

Directory of Resources

Students

BounceBack – Canadian Mental Health Association (ages 13-18)

A free, skill building program to help manage feelings of low mood, sadness, worry, and stress.

Contact: <https://bouncebackbc.ca/> 1-866-639-0522

Child and Youth Mental Health (ages 4-19)

Provides free mental health services for children ages 0-18 and their families including assessment, therapy and treatment, education and referrals.

Nelson Intake Clinic: Thursday 9:00-11:00 am. 250-354-6480

Creston Intake Clinic: Tuesday 9:00-11:00 am. 250-428-3229

<https://www.heretohelp.bc.ca/sites/default/files/what-to-expect-from-cymh-services.pdf>

Circle of Indigenous Nations Society (COINS)

Cultural programs, individual/group support, outreach, referrals, and resources.

Contact: West Kootenay: 1-877-904-2634 <https://www.coinations.net/>

Foundry Virtual (ages 12-24)

Free virtual service offering counselling, peer support, help to access primary care, groups and workshops, and online tools and resources in supporting youth with their mental health.

Download the app in the App Store (iPhone) or GooglePlay (Android). Contact:

<https://foundrybc.ca/virtual/>

Freedom Quest Youth Services Society (ages 6-24)

Provides free services and programming to youth and families impacted by substance use.

Contact: <https://www.freedomquestyouthservices.ca/> Head Office: 250-304-2676, Toll-free: 1-877-304-2676

Here2Help

Website that provides strategies, information, and resources to youth, parents, and adults related to mental health and substance use.

Contact: <https://www.heretohelp.bc.ca>

Kelty Mental Health Resource Centre (BC Children's Hospital)

Provides mental health and substance use information, resources, system navigation assistance, and parent peer support (phone/email/online). Hours: 9:30am - 5pm Mon to Fri.

Contact: www.keltymentalhealth.ca Toll-free: 1-800-665-1822, Direct: 604-875-2084

Mental Health Act Toolkit for Youth (ages 0-19)

Interactive video page that explains rights and options for youth (and their families) who need to stay in hospital for mental health treatment.

Contact: <https://healthymindslearning.ca/mha-toolkit-patient-and-family-resources/>

Students cont'd...

MindUP (ages 3-13)

Skill-building program for children/youth in building resilience, a growth mindset, solution-focused strategies, and resources. Contact: <https://mindup.org/>

QCHAT (ages 25 and under)

Phone/chat peer support to LGBTQ+ persons, with online directory of support services and resources. Hours: 6pm - 9pm all nights except Friday.

Contact: www.qchat.ca Toll-free: 1-855-956-1777, Text: 250-800-9036

Stigma Free Society (ages 9-18)

Toolkits for children and youth in Grades 4-7 and 8-12 to better understand mental health, increase awareness, and combat stigma.

Students ages 9-12: <https://studentmentalhealthtoolkit.com/youth-corner/>

Students ages 13-18: <https://studentmentalhealthtoolkit.com/teens-corner/>

YouthSpace (ages 30 and under)

Free, confidential online chat/text support network. Hours: 6pm - 12am PST, everyday.

Contact: www.youthspace.ca Text 778-783-0177

Parents

BounceBack (ages 19+) – Canadian Mental Health Association

Free, skill building program to help manage feelings of low mood, sadness, worry, and stress.

Contact: <https://bouncebackbc.ca/> 1-866-639-0522

Canadian Mental Health Association (BC Division)

Website with resources, information, system navigation support, online events, mental health promotion, and mental illness recovery-focused programs.

Contact: www.cmha.bc.ca Ph: 604-688-3234, Toll-free: 1-800-555-8222

Child and Youth Mental Health (ages 4-19)

Provides free mental health services for children ages 4-19 and their families including assessment, therapy and treatment, education and referrals.

Nelson Intake Clinic: Thursday 9:00-11:00 am. 250-354-6480

Creston Intake Clinic: Tuesday 9:00-11:00 am. 250-428-3229

<https://www.heretohelp.bc.ca/sites/default/files/what-to-expect-from-cymh-services.pdf>

Circle of Indigenous Nations Society (COINS)

Cultural programs, individual/group support, outreach, referrals, and resources.

Contact: West Kootenay: 1-877-904-2634 <https://www.coinations.net/>

FamilySmart

Offers free resources including parent peer-support, workbooks/PDFs, videos and online events.

Contact: <https://familysmart.ca/> Direct: 604-878-3400, Toll-free: 1-855-887-8004

Foundry Virtual

Free virtual service providing family-peer support, groups/workshops, and resources around supporting children/youth with their mental health.

App can be downloaded in the App Store (iPhone) or GooglePlay (Android). Contact:

<https://foundrybc.ca/virtual/>

Freedom Quest Youth Services Society (ages 6-19)

Provides free services and programming to youth and families impacted by substance use.

Students aged 12-19 can self-refer for drug and alcohol services.

Contact: <https://www.freedomquestyouthservices.ca/> Head Office: 250-304-2676, Toll-free: 1-877-304-2676

HealthyMindsLearning – ADHD (ages 6-12, families)

Provides practical tools/strategies for caregivers and families with children who have ADHD.

Contact: <https://healthymindslearning.ca/rollingwith-adhd/>

Parents cont'd...

Here2Help

Website with strategies, information, and resources around mental health and substance use.

Contact: <https://www.heretohelp.bc.ca>

Kaslo Community Services Society

Provides a range of services and programs to individuals and families including counselling, family centres, food assistance, youth programs, seniors programs, and residential support.

Contact: 250-353-7691 <https://nklcss.org/home/>

Kelty Mental Health Resource Centre (BC Children's Hospital)

Provides mental health and substance use information, resources, system navigation assistance, and parent peer support (phone/email/online). Hours: 9:30am - 5pm Mon to Fri.

www.keltymentalhealth.ca Contact: 604-875-2084, Toll-free: 1-800-665-1822

Kootenay Boundary Eating Disorders Clinic (all ages) – Castlegar

Provides assessment, treatment planning, and support for individuals of all ages and their families in the Kootenay Boundary area with a possible eating disorder.

Contact: 250-304-1243 <https://keltyeatingdisorders.ca/kootenay-eating-disorders-program/>

Mental Health Act Toolkit for Youth (ages 0-19, families)

Interactive video page that explains rights and options for youth (and their families) who need to stay in hospital for mental health treatment.

Contact: <https://healthymindslearning.ca/mha-toolkit-patient-and-family-resources/>

MindUP (families)

Skill-building program for children/youth in building resilience, a growth mindset, solution-focused strategies, and resources. Contact: <https://mindup.org/mindup-for-families/>

Nelson Cares Society

Offers a range of services, including housing support; an emergency shelter; adult employment services; legal information; and community living support for those with developmental disabilities, youth support and advocacy. Office hours vary for each program. Contact:

www.nelsoncares.ca 250-352-6011

Nelson Community Services Society

Provides services for children/youth, parenting, families, women, outreach, and housing support. Hours: 8:30am-Noon, 1pm-4:30pm, Mon - Fri.

Contact: <https://www.servicesfyi.ca/> Ph: 250-352-3504

Salmo Community Services

Provides services including child/youth programs, family support, women's services, adult mental health services, and food security and transportation services. At this time, please call ahead to book an appointment. Contact: www.scrs.ca Ph: 250-357-2277

Stigma Free Society

Toolkits for parents of children in Grades 4-7 and 8-12 to better understand mental health, increase awareness, and combat stigma.

Contact: <https://studentmentalhealthtoolkit.com/parent-resources/>

Parents cont'd...**Valley Community Services Society (Creston)**

Provides services for children, families, adults, seniors, outreach. Office hours: 8:30am - 12 noon, 1pm-4:30pm, Mon-Fri. Contact: www.valley.services Ph: 250-428-5547

VictimLink BC (all ages)

Provides 24/7, free support to victims of family and sexual violence through helpline; referrals; and information around community resources, the justice system, and safety planning.

Contact: 1-800-563-0808

W. E. Graham Community Services Society

Provides services including a food bank, learning centre, early years and youth programs, general counselling for youth, Kootenay restorative justice, and services for seniors and adults. Hours: 9am-4pm, Tues-Fri. Contact: www.wegcss.org Ph: 250-355-2484

YouthSpace (30 and under)

Free, confidential online chat/text support network. Hours: 6pm - 12am, daily.

Contact: www.youthspace.ca Text: 778-783-0177

Staff

Canadian Centre for Child Protection

Provides information on topics of stopping the spread of sexual pictures or videos, cyberbullying, the law, and resources for parents concerned about self/peer exploitation (ie. sexting). Contact: <https://needhelpnow.ca/app/en/>

Canadian Safe Schools Network

Provides resources and information to effectively deal with safety and inclusion issues. Contact: <https://cssn.me/>

ERASE (Expect Respect and a Safe Education)

The ERASE strategy is all about building safe and caring school communities in the province, where students are free from discrimination, bullying, harassment, intimidation and violence and fostering a sense of inclusion and connectedness.

Contact: <https://www2.gov.bc.ca/gov/content/erase/about?keyword=ERASE>

Family Action Network

Supports organizations that leads initiatives and helps link families to each other and community resources. Offers varied learning/networking events, an online directory and parenting resources for children aged 0-12 yrs.

Contact: <https://familyactionnetwork.ca/> 1-855-368-3707

Foundry Virtual

Free virtual service for young people ages 12-24 and their parents; provides counselling, peer and family-peer support, assistance to access primary care, youth employment support, groups, workshops, and online tools and resources. Contact: Download the app in the App Store (iPhone) or GooglePlay (Android). <https://foundrybc.ca/virtual/>

Healthy Kids Program – Dental/Optical/Hearing Assistance

Provides coverage for basic dental treatment, optical care and hearing assistance to children 0-19 years of age in low-income families, who are not receiving income assistance, disability assistance, or hardship assistance. Contact: Search for “healthy kids” at <https://www2.gov.bc.ca/gov/content/home>; select the first option from the list.

Nelson Cares Society

Offers a range of services, including housing support; an emergency shelter; adult employment services; legal information; and community living support for those with developmental disabilities, youth support and advocacy. Office hours vary for each program. Contact: www.nelsoncares.ca 250-352-6011

Staff cont'd...

Vanier Institute of the Family

Research and education organization that conducts, facilitates and publishes research on the diversity and complexity of family life in Canada to strengthen understanding and support evidence-based decisions that promote family well-being. Contact: <https://vanierinstitute.ca/>

Support Lines (phone numbers and links)

BC Crisis Line (all ages)

24/7 phone line for people who are suicidal, have lost someone to suicide, or have concern for someone else. Ph: 1-800-784-2433 <https://www.crisislines.bc.ca/>

Crisis Centre (ages 25+)

Free online support for adults (ages 25+) experiencing emotional distress, from 12 noon - 1am.
Contact: <https://crisiscentrechat.ca/>

Kids Help Phone (ages 5-25)

24/7 talk line providing support, referrals and resources to children and youth.
Contact: 1-800-668-6868 (Text "CONNECT" to 686868) www.kidshelpphone.ca

Kids Help Phone: First Nations (ages 5-25)

Connection with Indigenous crisis responder through 24/7 crisis text line. Contact: Text "First Nations", "Metis", or "Inuit" to 686868 for youth, and 741741 for adults.

KUU-US Crisis line (all ages)

24/7 First Nations and Indigenous specific crisis line.
Ph: Toll-free: 1-800-588-8717, Children & Youth: 250-723-2040, Adults: 250-723-4050, Metis: 1-888-638-4722 : <https://www.kuu-uscrisisline.com/>

LGBT National Help Center and Talk Line (all ages)

Offers several talk lines, online support, and additional resources to LGBTQ+ individuals. Hours for all hotlines/online chat: 1pm - 9pm Mon-Fri, and 9am - 2pm on Sat.
Ph: All ages talk-line: 1-888-843-4564, Youth talk-line (ages 25 and under): 1-800-246-7743, Seniors talk line (50+): 888-234-7243 <https://www.lgbthotline.org/>

Mental Health Support Information Line

Provides emotional support, information and resources specific to mental health, 24/7.
Ph: 310-6789 (no area code needed)

QCHAT (ages 25 and under)

Phone/chat peer support to LGBTQ+ persons and online resources. Hours: 6pm - 9pm all nights except Friday. Toll-free: 1-855-956-1777, Text: 250-800-9036 www.qchat.ca

TalkSuicideCanada (all ages)

Canada-wide distress-line (phone and text). Ph: 1-833-456-4566 (all hours), text 45645 from 4pm - 12am. www.talksuicide.ca

YouthInBC (ages 12-25)

Offers online support to youth experiencing emotional distress, from 12 noon - 1am daily in BC.
Ph:: <https://youthinbc.com>

VictimLink BC (all ages)

Provides 24/7, free support to victims of family and sexual violence through helpline; referrals; and information around community resources, the justice system, and safety planning. Ph: 1-800-563-0808

Learning Resources

Brain Story Certification

A self-paced course consisting of 19 modules for those seeking a deeper understanding of brain development and its consequences for lifelong health through readings, articles, videos and online talks. Contact: 1-403-215-4490 <https://www.albertafamilywellness.org/training/>

Cannabis and Mental Health

Offers an interactive, 90-min course designed by youth for youth around the connection between cannabis and mental health. Contact: <https://cannabisandmentalhealth.ca/>

UBC – Mental Health Literacy

Free, online, self-paced course called “Learn Mental Health Literacy” that consists of 7-modules. Teach Mental Health Literacy is a sequential course aimed at those who wish to increase capacity to educate others in Mental Health Literacy. Contact: <https://pdce.educ.ubc.ca/open-learning/>

Emergency Numbers

****In the case of an emergency, dial 911.**

Police

Nelson Police Department

Provides policing services to the city of Nelson. Calls are answered 24/7.

Hours: Mon-Fri 8am – 6pm, Sat-Sun 10am – 1pm

Contact: Emergency: 911, Non-Emergency: 250-354-3919 www.nelsonpolice.ca

RCMP - Creston

Provides policing services to Creston, Crawford Bay, and area. Calls are answered 24/7. After-hours calls are handled via Kelowna.

Hours: Mon-Fri 8:30am – 4pm

Contact: Emergency: 911, Non-Emergency: 250-428-9313 <https://www.rcmp-grc.gc.ca/detach/en/d/202>

RCMP - Kaslo

Provides policing services to Kaslo and area. Calls are answered 24/7. After-hours calls are handled via Kelowna.

Hours: Mon-Fri 9am - 1:30pm.

Contact: Emergency: 911, Non-Emergency: 250-353-2225 <https://www.rcmp-grc.gc.ca/detach/en/d/757#Kaslo>

RCMP - Nelson (Rural Area)

Provides 24-hour policing services to the rural areas surrounding Nelson. Calls are answered 24/7. After-hours calls are handled via Kelowna.

Hours: Mon-Fri 8am - 4pm.

Contact: Emergency: 911, Non-Emergency: 250-352-2156 www.rcmp-grc.gc.ca/detach/en/d/758

RCMP - Salmo

Provides policing services to Salmo and Ymir. Calls are answered 24/7. After-hours calls are handled via Kelowna.

Hours: Mon-Fri 8:30am - 3:30pm.

Contact: Emergency: 911, Non-Emergency: 250-357-2212 www.rcmp-grc.gc.ca/detach/en/d/757