

Fraser Health Resource Guide

<p>Flood Emergency Support Numbers</p>	<p>ESS Information Centre:</p> <ul style="list-style-type: none"> • Evacuees, responders and suppliers can call 1-800-585-9559 <p>For Chilliwack:</p> <ul style="list-style-type: none"> • General inquires, evacuees can call: City Hall 604-792-9311 (available 830-1630) <p>For Abbotsford:</p> <ul style="list-style-type: none"> • Evacuees with questions can call the Public Information Line at 604-864-5688 <p>For Harrison/Hope/Kent:</p> <ul style="list-style-type: none"> • If you would like to report an incident or need assistance please call the Emergency Operations Centre at 778-704-0400
<p>First Nations and Métis Support</p>	<p>Aboriginal Health Liaison Line 1-866-766-6960</p> <p>Aboriginal Mental Health Liaison Services Surrey: 778-288-6043 Abbotsford/Mission: 604-814-5601 Chilliwack: 604-702-4860 ext 614894 Hope/Agassiz: 604-860-3114 Maple Ridge/Coquitlam area: 604-652-4610</p> <p>Elders in Residence: 1-236-886-6743</p> <p>First Nations Health Authority Wellness System Navigation: 604-743-0635 or email at systems.support@fnha.ca. (Leave a voice message for a prompt response.)</p> <p>First Nations Health Authority Fraser Salish Regional Office: 604-410-1513</p> <p>KUU-US Crisis Line Society Adults/Elders: 250-723-4050 Child/Youth: 250-723-2040 Toll free: 1-800-588-8717 Métis Line: 1-833-MétisBC</p> <p>First Nations Virtual Doctor of the Day: seven days a week from 8:30 a.m. to 4:30 p.m. at 1-855-344-3800</p>
<p>Medications</p>	<p>Visit any pharmacy and speak to the pharmacist for information regarding access to emergency supply of medications you may need without seeing a physician or nurse practitioner.</p> <p>For free advice about medications during the evening, call 8-1-1 to speak to a pharmacist from 5:00 p.m. to 9:00 a.m.</p>
<p>Doctor/Nurse Practitioner</p>	<p>If you need immediate emergency care, please go to the nearest emergency department:</p> <ul style="list-style-type: none"> • Abbotsford: 32900 Marshall Rd, Abbotsford, BC V2S 0C2

	<ul style="list-style-type: none"> • Surrey: 13750 96 Ave, Surrey, BC V3V 1Z2 • Burnaby: 3935 Kincaid St, Burnaby, BC V5G 2X6 • Fraser Canyon: 1275 7th Ave, Hope, BC V0X 1L4 • Chilliwack General Hospital: 45600 Menholm Rd, Chilliwack, BC V2P 1P7 <p>If your need is not an emergency, you need to speak to a physician or nurse practitioner:</p> <ul style="list-style-type: none"> • Abbotsford Urgent and Primary Care Centre: 2692 Clearbrook Rd, Abbotsford, BC V2T 2Y8, (604) 870-3325 • Surrey Newton Urgent and Primary Care Centre: 6830 King George Blvd, Surrey, BC V3W 4Z9, (604) 572-2625 • Chilliwack Primary Care Clinic: 45600 Menholm Rd, Chilliwack, BC V2P 1P7, (604) 702-2850
<p>Virtual Care</p>	<p>If you need to speak with a registered nurse and cannot contact your doctor/care provider:</p> <ul style="list-style-type: none"> • Fraser Health Virtual Care (10:00am to 10:00pm, 7 days a week): 1-800-314-0999 • Web chat link: https://www.fraserhealth.ca/patients-and-visitors/fraser-health-virtual-care • Health Link BC at 8-1-1
<p>Mental Health and Substance Use (MHSU) Clients</p>	<p>For support to adult (19+) residents experiencing mental illness, and substance issues:</p> <ul style="list-style-type: none"> • Abbotsford Mental Health and Substance Use Centre: 11-32700 George Ferguson Way, 604-870-7800 • Agassiz Mental Health Centre: 7243 Pioneer Avenue, 604-793-7161 • Hope Mental Health Centre: 1275A 7th Avenue, 604-860-7733 • Surrey Mental Health Centre: 1100-13401 108th Avenue, 604-953-4900 • Chilliwack Mental Health and Substance Use Centre: 45470 Menholm Road, V2P 1M2 <p>For support to individuals who are experiencing substance use and addictions issues:</p> <ul style="list-style-type: none"> • Alcohol and drug information and referral service: 604-660-9382 • Abbotsford Addictions Centre: 202-31943 South Fraser Way • Agassiz Harrison Community Services: 7086 Cheam Avenue • Hope and Area Transition Society: 400 Park Street • Pacific Community Resources: 45921 Hocking Ave, Chilliwack, BC V2P 1B5, (604) 795-5994 <p>To find out which substance use (addictions) services are right for you, call:</p> <ul style="list-style-type: none"> • B.C. Alcohol and Drug Information and Referral Service: 1-800-663-1441 or 604-660-9382 <p>Fraser Health crisis line: 604-951-8855 or 1-877-820-7444</p> <p>Indigenous specific supports:</p> <ul style="list-style-type: none"> • Aboriginal Health Liaison Line: 1-866-766-6960 • FNHA Wellness System Navigators: 604-743-0635 or email at systems.support@fnha.ca. (Leave a voice message for a prompt response.) • FNHA First Nations Virtual Substance Use and Psychiatry Service: 1-833-456-7655 • FNHA Mental Wellness and Counselling (Health Benefits): 1-855-550-5454 • KUU-US Crisis Line: 1-800-KUU-US-17 (1-800-588-8717)

Harm Reduction	<p>Harm Reduction supplies can be accessed through Public Health Units and community distribution sites</p> <p>https://www.fraserhealth.ca/health-topics-a-to-z/mental-health-and-substance-use/harm-reduction/get-new-sterile-supplies</p> <p>https://towardtheheart.com/site-finder</p>
Home Health/Seniors Care	<p>For general information on Home Health Care or Senior Care: 1-855-412-2121. They can:</p> <ul style="list-style-type: none"> - Redirect you to the appropriate home health office - Provide assistance with surgical wounds or other nursing care - Help with bathing, using the toilet, grooming, and medications - Rehabilitation after a hospital stay - Short-term borrowing of a walker, wheelchair, or other equipment <p>If you were receiving health care or personal care services in your home, please call the Home Health Service Line if you need services while in Fraser Health. If you have medical equipment needs (walker, wheelchair), you can also call this phone number</p>
Public Health and Maternity Care	<p>To book an appointment (immunizations, dental fluoride or prenatal breastfeeding classes):</p> <ul style="list-style-type: none"> - Residents of Fraser East (Mission, Abbotsford, Chilliwack, Agassiz and Hope): 604-702-4906. - Residents in any other area of Fraser Health: 604-476-7087 <p>Information regarding specific Public Health Units can be found at: https://www.fraserhealth.ca/service-directory/services/public-health-services/public-health-unit</p>
COVID-19	<p>Testing If you develop cold, flu or COVID-19-like symptoms, you need to self-isolate and get tested for COVID-19. Information on testing and getting a vaccine:</p> <ul style="list-style-type: none"> • Fraser Health's COVID-19 online appointment booking website at fraserhealth.secureform.ca • Fraser Health's COVID-19 phone line, seven days a week from 8:30 a.m. to 4:30 p.m. at 1-604-587-3936 • Walk-in COVID-19 test appointments at the following locations: <i>(Online appointment booking is preferred.)</i> <p>Vaccination: To book a vaccination appointment, visit: https://www2.gov.bc.ca/gov/content/covid-19/vaccine/register</p> <p>Drop in clinics: www.fraserhealth.ca/vax</p> <p>COVID-19 Test Results Access COVID-19 test result by phone, text or online by contacting one of the following: (Find more COVID-19 test result information at fraserhealth.ca.)</p> <ul style="list-style-type: none"> • <u>Get test results by phone:</u> Clients can call the BCCDC COVID-19 Test Result line seven days a week from 8:30 a.m. to 4:30 p.m. at 1-833-707-2792.

	<ul style="list-style-type: none"> • <u>Get test results by text</u>: Sign up for a text message by having your Personal Health Number and mobile device handy and filling in a webform. Visit results.bccdc.ca for more information. • <u>Get test results online</u>: Register for online results with Health Gateway at gov.bc.ca/healthgateway to receive a text or email message as soon as results are available. <p>Positive COVID-19 Cases If you receive a positive COVID-19 result, you will be contacted by Public Health. They will provide you with instructions and necessary supports. While waiting, you will need to remain self-isolated. You can find self-isolation resources at www.fraserhealth.ca under COVID-19 shareable resources on self-isolation.</p> <p>Social supports during self-isolation Contact public health to make a referral if your client requires social support during self-isolation. Contact public health Monday to Friday, from 8:00 a.m. to 4:00 p.m. at 1-604-860-7631. A limited number of cell phones are available to clients who require a cell phone.</p> <p>Indigenous Clients requiring social supports during isolation Contact the FNHA to connect Indigenous clients with the Wellness Systems Navigators who can connect Indigenous clients to a wide range of wrap around, culturally specific supports: 604-693-6500 or 1-866-913-0033</p>		
<p>Emergency Info</p>	<p>EmergencyInfoBC Advisories https://www.emergencyinfobc.gov.bc.ca/</p> <p>BC Emergency Management https://www2.gov.bc.ca/gov/content/safety/emergency-management</p>		
<p>Notes for Staff</p>	<p>DIRECTION FOR HEALTHCARE STAFF: <i>Housing supports during self-isolation</i> Contact the following to make a referral if your client needs housing support while isolating:</p> <table border="0"> <tr> <td data-bbox="483 1310 829 1398"> <p>Public Health in Hope M to F, from 8 a.m. to 4 p.m. 604-860-7631</p> </td> <td data-bbox="906 1310 1328 1493"> <p>First Nations Health Authority – support to Indigenous clients - Wellness System Navigators Phone: 604-743-0635 (leave voicemail for prompt response) Email: systems.support@fnha.ca</p> </td> </tr> </table>	<p>Public Health in Hope M to F, from 8 a.m. to 4 p.m. 604-860-7631</p>	<p>First Nations Health Authority – support to Indigenous clients - Wellness System Navigators Phone: 604-743-0635 (leave voicemail for prompt response) Email: systems.support@fnha.ca</p>
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