

Key Resources for Parents and Caregivers

9-1-1 Emergency

9-1-1 or 1-1-2 if unable to get 9-1-1

3-1-1 Non emergency

Baby's Best Chance: Parents' Handbook of Pregnancy and Baby Care (8th edition) offers general information about pregnancy and parenting, with a focus on ensuring the health and well-being of you and your baby.

Website: healthlinkbc.ca/pregnancy-parenting/babys-best-chance

To purchase a copy, go to: crownpub.bc.ca and search for *Baby's Best Chance*.

BC Poison Control Centre The BC Drug and Poison Information Centre (DPIC) is a specialized centre in British Columbia, Canada, that provides poison control and drug information services to both the public and health care professionals.

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

Website: 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

Public Health Offices or 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 or chestfeeding clinics, nutrition information and consultation, parent and caregiver and infant drop-in, child health clinics and family and infant follow-up. Contact your local health authority for more information. (See page 128.)

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 and caregivers 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 more about alcohol, tobacco and other drug use, the impacts of using substances, as well as available resources and supports if you are struggling, talk with your health care provider or contact any of the following resources.

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

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

BC Centre on Substance Use provides a centre of expertise to help those who are impacted by substance use.

Website: bccsu.ca/

BC Mental Health and Substance Use Services provide health care services and specialized treatment for people across the province with complex needs, including severe and persistent mental health and substance use/addiction issues.

Website: bcmhsus.ca/

Canada's Guidance on Alcohol and Health provides ways to make the most informed decisions about drinking alcohol based on up-to-date research.

Website: drinklesslivemore.ca/

Canadian Centre on Substance Use and Addiction provides evidence-based information and resources on substance use and addiction

Website: ccsa.ca/

Canadian Institute for Substance Use Research informs a broad range of projects and initiatives with the goal of preventing and reducing community-wide harms from substance use among diverse populations

Website: uvic.ca/research/centres/cisur/index.php

Families in Recovery (FIR) Program provides specialized support to pregnant individuals and new parents and caregivers navigating substance use and mental health concerns. FIR offers customized services through a multidisciplinary team of physicians, nurses, social workers and other support services.

Website: bcwomens.ca/our-services/mental-health-substance-use/fir

Government of Canada - Get help with substance use has resources and information for people who need help with substance use, including overdose prevention resources and quit smoking services.

Website: canada.ca/en/health-canada/services/substance-use/get-help-with-substance-use.html

HealthLink BC offers information and 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

Heartwood Centre for Women is a 30-bed residential facility located in Vancouver that provides integrated treatment for women (age 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

Website: bcmhsus.ca/our-services/provincial-integrated-mental-health-addiction-programs/heartwood-treatment-centre

Help Starts Here offers support for addiction, anxiety, substance use and mental health. The website features more than 2,600 listings for mental health and substance use services available across British Columbia.

Website: wellbeing.gov.bc.ca

Here to Help BC offers mental health and substance use information. It offers strategies to help you take care of your mental health and use substances in healthier ways, find the information you need to manage mental health and substance use problems, and learn how you can support a loved one.

Website: heretohelp.bc.ca/

Herway Home operates in Victoria and provides primary health care and social supports to pregnant and/or parenting individuals 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@islandhealth.ca

Website: islandhealth.ca/learn-about-health/pregnancy-birth-babies/herway-home-hwh

National Native Alcohol and Drug Abuse Program (NNADAP)

currently funds 10 residential treatment centres. Services are offered to adults, youth and families. Services offered at treatment facilities vary, but they include clients with physical disabilities or concurrent disorders, and those on OAT (opioid agonist therapy) or psychoactive medications. Family treatment, couples counselling and services for pregnant individuals are also available.

Phone: 1-866-913-0033

Website: 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

QuitNow provides a wide range of free smoking cessation services 24/7. Trained care coaches will help develop a quit plan, deal with cravings and provide ongoing support.

Phone: HealthLink BC at 8-1-1

Website: quitnow.ca

Talk Tobacco is a free confidential program offering culturally appropriate support and information about quitting smoking, vaping and commercial tobacco.

Website: smokershelpline.ca/talktobacco/home

Breastfeeding or Chestfeeding

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 or chestfeeding.

Website: bclca.wildapricot.org

Centre of Excellence for Women's Health Taking Care is a short guide to breastfeeding or chestfeeding and substance use.

Website: cewh.ca/wp-content/uploads/2022/01/Taking-Care_Dec-6-2021-FINAL-WEB.pdf

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/health-services/registered-dietitians

La Leche League Canada encourages, promotes and provides peer-to-peer breastfeeding or chestfeeding support and information.

Website: lllc.ca

Public Health Agency of Canada offers resources to help you breastfeed or chestfeed successfully, including:

10 Great Reasons to Breastfeed Your Baby

Website: canada.ca/en/public-health/services/publications/healthy-living/10-great-reasons-to-breastfeed-your-baby.html

10 Valuable Tips for Successful Breastfeeding

Website: canada.ca/en/public-health/services/publications/healthy-living/valuable-tips-successful-breastfeeding.html

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

Child Care

Affordable Child Care Benefit helps families with the cost of child care. Factors like family size, type of care, and household income determine how much support families can get.

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

In Victoria: 250-356-6501

Website: gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/childcarebc-programs/child-care-benefit

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

ChildCareBC delivers quality and affordable child care to B.C. families.

Website: gov.bc.ca/gov/content/family-social-supports/caring-for-young-children

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

Website: bcfcc.ca/wp-content/uploads/2014/06/Child-Care-Licensing-Regulation-Information-Package-PDF-File.pdf

Child Care Resource and Referral Centres (CCRR) make it easier for families to find and access responsive and inclusive quality licensed and registered child care by providing information, support, resources and referral services to parents, caregivers and child care providers across the province.

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

In Victoria: 250-356-6501

Website: gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/childcarebc-programs/child-care-resource-referral

Find Child Care allows you to check to see if your child care provider participates in the fee reduction initiative. Also access additional early years support or use the Child Care Map to search licensed providers in your community.

Website: gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/childcarebc-programs/child-care-fee-reduction-initiative-provider-opt-in-status

HealthLink BC provides an overview of what parents and caregivers should look for when choosing childcare.

Website: healthlinkbc.ca/health-topics/choosing-child-care

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_dec_2019.pdf

Child Development

ABCs of Language Development: Discover Language with Your Child is a book written for parents and caregivers that provides "how to" practical strategies to support the communication and language development of all children, organized in an A-B-C format.

Website: languagesciences.ubc.ca/abcs-book

Appetite to Play supports parents, caregivers and early years providers to promote healthy eating and physical activity for children (birth to 5 years old). The resource includes information, games, activities and recipes.

Website: appetitetoplay.com/

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.

Phone: 604-681-4199

Email: info@decoda.ca

Website: decoda.ca/

Feelings First provides information to parents and caregivers on important concepts around social and emotional development for children (birth to 5 years old).

Website: feelingsfirst.ca/

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 or primary care nurse or health care provider.

Email: info@icdabc.ca

Website: icdabc.ca/programs/infant-development-program

KidCareCanada provides a variety of videos and books for new parents and caregivers on social and emotional development.

Website: kidcarecanada.org/

Ready, Set, Learn is a British Columbia government initiative that helps families with children aged 3-5 years old connect with the school system and community agencies.

Email: EDUC.EarlyLearning@gov.bc.ca

Website: gov.bc.ca/gov/content/education-training/early-learning/support/programs/ready-set-learn

StrongStart BC programs provide rich learning environments designed for early learning development for children 0-5 years old. Learn more about this free program and find a StrongStart BC Centre near you.

Website: gov.bc.ca/gov/content/education-training/early-learning/support/programs/strongstart-bc

Child Support

Family Justice Services has information about government support for families.

Website: 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: bcfma.ca/about-bcfma/

Children with Support Needs

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

Ministry of Children and Family Development Early Childhood Intervention Programs 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 or primary care nurse or physician, or local service provider.

Website: gov.bc.ca/gov/content/health/managing-your-health/child-behaviour-development/early-childhood-intervention

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 or primary care nurse or health care provider, or contact your local Ministry of Children and Family Development office.

Website: icdabc.ca/programs/supported-child-development

Dental Care

BC Dental Hygienists' Association is committed to ensuring that all British Columbians have access to high-quality oral health services.

Phone: 604-415-4559

Website: bcdha.bc.ca

BC Healthy Kids Program provides coverage for basic dental treatment, optical care and hearing assistance to children in low-income families, who do not receive income assistance, disability assistance or hardship assistance.

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

Website: gov.bc.ca/gov/content/health/managing-your-health/family/child-teen-health/dental-eyeglasses

Website: gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids

British Columbia Dental Association (BCDA) website is a comprehensive resource for dental professionals and the public. It provides information on a wide range of topics related to oral health, an online tool to help find a dentist, and patient resources.

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

Lower Mainland: 604-736-7202

Email: info@bcdental.org

Website: bcdental.org

Canadian Dental Care Plan (CDCP) helps ease financial barriers to accessing oral health care for eligible Canadian residents.

Website: canada.ca/en/services/benefits/dental.html

Dental Benefits provide some financial support to help eligible families access dental care.

Provincial Dental Benefit

Website: gov.bc.ca//gov/content/family-social-supports/income-assistance/on-assistance/supplements/dental

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

Emergency Preparedness

HealthLink BC provides resources on heat and heat-related illness in infants and young children.

Website: healthlinkbc.ca/healthlinkbc-files/heat-related-illness-infants-and-young-children

healthlinkbc.ca/healthlinkbc-files/safety-perinatal-population-during-extreme-heat

La Leche League Canada provides guidance on breastfeeding and chestfeeding emergencies and information.

Website: lllc.ca/breastfeeding-emergencies

Safely Fed Canada is a national not-for-profit dedicated to improving emergency preparedness and response and improving food security for babies, young children and their families.

Website: safelyfed.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 or primary care nurse for more information.

BC Council for Families provides educational resources on parenting, co-parenting, childhood development, parent- and caregiver-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

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

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.

Phone: 250-590-5706

Email: admin@frpbc.ca

Website: frpbc.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

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.”

BC Government – Gender-Based violence, sexual assault, and domestic violence offers support and assistance for those affected by domestic violence, including information on recognizing the signs of abuse, finding help and support services, and understanding legal options and rights.

Website: gov.bc.ca/gov/content/safety/public-safety/domestic-violence

BC Housing has a complete list of transition houses for families fleeing violence, along with the houses contact information.

Phone: 604-433-2218 or call/text 1-800-563-0808

Website: bchousing.org/housing-assistance/women-fleeing-violence/transition-houses-safe-homes

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.

Phone: 604-669-6943 or toll-free 1-800-661-1040

Website: bcsth.ca

Ending Violence Association of British Columbia provides resources, training, and support to address gender-based violence and their services are aimed at supporting survivors and promoting safer communities.

Website: endingviolence.org

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

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

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

Phone toll-free: 1-800-267-1291

Email: sfv-avf@phac-aspc.gc.ca

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

Website: phac-aspc.gc.ca/sfv-avf/index-eng.php

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 240 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

Website: victimlinkbc.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 150 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

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. 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

Health Authorities

First Nations Health Authority (FNHA)

Phone toll-free: 1-866-913-0033

Website: fnha.ca

Fraser Health

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

Website: fraserhealth.ca

Website: fraserhealth.ca/Service-Directory/Services/Public-Health-Services/public-health-unit (list of health units)

Website: fraserhealth.ca/health-topics-a-to-z/children-and-youth#Children%20and%20youth

Interior Health

Phone: 250-469-7070

Website: interiorhealth.ca

Website: interiorhealth.ca/health-and-wellness/infant-child-and-youth-health/infant-and-children-health-0-5-years

Island Health

Phone: 250-370-8699

Phone toll-free 1-877-370-8699

Toll-free: 1-877-370-8699

Switchboard: 250-370-8699

Website: islandhealth.ca

Northern Health

Phone: 250-565-2649

Website: northernhealth.ca

Website: northernhealth.ca/health-information/pregnancy-and-baby

Vancouver Coastal Health

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

Lower Mainland: 604-736-2033

Referred to the pregnant support line 1-855-550-2229

Website: vch.ca

Website: vch.ca/en/service/prenatal-early-years-program

Hearing

BC Early Hearing Program (BCEHP) is the province-wide screening program to check hearing for babies born in B.C. 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

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 B.C.

Website: bcfamilyhearing.com

BC Healthy Kids Program provides coverage for hearing assistance. 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/family/child-teen-health/dental-eyeglasses

Website: gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids

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

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: 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: gov.bc.ca/gov/content/family-social-supports/youth-and-family-services/deaf-hard-of-hearing

Housing

BC Housing develops, manages and administers a wide range of subsidized housing options, community shelters, women's shelters and Rental Assistance Programs across the province.

Website: bchousing.org/

Co-op Housing offers a tool to assist individuals in finding cooperative housing in British Columbia. Cooperative housing provides affordable, community-oriented housing options, and this tool helps people locate cooperative housing that meets their needs.

Website: chf.bc.ca/find-co-op/

Immunizations

BC Centre for Disease Control provides information on Immunization Programs and Vaccine Preventable Diseases.

Website: bccdc.ca/our-services/service-areas/immunization-programs-and-vaccine-preventable-diseases

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

Website: bcpeds.ca/families/immunization

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

Website: healthlinkbc.ca

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

Website: immunizebc.ca

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

Website: caringforkids.cps.ca/handouts/vaccination_and_your_child

Indigenous Services

Aboriginal Head Start Association of BC (AHSABC) is a leader in Aboriginal early childhood education. AHSABC provides support to AHS sites throughout the province to promote excellence in programming. AHSABC is dedicated to the development of Indigenous children and their families, and works in collaboration with other organizations and government to ensure consistent standards of quality.

Website: ahsabc.net

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

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 a public health or primary care nurse or visit the website.

Website: ascdp.bc.ca

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

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

Website: bcaafc.com

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

Website: acc-society.bc.ca

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

Website: fnha.ca/what-we-do/ehealth/virtual-doctor-of-the-day

KUU-US Crisis Line KUU-US Crisis Line Society provides a First Nations and Indigenous specific crisis line available 24 hours a day, 7 days a week, toll-free from anywhere in British Columbia (as per KUU-US Crisis Line Society | HealthLink BC).

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

Youth Line: 250-723-2040

Adult Line: 250-723-4050

Website: kuu-uscrisisline.com

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: mnbca.ca/mnbc-ministries/children-and-families

2SLGBTQIA+

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

Website: bcchildrens.ca/our-services/clinics/gender

BC Government provides resources and information to promote gender equity in British Columbia. New services and opportunities are helping to expand access to childcare, health care, education and training, affordable housing, counselling and crisis support services, as well as support for people facing gender-based violence.

Website: gov.bc.ca/gov/content/gender-equity/resources

Kelty Mental Health helps families across the province navigate the mental health system, connect with peer support, and access resources and tools to support well-being. Their team assists professionals working to support the mental health and well-being of children, youth and families in B.C. schools.

Website: keltymentalhealth.ca/

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

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 2SLGBTQIA+ 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

Phone toll-free: 1-800-566-1170

Email: reception@qmunity.ca

Website: qmunity.ca

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

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

Email: transcareteam@phsa.ca

Website: phsa.ca/transcarebc

Medical Resources

BC Urgent and Primary Care Centres offer essential health care services to families in need. The website provides details about the services offered, locating nearby centres, and what to expect during a visit.

Website: healthlinkbc.ca/health-services/urgent-and-primary-care-centres

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: 604-742-6200

Toll-free: 1-866-880-7101 (within Canada only)

Email: info@bccnm.ca

Website: 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

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

Website: caringforkids.cps.ca

College of Physicians and Surgeons of BC services the public by regulating physicians and surgeons, and provides information on medical licensing, standards of practice, complaints and disciplinary processes, and resources for patients seeking information about health care providers.

Phone: 604-733-7758

Toll Free: 1-800-461-3008

Website: cpsbc.ca/

HealthLink BC – Health Connect Registry If you live in British Columbia and need a family doctor or nurse practitioner, register for the Health Connect Registry.

Website: healthlinkbc.ca/health-connect-registry

Oak Tree Clinic at BC Women's Hospital & Health Centre provides 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/oak-tree-clinic

Pathways Medical Care Directory offers a range of medical services, including primary care, urgent care, specialist consultations, and preventative health care services. Their website provides information about their services, health care providers, and how to book appointments.

Website: pathwaysmedicalcare.ca/

Mental Health

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

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

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

Website: bcwomens.ca/our-services/mental-health-substance-use/reproductive-mental-health

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

Website: bcalm.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: welcome.cmhacptk.ca/

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

Phone: 8-1-1

Website: healthlinkbc.ca/

Help Starts Here provides a searchable listing of mental health and substance use resources and services, organized by community.

Website: helpstartshere.gov.bc.ca/

KUU-US Crisis Line KUU-US Crisis Line Society provides a First Nations and Indigenous specific crisis line available 24 hours a day, 7 days a week, toll-free from anywhere in British Columbia (as per KUU-US Crisis Line Society | HealthLink BC).

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

Youth Line: 250-723-2040

Adult Line: 250-723-4050

Website: kuu-uscrisisline.com

Pacific Post Partum Support Society is a non-profit society dedicated to supporting the needs of postpartum individuals 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

New Immigrants and Refugees

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 health insurance.

Website: 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: welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides

Nutrition

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

Website: food-guide.canada.ca/en

Dietitians of Canada offers a wide range of resources related to nutrition and dietetics on the website.

Website: dietitians.ca

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-physical-activity/email-healthlinkbc-dietitian
Website: healthlinkbc.ca/health-services/registered-dietitians

Food Allergy Canada offers information and resources to help Canadians with food allergies live with confidence.

Website: foodallergycanada.ca

UnlockFood.ca offers everyday guidance from the Dietitians of Canada.

Website: unlockfood.ca

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

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

FNHA Fatherhood is Forever is a resource booklet about fathering for First Nations and Métis parents and caregivers in B.C.

Website: fnha.ca/WellnessSite/WellnessDocuments/fatherhood-is-forever.pdf

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/services/support-groups/

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

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

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 and recorded webinars, virtual classes and events.

Website: bcapop.ca

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

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

Phone/Text: 604-255-7999 | Toll-Free: 1-855-255-7999

Website: postpartum.org

Prescription Drugs

MotherToBaby offers information about the safety of medications while breastfeeding or chestfeeding.

Website: mothertobaby.org

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

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

BC Centre for Disease Control – SmartSex explores a wide range of downloadable guides and handouts on various sexual health topics, available in multiple languages.

Website: smartsexresource.com/

BC Drug and Poison Information Centre provides 24-hour poison information services.

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

Website: dpic.org

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

Website: injuryresearch.bc.ca

Burns and scalds in young children – HealthLink BC provides information on risks related to burns and scalds in young children, how to prevent them and what to do when your child is burned.

Website: healthlinkbc.ca/healthlinkbc-files/burns-and-scalds-young-children

Canada Safety alerts and notices for child car seats informs parents and caregivers about child car seat and booster seat safety.

Website: tc.canada.ca/en/road-transportation/defects-recalls-vehicles-tires-child-car-seats/safety-alerts-notice-child-car-seats

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

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

Get Checked Online is a free and confidential online sexually transmitted infection (STI) testing service offered by the BC Centre for Disease Control (BCCDC).

Website: getcheckedonline.com/Pages/HowGetCheckWorks.aspx

Health Canada: Consumer Product Safety

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

Website: hc-sc.gc.ca/cps-spc/index-eng.php

For information specific to safer baby equipment: canada.ca/en/health-canada/services/nursery-products.html

Parachute provides information on keeping children safe and preventing injuries.

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

Website: parachutecanada.org

PreparedBC offers help with emergency planning and creating emergency kits.

Website: gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc3

Public Health Agency of Canada offers online information on many child safety topics.

Website: phac.gc.ca

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

Safer Sleep for My Baby promote safe sleeping practices for babies.

Website: healthlinkbc.ca/pregnancy-parenting/parenting-babies-0-12-months/baby-safety/safer-sleep-my-baby

The **Society of Obstetricians and Gynecologists of Canada**

Sex & U resource offers evidence-based information and resources on sexual health, contraception, STIs, pregnancy and relationships.

Website: sexandu.ca/

St. John's Ambulance offers programs in first aid, CPR and child care.

Local branches of St. John Ambulance are listed in the white pages of your telephone directory, and in the Yellow Pages under "First Aid Services."

Website: sja.ca

Shaken Baby Syndrome

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

Prevent Shaken Baby Syndrome British Columbia Program seeks

to reduce the incidence of shaken baby syndrome in British Columbia by providing timely, relevant and scientifically sound information.

Website: dontshake.ca/

Speech-Language Therapy

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

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.

Phone toll-free: 1-866-612-2347

Website: phsa.ca/our-services/programs-services/bc-early-hearing-program

Speech Hearing BC is a non-profit association of speech-language pathologists and audiologists in B.C., and offers a tool to find a professional on their website.

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

Website: speechandhearingbc.ca/public

Travel

HealthLink BC provides tips for parents and caregivers on how to prepare for and ensure the safety and well-being of children while travelling.

Website: healthlinkbc.ca/healthlinkbc-files/travelling-children

Vision

Annual vision exams may be covered or partially covered under the BC Medical Services Plan (MSP) for children and adolescents up to age 18.

Your regular health care provider should check your child's vision at every visit, starting at birth.

Further information is available from your optical provider or from the government website: gov.bc.ca/gov/content/health/health-drug-coverage/msp.

BC Doctors of Optometry offers a tool to find a Doctor of Optometry and the BC Doctors of Optometry Eye Health Library.

Website: bc.doctorsofoptometry.ca/find-a-doctor

Website: bc.doctorsofoptometry.ca/patients/library/

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

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

Website: gov.bc.ca/assets/gov/british-columbians-our-governments/organizational-structure/ministries-organizations/social-development-poverty-reduction/healthy-kids.pdf

Website: gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids

Website: gov.bc.ca/gov/content/health/managing-your-health/family/child-teen-health/dental-eyeglasses

We are always looking for new and helpful resources for families. If you have any suggestions, please contact us at chbcadmin@phsa.ca.