

Community Resources	
AIDS & STI Counseling	1-888-488-7444
AIDS Vancouver Island	1-800-665-2437
ALANON (Support for relatives & friends of those living with alcohol dependence)	250-726-7279
Alcoholics Anonymous (AA)	1-800-883-3968
Children's Helpline (Anyone can call. Support regarding child abuse concerns)	310-1234 (no area code needed)
Child & Youth Mental Health Services	1-866-823-4249
Coastal Family Place (Tofino)	250-725-4020
Comfort Zone Mobility Aids (Port Alberni)	250-724-4477
Diabetic Education West Coast General Hospital	250-724-8824
First Nations Health Authority (NIHB)	General Inquiries 1-866-913-0033 Health Benefits 1-855-550-5454
Food Bank On The Edge (Ucluelet)	250-726-6909
Health Link BC	8-1-1
Home Support (Island Health Self Referrals)	1-877-734-4101

Community Resources	
Infant Development Program	778-421-4404
KUU-US Toll-Free Crisis Line	1-800-588-8717
Narcotics Anonymous	1-866-683-6819
Nuu-Chah-Nulth Tribal Council (NTC)	1-866-901-3367
NTC Family Support Tofino Nursing Office	250-725-3367
Mental Health and Substance Use: Island Health	250-726-1282
Port Alberni Friendship Center	250-723-8281
Red Cross (Port Alberni)	250-723-0557
Vancouver Island Crisis Line	1-888-494-3888
Victim Link BC (Sexual Assault Support)	1-800-563-0808
West Coast Community Resource Society	250-726-2343
West Coast Women's Transition House	1-877-726-2080

## Care Transition Liaison Nurse (CTLN)



**Tofino General Hospital**  
PO Box 190  
261 Neill Street  
Tofino, BC  
V0R-2Z0

**Sarah Gordon, RN BSc**

Email: sarah.gordon@viha.ca

**Lauren Vanderploeg, RN BSc**

Email: lauren.vanderploeg@viha.ca

**Cell: 250-735-1014**

**Office: 250-725-4010 Ext. 64143**

### Websites:

<https://www.islandhealth.ca/our-services/aboriginal-health-services/aboriginal-liaison-nurses>

[http://www.viha.ca/locations/tofino\\_general\\_hospital.htm](http://www.viha.ca/locations/tofino_general_hospital.htm)



To support culturally appropriate care for Aboriginal patients, Island Health is pleased to connect you with a Care Transition Liaison Nurse upon request. Please let us know how we can help make your hospital visit more comfortable.

Patients, family and friends can request a referral to the Care Transition Liaison Nurse before or during a hospital stay.

#### Care Transition Liaison Nurse can help by:

- ◆ Supporting patients and families while in hospital and explaining health care information
- ◆ Identifying eligibility and access to non-insured health benefits
- ◆ Assist in patient care planning with the multidisciplinary team at Tofino General Hospital and in collaboration with health professionals in the community including the Nuu-Chah-Nulth Tribal Council
- ◆ Working with hospital staff, patients, family and community to support clear communication and discharge planning

#### Things to know:

- ◆ Please bring your BC Care Card and Status Card.
- ◆ Check with your Band and/or Patient Travel Clerk as soon as possible to see if you are eligible for travel assistance or support for meals and accommodation.
- ◆ Island Health's Aboriginal Health program does not have the ability to provide any financial assistance.
- ◆ For those who qualify, assistance may be available from their Band or Health Canada (First Nations Health Authority).

#### We respect your privacy and confidentiality

- ◆ Island Health takes measures to ensure that your personal information is treated in a confidential manner according to the Freedom of Information and Protection of Privacy Act and will only share the necessary and relevant information for the purposes of your ongoing care and services.
- ◆ Health care professionals have a responsibility to report risks to the health or safety of patients or others.

#### You have the right to:

- ◆ Know that your information is kept confidential
- ◆ Make a complaint and know that you will still get care and be treated fairly
- ◆ Say yes or no to services
- ◆ Be treated in a safe and respectful way

## Care Transition Liaison Nurse

(CTLN)



**Sarah Gordon RN BScN**

**Jennifer ETTY, RN BScN**

**Cell: 250-735-1014**

**Office: 250-725-4010 Ext. 64143**

**Email: [april.nelson@viha.ca](mailto:april.nelson@viha.ca)**

**Email: [jennifer.etty@viha.ca](mailto:jennifer.etty@viha.ca)**

## CTLN Office Hours

**Sunday: 10:00 am - 6:00 pm**

**Monday: 8:30 am - 4:45 pm**

**Tuesday: 8:30 am - 4:45 pm**

**Wednesday: 8:30 am - 4:30 pm**

**Thursday: 8:30am - 4:45 pm**

**Friday: 8:30 am - 4:45 pm**

**Saturday: 10:00 am - 6:00pm**

Hy'chka  
Kleco-Kleco  
G̱ilakas'la  
Thank you

#### Aboriginal Health

<https://www.islandhealth.ca/our-services/aboriginal-health-services/aboriginal-liaison-nurses>