

Resources

Key Resources for Parents

911 Emergency Contact

BC Poison Control Centre

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

Website: www.dpic.org

BC NurseLine

Phone toll-free in BC: 1-866-215-4700

Greater Vancouver: 604-215-4700

Deaf and hearing impaired toll-free province-wide: 1-866-TTY-4700

Website: www.bchealthguide.org/nurseline.stm

BC HealthGuide

English handbooks are available at your local pharmacy.

Or, to request a copy:

Phone toll-free in B.C.: 1-800-465-4911

Website: www.bchealthguide.org

BC HealthFiles

You can access the BC HealthFiles online or request a copy from your local provincial health unit/department and various other offices (e.g., employee health and wellness services, native health centres, and physicians' offices/clinics).

Website: www.bchealthguide.org/healthfiles/index.stm

Dial-a-Dietitian

A help line staffed by registered dietitians who can answer general and medical nutrition questions. Translation services are available in 130 languages.

Phone: Greater Vancouver 604-732-9191

Toll-free in B.C.: 1-800-667-3438

Website: www.dialadietitian.org

Public Health Units/Community Health Centres

Offer a wide range of services to promote the optimal physical development, communication and cognitive abilities, healthy emotional attachment, and positive social development for all infants and children. Services include: breastfeeding clinics, nutrition information and consultation, parent and infant drop-in, child health clinics, and family and infant follow-up. Contact your local health authority for more information. (See "Health Authorities" p. 195.)

Aboriginal Resources

Aboriginal Head Start is a Health Canada-funded, early-intervention strategy for First Nations, Inuit, and Métis children and their families living in urban centres and large northern communities.

Phone: 604-666-1356

Website: www.phac-aspc.gc.ca/dca-dea/programmes/ahs_directory_e.html

Aboriginal Health Services: See the blue pages of your phone book under Health Authorities, Key Word Listings. For other Aboriginal and Métis organizations, see the Yellow Pages of your phone book.

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

Website: www.acc-society.bc.ca

The **BC Aboriginal Infant Development Program** offers services for Aboriginal children. It is a parallel organization to the BC Infant Development Program. For information on local programs, contact your public health unit.

Phone: 250-388-5593

Website: www.aidp.bc.ca/links.html

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

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

Website: www.bcaafc.com

Eating Well With Canada's Food Guide: First Nations, Inuit and Métis is a new tailored food guide that includes both traditional foods and store-bought foods that are generally available, affordable, and accessible across Canada.

Phone toll-free: 1-866-225-0709

Website: www.hc-sc.gc.ca/fn-an/pubs/fnim-pnim/index_e.html

Abuse or Neglect

Helpline for Children

A child is anyone under the age of 19. Abuse can be physical, emotional, or sexual. Abuse can be abandonment, desertion, neglect, ill treatment, or failure to meet the physical, emotional, or medical needs of a child.

Anyone can call the Helpline for Children for help 24 hours a day, including parents who are afraid they might hurt their child or if you know a child is being abused. You can call anonymously.

Phone: 310-1234 (no area code needed)

Website: www.mcf.gov.bc.ca/getting_help/help.htm

Alcohol and Drug Use

To learn about programs for people with alcohol and other drug problems, ask your health-care professional or check in the Yellow Pages under "Alcohol" or "Drugs."

The **BC NurseLine** provides 24-hour, confidential health information and advice, including referrals to other services.

Phone toll-free: 1-866-215-4700

Greater Vancouver: 604-215-4700

Deaf and hearing impaired toll-free province-wide: 1-866-TTY-4700

The Ministry of Health's **Alcohol and Drug Information and Referral Service** offers a confidential, toll-free information line for alcohol and other drug programs in the province.

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

Website: www.vcn.bc.ca/isv/adirs.htm

Motherisk offers information on the use of alcohol and other drugs while breastfeeding. Visit the Motherisk website or call its Alcohol and Substance Use Helpline.

Phone toll-free: 1-877-327-4636

Website: www.Motherisk.org

BC HealthGuide Program

The BC HealthGuide Program has four components:

The **BC HealthGuide** is a handbook that has information on how to recognize and cope with common health concerns. Pick up your free copy of the:

- English handbook—available at your local pharmacy or Government Agent's Office.
- Chinese or Punjabi handbook—available at many community or multicultural organizations, temples or English Language Services for Adults providers.
- French handbook—available through your local francophone organization.

Or, you can call to request a copy.

Phone toll-free: 1-800-465-4911

BC HealthGuide OnLine is a reliable website that offers in-depth health information.

Website: www.bchealthguide.org

The **BC HealthFiles** is a series of easy-to-read one-page fact sheets on a variety of environmental, public health, and safety topics. Several BC HealthFiles are available on topics related to parenting your toddler, including *Iron Content in Foods - #68d* and *Should I Get My Well Water Tested? - #45*. You can access the BC HealthFiles online or request a copy from your local provincial health unit/department and various other offices (e.g., employee health and wellness services, native health centres, and physicians' offices/clinics).

Website: www.bchealthguide.org

The **BC NurseLine** is a confidential telephone nursing service available 24 hours a day, seven days a week. It includes the BC NurseLine Pharmacist Service for medication inquiries. The pharmacist service is available from 5 p.m. to 9 a.m. daily. Both services answer your health-care questions and concerns, including when to see a doctor or visit emergency. Translation services are available in 130 languages.

Phone toll-free: 1-866-215-4700

Greater Vancouver: 604-215-4700

Deaf and hearing impaired toll free: 1-866-889-4700

Website: www.bchealthguide.org/nurseline.stm

Breastfeeding

The **La Leche League Canada** encourages, promotes, and provides mother-to-mother breastfeeding support and information.

Website: www.lllc.ca

Dial-a-Dietitian

A help line staffed by registered dietitians who can answer general and medical nutrition questions. Translation services are available in 130 languages.

Phone: Greater Vancouver 604-732-9191

Toll-free in B.C.: 1-800-667-3438

Website: www.dialadietitian.org

Public Health Unit or Hospital

Public health units or hospitals in your area may offer additional breastfeeding services such as lactation consultants, breastfeeding support groups, and phone consultation. Contact your local health authority for more information. (See “Health Authorities” on p. 195.)

Child Care

Your local Ministry for Children and Family Development office or public health unit can give you information to help you select a child-care facility. The BC HealthGuide (www.bchealthguide.org) and the Canadian Health Network (www.canadian-health-network.ca) also offer tips and information on choosing child-care providers.

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

Website: www.acc-society.bc.ca

The **Canada Revenue Agency** administers tax laws for the Government of Canada and for most provinces and territories; and various social and economic benefit and incentive programs delivered through the tax system.

Website: www.cra.gc.ca

The **Child Care BC Help Line** provides information for service providers and parents on child-care funding and subsidies.

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

In Victoria: 356-6501

Website: www.mcf.gov.bc.ca/childcare/parents.htm

Child Care Licensing Regulations describe what is required of child-care operators in British Columbia.

Website: www.health.gov.bc.ca/ccf/child/index.html

Child Care Resource and Referral Program (CCRR) is a source of information on child care in your local community.

Toll-free in B.C.: 1-888-338-6622

In Victoria: 356-6501

Website: www.mcf.gov.bc.ca/childcare/cc_resource.htm

Ministry of Children and Family Development: Information for Parents. Helpful information on how to select child care and local child-care options.

Website: www.mcf.gov.bc.ca/childcare/parents.htm

Parents' Guide to Selecting Child Care. This brochure from the B.C. government is full of information that will help you make decisions about child care.

Website: www.mcf.gov.bc.ca/childcare/parents.htm

WorkSafeBC is dedicated to promoting workplace health and safety for B.C. workers and employers.

Website: www.worksafebc.com

Child Development

A **Simple Gift** is a series of award-winning videos and guides for parents about the importance of the attachment relationship with parents in clear, easy-to-understand language. Videos include *Comforting Your Baby*, *Helping Young Children Cope with Emotions*, and *Ending the Cycle of Hurt*.

Website: www.sickkids.on.ca/imp/

The **BC Aboriginal Infant Development Program** offers services for Aboriginal children. It is a parallel organization to the BC Infant Development Program. For information on local programs, contact your public health unit.

Phone: 250-388-5593

Website: www.aidp.bc.ca/links.html

The **Infant Development Program of BC** offers help to B.C. children and parents. The program has specialized practitioners who are trained to foster healthy child development. These practitioners work in your local health area. Contact your local Infant Development Program of BC office or public health unit.

Phone: 604-822-4014/4015

Website: www.idpofbc.ca

Invest In Kids is a national charitable organization dedicated to helping parents become the parents they want and need to be. For activities and tips based on the Comfort, Play & Teach™ approach, as well as information about child development and parenting, visit their website.

Website: www.investinkids.ca

LEAP BC provides children from birth to age five with a strong foundation in literacy, physical activity, and healthy eating, through fun activities and play. This new program values the learning and bonding that happen when children and caregivers play together.

Website: www.2010legaciesnow.com/leap_bc/

Ready, Set, Learn is a BC government initiative that helps families connect with the school system and community agencies.

Website: www.bced.gov.bc.ca/literacy/rsl/

Child Support

BC Child Support InfoLine. Phone for information about government support for families.

In Vancouver/Lower Mainland: 604-660-2192

Phone toll-free: 1-888-216-2211

Ministry of Employment and Income Assistance: Family Maintenance Program. See the website for information on government financial support for families.

Website: www.mhr.gov.bc.ca/PUBLICAT/bcea/fmp.htm#info

Dental Care

BC Dental Association

Phone: 604-736-7202

Toll-free: 1-888-396-9888

Website: www.adsbc.bc.ca

BC Dental Hygienists' Association

Phone: 604-415-4559

Website: www.bcdha.bc.ca

The **BC Healthy Kids Program** helps low-income families with the costs of basic dental care for their children. For more information, visit the website or talk to your public health unit.

Phone toll-free: 1-866-866-0800. Press 4 and then 2.

Website: www.eia.gov.bc.ca/publicat/bcea/HealthyKids.htm

Kidsmiles.ca is a program created by the BC Dental Association, in collaboration with the B.C. government, to help parents, guardians, and other caregivers learn more about caring for the oral health of young children in B.C.

Website: www.kidsmiles.ca/index.htm

Family Resources

Support programs and family resource centres offer programs and services to support families and single parents. Contact your local public health unit or public health nurse for more information.

For advice on financial support, including B.C.'s Family Bonus or family maintenance, contact the Ministry of Human Resources. For information about enforcement of maintenance orders, contact the Ministry of Attorney General. Check the blue pages of your phone book for the nearest office.

The **BC Association of Family Resource Programs** is a not-for-profit provincial organization dedicated to raising awareness of the importance of community-based family resource programs.

Website: www.frpbc.ca

The **BC Council for Families** is a province-wide community service that works on behalf of families and people who serve families.

Phone toll-free: 1-800-663-5638

Website: www.bccf.bc.ca

The **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: www.vifamily.ca/library/resources/resources.html

Family Violence

When violence happens, get help.

In case of emergency, call 911 or the operator and ask for the police.

Crisis lines and transition houses in your community are listed under the Emergency tab in the first portion of the Telus (BCTel) phone book. (Note: In Vancouver, this information appears inside the front cover page.)

BC Women's Hospital Woman Abuse Response Program

Phone: 604-875-3717

Website: www.bcwomens.ca/Services/HealthServices/WomanAbuseResponse/PlanForSafety.htm

BC/Yukon Society of Transition House

Website: www.bcysth.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

Website: www.phac-aspc.gc.ca/ncfv-cnivf/familyviolence

VictimLINK is a province-wide telephone help line for victims of family and sexual violence and all other crimes. VictimLINK operates 24 hours a day, seven days a week, and provides service in 130 languages. It will help you find information on the victim services closest to you.

Phone toll-free: 1-800-563-0808

Access for hearing impaired: TTY 604-875-0885

Website: www.vcn.bc.ca/isv/victims.htm

Fathering

Dads Can is a Canadian website that promotes responsible and involved fathering by supporting men's personal development.

Website: www.dadscan.ca

BC Council for Families provides educational resources on topics such as parenting, childhood development, parent-teen relationships, work-life balance, suicide awareness, and more. Information about involved fathering and parenting in general is available on the website. Print resources on fathering can be purchased as well.

Phone: 604-660-0675 (Lower Mainland) or toll-free 1-800-663-5638

Website: www.bccf.bc.ca

Health Authorities

Northern Health Authority

Phone: (250) 565-2649

Website: www.northernhealth.ca

Interior Health Authority

Phone: (250) 862-4200

Website: www.interiorhealth.ca

Vancouver Island Health Authority

Phone: (250) 370-8699

Website: www.viha.ca

Vancouver Coastal Health Authority

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

Website: www.vch.ca

Fraser Health Authority

Phone: 604-587-4600

Website: www.fraserhealth.ca

Provincial Health Services Authority

Phone: 604-675-7400

Website: www.phsa.ca

Hearing

The **BC Early Hearing Program** is the first province-wide screening program to check hearing in babies born in British Columbia.

Website: www.phsa.ca/AgenciesServices/Services/BCEarlyHearingPrgrs/default.htm

Medical Resources

BC College of Family Physicians

Phone: 604-736-1877

Website: www.bccfp.bc.ca

Canadian Health Network is a national, bilingual health promotion program found on the Web. Their goal is to help Canadians find the information they're looking for on how to stay healthy and prevent disease.

Website: www.canadian-health-network.ca

Canadian Mental Health Association is a nationwide, voluntary organization that promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness.

Website: www.cmha.ca/bins/index.asp

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 information on immunizations, pregnancy, safety issues, and teen health.

Phone: 613-526-9397

Website: www.cps.ca

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

Website: www.caringforkids.cps.ca

Nutrition

Eating Well with Canada's Food Guide is available through the Canada's Food Guide website or from your health unit.

Website: www.hc-sc.gc.ca/fn-an/food-guide-aliment/index_e.html

Dial-a-Dietitian: You can speak with a registered dietitian Monday to Friday from 9 to 5. An allergy dietitian is available Wednesday to Friday from 9 to 4:30. Dietitians offer confidential nutrition information and advice and guide you to nutrition services in your community. Translation services are available on request in over 130 languages.

Phone toll-free in B.C.: 1-800-667-3438

In Greater Vancouver: 604-732-9191

Website: www.dialadietitian.org/

Parenting

Support groups, such as Parents without Partners, Mother Goose! and Nobody's Perfect, and the family resource program (Family Place) are available in many communities. Contact your local health office, mental health agency, or Ministry of Human Resources office about programs. If you plan to return to school, the Ministry of Human Resources may be able to help you look at options for your education and planning your career.

Nobody's Perfect Parenting Program is a parenting education and support program for parents of children from birth to age five. It helps parents develop knowledge, skills, and self-confidence in child-raising and encourages the development of support networks among parents, families, and friends.

BC Council for Families

Phone: 604-660-0675 or toll-free 1-800-663-5638 (Canada/US)

Website: www.bccf.bc.ca/hm/inside.php?sid=10

Perinatal and Postpartum Depression

For information about postpartum depression support groups, contact your public health nurse.

BC Mental Health Information Line offers information and advice 24 hours a day.

Phone toll-free: 1-800-661-2121

Website: www.health.gov.bc.ca/mhd/infoline.html

BC Reproductive Mental Health Program provides counselling to women with depression in pregnancy and after birth. They have information and resources on their websites.

Websites: www.bcwomens.ca/Services/HealthServices/ReproductiveMentalHealth/default.htm

www.bcwomens.ca

Pacific Post Partum Support Society is a non-profit society dedicated to supporting the needs of postpartum mothers and their families. They also publish *Postpartum Depression and Anxiety: A Self-Help Guide for Mothers*.

Phone: 604-255-7999

Website: www.postpartum.org

Physical Activity

Canada's Physical Activity Guide shows you how to make active living part of everyday life. Includes guides for children and youth.

Website: www.phac-aspc.gc.ca/pau-uap/paguide/

Prescription Drugs

PharmaCare subsidizes eligible prescription drugs and designated medical supplies.

Phone toll-free outside Lower Mainland: 1-800-663-7100

Lower Mainland: 604-683-7151

Website: www.healthservices.gov.bc.ca/pharme/

Safety

BC Injury Research and Prevention Unit provides useful fact sheets by e-mail.

Website: www.injuryresearch.bc.ca

Canada Safety Council is a national, non-government, charitable organization dedicated to safety. The CSC provides resources for safety information, education, and awareness in all aspects of Canadian life—in traffic, at home, at work, and at leisure. The CSC website offers a wide variety of safety-related information and education materials for the general public.

Phone: 613-739-1535

Website: www.safety-council.org

Canadian Health Network offers information on many child safety topics on its website. Use the search function to find a specific topic.

Website: www.canadian-health-network.ca

The **Canadian Red Cross** teaches emergency child care first aid, CPR, and basic skills for dealing with emergencies.

Phone toll-free: 1-800-565-8000

Website: www.redcross.ca

Child Seat Information Line

Phone: 1-877-247-5551

Website: www.tsfbcaa.com/info_line_and_seat_clinics

Health Canada: Consumer Product Safety

Phone: 1-866-662-0666

Website: www.hc-sc.gc.ca/cps-spc/index_e.html

ICBC/BCAA Traffic Safety Foundation Child Passenger Safety Information Line. Call to find out more about child car seat clinics (how to install them correctly).

Phone toll-free: 1-877-247-5551

Website: www.icbc.com/road_safety/carseat.asp

Lead in Your Home: Canada Mortgage and Housing Corporation. Call for a copy of this brochure.

Phone toll-free: 1-800-668-2642

National Highway Traffic Safety Administration. This U.S. traffic safety website provides information on child car seat recalls.

Website: www.nhtsa.dot.gov

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

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

Website: www.dpic.org

Provincial Emergency Program offers help with emergency planning or to create an emergency kit.

Website: www.pep.bc.ca

Safe Kids Canada is a national injury prevention program provided by the Hospital for Sick Children in Toronto. The website provides information on keeping children safe and preventing injuries.

Phone toll-free: 1-888-723-3847

Website: www.safekidscanada.ca

Safe Start is an injury prevention program of BC Children's Hospital. It provides information to parents and caregivers on how to make homes and cars safer.

Phone toll-free (outside Lower Mainland): 1-888-331-8100

Lower Mainland: 604-875-3273

Website:

www.bcchildrens.ca/KidsTeensFam/ChildSafety/SafeStart/default.htm

Transport Canada provides information on child restraints.

Website: www.tc.gc.ca/roadsafety/childsafety/menu.htm

Shaken Baby Syndrome

Prevent Shaken Baby Syndrome British Columbia

Phone: 1-888-300-3088

Website: www.dontshake.ca

You Can Prevent Shaken Baby Injuries – BC HealthFile

An easy-to-read fact sheet on Shaken Baby Syndrome and what to do if a baby does not stop crying.

Website: www.bchealthguide.org/healthfiles/hfile86.stm

The Crisis Intervention and Suicide Prevention Line of British Columbia

The Distress Line provides confidential, non-judgmental, free emotional support 24 hours a day, 7 days a week for people experiencing feelings of distress or despair.

Phone: 1-800-784-2433

Website: www.crisiscentre.bc.ca/

Special Needs

Your public health nurse can help if you think your toddler has a developmental problem or a disability. Most communities have an Infant Development Program for children. Staff in this program can help you with activities for your toddler that will encourage development. You will also have help finding other support services.

Ministry of Children and Family Development: Special Needs.

For information on government support for children with special needs. This resource will give you details on programs for young children with special needs residing in B.C.

Website: www.mcf.gov.bc.ca/spec_needs/starting_out.htm

Ministry of Children and Family Development: Supported Child Development.

Supported Child Development Consultants can help determine your family and child's needs and match these with the resources available in your community. Visit the website or contact your local MCFD office.

Website: www.mcf.gov.bc.ca/early_childhood/scd.htm

The **Infant Development Program of BC** offers help to B.C. children and parents. The program has specialized practitioners who are trained to foster healthy child development. These practitioners work in your local health area. Contact your local Infant Development Program of BC office or public health unit.

Phone: 604-822-4014/4015

Website: www.idpofbc.ca

Speech Therapy

British Columbia Association of Speech/Language Pathologists and Audiologists

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

Website: www.bcaslpa.ca

Vaccinations

BC HealthFiles contain information on many vaccination topics.

Website: www.bchealthguide.org/healthfiles

ImmunizeBC. This website has information about immunizations in BC, including common questions.

Website: www.immunizebc.ca/

Vaccination and Your Child. This web page of the Canadian Paediatric Society answers many common questions about having your child vaccinated.

Website: www.caringforkids.cps.ca/immunization/VaccinationChild.htm

Vision

The **BC Healthy Kids Program** helps low-income families with the costs of prescription eyewear for their children. For more information, call, visit the website, or talk to your public health unit.

Phone toll-free: 1-866-866-0800. Press 4 and then 2.

Website: www.eia.gov.bc.ca/publicat/bcea/HealthyKids.htm