

Kitimat & Terrace

# Community Services Guide

Resources to assist  
workers in transition

- Special programs
- Employment services
- Community and social services
- Health and wellness
- Worker adjustment and retraining
- Financial services



Ministry of  
Community and  
Rural Development



# Introduction

The recent announcement that West Fraser is permanently shutting down its Eurocan operations in Kitimat means that residents in the Kitimat-Terrace valley will face some challenges as jobs are lost in the region.

The District of Kitimat, the City of Terrace and the Rural BC Secretariat, along with many community partners, have been working together to develop a transition strategy in response to the announcement. This strategy is aimed at finding ways to help displaced workers from Eurocan and other businesses affected by the closure.

This guide was designed to create one source of information for special programs, employment services, community and social services, worker adjustment and retraining opportunities in Terrace and Kitimat. There is also information about government funding and financial services.

The Kitimat & Terrace Community Services Guide is sponsored by the Community Development Trust through the Ministry of Community and Rural Development and by Northern Savings Credit Union through its Community Reinvestment and Corporate Responsibility initiative.

We sincerely hope this information will guide you to the experts who can help. Together, we can move forward to the future.

Dave Pernarowski – Mayor, City of Terrace

Joanne Monaghan – Mayor, District of Kitimat

\* While all attempts have been made to ensure the information contained in this catalogue is complete and up to date, Northern Savings Credit Union, the District of Kitimat, the City of Terrace and Rural BC Secretariat cannot be held responsible for errors or omissions.

# Eurocan Transition & Information Co-ordinator

## EUROCAN TRANSITION CO-ORDINATOR

**Location:** Kitimat Court House located in downtown Kitimat across from the Northwest Community College Kitimat Campus.  
**Contact:** Carole Gagnon, Eurocan Transition Co-ordinator  
**Telephone:** 250-639-3407 (at Eurocan until February 8)  
250-632-1398 (cell until March 31st)  
**Email:** [carole.gagnon@westfraser.com](mailto:carole.gagnon@westfraser.com) (until March 31st)

Carole Gagnon from Eurocan's Employee Relations Department, assumed the role of Transition Co-ordinator in the fall of 2009. Carole is based at the mill in the Employee Relations Department at Local 3407 until the beginning of February at which time she will relocate to the Kitimat Court House located in downtown Kitimat across from the Northwest Community College Kitimat Campus.

Carole works to connect employees with community and government services, education and training institutions or potential employment opportunities, which may be of assistance.

She will provide service support and information to Eurocan employees as they make their transition from employment with Eurocan to future opportunities. This role facilitates a one-stop shop service for all employee inquiries by drop-in, telephone or email.

She also liaises with key community, government, education agencies and service providers for the purpose of developing employees' awareness and understanding of the services available to them.

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## INFORMATION CO-ORDINATOR

**Location:** Terrace / Kitimat  
**Contact:** Jocelyn Snih, Dir. Resource Dev.  
**Telephone:** To be announced  
**Email:** [jocelyns@unitedwaynbc.ca](mailto:jocelyns@unitedwaynbc.ca)  
**Mail:** 1600 3rd Avenue, Prince George, BC, V2L 3G6

The Information Co-ordinator will work cooperatively with the Transition Co-ordinator. They will also will work closely and collaboratively with community agencies and other community stakeholders.

The primary role for the Information Co-ordinator is to create and maintain a network for information sharing during the community transition caused by the closure of the Eurocan Mill. The individual is working for United Way, assisting the communities of Kitimat and Terrace in the transition subsequent to the mill closure.

This individual will act as a liason between individuals and their families and resource providers.

This individual will be in place beginning February 8, 2010 until April 9, 2010. Additional contact information and office locations will be provided through various communications avenues, including community media outlets and public service announcements.

Funding for this position is provided by Northern Savings.

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# Special programs and services

## **TAMITIK JUBILEE SPORTS COMPLEX - KITIMAT**

Telephone: 250-632-8955

Fax: 250-632-3668

Website: [www.kitimat.ca/EN/main/residents/recreation-leisure/tamitik-jubilee-sports-complex.html](http://www.kitimat.ca/EN/main/residents/recreation-leisure/tamitik-jubilee-sports-complex.html)

### **Programs and Services:**

- Free access to Kitimat Leisure Services including swimming, skating, open gym, weight and cardio room.
- Eurocan workers and family members are eligible for the free access program.
- Starts Feb 1, 2010 – December 21, 2010  
To apply for free REC card including family members register at Tamitik arena with ID.

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## **LEISURE SERVICES – TERRACE**

3215 Eby Street, Terrace, BC, V8G 2X8

Telephone: 250-615-3000

Fax: 250-615-3010

Email: [leisureservices@terrace.ca](mailto:leisureservices@terrace.ca)

Website: [www.terrace.ca/city\\_hall/departments/leisure\\_services](http://www.terrace.ca/city_hall/departments/leisure_services)

### **Programs and Services:**

The Leisure Services Department is responsible for the management and operation of the Sportsplex, Aquatic Centre, cemeteries and over 100 hectares of park lands and amenities throughout the community.

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## **PUBLIC LIBRARIES**

Terrace – 4610 Park Avenue, Terrace, BC, V8G 1V6

Kitimat – 940 Wakashan Avenue, Kitimat, BC, V8C 2G3

Telephone: 250-638-8177 (Terrace)

250-632-8985 (Kitimat)

Website: [www.terracelibrary.ca/](http://www.terracelibrary.ca/) (Terrace)  
[www.kitimatpubliclibrary.org/](http://www.kitimatpubliclibrary.org/) (Kitimat)

### **Programs and Services:**

- Free access to online databases and library catalogues.

# Employment Services

## **NORTHWEST TRAINING LTD**

#201-4622 Greig Avenue, Terrace, BC, V8G 1M9

Telephone: 250-638-8108

Toll free: 1-877-638-8108

Fax: 250-638-7212

Email: [info@northwestcareers.bc.ca](mailto:info@northwestcareers.bc.ca)

Website: [www.northwestcareers.bc.ca/](http://www.northwestcareers.bc.ca/)

Contact Executive Directors: Lynn Hughes and Lorna Sandhals

### **Career Counselling and Employment Centre**

#### **Programs and Services:**

The following website link lists a number of Programs and Services intended to assist unemployed individuals to gain skills and provide work search assistance: [www.northwestcareers.bc.ca/services.html](http://www.northwestcareers.bc.ca/services.html)

- Community Assistance Program (CAP) – a program to assist unemployed individuals to gain skills for success in life and in the workplace.
- JobWave – a program for individuals on BC Employment and Assistance who are looking for work.
- Bridging Employment Program for Women – a program designed for women who have experienced violence and want to move forward towards a healthy, fulfilled lifestyle. The program is flexible in meeting individual woman's needs to achieve sustainable employment and self-reliance.
- Free monthly workshop series – provides expert advice on how to look for employment, how to write your resume, and where to look for work. See link for a list of workshops: [www.northwestcareers.bc.ca/Workshopsdescription.htm](http://www.northwestcareers.bc.ca/Workshopsdescription.htm)
- Employment Center and Resource Library – resources include computers for job searching or career planning or use of phone/fax or photocopier.
- JobSearchDatabase – list of other websites for potential employment opportunities either locally, regionally, or nationally.

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## **METIS BC NATION, SKILLS AND EMPLOYMENT CENTRE**

#905-1130 West Pender Street, Vancouver, BC, V6E 4A4

Telephone: 604-801-5853

Toll free: 1-800-940-1150

Fax: 604-801-5097

Website: [www.mnbc.ca/msec/](http://www.mnbc.ca/msec/)

Contact: Colin Sanderson

#### **Programs and Services:**

- A number of training programs are available to any unemployed Aboriginal person.

## **COMMUNITY FUTURES I 6/37**

#204-4630 Lazelle Avenue, Terrace, BC, V8G 1S6

Telephone: 250-635-5449

Toll free: 1-800-663-6396

Fax: 250-635-2698

Email: [info@i637cfdc.bc.ca](mailto:info@i637cfdc.bc.ca)

Website: [www.i637cfdc.bc.ca/](http://www.i637cfdc.bc.ca/)

**Business hours – 8:30 am to 4:30 pm (closed between 12:00 - 1:00)**

### **Programs and Services:**

Community Futures I6/37 is a federally funded initiative to assist communities with their economic development by providing quality business and support services to entrepreneurs and small business. Community Futures offers a number of business development and counselling services including the Self-Employment Benefits program (SEB), and information and assistance with community development initiatives. Also, information on business plan and loan procedures and associated documents are available on their website.

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## **TERRACE SERVICE CANADA CENTRE**

4630 Lazelle Avenue, Terrace, BC, V8G 1S6

Telephone: 1-800-622-6232 (general inquiries)

1-800-926-9105 (for TTY services)

Fax: 1-613-941-1827 (general inquiries)

Website: [www.servicecanada.gc.ca/eng/home.shtml](http://www.servicecanada.gc.ca/eng/home.shtml)

**Business hours – Monday to Friday from 8:30 am to 4:00 pm**

### **Programs and Services:**

The Government of Canada, Service Canada Centre offers a number of job-search tools, income assistance programs and education and training services:

- Job-search tools – Job Bank, Student Job Bank, Aboriginal Job Centre, Canadian Heritage Information Network, and other government and private websites.
- Government job-search – Canadian Forces and Department of National Defence, Canada Revenue Agency, Parks Canada, and Royal Canadian Mounted Police.
- Career planning services – Resume Builder, Labour Market Information, Training and Career Website, Career Counsellor Search, and Employment Support for Immigrants.
- Income assistance programs – Employment Insurance Program (EI), Self-Employment Program, Wage Earner Protection Program, Career Transition Assistance, and Skills Development Program.
- Business start-up services – Provides a wide range of services for business entrepreneurs, as well as guides and resources for registering a business.



## **TRANSITIONS CAREER CONSULTANTS (AMS CONSULTANTS LTD)**

#200-4545 Lazelle Avenue, Terrace, BC, V8G 4E1

Telephone: 250-615-3231

Toll free: 1-888-615-3231

Email: [info@transitionsterrace.com](mailto:info@transitionsterrace.com)

Website: [www.transitionspg.com/](http://www.transitionspg.com/)

### **Programs and Services:**

- Skills Training Assistance – program to provide funding for individuals to acquire the skills necessary to obtain employment (examples: Licensed Practical Nurse or Aircraft Mechanic certification and short term training such as First Aid).
  - Carrier Transition & Outplacement Services – provides services to clients (business owners and/or employees) who are undergoing a major career shift to re-establish their careers in the changing labour market.
  - Job Search Program – “hands on” group workshops on various topics.
  - Community Assistance Programs (ie. Positive Directions) – support services to assist eligible individuals to achieve better life skills.
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## **KITIMAT COMMUNITY SERVICES SOCIETY - EMPLOYMENT SERVICES CENTRE**

562 Mountainview Square, Kitimat, BC, V8C 2N2

Telephone: 250-632-6581

Toll free: 1-866-632-6581

Fax: 250-632-6561

Email: [kcsc@telus.net](mailto:kcsc@telus.net)

Website: [www.kitimatcommunityservices.ca/](http://www.kitimatcommunityservices.ca/)

### **Programs and Services:**

- Employment Services – Career planning, job search assistance, interview skills, educational resources, financial assistance for training, employment counselling, resources library, internet job bank, self-employment resources, and use of office equipment.
- JobWave – a program for referred participants to have access to one-on-one coaching and a number of workshops.
- Adult Literacy - program to assist adults to improve their literacy skills in reading, writing, oral communication, information technology, math and more. Tutoring is provided in groups or in one-on-one confidential sessions.
- English as a Second Language - group or one-on-one tutoring as well as settlement support services
- Community Assistance Program – a program that connects and encourages participants to access community resources in order to enhance their quality of life.
- Helping Hands - Community Support and Resource Centre. Information and referral to community supports and services.
- Kitimat Youth Centre - social recreational drop-in centre for teens 13-18 years. Open Wednesday to Sunday from 6 to midnight. No charge.



## BC JOB NETWORK

Website: [www.bcjobnetwork.com/  
BCHPNew/bcjobnet.asp?affiliateid=1120](http://www.bcjobnetwork.com/BCHPNew/bcjobnet.asp?affiliateid=1120)

### Programs and Services:

- Online job search database.
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## SMALL BUSINESS BC

#82-601 West Cordova, Vancouver, BC, V6B 1G1

Telephone: 604-775-5525  
Toll free: 1-800-667-2272  
Fax: 604-775-5520  
Email: [askus@smallbusinessbc.ca](mailto:askus@smallbusinessbc.ca)  
Website: [www.smallbusinessbc.ca/](http://www.smallbusinessbc.ca/)

### Programs and Services:

Small Business BC is a resource centre to provide entrepreneurs with products and services that will assist successful entry into small business ventures. Small Business BC offers one-on-one advisory sessions, business publications, workshops and seminars video conferenced throughout BC. A variety of free business guides and tools are available on the website, including information on the various government assistance programs.

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## SKEENA NATIVE DEVELOPMENT SOCIETY

P.O. Box 418 Terrace, BC, V8G 4B1

Telephone: 250-635-1500  
Toll free: 1-800-721-1333  
Fax: 250-635-1414  
Email: see staff listing online.  
Website: [www.snds.bc.ca/index.htm](http://www.snds.bc.ca/index.htm)  
Contact: see staff listing online.

### Programs and Services:

The Skeena Native Development Society (SNDS), in partnership with Human Resources and Skills Development Canada (HRSDC), provides employment training and service support to First Nation and Inuit peoples who reside within a designated Service Area.

- Short-Term Certificate Training - SNDS provides financial support for certified training programs 12 months or less.
- Youth Related Services - programs to provide First Nation youth with financial support to participate in educational activities and assist with academic studies.
- Private Sector Department - provides resources for funding for training courses, career counseling and tutoring to First Nation to attain provincial journeyman trade certification. Wage subsidies to private sector sponsors to hire an apprentice are also available.
- Business Development Department - assists prospective entrepreneurs who are committed to investing the time and effort necessary to bring a business idea to life.

## UPPER SKEENA DEVELOPMENT CENTRE

Hazelton – P.O. Box 336 4345 Field Street, Hazelton, BC, V0J 1Y0  
Kitwanga – P.O. Box 568 Kitwanga, BC, V0J 2A0

Telephone: 250-842-6110 ((Hazelton)  
250-849-5633 (Kitwanga)  
Fax: 250-842-2282 (Hazelton)  
250-849-5630 (Kitwanga)  
Email: [asmith@usdc.bc.ca](mailto:asmith@usdc.bc.ca)  
Website: [www.usdc.bc.ca/index.htm](http://www.usdc.bc.ca/index.htm)  
Contact: Alice Smith (Centre Manager)

### Programs and Services:

- Business Support Services – referral services to Community Futures 16/37 and funding sources, business plan development assistance, employment counselling services, and job board and resume listing. Provides resources including photocopying, faxing, printing, business card/brochure design, office space and meeting room rentals.
- Job Search Support – provides information and support regarding employment plans (employment leads and referrals, wage subsidies, networking, education plans) with a Employment Counsellor.
- Internet Access and Support Centre - 10 computers available for Internet use. These computers are located at the Upper Skeena Development Centre offices in the Village of Hazelton and Kitwanga.

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## BC MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT, EMPLOYMENT AND INCOME ASSISTANCE OFFICE

Terrace – 3250 Eby Street, Terrace, BC, V8G 5H4  
Kitimat – 795 S. Lahakas Blvd., Kitimat, BC, V8C 1G2

Telephone: 1-866-866-0800  
Fax: 1-866-455-0855  
Email: OFF594@gov.bc.ca (Terrace)  
OFF595@gov.bc.ca (Kitimat)  
Website: [www.gov.bc.ca/hsd/](http://www.gov.bc.ca/hsd/)

### Programs and Services:

- BC Employment and Assistance Program (BCEA) - the program assists British Columbians by helping people move from income assistance to sustainable employment, and by providing income assistance to those who are unable to fully participate in the workforce.
- Employment and Labour Market Services - EI Part II programs have been established to assist eligible job seekers to reach their career goals, by providing training to upgrade skills, offering valuable work experience or lending support and expertise for starting a business. Services provided may also include wage subsidies, which encourage employers to provide work experience opportunities or create jobs for eligible individuals.

# Community and Social Services

## **NORTHWEST COUNSELLING**

Terrace – #201-4622 Greig Avenue, Terrace, BC, V8G 1M9  
Kitimat – 540 Mountainview Squ., Kitimat, BC, V8C 2N2

Telephone: 250-638-8311 (Terrace)  
250-632-6400 (Kitimat)  
Toll free: 1-888-638-8311  
Fax: 250-638-7212  
Email: [lynnhughes@telus.net](mailto:lynnhughes@telus.net)  
Website: [www.nwcounselling.ca/](http://www.nwcounselling.ca/)  
Contact: Lynn Hughes and Mary Papais

### **Programs and Services:**

Northwest Counselling Centre provides a variety of counselling services, including stress management. Services include Individual, Family and Group Counselling. Northwest Counselling Centre provides Employee & Assistance Counselling for a number of community agencies. For information please call 1-888-638-8311.

*Eurocan Employees must contact their Employee & Family Assistance Provider (Wilson, Banwell & Assoc) at 1-800-663-1142.*

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## **TERRACE AND DISTRICT COMMUNITY SERVICES SOCIETY**

#100-3219 Eby Street, Terrace, BC, V8G 4R3

Telephone: 250-635-3178  
Fax: 250-635-6319  
Email: [info@tdcss.ca](mailto:info@tdcss.ca)  
Website: [tdcss.ca/](http://tdcss.ca/)

### **Programs and Services:**

TDCSS provides a number of community and family support services to promote social, economic and environmental well being of all citizens of northwest BC.

- Community Living Services – housing services for adults and children with developmental disabilities.
- Youth and Family Support – life skills and health programs to provide education, information, and support to youth.
- Addiction Services – counselling and prevention services to Terrace residences.
- Employment Services – the employment resource centre provides training and employment services to the northwest. Programs include the TIOW Mature Opportunities Program, a job skills training initiative targeted for older workers: [tdcss.ca/erc/\\_services/employment\\_programs](http://tdcss.ca/erc/_services/employment_programs)
- Big Brothers and Big Sisters – a program dedicated to helping in the development of children by matching a child with an adult volunteer.

## **SKEENA CHILD CARE RESOURCE AND REFERRAL**

Terrace – 4553 Park Avenue, Terrace, BC, V8G 1V3

Kitimat – #5 - 528 Mountain View, Kitimat, BC, V8C 2N2

Telephone: 1-888-638-1863

Fax: 250-638-1873 (Terrace)

250-632-2047 (Kitimat)

Email: [skeena.ccorr@telus.net](mailto:skeena.ccorr@telus.net) (Terrace)

[kitimat.ccorr@telus.net](mailto:kitimat.ccorr@telus.net) (Kitimat)

Website: [www.childcarechoices.ca/main/North/Skeena/](http://www.childcarechoices.ca/main/North/Skeena/)

### **Programs and Services:**

A number of child care services and resources are provided including child care information and referrals to parents, subsidy information and referrals to parents, assistance with completing the Child Care Subsidy Application and Guide.

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## **WOMEN AND CHILDREN SERVICES OR ANTI-VIOLENCE SERVICES KITIMAT - TAMITIK STATUS OF WOMEN**

350-370 City Centre, Kitimat, BC, V8C 1T6

Telephone: 250-632-8787

Fax: 250-632-2022

Email: [tswa.lsl@telus.net](mailto:tswa.lsl@telus.net)

### **Programs and Services:**

- Provides woman centered, client focused counselling;

### **Outreach services;**

- Transition House; and antipoverty for Women and Children.
- 

## **BC MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT, TERRACE EMPLOYMENT AND INCOME ASSISTANCE OFFICE**

3250 Eby Street, Terrace, BC, V8G 5H4

Telephone: 1-866-866-0800

Fax: 1-866-455-0855

Email: [OFF594@gov.bc.ca](mailto:OFF594@gov.bc.ca)

Website: [www.gov.bc.ca/hsd/](http://www.gov.bc.ca/hsd/)

### **Programs and Services:**

- Rental Assistance Program - the program provides eligible low-income, working families with cash assistance to help with their monthly rent payments. To qualify, families must have a gross household income of \$35,000 or less, have at least one dependent child, and have been employed at some point over the last year.

## ALCOHOL AND DRUG REFERRAL SERVICES

Telephone: 1-800-663-1441

### Programs and Services:

- 24-hour, 7 days a week information and referral service. Some soft counselling provided.
- 

## CRISIS CENTRE FOR NORTHERN BC

Credit Counselling Society BC 1-888-527-8999

Teen Crisis 1-888-564-8336

Crisis Line - 24/7 (Northern BC) 1-888-562-1214

1-800-SUICIDE (BC Wide) 1-800-784-2433

### Programs and Services:

- Operates 24 hours a day, 7 days a week.
- 

## TERRACE CHURCHES FOOD BANK

Telephone: 250-635-3744 (Terrace)

250-632-6611 (Kitimat)

Email: [idlewise@telus.net](mailto:idlewise@telus.net) (Terrace)

### Programs and Services:

- Collects and distributes food to needy families.
- 

## SALVATION ARMY THRIFT SHOP

Terrace – 3236 Kalum Street, Terrace, BC, V8G 2N5

Kitimat – 165 City Centre, Kitimat, BC, V8C 1T6

Telephone: 250-635-5446 (Terrace)

250-632-5225 (Kitimat)

### Programs and Services:

- Outlet for low cost second-hand clothing.
- 

## MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

Terrace – #400-4545 Lazelle Avenue, Terrace, BC, V8J 4E1

Kitimat – 795 S. Lahakas Blvd., Kitimat, BC, V8C 1G2

Telephone: 250-638-2330 (Terrace)

250-632-7256 (Kitimat)

Fax: 250-638-2296 (Terrace)

250-632-6287 (Kitimat)

Website: [www.gov.bc.ca/mcf/index.html](http://www.gov.bc.ca/mcf/index.html)

### Programs and Services:

- Child Care Subsidy Program - is a monthly payment to assist eligible British Columbia families with the cost of child care.

## **CHILD DEVELOPMENT CENTRES**

Terrace – 2510 Eby Street, Terrace, BC, V8G 2X3  
Kitimat – 1515 Kingfisher Avenue, Kitimat, V8C 1S5

Telephone: 250-635-9388 (Terrace)  
(250) 632-3144 Ext 21 (Kitimat)

Fax: 250-638-0213 (Terrace)  
250-632-3120 (Kitimat)

Email: [tcddc@osg.net](mailto:tcddc@osg.net) (Terrace)  
[info@kitimatcdc.ca](mailto:info@kitimatcdc.ca) (Kitimat)

Website: [www.terracechilddevelopmentcentre.com/](http://www.terracechilddevelopmentcentre.com/) (Terrace)  
[www.kitimatcdc.ca/](http://www.kitimatcdc.ca/) (Kitimat)

### **Programs and Services:**

Provides family centered, client focused services including parent resources and support to families and caregivers.

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## **NORTHWEST BAND SOCIAL WORKERS ASSOCIATION**

1581 Kulspai Cres., Terrace, BC, V8G 4P5

Telephone: 250-638-0744  
Toll free: 1-888-655-6533  
Fax: 250-638-1384  
Email: [nwbswa@monarch.net](mailto:nwbswa@monarch.net)

### **Programs and Services:**

Provides counselling to aboriginal families with an outreach program to outlying communities.

# Health and wellness

## **TERRACE COMMUNITY MENTAL HEALTH**

3412 Kalum Street, Terrace, BC, V8G 0G5

Telephone: 250-631-4202

Fax: 250-631-4282

Website: [www.northernhealth.ca/](http://www.northernhealth.ca/)

### **Programs and Services:**

Terrace Mental Health provides access to outreach psychiatrists, nurses, social workers, recreation therapists, an occupational therapist, life skills workers, and vocational rehabilitation workers.

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## **KITIMAT MENTAL HEALTH AND ADDICTION SERVICES**

920 S. Lahakas Blvd., Kitimat, BC, V8C 2S3

Telephone: 250-632-3181

Emergency line: 250-632-2121

Fax: 250-632-7081

Website: [www.northernhealth.ca/](http://www.northernhealth.ca/)

### **Programs and Services:**

Includes clinical services, life skills training and access to educational opportunities.

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## **BC MINISTRY OF HEALTH SERVICES**

1515 Blanshard Street, Victoria, BC, V8W 3C6

Telephone: 250-952-1742

Toll free: 1-800-465-4911

Website: [www.gov.bc.ca/health/](http://www.gov.bc.ca/health/)

**Business hours: 8:30 a.m. - 4:30 p.m. Monday to Friday**

### **Programs and Services:**

The Ministry of Health Services has overall responsibility for ensuring that quality, appropriate and timely health services are available to all British Columbians. The Ministry directly manages a number of provincial programs and services. These programs include: the Medical Services Plan, which covers most physician services; PharmaCare, which provides prescription drug insurance for British Columbians; the B.C. Vital Statistics Agency, which registers and reports on vital events such as a birth, death or marriage; and the Emergency and Health Services Commission, which provides ambulance services across the province and operates HealthLink BC, a confidential health information, advice and health navigation system available by telephone or on the web (see [www.healthlinkbc.ca](http://www.healthlinkbc.ca)). HealthLink BC also publishes the BC HealthGuide which is available through local pharmacies and operates bcbeline, the provincial acute bed management system.



# Worker adjustment and retraining

## **NORTHWEST COMMUNITY COLLEGE**

Toll-free: 1.877.277.2288

Web site: [nwcc.bc.ca](http://nwcc.bc.ca)

Kitimat contact: Marianne Hemmy  
250-632-4766 ext. 5605  
[mhemmy@nwcc.bc.ca](mailto:mhemmy@nwcc.bc.ca)

Terrace contact: Holly Hovland  
250-635-6511 ext. 5202  
[hhovland@nwcc.bc.ca](mailto:hhovland@nwcc.bc.ca)

Campus manager: Irlanda Price  
250-638-5430 (T)  
250-632-4766 ext. 5606 (K)  
[iprice@nwcc.bc.ca](mailto:iprice@nwcc.bc.ca)

### **Programs and Services:**

- Education and retraining programs – business, culinary arts, college prep, health & human services, information technology, trades training, university credit, associate degree programs, guiding & environmental stewardship, tourism, mining & exploration and continuing education & industry training.
- Education and career planning, financial aid and funding options; Assessments to determine your strengths, skills and knowledge from previous learning, life and work experiences; TOWES (Test of Workplace Essential Skills) assessment tool discovers the right job for you; First Nations Access Coordinators explore funding options and facilitate between students and bands; Job Search Essentials course teaches essentials skills for searching for and landing a job.

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## **NORTHERN DEVELOPMENT INITIATIVE TRUST**

301 - 1268 Fifth Avenue, Prince George, BC, V2L 3L2

Telephone: 250-561-2525

Fax: 250-561-2563

Email: [info@northerndevelopment.bc.ca](mailto:info@northerndevelopment.bc.ca)

Website: [northerndevelopment.bc.ca/](http://northerndevelopment.bc.ca/)

### **Programs and Services:**

- Capital Investment and Training Rebate Program Overview - The Capital Investment and Training Rebate program provides eligible businesses in wealthcreating, export-driven sectors of the economy with up to \$10,000 per new job based on direct capital investment and training expenditures related to the expansion or establishment of a business where two or more new jobs are created.

## **KITIMAT VALLEY INSTITUTE**

1352 Alexander Avenue, Kitimat, BC, V8C 1A2

Telephone: 250-639-9199

Fax: 250-639-9669

Email: [fred.wilson@telus.net](mailto:fred.wilson@telus.net) (Institution Manager)

Website: [www.kitimatvalleyinstitute.ca/index.html](http://www.kitimatvalleyinstitute.ca/index.html)

### **Programs and Services:**

- Job Readiness – a program that offers courses to meet Ministry of Education requirements for students to earn their BC Dogwood Certificate (High School Diploma Equivalency), safety training, Master Degree in Business Management (MBA), and computer training.
  - Health and Safety – a number of cost-effective industrial health and safety courses are offered (ie. First Aid, Construction Safety, etc.)
  - Other Resources – conference rooms, various equipment, and catering services are available.
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## **NORTHCOAST DISTANCE EDUCATION SCHOOL**

3211 Kenney Street Bag 5000 Terrace, BC, V8G 5K2

Telephone: 250-638-4467

Website: [www.ncdes.ca/index.php/Main/HomePage](http://www.ncdes.ca/index.php/Main/HomePage)

### **Programs and Services:**

- Adult Programs - complete high school, take the Adult Grad Program, or upgrading to enter a specific post-secondary program.
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## **RURAL BC SECRETARIAT**

Telephone: 250-847-7797 (Smithers)

250-624-7499 (Prince Rupert)

Website: [www.ruralbc.gov.bc.ca/](http://www.ruralbc.gov.bc.ca/)

### **Programs and Services:**

- Community Development Trust - assists forest workers transitioning to retirement, accessing tuition funds and funding temporary employment opportunities. Includes three programs: Job Opportunities Program, Transitional Assistance Program, and Tuition Assistance Program (for more information: 1-877-238-8882 or email: [cdt@gov.bc.ca](mailto:cdt@gov.bc.ca)).
  - WorkBC - provides access and information on employment and retraining opportunities (see website: [www.workbc.ca/](http://www.workbc.ca/)).
  - A number of educational opportunities, retraining programs, and financial assistance programs are listed on the website.
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## **UNIVERSITY OF NORTHERN BRITISH COLUMBIA**

4837 Keith Avenue, Terrace, BC, V8G 1K7

Telephone: 250-615-5578 (Terrace Campus)

Toll free: 1-800-697-7388

Fax: 250-615-5478

Email: [nw-info@unbc.ca](mailto:nw-info@unbc.ca)

## Financial services

### **NORTHERN SAVINGS CREDIT UNION**

4660 Lazelle Avenue, Terrace, BC, V8G 1S6

Telephone: 250-638-7822

Toll Free: 1-888-631-7822

Website: [www.northsave.com](http://www.northsave.com)

138 Third Avenue West, Prince Rupert, BC, V8J 1K8

Telephone: 250-627-7571

Toll Free: 1-800-330-9916

Website: [www.northsave.com](http://www.northsave.com)

#### **Programs and Services:**

- Personal banking services
  - Loan and debt advice and services
  - Financial planning and investment management advice
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### **PARAGON INSURANCE AGENCIES LTD.**

4660 Lazelle Avenue, Terrace, BC, V8G 1S6

Telephone: 250-635-6371

Toll Free: 1-888-549-5552

Website: [www.northsave.com](http://www.northsave.com)

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### **ENVISION FINANCIAL**

954 Wakasham Ave Kitimat, BC, V8C 2G3

Telephone: 250-632-7165

Website: [www.envisionfinancial.ca/](http://www.envisionfinancial.ca/)

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### **BANK OF MONTREAL**

Terrace – 4666 Lakelse Ave Terrace, BC, V8G 1R4

Kitimat – 374 City Centre Kitimat BC V8C 1T6

Telephone: 250-615-6150 (Terrace)

250-632-4604 (Kitimat)

Toll free: 1-888-463-6232

Website: [www4.bmo.com/](http://www4.bmo.com/)

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### **CIBC**

Terrace – #101-4717 Lakelse Ave Terrace, BC, V8G 1R5

Kitimat – 291 City Centre Kitimat, BC, V8C 1T6

Telephone: 250-615-5600 (Terrace)

250-632-8610 (Kitimat)

Toll free: 1-800-465-2422

Website: [www.cibc.com/](http://www.cibc.com/)

## **EDWARD JONES**

Unit #107 - 4717 Lazelle Avenue, Terrace, BC, V8G 3G8

Telephone: 250-638-1202

Toll free: 1-877-638-1202

Fax: 250-638-1204

Website: [www.edwardjones.com](http://www.edwardjones.com)

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## **GREAT WEST LIFE**

4546 Lakelse Avenue, Terrace, BC, V8G 1P8

Telephone: 250-635-6166

Toll free: 1-800-434-6116

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## **INVESTORS GROUP**

#206-4716 Lazelle Ave Terrace, BC, V8G 1T2

Telephone: 250-635-0601

Toll free: 1-800-764-1777

Fax: 250-635-0522

Website: [www.investorsgroup.com/](http://www.investorsgroup.com/)

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## **ORACLE FINANCIAL SERVICES**

#302-4546 Park Ave, Terrace, BC, V8G 1V4

Telephone: 250-635-6146

Fax: 250-635-6112

Email: [terrace@oraclefinancial.ca](mailto:terrace@oraclefinancial.ca)

Website: [www.oraclefinancial.ca/index.html](http://www.oraclefinancial.ca/index.html)

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## **ROYAL BANK**

Terrace – 4640 Lakelse Ave Terrace, BC, V8G 1R3

Kitimat – 378 City Centre Kitimat BC V8C 1T6

Telephone: 250-635-8000 (Terrace)

250-639-9281 (Kitimat)

Toll free: 1-800-769-2520

Website: [www.rbcroyalbank.com/](http://www.rbcroyalbank.com/)

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## **SCOTIABANK**

Terrace – 4602 Lakelse Ave Terrace, BC, V8G 1R1

Kitimat – 201 City Centre Kitimat, BC, V8C 1T6

Telephone: 250-635-8500 (Terrace)

250-632-8420 (Kitimat)

Toll free: 1-800-472-6842

Website: [scotiabank.com/](http://scotiabank.com/)

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## **TD CANADA TRUST**

4633 Lakelse Ave Terrace, BC, V8G 1R3

Telephone: 250-635-8900 (Terrace)

Toll free: 1-800-645-0288

Website: [www.tdcanadatrust.com/](http://www.tdcanadatrust.com/)



# NORTHERN SAVINGS

## CREDIT UNION

Northern Savings Credit Union has a long history of supporting communities in northwest British Columbia. In the fall of 2006, we reaffirmed and stepped up our commitment to strengthening and growing the communities we serve by establishing our Community Reinvestment and Corporate Responsibility initiative. This is a strategy to help build strong, resilient and sustainable communities.

A key component of our plan is developing partnerships with community, businesses, education, and government organizations in the design and delivery of initiatives like the Community Services Guide. Our focus is supporting asset development and capacity building of individuals, groups and businesses for the long-term strength and sustainability of our region.

We know that one of the best things you can do for yourself and your family when facing difficult times is to understand your financial options; doing so will help financially and emotionally. We recommend you create a plan for your future today. The financial services organizations listed in this guide can help.

At Northern Savings, our team of specialists helps clients and members in understanding their financial situation and developing a practical plan for today, and for the future. A member of our Personal Banking Assessment Team will work with you, co-ordinating your plan with other resource groups, to ensure it meets your needs.

[www.northsave.com](http://www.northsave.com)



Ministry of  
Community and  
Rural Development