

STUDENT RESOURCES: MENTAL HEALTH ORGANIZATIONS

Ministry of Children and Family Development (Family Services Office)

A variety of child, teen, and family services are available, including child protection, child/youth mental health, family services, guardianship, youth justice, and adoption.

Nelson office: 250-354-6480

Creston office: 250-428-3229

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>

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/>

STUDENT RESOURCES: HELPLINES AND VIRTUAL

Suicide Crisis Helpline (All ages)

Call OR Text 988, 24/7 for anyone who is suicidal or contemplating harm 988.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.

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>

QCHAT (ages 25 and under)

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

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

STUDENT RESOURCES: MENTAL HEALTH TOOLKITS

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-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/>

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/>

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/>

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

STUDENT RESOURCES: MENTAL HEALTH TOOLKITS

FAMILY RESOURCES: SUPPORT ORGANIZATIONS

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Creston office: 250-428-3229

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. Ph: 250-354-6480
Creston Intake Clinic: Tuesday 9:00-11:00 am (call to confirm / schedule) Ph: 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

Family Support Institute

Free, family-to-family support network supporting individuals with disabilities.

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

FAMILY RESOURCES: HELPLINES AND VIRTUAL

Here2Help

Website with strategies, information, and resources around 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.

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

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

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/>

We Are Indigenous: Big Worries/Fears, Parent/Caregiver Support Program

Free resource to support First Nations, Métis and Inuit families across BC, whose children aged 3–12 years are struggling with big worries/fears (anxiety)

Contact: welcome.cmhacptk.ca/

FAMILY RESOURCES: COMMUNITY-BASED SUPPORTS

Kaslo Community Services Society

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

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

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

Valley Community Services Society (Creston)

Provides services for children, families, adults, seniors, and outreach.
Office hours: 8:30am - 12 noon, 1pm-4:30pm, Mon-Fri.

Contact: www.valley.services Ph: 250-428-5547

Kootenay Boundary Eating Disorders Clinic Castlegar (all ages)

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/>

FAMILY RESOURCES: MENTAL HEALTH TOOLS

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/>

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/>

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

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/>

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

STAFF RESOURCES: HEALTH & FAMILY CARE

Family Action Network

Supports organizations that lead 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 years.

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

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> and select the first option from the list.

Kootenay-Boundary Physicians' Resources for Child & Youth Mental Health

List of locally available resources to support children & youth experiencing mental health and/or substance use challenges & their families.

Contact: <https://divisionsbc.ca/kootenay-boundary/cymh>

Family Support Institute

Free, family-to-family support network supporting individuals with disabilities.

Contact: <https://familysmart.ca/>

Direct: 604-878-3400, Toll-free: 1-855-887-8004

Healthy Schools BC

A collection of resources and curated, evidence-based supports for BC educators.

Contact: <https://healthyschoolsbc.ca/>

Confident Parents: Thriving Kids

Confident Parents: Thriving Kids helps parents and caregivers develop skills and strategies to support their child aged 3-12 to manage anxiety or behavior challenges, through a series of online videos (for anxiety) or workbooks (for behavior) and activities, supported by coaching sessions by phone.

Contact: www.confidentparents.ca

STAFF RESOURCES: SAFETY AND SUPPORT

Ministry of Children & Family Development (Family Services Office)

A variety of child, teen, and family services available, including child protection, child/youth mental health, family services, guardianship, youth justice, and adoption.

Nelson office: 250-354-6480

Creston office: 250-428-3229

Province of BC: Family and Social Supports

Sometimes families can benefit from a little extra help. Learn more about how to engage with youth, find specialized support for important transitions, and access useful services to help keep your family together during challenging times.

Contact: <https://www2.gov.bc.ca/gov/content/family-social-supports/youth-and-family-services>

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/>

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/>

British Columbia's Representative for Children and Youth

RCY supports children, youth and some young adults receiving designated services or programs provided or funded by government including the Child, Family and Community Service Act, Adoption Act, Youth Justice Act, and Community Living Authority Act

Contact: 1-800-476-3933 Email: rcy@rcybc.ca Web: www.rcybc.ca

INDIGENOUS CENTERED RESOURCES

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/>

Virtual Doctor of the Day Service

This is a unique service open to all First Nations people and their families living in BC. The program includes doctors of Indigenous ancestry. All doctors and allied health care professionals are trained to follow the principles and practices of cultural safety and humility.

Contact: <https://www.fnha.ca/what-we-do/ehealth/virtual-doctor-of-the-day> or 1-855-344-3800

Virtual Substance Use and Psychiatry Service

No cost referrals for substance use and addictions supports, psychiatry and diagnosis and care coordinators

Contact: <https://www.fnha.ca/what-we-do/ehealth/virtual-substance-use-and-psychiatry-service>

We Are Indigenous: Big Worries/Fears, Parent/Caregiver Support Program

Free resource to support First Nations, Métis and Inuit families across BC, whose children aged 3–12 years are struggling with big worries/fears (anxiety)

Contact: <https://welcome.cmhacptk.ca/bigworries/>

Hope for Wellness

The Hope for Wellness Helpline is available to all Indigenous people across Canada. Experienced and culturally competent counsellors are reachable by telephone and online 'chat' 24 hours a day, 7 days a week

Contact: <https://www.hopeforwellness.ca/> 1-855-242-3310

Métis Nation British Columbia

Métis counselling connection program providing up to 10, 60-minute counselling sessions for Métis Citizens of all ages

Contact: <https://www.mnbc.ca/work-programs/programs-services/metis-counselling-connection-mcc-program>

INDIGENOUS FAMILY AND STUDENT RESOURCES

SUPPORT LINES: CRISIS & DISTRESS

Child Protection Hotline

If you think a child or youth under 19 years of age is being abused or neglected, you have the legal duty to report your concern to a child protection worker.

Contact: Phone 1 800 663-9122 at any time of the day or night.

Suicide Crisis Helpline (All ages)

Call OR Text 988, 24/7 for anyone who is suicidal or contemplating harm <https://988.ca/>

BC Mental Health Support 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/>

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>

EMERGENCY NUMBERS

IN CASE OF EMERGENCY, DIAL 911.

Nelson Police Department

Provides police 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://rcmp.ca/en/bc/creston>

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://rcmp.ca/en/bc/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

<https://rcmp.ca/en/bc/nelson>

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

<https://rcmp.ca/en/bc/salmo>