

Indigenous Families Resources – April 2020

Note: These resources are organizations/services responding to Covid-19 Crisis to assist families

This resource guide is divided into the following categories:

- Counselling (virtual, phone, and text)
- Food Banks and Meals
- Financial Assistance
- Housing & Homelessness
- Medical & Wellness
- Multiple Services (Food, Financial, Counselling, Medical, etc.)
- Resources

COUNSELLING (VIRTUAL, PHONE, & TEXT)

Aboriginal Crisis Line

First Nations and Aboriginal specific 24/7 crisis line based in Port Alberni and serving the entire province.

Toll Free: 1.800.588.8717

Youth Line: 250.723.2040

Adult Line: 250.723.4050

Aboriginal Wellness Program (Counselling)

604.675.2530 x22239

<http://www.vch.ca/Documents/Aboriginal-wellness-program-brochure.pdf>

Aboriginal Mother Centre – Please refer to page 8 to see Counselling support.

BC 211 – Please refer to page 9 to see Counselling support.

BC Society of Transition Houses – Anti-Violence Workers at various organizations

<https://bcsth.ca/blog/health-safety-covid-19/>

Crisis Intervention and Suicide Prevention Centre – Vancouver

<https://youthinbc.com/>

<https://crisiscentrechat.ca/>

BC WIDE Suicide help • 1.800.784.2433	Howe Sound & Sunshine Coast • 1-866-661-3311
TTY • 1-866-872-0113	Online Service for Youth • www.YouthinBC.com
The Seniors' Distress Line • 604-872-1234	Online Service for Adults • www.CrisisCentreChat.ca
Mental Health Support • 310-6789	Greater Vancouver • 604-872-3311

Downtown Eastside Women's Centre – Please see page 9 for more info on Counselling Support.

Hope for Wellness

If you are experiencing emotional distress and want to talk contact the toll free Hope for Wellness Help Line at 1.855.242.3310 or the online chat at hopeforwellness.ca open 24 hours a day, 7 days a week.

<https://www.sac-isc.gc.ca/eng/1576089519527/1576089566478>

Indian Residential School Survivors Society

Other support call 604.985.4464 Press "0" to speak to operator

Offer Support by Telephone:

Vancouver – Chaz	604.985.4464 ex 107
Kamloops – Shirley	604.985.4464 ex 302
LGBTQ – Jeremy	604.985.4464 ex 205

Kids Help Phone

1.800.668.6868

<https://kidshelpphone.ca/>

Kids Help Phone is Canada's only 24/7, national support service. We offer professional counselling, information and referrals and volunteer-led, text-based support to young people. Whether by phone, text, mobile app or through our website, you can connect with us whenever you want, however you want.

<p><u>Get help in the following ways:</u></p> <ul style="list-style-type: none">• Text - Need help now? Text Connect to 686868• Call24/7 at 1.800.668.6868	<p><u>Topic Areas:</u></p> <ul style="list-style-type: none">• Read Letters of support from kids like you during COVID-19• How to cope with social distancing during COVID-19
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Metro Vancouver Indigenous Services Society (MVISS)

604.255.2394 x113

Individual, family and group counselling

<http://www.mvaec.ca/directory/directory-list/metro-vancouver-indigenous-services-society-mviss>

Métis Nation British Columbia

CRISIS SUPPORT, please call the Métis Crisis Line. This line is manned 24hr a day and 7 days a week by calling 1.833.638.4722 And go to their website to check read COVID-19 weekly Newsletters.

<https://www.mnbc.ca/news-events/posts/coronavirus-covid19-metis-nation-bc-response>

Mental Wellness	Abuse
Relationships	Bullying
Additions	Suicide & Ideation
Depression	Grief & Loss
Self-Harm	Peer Pressure
Anxiety	Financial Issues
Culture	

Supporting Mental Health

https://www.mnbc.ca/app/webroot/uploads/2020/COVID_MH_-_MNBC_website.pdf

Urban Native Youth Association

The office is closed to the public, but counsellors are available for drop-in virtual counselling who self-identified aboriginal youth ages 12-24. Active Reception Phone: 604.254.7732

Here is there schedules:

Mon	Jason 604.868.0062 (Call) mediation@unya.bc.ca	2:00 - 4:00 pm
Tues	Cheyenne 604.209.2097(Call) counsellor@unya.bc.ca	2:00 – 4:00 pm
Wed	Rae-Anne 604.253-5885 (Call) 778.827.5083 (Text) nativeyouthwellness@unya.bc.ca	1:00 – 3:00 pm
Thurs	Roxanne 604.253.5885 (Call) 778.827.5083 (Text) nativeyouthwellness@unya.bc.ca	2:00 – 4:00 pm

Native Youth Health and Wellness Essential Service there will be some temporary changes put in place:

- No-Drop in time
 - To see the Nurse Practitioner, you will need to make an appointment. Call or text Roxanne at 778.837.5083 or email nativeyouthwellness@unya.bc.ca
 - Appointment times: MUST HAVE APPOINTMENT
 - Tues & Thursday 11:00 am to 6:00 pm
 - Wednesday 1:00 pm to 5:00 pm

Violence Against Women

Find out about what you can do to recognize violence against women, including intimate partner violence, how to find help, and how to plan for your own or someone else’s safety. Resources and Transition Houses in BC

<http://www.bcwomens.ca/health-info/violence/violence-against-women>

FOOD BANKS & MEALS

Aboriginal Mother Centre – Please refer to page 8 to see their Community Kitchen support

BC 211 – Please refer to page 9 to see their Food & Basic Goods

Downtown Eastside Women’s Centre – Please see page 9 for more info for Food & Meals

Food Bank – Greater Vancouver Area

Food Bank locations - COVID-19 Schedule Phone: 604.876.3601

<https://foodbank.bc.ca/find-food/locations/>

Mount Pleasant – Vancouver

Mount Pleasant Community Centre

1 Kingsway

Thursday’s & Friday’s

10:00 am – 2:00 pm

Queen Elizabeth Theatre – Vancouver

630 Hamilton Street

Tuesday’s & Wednesday’s

10:00 am to 2:00 pm

GVFB – Head Office Burnaby

8345 Winston Street

Tuesday’s – Friday’s

10:00 am to 2:00 pm

North Vancouver

North Shore Neighborhood House

225 – 2nd Street East

Wednesday’s

4:00 pm – 6:00 pm

New Westminister

Tipperary Park

315 Queens Avenue

Thursday’s

10:30 am – 12:30 pm

Food – Emergency food map

Please check for regular updates. Shows locations of food programs open and Youth programs open and which programs are closed due to COVID-19.

<https://vancouver.ca/files/cov/emergency-meal-program-map.pdf>

Indigenous Students – Emergency Fund Response to BC COVID-19 - Please refer to page 6

Union Gospel Mission - Meals and Outreach (365 Days of meals)

601 East Hastings, Vancouver

<https://www.ugm.ca/services/meals-outreach/>

FINANCIAL ASSISTANCE

BC 211 – please refer to page 9 to see Financial Assistance.

B.C. Hydro

COVID-19 Relief Fund

We recognize that COVID-19 has resulted in financial hardship for many of our customers, particularly those that have experienced job loss, have had to close their businesses, or are otherwise unable to work due to COVID-19. To support our customers during these challenging times, we're introducing the COVID-19 Relief Fund.

For residential customers: If you or your spouse/partner have lost employment or have become unable to work due to COVID-19, you may be eligible for three months of bill credit based on your average consumption.

Application form to open the week of Monday, April 6. Once it opens, there is no rush to apply. Eligible customers can apply any time until June 30, 2020 to receive the credit.

<https://app.bchydro.com/accounts-billing/bill-payment/ways-to-pay/covid-19-relief-fund.html>

Canada's COVID-19 Economic Response Plan

The Government of Canada's action to help Canadians facing hardship because of the COVID-19 outbreak.

- *Individuals*
- *Businesses & Industries*

<https://www.canada.ca/en/departement-finance/economic-response-plan.html>

Downtown Eastside Women's Centre – Please see page 9 for more info on Financial Assistance.

ICBC

Customers can defer monthly payments for up to 90 days.

Go to Autoplan Payment Plan – Click on [online resource tool](#) to apply

<https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx>

Métis Nation British Columbia – Please refer to page 2 to see support on Financial Assistance.

Telus Internet – Online access for families in need

Having access to reliable internet is increasingly important in today's interconnected world. But for less fortunate families, it can still be a struggle, 42% of low-income homes don't have internet.

Please visit connecting-families.ca to sign up.

<https://www.telus.com/en/about/company-overview/community-investment/how-we-give/cause-campaigns/internet-for-good>

Indigenous Students – Emergency Fund in BC – COVID-19

BC government added funding to the province's Indigenous emergency assistance funds will go towards Indigenous post-secondary students who are facing financial hardships due to COVID-19. The funding can be used for equipment to help continue with learning, or to pay for immediate necessities, like rent, groceries, cell phone bills or childcare. To access the funding by contacting your Indigenous Students Services Department for application.

Post-Secondary Institution	Email for application
Native Education College	wsimon@necvancouver.org
BCIT	gathering_place@bcit.ca
Camosun	indigenous@camosun.ca
Capilano	cailinlau@capilanou.ca
College of New Caledonia	arc@cnc.bc.ca
College of the Rockies	Ksmith3@cotr.bc.ca
Douglas	seaweedd@douglas.ca
Emily Carr	bcrab@ecuad.ca
Justice Institute of BC	indigenization@jibc.ca
Kwantlen Polytechnic	IndigenousServices@kpu.ca
Langara	indigenous@langara.ca
Nicola Valley Institute of Technology	kthomas@nvit.bc.ca
North Island College	kelly.shopland@nic.bc.ca
Northern Lights College	gatheringplace@nlc.bc.ca
Coast Mountain College	bobrien@coastmountaincollege.ca
Okanagan College	aisaac@okanagan.bc.ca
Royal Roads University	gwen.campden@royalroads.ca
Selkirk College	jmorin@selkirk.ca
Simon Fraser University	marcia_guno@sfu.ca
Thompson Rivers	aboriginal@tru.ca
UBC (Van) First Nations House of Learning	siera.stonechild@ubc.bc.ca
UBC (Okanagan)	adrienne.vedan@ubc.bc.ca
University of Northern BC	bev.best@unbc.ca
University of Fraser Valley	indigenizing@ufv.ca
University of Victoria	iaceiss@uvic.ca
Vancouver Community College	indigenous@vcc.ca
Vancouver Island University	sas@viu.ca or Jennifer.Christoffersen@uviu.ca

HOUSING & HOMELESSNESS OUTREACH

Aboriginal Mother Centre – Please refer to page 8 to see Homelessness Outreach & Transformational housing support.

BC 211 – Please refer to page 9 for more info on housing support.

BC Society of Transition Houses

Various resources for Housing Providers & Anti-Violence Workers

<https://bcsth.ca/blog/health-safety-covid-19/>

Downtown Eastside Women’s Centre – Please see page 9 for more info on housing support.

Housing

Renters and landlords are facing an exceptional situation during the COVID-19 emergency. Review:

- Supports and Resources for renters
- All impacted facilities and services
- Rental housing and renter protection
- Provincial actions protecting renters
 - Temporary rent supplement – can provide up to \$500/month for low- to moderate – income renters who face financial hardship due to COVID-19 crisis and do not qualify for existing rental assistance programs.
- COVID-19 City actions protecting renters

<https://vancouver.ca/people-programs/rental-and-renter-protection.aspx>

Indigenous Students – Emergency Fund in BC – COVID-19 – Please refer to page 6 to apply for emergency funds for housing.

MEDICAL & WELLNESS

Aboriginal Mother Centre – Please refer to page 8 to see Family Wellness with Sarah Anne Mitchell.

Downtown Eastside Women’s Centre – Please see page 9 for more info on Medical & Wellness.

First Nations Health Authority (FNHA)

1.855.550.5454 <https://www.fnha.ca/>

Manages and funds the delivery of First Nations Health programs and services in BC. FNHA took over responsibility of federal health programs and services from Health Canada’s First Nations Inuit Health.

Find more info on their website on the following:

- Mental Wellness and Counselling
- Health benefits
- ehealth
- Wellness Planning Toolkit
- A Path Forward to Health and Wellness

Métis Nation British Columbia – Please refer to page 2 to see support on Mental Wellness

Government of Canada – Indigenous health

<https://www.sac-isc.gc.ca/eng/1569861171996/1569861324236>

– The non-Insured Health Benefits provides coverage for range of Health benefits that are not covered through other programs (Example: Vision, Dental, etc.)

Find out more info on their website on the following:

- Non-insured health benefits for First Nations & Inuit
- Health care services for First Nations & Inuit
- Jordan’s Principle
- Drug Benefit list
- NIHB Program updates

MULTIPLE SERVICES (FOOD, FINANCIAL, COUNSELLING, MEDICAL, ETC.)

Aboriginal Mother’s Centre

604.558.2627

Office is closed due to Covid-19 but still resume services via phone or email:

Family support

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

- Transformational Housing – Online application
- Licensed Daycare
- Family Wellness

Sarah Anne Mitchell @ 604.558.2627 x 7011

Email: programs@aboriginalmothercentre.ca

- Homelessness Outreach – Homelessness Navigator/Housing First Outreach Workers:
 - o Shelly Lee @ 604.558.2627 x 7028
homesupport@aboriginalmothercentre.ca
 - o Sharday Jules @ 604.558.2627 x 7029
Email: hf2@aboriginalmothercentre.ca
 - o Naomi Jules @ 604.558.2627 x 7026
Email: hf1@aboriginalmothercentre.ca

- Community Kitchen
 - o Delivery meals to Elders
 - o Food Bank
 - o Feed HomelessKitchen Staff: Shirley Mason, Manager
604.558.2627 x 7016
Email: kitchen@aboriginalmothercentre.ca

BC 211

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

Strengthening communities by connecting people with the help they need

In British Columbia, bc211 was established in partnership with United Way to link people to community, social, and government resources and information. Through bc211, British Columbians access help, where and when they need it, including critical support during emergencies like wildfires and floods. Service is offered by phone in over 150 languages.

Services & Support in the following areas:

211 – info on Referral to a full range of community services	VictimLink BC – Info & referral services to all victims of crime & immediate crisis 1.800.563.0808
Gambling Support Line to help reduce or prevent the harmful impacts of uncontrolled gambling. 1.888.795.6111	Youth Against Violence is a safe and confidential; provide info and referrals to services that can help. 1.800.680.54264
Alcohol & Drug Info and Referral Service – call to support for yourself or someone you care about, you can call for info, options & support. 604.660.9382	Register for New Safe Seniors, Strong Communities Program – Wide variety of valuable support from Counselling, Health, Food, Homelessness, Disabilities, etc.
The Shelter & Street Help Line The Shelter and Street Help Line is designed to assist people who are affected by homelessness in the Metro Vancouver. The Shelter List is updated twice per day at around 11:30 AM, and around 7:30 PM. Contact us to find available shelter beds and services in the Lower Mainland and Victoria: dial or text 2-1-1.	<u>Resources:</u> <ul style="list-style-type: none">• Red Book Line• Shelter List

Downtown Eastside Women’s Centre

Website: <http://dewc.ca/>

Detailed Resource Guide below:

Basic Needs – Food, Clothing, Shelter
Health – Physical, Emotional, Mental
Addiction & Recovery
Survivor & Healing
Financial, Legal and other

http://dewc.ca/wp-content/uploads/2017/06/DEWC-Resource-Guide_Updated-June2017.pdf

Guide to Indigenous Organizations & Services by BC Government - call 1.855.550.5454

<https://www2.gov.bc.ca/gov/content/governments/indigenous-people>

United Way developed an online tool to connect vulnerable people self-isolating at home in Metro Vancouver with volunteers who can help provide support such as buying groceries.

Areas they can help with their volunteers:

Delivery & Pick up	Friendly Check in
Dog Walk	Yard Work
Technology	Other...

<https://www.uwlm.ca/mobilizing-local-love/>

RESOURCES

BC Children’s Hospital – Kelty Mental Health (Talking to children about Covid-19)

<https://keltymentalhealth.ca/blog/2020/03/talking-children-about-covid-19>

Here to help (Covid-19 and Anxiety)

<https://www.heretohelp.bc.ca/infosheet/covid-19-and-anxiety>

Unicef – For Every Child

Great Topics – How Teenagers can protect their mental health during coronavirus (COVID-19)

Facing strategies for teen facing a new (temporary) normal.

<https://www.unicef.org/coronavirus/how-teenagers-can-protect-their-mental-health-during-coronavirus-covid-19>