

**Call ESS at (250) 641-2443
with any questions or concerns.**



**Mental Health Support: 310-6789 (no area code needed)
Indigenous Mental Health Support: 1-800-588-8717**

Referrals:

Please give the Supplier (hotel, restaurant, etc.) their copy of the Referral. They need it to get paid. Your Summary has the same information on it.

If you have a Referral for groceries, please go to the service counter before shopping. Show them your referral. They may ask you for ID.

Restaurant meals are only covered up to the amount on your Referral. If you spend more than that, it is your responsibility to pay the difference.

Give the restaurant the Referral on your first visit.

They will make sure you get all the meals.

Insurance:

Contact your insurance provider as soon as you can.

If you have home insurance (or aren't sure) please keep all receipts.

You might be able to get reimbursed from your insurance provider.

The Insurance Bureau of Canada can provide insurance information.

Call 1-844-227-5422 or www.ibc.ca

Clothing: You can go to Salvation Army Thrift Store at 3236 Kalum St. They are open Tuesday to Saturday 9:30 am – 4pm.

Speak to the manager, they will help you.



**Remember good self-care:
eat, sleep and talk about your experience
with close friends and family.**

