

Nlaka'pamux Health Services

2088 Quilchena Ave
P.O Box 3090 Merritt BC, V1K 1B8
Telephone: (250) 378 9772
Fax: (250) 315 0283
Email: Mhreception@nlxfn.com



URGENT or CRISIS LINE PHONE NUMBERS

Interior Health Services:

- **Ashcroft Hospital and Health Centre**
 - Address: 700 Ash-Cache Creek Highway Ashcroft BC
 - Phone: **250-453-2211**
 - **Emergency Services: 6 pm Fridays until 8 am on Mondays**
 - Regular Hours: 8:30 am to 4:30 pm Monday to Friday
 - Provides acute care services to assess and treat medical conditions, and stabilize for hospital transfer if required. Provides urgent/emergency services, diagnostic services, and chronic disease management. Serves Ashcroft, Cache Creek, Clinton, and Spences Bridge.
- **St. Bartholomew's Health Centre**
 - Address: 575A Main Street Lytton BC
 - Phone: **250-455-2221**
 - **Emergency Services: 7 days a week, 9am to 9pm**
 - Office Hours Monday to Friday, 9:00am – 5:00pm
 - Website: [St. Bartholomew's Health Centre](#)
 - Provides harm reduction supplies, including safer injection, safer smoking, and safer sex supplies along with harm reduction education and referrals to health services, addictions services, and other social supports. Also provides opioid users with free Take Home Naloxone Kits (Narcan) that can be used to reverse the effects of overdoses from opioids like fentanyl, heroin, methadone, morphine, and oxycodone. Hours are 9 am to 9 pm daily.
- **Nicola Valley Hospital and Health Centre**
 - Address: 3451 Voght St Merritt BC
 - Phone: **250-378-2242**
 - **Emergency Services: 24 hour Emergency**
 - Hours are 8:30 am to 12 noon and 1 pm to 4:30 pm Monday to Friday.
 - Provides acute care services to assess and treat medical conditions. Provides 24-hour emergency services, diagnostic services, intensive care, convalescent care, and rehabilitation services. Eight bed facility. Operated by Interior Health.

Crisis and Health Lines – Toll Free

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| ❖ Fire Department | 911 |
| ❖ Poison Control Centre | 1-800-567-8911 |
| ❖ Kuu-us Crisis Line, Provincial Aboriginal Crisis Line 24/7 | 1-800-588-8717 |
| ❖ Native Youth Crisis Hotline, 24/7, Canada & US | 1-877-209-1266 |
| ❖ Interior Health Crisis Line | 1-888-353-2273 |
| ❖ Crisis Intervention & Suicide Prevention, 24/7 | 1-800-784-2433 |
| ❖ Adult & Youth Distress Line | 1-866-661-3311 |
| ❖ Alcohol & Drug options for treatment | 1-800-663-1441 |
| ❖ Kids Help Line, for Children and Youth | 1-800-668-6868 |
| ❖ BC Nurses Line, Health questions | 811 |

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- ❖ Indian Residential School Crisis Line, 24/7 1-866-925-4419
 - ❖ VictimLINK, 24 Hour help & Information 1-800-563-0808
 - ❖ Kamloops Sexual Assault Counselling Centre, ksacc@ksacc.ca 250-372-0179
 - ❖ Women's Emergency Shelter, 250-455-2284 1-800-318-4455
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Community Mental Health Services

Merritt

- ❖ Community Mental Health Services 250-378-3401
 - ❖ Canadian Mental Health Association 250-315-0248
 - ❖ Child and Youth Mental Health 250-378-1476
 - ❖ Nicola Family Therapy 250-378-9222
 - ❖ Nlaka'pamux Nation Health 250-378-9772
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Addictions Services

- ❖ Adult Mental Health/Addictions 250-378-3401
 - ❖ Phoenix Centre 250-378-1407
 - ❖ ASK Wellness Centre 250-315-0098
 - ❖ Conayt Friendship Society 250-378-5107
 - ❖ Scw'exmx Community Health 250-378-9745
 - ❖ Nlaka'pamux Nation Health 250-378-9772
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Advocacy/Victim Services

- ❖ VICTIM SERVICES – RCMP 250- 378-5699
- ❖ L.I.F.E. RESPONSE 1-877-378-8169
- ❖ NV ADVOCACY CENTRE 250-378-9632
- ❖ ASK WELLNESS CENTRE 250-315-0098
- ❖ VICTIMLINK 1-800-563-0808
- ❖ BC BEREAVEMENT HELPLINE 1-877-779-2223
- ❖ LIVING WITH LOSS SUPPORT 250-280-4040

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Emergency – Call 911

• Merritt RCMP

- Address: 2999 Voght St Merritt BC
- Phone: **250-378-4262**
- Office hours are 8 am to 4:30 pm Monday to Friday
- Provides policing services to Merritt and outlying areas.. Calls are answered 24 hours a day, seven days a week. After hours, calls are answered by dispatch in Kelowna.

• Merritt RCMP Victim Services

- Address: 2999 Vought St Merritt BC
- Phone: **250-378-5699**
- Office hours are 8:30 am to 4:30 pm Monday to Friday.
- Provides victim services, including emotional support, court orientation and accompaniment, information about the justice system and case progression, form completion assistance, liaison with justice personnel, crisis intervention, and referral to community resources. Also serves the Nicola Valley, which includes Douglas Lake, Lower Nicola, and several reserves. Funded by Ministry of Attorney General.

• Community Policing Office

- Phone: **250-378-3955**

• Nicola Valley Search and Rescue

- Address: 2999 Vought St Merritt BC
- Volunteer-run search and rescue team trained to provide operations in a variety of settings in Nicola Valley (Douglas Lake, Lower Nicola, Merritt, Nicola, and Quilchena), including ground and ice. Provides services to Emergency Management BC, police, fire, ambulance, and coroners services, and other search and rescue teams. Also provides training in ground search and rescue. Presents public information and education programs to the general public including schools and youth groups. For emergency search and rescue, call 911. Non-profit society.

• Lytton RCMP

- Address: 665 Main St. Lytton BC
- Phone: **250-455-2225**
- Website: [Lytton RCMP](#)
- Office hours are 8 am to 9 pm Mondays, 8 am to 12 noon Tuesdays, Wednesdays and Thursdays, 8 am to 3 am Fridays and Saturdays, and 12 midnight to 9 pm Sundays.
- Provides policing services to Lytton. Calls are answered 24 hours a day, seven days a week. After hours, calls are answered by dispatch in Kelowna.

• Ashcroft RCMP

- Address: 720 Elm St. Ashcroft BC
- Phone: **250-453-2216**
- Website: [Ashcroft RCMP](#)
- Office hours are 8 am to 12 noon and 1 pm to 4:30 pm Monday to Friday.
- Provides policing services to Ashcroft. Calls are answered 24 hours a day, seven days a week. After hours, calls are answered by dispatch in Kelowna.

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BC Emergency Health Services

- Block C-2261 Keating Cross Road Saanichton, BC
- Phone: **604-872-5151**
- Website: [BCEHS](#)
- Provides pre-hospital emergency services and inter-facility patient transfers throughout BC. Also, oversees the BC Ambulance Service and the BC Patient Transfer Network. Supported by the Provincial Health Services Authority (PHSA).

Community Paramedic Initiative

- Website: [Community Paramedic Program](#)
- Email: [Community Paramedic Program](#)

Improves access to health care in rural and remote communities in BC by allowing qualified paramedics to provide primary care services in non-urgent settings such as patients' homes and in the community. Paramedics do outreach, working with health care providers to identify service gaps and how the health of residents, particularly older residents with chronic conditions, can be improved. They also provide health promotion, wellness clinics and/or medical check-ins for patients with specific health issues, and regular wellness check visits. Patients must be referred by their primary care physician or another member of the local health care team.

Emergency Management BC (EMBC) Central Region Office

- 1225-D Dalhousie Dr, Kamloops BC
- Phone: 250-371-5240 or 1-800-663-3456
- Website:
- The province's lead coordinating agency for all emergency management activities, including planning, training, testing and exercising, to help strengthen provincial preparedness. Also provides advisories on active emergencies, disaster readiness and recovery, fire safety, and death investigation. Works in collaboration with local governments, First Nations, federal departments, industry, non-government organizations, and volunteers in advance of a disaster to help strengthen the response effort. Serves Thompson-Nicola, Okanagan-Similkameen, Central Okanagan, District of Lillooet, and the communities of Anglemont, Falkland, Salmon Arm, Sicamous, Canoe, Malakwa, Sorrento, and Tappen in Columbia-Shuswap.

Emergency Info BC

- Website:
- Twitter: [Emergency Info BC](#)
- Website provides advisories about active emergencies across BC.

Emergency Support Services

- Provided by EMBC
- **Phone: 250-952-5848**
- Website:
- Email: [Emergency Support Services](#)

Helps local governments plan and operate delivery of services (including food, clothing, and shelter) in the event of a disaster by providing training and support to community volunteers. Further information is available from Emergency Program Coordinators at municipal and regional district government offices.

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Scw'exmx Child and Family Services Society

- Phone: **250-378-2771**
- Office hours are 8:30 am to 12 noon and 1 pm to 4:30 pm Monday to Friday.
- Ministry of Children and Family Development (MCFD) delegated Aboriginal agency that supports the well-being of Aboriginal children, youth, and families, especially those who are vulnerable, through child protection and child and youth mental health services. Also offers services regarding family support and guardianship services. Other MCFD services coordinated through central provincial offices include helplines and after-hours support; resources and referral; funding and benefits programs; and specialized treatment for disabilities, mental health issues, and substance use. Serves the five First Nations Bands in Nicola Valley: Syilx (Upper Nicola Indian Band) and Nlaka'pamux (Coldwater Indian Band, Lower Nicola Indian Band, Nooaitch Band, and Shackan Band). Registered, nonprofit society.

Nlaka'pamux Child and Family Services

- Address: 987 George Road, Lytton BC
- Phone: **250-455-2118**
- Supports Children and Families

Helping Hands Transition House (aka Han Knakst Tsitxw Transition House Society)

- Phone: **250-455-2284** or **1-800-318-4455**
- Website: [Han Knakst Tsitxw Transition House](#)
- Email: [Han Knakst Tsitxw Transition House](#)
- Provides temporary shelter to women and their children who are fleeing abuse or violence of any kind. Welcomes Aboriginal and non-Aboriginal women, including transgender women. Male children are allowed up to age 14. Identification is preferred, but not required to access house. No pets allowed. Wheelchair accessible.

Journeys Into Tomorrow Transition House

- Phone: **250-378-6170**
- Email: [Journeys Into Tomorrow](#)
- 24-hour emergency shelter and support services
- Provides emergency shelter and support services to clients born as female, with or without children, from abusive relationships; primarily serves Aboriginal women, but also serves Metis and non-native women by referral. Does not accept male children over age 14 or pets. Wheelchair accessible. Serves Merritt and surrounding area. Funded by Indigenous Services Canada (ISC).

Stopping the Violence (STV) Counselling Program

- Address: 2185A Voght St Merritt BC
- Phone: **250-378-9222**
- Office hours are 9 am to 12 noon and 1 pm to 5 pm Monday to Friday
- Email: [PEACE Merritt](#)
- Offers counselling for women who have experienced family violence, sexual assault, or historical sexual or childhood abuse. Serves Lower Nicola, Nicola Valley, and Merritt. Funded by Ministry of Public Safety and Solicitor General (MPSSG).

PEACE (Prevention, Education, Advocacy, Counselling and Empowerment) Program for Children and Youth Experiencing Violence - Merritt

- Address: 2185A Voght St Merritt BC
- Phone: **250-378-9222**

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- Office hours are 9 am to 12 noon and 1 pm to 5 pm Monday to Friday.
- Email: [PEACE Merritt](#)
- Provides free individual and group counselling for children and youth ages three to 18 who have been exposed to family violence. Helps children and youth understand their emotions, discuss their trauma, develop a safety plan, recognize their strengths, increase their self-confidence, and understand that they are not responsible for the violence. Also provides individual and group support for the non-offending parent and caregivers. Offers community awareness presentations on the effects of exposure to abuse in Ashcroft, Logan Lake, Lower Nicola, Nicola Valley, and Merritt. Funded by Ministry of Public Safety and Solicitor General. Provided by Nicola Valley Therapy