

CRANBROOK COMMUNITY RESOURCES

Organization	Description of Services	Phone	Web Address	Hours of Operation	24/7	Community Supports	Sexualized Violence Support	Wellness and Self Care Support	Campus Support Services	Food and Housing Support
Alcohol & Drug Information and Referral Service (ADIRS)	Provides free, confidential information and referral services to British Columbians in need of support with any kind of substance use issue (alcohol or other drugs). Referral to community substance use treatment services is available for all ages. Information available from ADIRS includes prevention resources, support groups, and addiction related topics such as fetal alcohol syndrome.	1-800-663-1441	healthlinkbc.ca/mental-health-substance-use/resources/alcohol-drug-information-referral-service	Phone line available 24/7 Texting available 7 days a week: 08:00 - 23:00	✓			✓		
ANKORS	Support for those with concerns including: HIV/AIDS and/or Hep C (HCV), sexual orientation and identity, needle exchange and condom distribution	250-426-3383	ankors.bc.ca/contact-2/	Monday - Friday Drop-in 9:00am to 4:00 pm			✓	✓		
Anxiety BC	Tools and resources available to assist with managing anxiety. Video and audio resources available. Step-by-step guides related to anxiety management.	604-620-0744	anxietycanada.com					✓	✓	
Associates Medical Clinic		250-426-4231		Monday - Friday 8:30am - 5:00pm				✓		
AXIS Family Resources	A variety of Youth Services including counselling, residential and school support	250-489-4074 Kimberley: 250-427-2449 24/7 Emergency Service: 877-392-1003	axis.bc.ca	Monday - Friday 8:30 am to 4:30 pm	✓	✓	✓	✓		

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BC NurseLine	Provides confidential health information and advice. Specially trained nurses answer questions about health topics and procedures, identify symptoms, and help you decide when to see a health professional. Pharmacists are available to answer your questions about medications.	1-866-215-4700 Deaf and hearing impaired 1-866-889-4700 or 8-1-1	healthlinkbc.ca/more/about-healthlink-bc/about-8-1-1	24/7			✓	✓		
Bounce Back	Bounce Back ® Online is a self-help program based on Cognitive Behavioural Therapy principles. The online program helps with issues relating to depression, stress and anxiety. The modules are self-paced and easily accessible.		bouncebackonline.ca	Monday - Friday 9:00am - 5:00pm				✓	✓	
Canadian Adaptive Network	Focused on helping build a more inclusive community for people with disabilities.		canadianadaptive.net/work			✓				
Canadian Mental Health Association Kootenays Branch	Confidential clinical services by mental health professionals to adults of all ages. Services include: crisis intervention, individual and group counselling	250-426-5222	kootenays.cmha.bc.ca/about-cmha/contact-us	Monday - Friday 9:00am - 5:00pm				✓		
Canadian Mental Health Association Transitional Housing for Women and Children	Emergency Shelter information - Serving all Regions	1-800-200-3003	kootenays.cmha.bc.ca/programs-services/transitional-housing-for-women-and-children	24/7	✓	✓	✓	✓		✓

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Child and Youth Mental Health (under 19 years of age)	Wide range of community-based specialized mental health services to children, youth and their families	250-426-1514	www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health/mental-health-intake-clinics	Mon-Tue-Wed 9:30am - 12:00pm		✓		✓		
CMHA Discovery College	An online facilitated course to help manage stress and anxiety related to COVID-19.	250-861-3644	discoverycollegekelowna.com/coping-with-current-events-managing-anxiety-and-stress					✓	✓	
College of the Rockies Counselling and Wellness Services	Personal counselling is a free service provided to our students.	250-489-8243	studentservices@cotr.bc.ca	Monday - Friday 8:30 am to 4:30 pm				✓	✓	
Community Based Victim Services	Offers specialized support to individuals who have experienced intimate partner violence, sexualized assault/abuse, criminal harassment/stalking, or witnessed sexualized or family violence. CBVS provides access to information, reporting options, referrals, court support and accompaniment, and practical assistance in navigating the criminal justice system. RCMP involvement is not a requirement of this program. No age or gender restrictions for access to this program.	250-489-3114	google.ca/search?q=community+based+victim+services+cranbrook+and+kimberley	Monday - Friday 10:00am - 2:00pm	✓	✓	✓	✓		

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Community Connections Society	Connection hub for local resources	250-426-2976 ext 1	ccscranbrook.ca	Food Bank Hours Tuesday and Thursday 9:00am - 4:00pm		✓		✓		
Cranbrook Food Bank	Food Bank	250-426-7664	cranbrookfoodbank.ca	Mon-Wed-Fri 9:00am - 2:00pm Tue 9:00am - 12:00pm		✓				✓
Cranbrook Urgent and Primary Care Centre - Medical Walk-in Clinic	Team-based care for non-emergency health concerns to individuals in Cranbrook that require same day attention. Care is available for concerns such as: Minor injuries Sprains and strains Infections Less serious child illness and injury High fever Cuts, wounds or skin conditions	250-420-2323	interiorhealth.ca/locations/cranbrook-urgent-and-primary-care-centre-upcc	Monday - Friday: 9 a.m. to 7 p.m. Statutory holidays: 10 a.m. to 7 p.m.		✓		✓		
Cranbrook Women's Resource Centre	The Women's Resource Centre provides advocacy, lay counselling, information and referrals. The Women's Centre works to improve the status of women and their families through direct service provision and by advocating for social and systemic change.	250-426-2912	cwrc.ccscranbrook.ca	Monday - Thursday 9:00 am to 4:00 pm		✓		✓		
Crisis Centre First Nations Health Authority	This website gives links to other resources.		crisiscentre.bc.ca/fnha			✓				

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Crisis Line Interior Crisis Line Network East Kootenay Crisis Line	Emotional Support for people who are experiencing any type of crisis or who are in emotional distress	1-888-353-2273	kootenays.cmha.bc.ca/programs-services/crisis-line	24/7	✓		✓	✓		
Crisis Services Canada The Canada Suicide Prevention Service		1-800-784-2433	kootenays.cmha.bc.ca/programs-services/crisis-line	24/7	✓			✓		
East Kootenay Addiction Services Society	We provides free counselling services to youth, adults, couples and families dealing with their own or someone else's substance use problem.	250-489-4344 1-877-489-4344	www.ekass.com	Monday - Friday 8:30am to 4:30pm Closed 12:00pm to 1:00pm Closed all Stat holidays		✓		✓		
East Kootenay Regional Hospital	24/7 Hospital	250-426-5281 1-866-288-8082	interiorhealth.ca/locations/east-kootenay-regional-hospital		✓		✓	✓		
Elk Valley Critical Incident Response Team	The team has been called out at all hours for a large variety of incidents over its existence: including the aftermath of avalanches, mining incidents, vehicle crashes, suicides, helicopter crashes, drownings, and traumatic events involving clerks and social services personnel. The team primarily functions in the Elk Valley but has been called out to Fairmont, Kimberley, and Cranbrook.	250-423-4226 (Fernie Fire/Rescue)	evcirt.org	24/7	✓			✓		

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Employee and Family Assistance Program	support for IAMAW Union members and their families experiencing personal problems by referring them to appropriate professional resources in their community. Your health and well-being is our goal EFAP offers referrals to community resources and/or approved counsellors for a wide range of personal challenges	1-844-880-9142	lifeworks.com/en/efap-employee-family-assistance-program			✓	✓	✓	✓	
Empower Me (Student Care)	<i>Solution-focused counselling services available for students on health plan. Support over phone provided. 24/7 support. Ask for support in preferred language.</i>	1-844-741-6389	studentcare.ca					✓	✓	
Fisher Peak Family Practice	Medical Clinic	1-778-517-3701	fisherpeakfamilypractice.ca					✓		
FW Green Clinic	Medical Clinic	778-517-8208	fwgreenclinic.com			✓		✓		
HealthLink BC 8-1-1	8-1-1 is a free-of-charge provincial health information and advice phone line available in British Columbia. The 8-1-1 phone line is operated by HealthLink BC, which is part of the Ministry of Health. By calling 8-1-1, you can speak to a health service navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist. Any one of these healthcare professionals will help you get the information you need to manage your health concerns, or those of your family.	811	healthlinkbc.ca	24/7	✓			✓		

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Here to Help - BC Partners for Mental Health & Substance Use Information 310 Mental Health Support	We are a group of seven leading mental health and substance use non-profit agencies. Since 2003, we've been working together to help people live well and better prevent and manage mental health and substance use problems.	310-6789 (no area code required if calling from BC) or 1-800-661-2121	heretohelp.bc.ca	24/7	✓			✓	✓	
Here2Talk	The Ministry of Advanced Education, Skills and Training has launched Here2Talk, a free single-session service available by app, phone, or online chat 24 hours a day, seven days a week. Chat sessions with a trained counsellor can be accessed by downloading the Here2Talk app	1-877-857-3397 1-604-642-5212	here2talk.ca/main	24/7	✓			✓	✓	
Homeless Outreach Program	Housing Supports and Resources	778-517-5355		Monday - Thursday 9:00 am to 4:00 pm		✓				✓
Indian Residential School Survivors Society Indigenous Crisis Support	The Indian Residential School Survivor Society (IRSSS) strive to provide physical, emotional, intellectual, spiritual growth, development, and healing through culturally-based values and guiding principles for survivors, Families, and Communities.	1-800-721-0066	irsss.ca/faqs/how-do-i-reach-the-24-hour-crisis-line	24/7	✓	✓		✓		
Keep.meSAFE (by guard.me)	Support program for international students that provides linguistically and culturally matched counselling resource. 24/7 support.	1-844-451-9700	guard.me/keepmesafe.php	24/7	✓		✓	✓		
Kelty's Key	Kelty's Key offers customized online courses developed by clinical experts in Cognitive Behavioural Therapy.		keltyskey.com/					✓	✓	

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Kids Help Phone	Kids Help Phone's e-mental health services are available 124/7 across Canada. This means that we are here for kids, teens and young adults from coast to coast to coast.	1-800-668-6868 TEXT 686868	kidshelpphone.ca	24/7	✓	✓				
Kootenay Haven Transition House	Kootenay Haven, under the direction of the Canadian Mental Health Association for the Kootenays, provides services to women and their children who are experiencing an abusive relationship.	250-426-4887 1-800-200-3003	kootenays.cmha.bc.ca/programs-services/transitional-housing-for-women-and-children	24/7	✓	✓	✓	✓		✓
Legal Aid	Community Partner provides connection to legal aid	250-464-0625 1-866-577-2525	legalaid.bc.ca/legal_aid/legalAidLocations	Thursdays : 1:30pm to 4:00pm Fridays: 8:30 am to 12:30 pm		✓				
Mind Shift	Anxiety App		anxietycanada.com/resources/mindshift-cbt					✓	✓	
National Eating Disorder Information Centre (Nedic)	NEDIC provides information, resources, referrals and support to Canadians affected by eating disorders.	866-633-4220	nedic.ca	Mon-Thu 7:00am - 7:00pm Fri 7:00am - 3:00pm				✓		
Options for Sexual Health	Clinic offers STI testing and treatment and referrals for HIV testing. Also offers birth control, PAP testing, emergency contraception, pregnancy counselling and free condoms	250-426-3995 1-800-739-7367	optionsforsexualhealth.org/clinic/cranbrook-opt-clinic	By appointment only Wednesday: 6:00 pm to 8:00 pm		✓	✓	✓		
Poison Control BC Drug and Poison Information Centre	If you suspect someone has been poisoned by a medicine, chemical or other substance, call the Poison Control Centre. If someone is unconscious, having a seizure, difficulty breathing or chest pain, immediately call 9-1-1.	1-800-567-8911 604-682-5050	dpic.org	24/7	✓			✓		

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Psychology Tools	Free resource for living with worry and anxiety amidst global uncertainty.		psychologytools.com/articles/free-guide-to-living-with-worry-and-anxiety-amidst-global-uncertainty	24/7	✓			✓		
RCMP Victim Services	From a call for help, to the investigation of a crime, to an offer of a referral, police work in close partnership with victim services organizations to ensure victims of crime receive the support they need without delay.	250-417-4225 or 911	www.policivictimservices.bc.ca	24/7	✓	✓				
Roadmap to Resilience	Free accessible book on how to cope with ongoing adversity and loss.		roadmaptoresilience.wordpress.com					✓	✓	
Rocky Mountain Metis Association		250-489-8960	cranbrookmetis.com			✓				
Safe Homes with after hours staffing	We have a secure facility for you and any children that may be in your care.	250-402-0068 250-426-6856	bchousing.org/housing-assistance/women-fleeing-violence/womens-transition-housing-supports	24/7	✓	✓				✓
Saint Aiden's Church	Free Breakfast	250-426-4266 250-420-1582	saintaidan.ca	Sat 6:30pm - 7:30pm Sun 10:00am - 12:30pm		✓				✓
Salvation Army	We exist to support individuals and families in our community who are struggling with poverty, addictions, mental illness, hunger, and housing.	250-426-3612	kootenayvalleysa.ca	Lunch Mon-Tue-Thu-Fri 11:30am - 12:30pm Supper Wed 5:30pm		✓				✓

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Stopping the Violence Counselling Summit Community Services Society	Stopping the Violence Counselling (STV) is available to self-identified women who have experienced trauma resulting from intimate partner violence, sexualized assault/abuse, and/or childhood abuse. STV counselling is rooted in a feminist and trauma informed perspective. Individual and group counselling options are available. We work to meet women where they are at, using a strengths based, survivor led approach. You must be 19 or older to access this service.	250-489-3114 ext. 228 Crisis Line 1-800-667-8407	summitfamily.ca	Phone for appointment		✓	✓	✓		
Street Angels	Provides a safe environment, hot dinners, computer access, medical services, employment services, warm clothing/bedding and support systems.	250-420-2756	ktunaxa.org/who-we-are/operation-street-angel	Monday - Friday 9:00am - 5:00pm Meals Mon, Tues, Thur, and Fri 4:00pm	✓	✓				✓
Suicide Hotline Crisis Centre	Barrier-free non-judgmental, confidential support through 24/7 phone lines and online services.	1-800-784-2433 1-866-661-3311	crisiscentre.bc.ca https://youthinbc.com (for youth) https://crisiscentrechat.ca	24/7	✓		✓	✓		
Summit Community Services Society	Summit Community Services Society is dedicated to promoting community well being by providing a continuum of quality, accessible, client-centred support and intervention services in a respectful manner. Serving the BC Interior.	250-489-3114	summitfamily.ca	Our door is open Monday - Thursday: 10-2pm for Information Monday - Friday: 8:30-4:30 By appointment only		✓	✓	✓		✓

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Tamarack Medical Clinic	Medical Clinic Cranbrook	250-426-7724	tamarackmedicalgroup.com	Monday - Friday 9:00am - 5:00pm			✓			
The Ktunaxa/Kinbasket Child and Family Services (KKCFS)	Family support and child protection services. Provides trauma counselling in the Cranbrook, Creston, Invermere and Kimberely area.	250-489-4563 EMERGENCY: 250-310-1234	kkcfs.org	Monday to Friday 8:30 am to 4:30 pm	✓	✓	✓	✓		
Travelodge Shelter	Emergency Shelter			Daily 6:00 pm to 9:00 pm		✓				✓
Tsow-Tun Le Lum Society Substance Abuse and Trauma Treatment Centre Indigenous Crisis Support		1-888-403-3123	tsowtunlelum.org	Monday - Friday 8:00am - 8:00pm Weekends 10:00am - 2:00pm		✓		✓		
Urgent Response-at hospital after hours / Outreach and assessment services for people with mental health issues		250-919-1725 ext 6325		Monday-Friday 1:00pm to 8:00pm Sat & Sun 8:30am to 4:30pm	✓	✓	✓	✓		
VICTIMLINK	Provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.	Call or text: 1-800-563-0808 TTY: 604-875-0885 Email: victimlinkbc@bc211.ca	www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc	24/7	✓		✓	✓		