatment Program** offers residential substance use treatment programs that provide structured, supportive residential treatment services for individuals. Clients are 19 years of age or older and have a primary concern of substance use and show patterns of substance use that have not been successfully addressed at the community level. The program is 90 days, with 6 to 12 months of aftercare support.

Website: [bcmhsus.ca/our-services/provincial-substance-use-treatment-program](http://bcmhsus.ca/our-services/provincial-substance-use-treatment-program)

## Breastfeeding

**La Leche League Canada** encourages, promotes and provides mother-to-mother breastfeeding support and information.

Website: [lllc.ca](http://lllc.ca)

**British Columbia Lactation Consultants Association** is an organization of international board-certified lactation consultants (IBCLCs) and others who wish to protect, support and promote breastfeeding.

Website: [bclca.ca](http://bclca.ca)

**Dietitian Services, HealthLink BC** is a helpline staffed by registered dietitians who can answer general and medical nutrition questions. Translation services available in 130 languages.

Phone: 8-1-1

For deaf and hearing-impaired assistance (TTY), call 7-1-1.

Website: [healthlinkbc.ca/dietitian-services](http://healthlinkbc.ca/dietitian-services)

**Public Health Offices and Hospitals** may offer additional breastfeeding services such as lactation consultants, support groups and phone consultation. Contact your local health authority for more information.

## Child Care

*Your local Ministry of Children and Family Development office or public health office can give you information to help you select a child care facility. You can also go online to HealthLink BC for tips and information on choosing child care providers.*

Website: [healthlinkbc.ca/health-topics/aa43308](http://healthlinkbc.ca/health-topics/aa43308)

**Affordable Childcare Benefit** helps families with the cost of child care, depending on factors like family size, type of care and household income.

Website: [gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit](http://gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit)

**The Canada Revenue Agency** administers tax laws for the Government of Canada and for most provinces and territories, as well as various social and economic benefit and incentive programs delivered through the tax system.

Website: [canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview](http://canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview)

**Child Care Service Centres** provide information in more than 350 languages on all B.C. Ministry of Children and Family Development child care programs, 8:30 to 4:30, Monday to Friday.

Phone toll-free: 1-888-338-6622

Website: [gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit](http://gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit)

**Child Care BC Help Line** provides information for service providers and parents on child care funding and subsidies.

Phone toll-free: 1-888-338-6622

In Victoria: 250-356-6501

**Child Care Map** includes information about licensed child care providers in B.C.

Website: [gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/how-to-access-child-care/search-for-child-care](http://gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/how-to-access-child-care/search-for-child-care)

**Child Care Licensing Regulations** describe what's required of child care operators in British Columbia.

Website: [health.gov.bc.ca/ccf/child\\_care](http://health.gov.bc.ca/ccf/child_care)

**Child Care Resource and Referral Program (CCRR)** offers information on child care in your local community.

Phone toll-free in B.C.: 1-888-338-6622

In Victoria: 250 356-6501

Website: [ccrr.bc.ca](http://ccrr.bc.ca)

**B.C.'s Ministry of Children and Family Development** has information for parents on how to select child care and local child care options.

Website: [gov.bc.ca/gov/content/family-social-supports/caring-for-young-children](http://gov.bc.ca/gov/content/family-social-supports/caring-for-young-children)

**Parents' Guide to Selecting and Monitoring Child Care** is a brochure from the government of British Columbia that can help you make decisions about child care.

Website: [gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/parents\\_guide\\_to\\_selecting\\_and\\_monitoring\\_child\\_care\\_in\\_bc\\_june\\_2016.pdf](http://gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/child-day-care/parents_guide_to_selecting_and_monitoring_child_care_in_bc_june_2016.pdf)

## Child Development

**The Infant Development Program of the Infant and Child Development Association of BC** offers home-based prevention and early intervention services to infants and children up to 3 years old. Consultants assess children and help families get the tools, skills and community connections they need to promote optimal child development and support developmental challenges. To find a program in your area, ask your public health nurse or health care provider.

Website: [icdabc.ca/programs/infant-development-program](http://icdabc.ca/programs/infant-development-program)

**DECODA** provides children from birth to age 5 with a strong foundation in literacy, physical activity and healthy eating through fun activities and play. This program values the learning and bonding that happen when children and caregivers play together.

Website: [decoda.ca/resources](http://decoda.ca/resources)

**Ready, Set, Learn** is a British Columbia government initiative that helps families connect with the school system and community agencies.

Website: [gov.bc.ca/gov/content/education-training/early-learning/support/programs/ready-set-learn](http://gov.bc.ca/gov/content/education-training/early-learning/support/programs/ready-set-learn)

**Strong Start** is a registered Canadian charity that helps children learn to read.

Website: [strongstart.ca](http://strongstart.ca)

## Child Support

**Family Justice Services** has information about government support for families.

Website: [gov.bc.ca/gov/content/life-events/divorce/family-justice](http://gov.bc.ca/gov/content/life-events/divorce/family-justice)

**Ministry of Attorney General: Family Maintenance Enforcement Program** has information on government financial support for families.

Website: [fmep.gov.bc.ca/about-the-program](http://fmep.gov.bc.ca/about-the-program)

## Dental Care

### British Columbia Dental Association

Phone toll-free: 1-888-396-9888

Lower Mainland: 604-736-7202

Website: [bcdental.org](http://bcdental.org)

### BC Dental Hygienists' Association

Phone: 604-415-4559

Website: [bcdha.bc.ca](http://bcdha.bc.ca)

**BC Healthy Kids Program** helps families with lower incomes with the costs of basic dental care for their children. For more information, visit the website or talk with your public health unit.

Phone toll-free: 1-866-866-0800

Website: [gov.bc.ca/gov/content/health/managing-your-health/healthy-women-children/child-teen-health/dental-eyeglasses](http://gov.bc.ca/gov/content/health/managing-your-health/healthy-women-children/child-teen-health/dental-eyeglasses)

**Smiles 4 Canada** is a program run by the Canadian Foundation for the Advancement of Orthodontics (CFAO) in conjunction with the Canadian Association of Orthodontists (CAO). The program provides orthodontic treatment to young Canadians who would otherwise not be able to afford treatment.

Website: [smiles4canada.ca](http://smiles4canada.ca)

## Family Resources

*Support programs and family resource centres offer programs and services to support families and single parents. Contact your local public health office or public health nurse for more information.*

*For advice on financial support, including B.C.'s Family Bonus or family maintenance, contact the Ministry of Finance. For information about enforcement of maintenance orders, contact the Ministry of Attorney General. Check the Blue Pages of your phone book for the nearest office.*

**Family Resource Programs of BC** is a not-for-profit provincial organization dedicated to raising awareness of the importance of community-based family resource programs (FRPs). FRP provide services in communities across the province, and act as community hubs that enhance and support development of healthy families with children prenatal to 6 years old.

Website: [frpbc.ca](http://frpbc.ca)

**BC Council for Families** provides educational resources on parenting, childhood development, parent-teen relationships, work-life balance, suicide awareness and more. Information about involved parenting as well as customized programs and training are available on the website.

Website: [bccf.ca](http://bccf.ca)

**British Columbia Representative for Children and Youth** supports children, youth and families who need help in dealing with the child-serving system and pushes for changes to the system itself.

The Representative is responsible for advocating for children and youth and for protecting the rights of those who are most vulnerable, including those who are:

- in care and live in foster or group homes
- in the home of a relative under a government program
- in youth custody

The Representative for Children and Youth is an independent officer of the legislature and does not report through a provincial ministry.

Phone toll-free: 1-800-476-3933

Website: [rcybc.ca](http://rcybc.ca)

**Vanier Institute of the Family** is a national charitable organization dedicated to promoting the well-being of Canadian families. Its website offers resources on many family-related issues.

Website: [vanierinstitute.ca](http://vanierinstitute.ca)

## Family Violence

*When violence happens, there is help.*

**In case of emergency, call 9-1-1** and ask for the police. If your community does not have 9-1-1 service, look for the local police emergency phone number on the first page of your phone book under “Emergency.”

### Ending Violence Association of British Columbia

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

**BC Society of Transition Houses** is a member-based provincial umbrella organization that provides leadership, support and collaboration to enhance B.C.'s range of services focused on responding to, preventing and ending violence against women, children and youth.

Website: [bcsth.ca](http://bcsth.ca)

**Gender-Based Violence Knowledge Centre** is an information and resource hub on gender-based violence.

Website: [cfc-swc.gc.ca/violence/knowledge-connaissance/index-en.html](http://cfc-swc.gc.ca/violence/knowledge-connaissance/index-en.html)

**Kids Help Phone** is Canada's only toll-free, 24-hour, bilingual and anonymous phone counselling, information and referral for young people.

Phone toll-free: 1-800-668-6868

Text HOME to: 686868

Website: [kidshelpphone.ca](http://kidshelpphone.ca)

**Stop Family Violence** is a one-stop source for information on family violence.

Website: [phac-aspc.gc.ca/sfv-avf/index-eng.php](http://phac-aspc.gc.ca/sfv-avf/index-eng.php)

**National Clearinghouse on Family Violence** is a resource centre for information on violence within relationships of kinship, intimacy, dependency or trust.

Website: [cleoconnect.ca/organization/national-clearinghouse-on-family-violence](http://cleoconnect.ca/organization/national-clearinghouse-on-family-violence)

**VictimLinkBC** is a province-wide telephone help-line for victims of family and sexual violence and all other crimes. VictimLinkBC operates 24 hours a day, 7 days a week, and provides service in 110 languages. A victim service worker will help you find information on the victim services closest to you.

Phone toll-free: 1-800-563-0808

For deaf and hearing-impaired assistance (TTY): 604-875-0885

Text: 604-836-6381

Email: [VictimLinkBC@bc211.ca](mailto:VictimLinkBC@bc211.ca)

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

## Fathering

**Dad Central** connects, inspires and trains dads and communities to build healthy children together by providing an extensive library of resources and guidance for the dad journey.

Website: [dadcentral.ca](http://dadcentral.ca)

## HealthLink BC

*British Columbians can get trusted health information by phone or online from HealthLink BC. HealthLink BC combines the BC HealthGuide, BC HealthFiles, BC NurseLine, and pharmacist and dietitian services to help B.C. residents find the publicly-funded health services they need, closest to where they live.*

**HealthLink BC** provides a confidential telephone nursing service available 24 hours a day, seven days a week. It includes a pharmacist service for medication inquiries, available from 5 pm to 9 am nightly. It also includes dietitian services. Registered dietitians are available Monday to Friday 9 am to 5 pm. You can get answers to your health-care questions and concerns, including when to see a doctor or visit Emergency. Translation services are available in 130 languages.

Anywhere in B.C., phone toll-free: 8-1-1

TTY (Deaf and hearing impaired) phone toll-free: 7-1-1

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

**HealthLink BC Files** are a series of easy-to-read fact sheets on a variety of environmental, public health and safety topics. Several HealthLink BC Files are available on topics related to parenting your toddler, including HealthLink BC File #68d, *Iron Contents in Food*, and HealthLink BC File #45, *Should I Get My Well Water Tested?* You can access the HealthLink BC Files online or request a copy from your local provincial health unit/department and various other offices, including employee health and wellness services, native health centres and physicians' offices and clinics.

Website: [healthlinkbc.ca/services-and-resources/healthlinkbc-files](http://healthlinkbc.ca/services-and-resources/healthlinkbc-files)

## Health Authorities

### Northern Health

Phone: 250-565-2649

Website: [northernhealth.ca](http://northernhealth.ca)

### Interior Health

Phone: 250-469-7070

Website: [interiorhealth.ca](http://interiorhealth.ca)

### Island Health

Phone: 250-370-8699

Website: [islandhealth.ca](http://islandhealth.ca)

### Vancouver Coastal Health

Phone toll-free: 1-866-884-0888

Lower Mainland: 604-736-2033

Website: [vch.ca](http://vch.ca)

### Fraser Health

Phone: 1-877-935-5669 toll-free or 604-587-4600

Website: [fraserhealth.ca](http://fraserhealth.ca)

### Provincial Health Services Authority of BC

Phone: 604-675-7400

Website: [phsa.ca](http://phsa.ca)

## Hearing

**BC Early Hearing Program** The BC Early Hearing Program (BCEHP) is the province-wide screening program to check hearing for babies born in BC. The program provides integrated services from hearing screening to hearing testing, as well as early language support following identification of hearing loss.

Website: [phsa.ca/our-services/programs-services/bc-early-hearing-program](http://phsa.ca/our-services/programs-services/bc-early-hearing-program)

**BC Family Hearing Resource Society** is a non-profit organization that provides intervention, support, education, sign language instruction and peer-to-peer mentoring to families throughout BC.

Website: [bcfamilyhearing.com](http://bcfamilyhearing.com)

**Children's Hearing and Speech Centre of BC** is a family-focused clinical and educational centre that teaches children with hearing loss to listen and talk, giving them the skills and confidence they need to achieve their fullest potential.

Website: [childrenshearing.ca](http://childrenshearing.ca)

**Deaf Children Society of BC** is a not-for-profit agency that provides resources, programs, support and information to families with deaf and hard of hearing children from birth to age five.

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

**Provincial Deaf and Hard of Hearing Services** provide deaf, hard of hearing and deaf-blind children, and their families with a safe place to explore and achieve personal goals in an American Sign Language (ASL) and English environment.

Website: [www2.gov.bc.ca/gov/content/family-social-supports/youth-and-family-services/deaf-hard-of-hearing](http://www2.gov.bc.ca/gov/content/family-social-supports/youth-and-family-services/deaf-hard-of-hearing)

## Immunizations

**HealthLink BC Files** contain information on many vaccination-related topics.

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

**ImmunizeBC** has information about immunizations in British Columbia, including common questions.

Website: [immunizebc.ca](http://immunizebc.ca)

**BC Pediatric Society** helps advocate for improved health for infants, children, youth and their families.

Website: [bcpeds.ca/families/immunization](http://bcpeds.ca/families/immunization)

**Vaccination and Your Child** is an online resource of the Canadian Pediatric Society that answers many common questions about having your child vaccinated.

Website: [caringforkids.cps.ca/handouts/vaccination\\_and\\_your\\_child](http://caringforkids.cps.ca/handouts/vaccination_and_your_child)

## Indigenous Services

**Aboriginal Head Start Association of BC** includes 12 urban Aboriginal Head Start preschool sites that provide early childhood education and services to Aboriginal children and their families.

Website: [ahsabc.net](http://ahsabc.net)

**Aboriginal Health Services** can be found in the Blue Pages of your phone book under Health Authorities. For other Aboriginal and Métis organizations, see the Yellow Pages of your phone book.

**BC Aboriginal Child Care Society** is a non-profit provincial organization offering Aboriginal early childhood programs throughout British Columbia.

Website: [acc-society.bc.ca](http://acc-society.bc.ca)

**Aboriginal Infant Development Program** offers culturally relevant home-based prevention and early intervention services for Indigenous infants. It is a parallel organization to the BC Infant Development Program. For information on local programs, contact the Office of the Provincial Advisor for Aboriginal Infant Development Programs or your public health unit.

Phone toll-free: 1-866-388-4881

Website: [aidp.bc.ca/home](http://aidp.bc.ca/home)

**Aboriginal Supported Child Development** is a community-based program that offers a range of consulting and support services in a culturally relevant and meaningful way to children, families and child care centres to allow children with extra support needs to participate in fully inclusive child care settings. To find a program in your area, talk to your public health nurse or visit the website.

Website: [ascdp.bc.ca](http://ascdp.bc.ca)

**BC Association of Aboriginal Friendship Centres** aims to improve the quality of life of Canada's Aboriginal people and to protect and preserve Aboriginal culture for the benefit of all Canadians.

Phone toll-free: 1-800-990-2432

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

**Eating Well With Canada's Food Guide: First Nations, Inuit and Métis** is a new tailored food guide that includes both traditional foods and store-bought foods that are generally available, affordable and accessible across Canada.

Phone toll-free: 1-866-225-0709

Website: [hc-sc.gc.ca/fn-an/pubs/fnim-pnim/index-eng.php](http://hc-sc.gc.ca/fn-an/pubs/fnim-pnim/index-eng.php)

**First Nations Health Authority (FNHA)** is responsible for planning, managing and delivering services and funding health programs, in partnership with First Nations communities in B.C. Guided by the vision of embedding cultural safety and humility into health service delivery, the FNHA works to reform the way health care is delivered to B.C. First Nations through direct services, provincial partnership collaboration and health systems innovation. When it comes to maternal, child and family health, FNHA's approach is health and wellness now and into the future for the whole family.

Phone: 1-866-913-0033

Website: [fnha.ca/what-we-do/maternal-child-and-family-health/healthy-pregnancy-and-early-infancy](http://fnha.ca/what-we-do/maternal-child-and-family-health/healthy-pregnancy-and-early-infancy)

**Métis Nation British Columbia – Children & Families** develops and enhances opportunities for Métis chartered communities and Métis people in B.C. by providing culturally relevant social and economic programs and services.

Website: [mnb.ca/mnbc-ministries/children-and-families](http://mnb.ca/mnbc-ministries/children-and-families)

**Doulas for Aboriginal Families Grant Program** is offered by the BC Association of Aboriginal Friendship Centres and First Nations Health Authority. The goal of the program is to increase healthy birth outcomes for Indigenous families by removing the cost barrier to accessing doula services. The grant program provides Indigenous families living in B.C. up to \$1,000 of coverage for doula services with each pregnancy.

Phone: 1-800-990-2432 toll-free or 250-388-5522

Email: [doulasupport@bcaafc.com](mailto:doulasupport@bcaafc.com)

Website: [bcaafc.com/dafgp](http://bcaafc.com/dafgp)

**KUU-US Crisis Line** is a culturally safe crisis line available 24/7, regardless of where individuals reside in B.C. KUU-US services are for First Nations, by First Nations, and all crisis response personnel are certified and trained in Indigenous cultural safety.

Phone toll-free: 1-800-588-8717

Youth Line: 250-723-2040

Adult Line: 250-723-4050

Website: [www.kuu-uscrisisline.com](http://www.kuu-uscrisisline.com)

## LGBTQ2S

**BC Children's Hospital Gender Clinic** provides treatment with puberty blockers and/or gender-affirming hormones for transgender and gender-questioning youth up to the age of 18. The website offers resources for transgender and gender-questioning youth and their loved ones.

Email: [bcchgenderclinic@cw.bc.ca](mailto:bcchgenderclinic@cw.bc.ca)

Website: [bcchildrens.ca/our-services/clinics/gender](http://bcchildrens.ca/our-services/clinics/gender)

**Trans Care BC** connects transgender, Two-Spirit and gender-diverse parents to supportive, gender-affirming care providers.

Phone toll-free: 1-866-999-1514

Email: [transcareteam@phsa.ca](mailto:transcareteam@phsa.ca)

Website: [phsa.ca/transcarebc](http://phsa.ca/transcarebc)

**Pflag Canada** offers peer-to-peer support, striving to help all Canadians with issues of sexual orientation, gender identity and gender expression. They support, educate and provide resources to anyone with questions or concerns. They offer local, practical and emotional peer-to-peer family support for individuals and their loved ones challenged by gender/sexual identity.

Website: [pflagcanada.ca](http://pflagcanada.ca)



**QMUNITY** is a non-profit organization based in Vancouver that works to improve queer, trans and Two-Spirit lives. They provide a safer space for LGBTQ2S people and their allies to fully self-express while feeling welcome and included. Their building serves as a catalyst for community initiatives and collective strength, and they provide personal support, information and referrals for queer, trans and Two-Spirit people of all ages to live healthier, happier lives. Programs include free and low-cost counselling, an STI clinic, free legal advice through Access Pro-Bono, and an employment drop-in clinic.

Phone: 604-684-5307 ext. 100

Email: [reception@qmunity.ca](mailto:reception@qmunity.ca)

Website: [qmunity.ca](http://qmunity.ca)

## Medical Resources

### BC College of Family Physicians

Phone: 604-736-1877

Website: [bccfp.bc.ca](http://bccfp.bc.ca)

**British Columbia College of Nurses & Midwives** regulates the professions of nursing and midwifery, and maintains an online directory of nurses, nurse practitioners and midwives. Nurse practitioners can provide primary care to individuals and families in need of a primary care provider. Midwives can provide primary care to pregnant people and their newborn babies, from early pregnancy through labour and birth and up to 6 weeks after birth.

Phone: 604-742-2230

Website: [registry.bccnp.ca/ElasticSearch/Search](http://registry.bccnp.ca/ElasticSearch/Search)

**Canadian Paediatric Society** promotes quality health care for Canadian children and establishes guidelines for pediatric care. The organization offers educational materials on a variety of topics, including pregnancy, immunizations, safety issues and teen health.

Phone: 613-526-9397

Website: [cps.ca](http://cps.ca)

**Caring for Kids** is a website that provides parents with information about their child's health and well-being. Developed by the Canadian Paediatric Society.

Website: [caringforkids.cps.ca](http://caringforkids.cps.ca)

**Oak Tree Clinic** at B.C. Women's Hospital & Health Centre provide specialized, interprofessional HIV care for women across the lifespan. This includes care from birth, throughout childhood, adolescence and adulthood – including reproductive health, pregnancy, menopause and beyond – in a safe environment.

Phone: 1-888-711-3030

Website: [bcwomens.ca/our-services/specialized-services/hiv-care-for-women-families](http://bcwomens.ca/our-services/specialized-services/hiv-care-for-women-families) or [bcwomens.ca](http://bcwomens.ca)

## Mental Health

*For information about perinatal depression support groups, contact your public health unit.*

**BC Reproductive Mental Health Program** offers resources on maternal mental health, including tools that you can use yourself. Through referral from your health care provider, the program offers counselling for depression in pregnancy and after birth.

Website: [reproductivementalhealth.ca](http://reproductivementalhealth.ca)

**Pacific Post Partum Support Society** is a non-profit society dedicated to supporting the needs of postpartum mothers and their families. Support is available by phone, text and through a guide, *Postpartum Depression and Anxiety: A Self-Help Guide for Mothers*.

Phone toll-free: 1-855-255-7999

Phone: 604-255-7999

Website: [postpartum.org](http://postpartum.org)

**BC Crisis Line** provides emotional support to youth, adults and seniors in distress, 24 hours a day, 7 days a week.

Phone toll-free: 1-800-784-2433

Website: [crisiscentre.bc.ca](http://crisiscentre.bc.ca)

**Canadian Mental Health Association** – Confident Parents: Thriving Kids offers strategies to support you and your child that may be struggling with anxiety or behaviour changes.

Website: [cmha.ca](http://cmha.ca)

**HealthLink BC** provides information on mental health and a variety of other health topics.

Phone: 8-1-1

Website: [healthlinkbc.ca/mental-health](http://healthlinkbc.ca/mental-health)

**KUU-US Crisis Line** is a culturally safe crisis line available 24/7, regardless of where individuals reside in B.C. KUU-US services are for First Nations, by First Nations, and all crisis response personnel are certified and trained in Indigenous cultural safety.

Phone toll-free: 1-800-588-8717

Youth Line: 250-723-2040

Adult Line: 250-723-4050

Website: [www.kuu-uscrisisline.com](http://www.kuu-uscrisisline.com)

**Mental Health and Substance Use Service Map** is a searchable listing of mental health and substance use resources and services, organized by community.

Website: [gov.bc.ca/gov/content/mental-health-support-in-bc/map](http://gov.bc.ca/gov/content/mental-health-support-in-bc/map)

**British Columbia Association for Living Mindfully (BCALM)**

is a non-profit society dedicated to facilitating increased mindfulness and reduced stress in homes, schools and workplaces throughout B.C. They offer mindfulness-based stress management programs across the province, some of which are covered through MSP with a referral from a primary care provider.

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

Website: [bcalm.ca](http://bcalm.ca)

## New Immigrants and Refugees

**The Interim Federal Health Program (IFHP)** covers certain pre-departure medical services for refugees coming to Canada for resettlement and provides limited, temporary coverage of health-care benefits to some people who aren't eligible for provincial or territorial (PT) health insurance.

Website: [canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care/interim-federal-health-program/coverage-summary](http://canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care/interim-federal-health-program/coverage-summary)

**Welcome BC** provides many services and supports for newcomers to help them settle in the province.

Website: [www.welcomebc.ca/Resources-For/Communities-Service-Providers/Services-and-programs-for-newcomers](http://www.welcomebc.ca/Resources-For/Communities-Service-Providers/Services-and-programs-for-newcomers)

## Nutrition

**Canada's food guide** is available through the Health Canada website.

Website: [food-guide.canada.ca/en](http://food-guide.canada.ca/en)

**Dietitian Services – HealthLink BC** can answer your questions about healthy eating, food and nutrition. Registered dietitians are available by email and phone from 9 am to 5 pm, Monday to Friday. Services are available in more than 130 languages.

Phone: 8-1-1 (or 7-1-1 for the deaf and hard of hearing)

Email: [healthlinkbc.ca/healthy-eating/email-healthlinkbc-dietitian](http://healthlinkbc.ca/healthy-eating/email-healthlinkbc-dietitian)

Website: [healthlinkbc.ca/dietitian-services](http://healthlinkbc.ca/dietitian-services)

## Parenting

*Support groups, such as Parents without Partners, Mother Goose! and Nobody's Perfect, as well as the family resource program (Family Place), are available in many communities. Contact your local public health unit, mental health agency or family resource centre.*

**BC211** connects people to the community, government and social services they need. Help is confidential and available in many languages. Call, chat online or text 2-1-1 every day between 8 am and 11 pm.

Phone / Text: 2-1-1

Website: bc211.ca

**Healthy Families BC** provides informational articles to parents on all stages of their parenting journeys from pregnancy through their child's development from baby to teen.

Website: [www.healthyfamiliesbc.ca/parenting](http://www.healthyfamiliesbc.ca/parenting)

**Parent Support Services Society of BC** provides self-help parenting support to parents, grandparents raising grandchildren, kinship care providers and caregivers throughout British Columbia through their Parenting Support Circles program.

Website: [parentsupportbc.ca/support-circles](http://parentsupportbc.ca/support-circles)

## Physical Activity

**Physical Activity Services – HealthLink BC** is staffed by qualified exercise professionals who provide general physical activity information and professional guidance to help British Columbians be more physically active and lead a healthier lifestyle. Translation services are available in 130 languages.

Phone: 8-1-1 (or 7-1-1 for the deaf and hard of hearing)

Website: [healthlinkbc.ca/physical-activity](http://healthlinkbc.ca/physical-activity)

**Canadian 24-Hour Movement Guidelines** show that there is an important relationship between overall health and how much sleep, sedentary behaviour and physical activity children get in a 24-hour period.

Website: [csepguidelines.ca](http://csepguidelines.ca)

## Postpartum Support

**BC Association of Pregnancy Outreach Programs** offers free postpartum supports including the Healthy Care Pregnancy Pilot Project which provides support to newly parenting individuals who use or have used substances in the province and the Pregnancy Hub which offers access to referrals to local programs & services, an evidence-based resource library, a monthly newsletter, exciting live & recorded webinars, virtual classes and events.

Website: [bcapop.ca](http://bcapop.ca)

**Pacific Post Partum Support Society** provides support to mothers and their families experiencing postpartum/perinatal distress, depression and anxiety through support groups and phone and text support.

Website: [postpartum.org](http://postpartum.org)

**DONA International** is a global doula certifying organization. On their website you can learn about the types of support doulas provide and search for doulas working near you.

Website: [dona.org](http://dona.org)

**Doulas for Aboriginal Families Grant Program** is offered by the BC Association of Aboriginal Friendship Centres and First Nations Health Authority. The goal of the program is to increase healthy birth outcomes for Indigenous families by removing the cost barrier to accessing doula services. The grant program provides Indigenous families living in B.C. up to \$1,000 of coverage for doula services with each pregnancy.

Phone: 1-800-990-2432 toll-free or 250-388-5522

Email: [doulasupport@bcaafc.com](mailto:doulasupport@bcaafc.com)

Website: [bcaafc.com/dafgp](http://bcaafc.com/dafgp)

**Doula Services Association of BC** promotes doula support for families in British Columbia. Their mission is to raise awareness about the role of Perinatal (fertility, birth, postpartum, loss) Doulas within B.C., to provide a referral service to B.C. families and to deliver continuing education to members, health care professionals and the public at large. Their referral program offers volunteer doula support to low-income families.

Website: [bcdoulas.org/find-a-doula](http://bcdoulas.org/find-a-doula)

**Nurse-Family Partnership** is a free public health program for parents who are having their first baby that ensures that the birthing parent and baby receive support during pregnancy, after the child is born and until the child is 2 years of age.

Website: [healthyfamiliesbc.ca/nurse-family-partnership](http://healthyfamiliesbc.ca/nurse-family-partnership)

## Prescription Drugs

**PharmaCare** subsidizes eligible prescription drugs and medical supplies.

Phone toll-free: 1-800-663-7100

Lower Mainland: 604-683-7151

Website: [gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents](http://gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents)

## Safety

**BCAA Child Passenger Safety Program** provides information and resources to keep children safe while travelling on B.C. roads.

Phone toll-free: 1-877-247-5551

Website: [bcaa.com/community/child-car-seat-safety](http://bcaa.com/community/child-car-seat-safety)

**BC Injury Research and Prevention Unit** provides useful fact sheets by email.

Website: [injuryresearch.bc.ca](http://injuryresearch.bc.ca)

**Canada Safety Council** is a national, non-government charitable organization that provides safety information, education and awareness covering traffic, home, work and leisure.

Phone: 613-739-1535

Website: [canadasafetycouncil.org](http://canadasafetycouncil.org)

**Canadian Red Cross** teaches emergency child care, first aid, CPR and basic skills for dealing with emergencies.

Phone toll-free: 1-877-356-3226

Website: [redcross.ca](http://redcross.ca)

**Environmental Working Group** is a non-profit organization that provides information to support consumer choice and civic action. They publish consumer guides in order to help individuals and families reduce their exposure to pesticides and toxins, and promote healthy households and environments.

Website: [ewg.org](http://ewg.org)

### Health Canada: Consumer Product Safety

Phone toll-free: 1-866-662-0666

Website: [hc-sc.gc.ca/cps-spc/index-eng.php](http://hc-sc.gc.ca/cps-spc/index-eng.php)

**National Highway Traffic Safety Administration** is a U.S. website that provides information on child car seat recalls.

Website: [nhtsa.gov](http://nhtsa.gov)

**Poison Control Centre** provides 24-hour poison information services.

Phone toll-free: 1-800-567-8911

Website: [dpic.org](http://dpic.org)

**PreparedBC** offers help with emergency planning and creating emergency kits.

Website: [gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc](http://gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc)

**Parachute** provides information on keeping children safe and preventing injuries.

Phone toll-free: 1-888-537-7777

Website: [parachutecanada.org](http://parachutecanada.org)

**Safe Start** is an injury-prevention program of BC Children’s Hospital that provides information to parents and caregivers on how to make homes and cars safer.

Website: [bcchildrens.ca/health-info/healthy-living/child-safety](http://bcchildrens.ca/health-info/healthy-living/child-safety)

## Shaken Baby Syndrome

### Prevent Shaken Baby Syndrome British Columbia

Phone: 1-888-300-3088

Website: [dontshake.ca](http://dontshake.ca)

### The Crisis Intervention and Suicide Prevention Centre of

**British Columbia** provides free, confidential, non-judgmental emotional support 24 hours a day, 7 days a week to people experiencing feelings of distress or despair.

Phone toll-free: 1-800-784-2433

Website: [crisiscentre.bc.ca](http://crisiscentre.bc.ca)

## Special Needs

*If you think your baby has a developmental problem or a disability, your public health nurse can help. Most communities have an infant development program that can help you find support services and activities for your baby that will encourage development.*

### Ministry of Children and Family Development: Early Childhood

**Intervention** services are provided to infants and young children who show signs of – or who are at risk of having – a developmental delay or disability. These services are tailored to the specific needs of each child and family. Visit the website or contact your local public health nurse or physician, or local service provider.

Website: [gov.bc.ca/gov/content/health/managing-your-health/child-behaviour-development/assessing-child-development-38610](http://gov.bc.ca/gov/content/health/managing-your-health/child-behaviour-development/assessing-child-development-38610)

### Supported Child Development of the Infant and Child

**Development Association of BC** is a community-based program that offers a range of consulting and support services to children, families and child care centres so that children with extra support needs can participate in fully inclusive child care settings. To find a Supported Child Development Program in your area, ask your public health nurse or health care provider, or contact your local Ministry of Children and Family Development office.

Website: [icdabc.ca/programs/supported-child-development](http://icdabc.ca/programs/supported-child-development)

## Speech-Language Therapy

*Speech language services are available through public health and a variety of community service providers.*

### British Columbia Association of Speech/Language Pathologists and Audiologists

Phone toll-free: 1-877-BCASLPA (222-7572)

Website: [speechandhearingbc.ca/public](http://speechandhearingbc.ca/public)

## Vision

*Annual vision exams are covered under the BC Medical Services Plan (MSP) for children and adolescents up to age 18.*

**BC Healthy Kids Program** provides coverage for eye wear, for children from families with lower-incomes, up until age 18. For more information, visit the website or talk with your public health unit.

Phone toll-free: 1-866-866-0800

Website: [gov.bc.ca/gov/content/health/managing-your-health/healthy-women-children/child-teen-health/dental-eyeglasses](http://gov.bc.ca/gov/content/health/managing-your-health/healthy-women-children/child-teen-health/dental-eyeglasses)

**BC Doctors of Optometry** offers a tool to find a Doctor of Optometry.

Website: [bc.doctorsofoptometry.ca/find-a-doctor](http://bc.doctorsofoptometry.ca/find-a-doctor)

### BC Doctors of Optometry Eye Health Library

Website: [bc.doctorsofoptometry.ca/eye-health-library](http://bc.doctorsofoptometry.ca/eye-health-library)

***We are always looking for new and helpful resources for families. If you have any suggestions, please contact us at [healthlinkbc@gov.bc.ca](mailto:healthlinkbc@gov.bc.ca).***

