

III. EMERGENCY PROCEDURES

1. In the event of a **life-threatening** emergency, call: **911**
2. Ask for **AMBULANCE or FIRE or POLICE**
3. State:
 - 1) **Type of emergency:** fire, unconscious, bleeding, etc.
 - 2) **Location:** **298 Foster Point Road, Thetis Island**
Capernwray Harbour Bible Centre
 - Main Hall
 - Lecture Hall
 - Shop Area
 - Preedy Lodge
 - Preedy Hamlet
 - Upper Cottages
4. DO NOT HANG UP until they tell you to.
5. **Send someone** to the **property entrance** to direct the First Responders.
6. **Call a staff person** and notify them of incident.

Lauren Wagner
cell#: 604-725-9345

OR

Johnny Cullen-Keidann
cell#: 250-606-7427

OR

Jeremy Thudian
cell#: 250-797-7192

MINOR INJURIES (Daytime)

Minor injuries requiring medical attention (NON-LIFE THREATENING), call the attention of the nearest staff person available to you. Those trained in First Aid will attend to or arrange for your care.

ILLNESSES (Daytime)

For appropriate follow-up, all illnesses are to be reported through the online 'Student Illness Report' form posted on the Moodle Platform or the Main Office (250-246-9440) by phone call.

ILLNESSES (After Hours)

For non-life threatening medical or health related concerns, please call 811 to speak with a registered nurse to receive guidance and direction.

Accommodation and transportation costs due to medical emergencies or appointments will be the responsibility of the student and reimbursed to CHBC.

CHBC Office Contact Info: 250-246-9440 or 1-888-224-5681

Health Support Resources

Emergency Services

Emergency Services	Call: 911	24/7 emergency services for life-threatening situations, connecting you to police, fire, or ambulance assistance.
Nurse Line	Call: 811	24/7 medical advice and guidance by registered nurses for non-emergency health concerns.
Island Health Resource Directory	https://www.islandhealth.ca/find-care	An online directory of various healthcare resources available on Vancouver Island.

Crisis Supports (Hotlines)

Resource Name	Contact Information	Website	Description
BC Crisis Centre (24/7)	Call: 1-800-SUICIDE (1-800-784-2433) or 988 Text: 45645	crisiscentre.bc.ca	24/7 confidential support for people in emotional distress, including suicide prevention.
National Suicide Prevention Lifeline (Canada)	Call: 988	crisisservicescanada.ca	Offers 24/7 support for anyone experiencing thoughts of suicide, with access to counseling services.
Vancouver Island Crisis Line (Island Health)	Call: 1-888-494-3888	vicrisis.ca	24/7 mental health crisis line for individuals on Vancouver Island.
Kids Help Phone (Canada-Wide)	Call: 1-800-668-6868 Text: 686868	kidshelpphone.ca	24/7 counseling and emotional support for children, teens, and young adults.

Telecare Crisis & Caring Line	Call: 1-888-852-9099	telecarebc.com	Faith-based support through compassionate listening & confidential conversations, 9am to 9pm, 7 days/week.
Chimo Crisis Line	Call: (604) 279-7070	chimoservices.com	Free mental health support from 8:00am to midnight, 7 days/week.
BC VictimLink Crisis Support (For Victims of Crime or Violence)	Call or text: 1-800-563-0808	victimlinkbc.ca	24/7 multilingual support for individuals affected by crime or violence, offering referrals to crisis services.
Indigenous Crisis and Wellness Support (Hope for Wellness)	Call: 1-855-242-3310 (Indigenous-specific Crisis Line)	hopeforwellness.ca	Culturally relevant crisis support for Indigenous people in BC, including suicide prevention.

Mental Health Support Lines

Resource Name	Contact Information	Website	Description
BC Mental Health Support Line	Call: 310-6789 (no area code required)		A 24/7 line offering support for mental health crises or challenges.
First Nations Health Authority (FNHA) Mental Wellness & Crisis Support	Call: 1-800-588-8717		Mental wellness crisis support for Indigenous people in BC.
Youth Against Violence Line	Call: 1-800-680-4264	youthagainstviolenceline.com	A 24/7 line (anonymous & confidential) for young people across BC to talk through any type of problem.
BC 211	Call: 211		Connects you to community services, including mental health support.
Kelty Mental Health Resource Centre	Call: 1-800-665-1822		Provides information and resources on mental health for children, youth, and families.
MindHealthBC		mindhealthbc.ca	Provides mental health resources and connects individuals to support services in BC.

Mindshift CBT App		anxietycanada.com	Free anxiety relief app that focuses on Cognitive Behavioral Therapy (CBT) strategies.
BounceBack BC	Call: 1-866-639-0522	bouncebackbc.ca	Free skill-building program (online & phone) designed to help individuals manage their mental health.
BC Bereavement Helpline	Call: 1-877-779-2223	bcbh.ca	9am-5pm Mon. to Fri. help for those who may be struggling or looking for support with grief & loss.

Therapy and Counselling Services

Resource Name	Contact Information	Website	Description
British Columbia Psychological Association		psychologists.bc.ca	Access to professional psychologists and mental health resources.
BetterHelp (Online Therapy)		betterhelp.com	Offers online therapy with licensed professionals.
Talkspace (Online Therapy)		talkspace.com	Provides online therapy with licensed professionals.
Canadian Mental Health Association (CMHA)		cmha.bc.ca	Offers mental health support, counseling services, and community-based programs across British Columbia.
Psychology Today (Find a Therapist)		psychologytoday.com	Search for licensed therapists, counselors, and psychologists in Canada and worldwide.
The Foundry BC		foundrybc.ca	Provides mental health services and support for youth aged 12-24, including counseling, peer support, and health services.
Theravive (Find a Therapist)		theravive.com	An online directory of licensed therapists and counselors available for both in-person and online therapy.
Counselling BC		counsellingbc.com	Provides an online directory of professional counselors in British Columbia, offering individual, family, and couples therapy.

MindBeacon (Online CBT)	mindbeacon.com	Offers online Cognitive Behavioral Therapy (CBT) based therapy for individuals looking to manage stress, anxiety, depression, and more.
Beating the Blues (Online CBT)	beatingtheblues.co.nz	Provides online Cognitive Behavioral Therapy (CBT) for anxiety and depression, accessible in Canada.

Community Supports

Resource Name	Contact Information	Website	Description
The Mighty		themighty.com	A community where people share stories and experiences related to mental health, chronic illness, and disabilities.
Mood Disorders Association of BC (MDABC) Peer Support Group		mdabc.net	MDABC peer-led support groups (facilitated by trained volunteers with mental health experience) offer a place to share your story and to listen to others do the same.
Communitas Supportive Care Society (Peer Support)	Call: (604) 850-6608	peersupportcsc.com	Provides support toward recovery through group learning, workshops, and one-on-one support from a staff member who has lived experience of mental illness.
Youthspace.ca	Text 'youthspace' to 741741; available 6:00 PM to 12:00 AM PST.		Provides online and text-based support for youth in crisis. Peer support and crisis intervention for youth.
BC Alcohol and Drug Information and Referral Service (ADIRS)	Call: 1-800-663-1441		Confidential service offering addiction-related support and referrals.
Kelty Eating Disorders		keltyeatingdisorders.ca	Connects people with resources and information for every stage of the eating disorder journey.

BC Gambling Support Line	Call: 1-888-795-6111	gamblingsupportbc.ca	24/7 support for individuals dealing with gambling problems, including crisis intervention.
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Addictions Support (Naloxone)

Eduation and resources may be made available through:

Thetis Island Volunteer Fire Department	Call: (250) 246-4834	thetislandfire.ca	Overdose resources are available upon request.
Rexall (Willow St.)	Call: (250) 246-3821	rexall.ca	Overdose resources and education are available upon request.
Rexall (Esplanade St.)	Call: (250) 246-2151	rexall.ca	Overdose resources and education are available upon request.

Faith-Based Supports

Resource Name	Contact Information	Website	Description
The Professional Association of Christian Counsellors and Psychotherapists		paccp.ca	Provides certification for Christian counselors in Canada, a directory of Christian counselors, and training resources for faith-based counseling.
Focus on the Family Canada	1-800-661-9800	focusonthefamily.ca	Offers support and guidance for families and individuals dealing with mental health struggles. Provides articles, podcasts, and access to Christian counseling services.

Mental Health Grace Alliance		mhgracealliance.org	Provides tools, support groups, and coaching from a Christian perspective for individuals struggling with mental health challenges, offering a holistic faith-based approach.
Hope for the Heart	1-800-488-HOPE (4673)	hopefortheheart.org	Offers biblical resources for mental health, providing practical steps for overcoming struggles like anxiety, depression, and other mental health issues.
Faithful Counseling (sponsored by BetterHelp)		betterhelp.com	An online platform that connects individuals with licensed Christian counselors for therapy via text, video, or phone calls, integrating Christian principles with mental health care.
Canadian Biblical Counselling Coalition		canadianbcc.ca	A network offering biblical counseling resources, training, and services. Helps individuals address mental health concerns using a biblical framework.
YouVersion Bible App (Mental Health Plans)		youversion.com	Provides Bible reading plans focusing on mental health topics like anxiety, depression, and healing. Available to Canadian users as a free app.
Burnaby Counselling Group	(604) 430-1303	counsellinggroup.org	Christian counselling group that offers child, youth, adult and couple counselling. Offers remote counselling as well as a subsidy program for lower income individuals.
Rooted in Grace Counselling	(250) 436-0248	rootedingracecounselling.ca	Local christian counsellor Tessa Thudian (Registered Professional Counsellor-Candidate) sees women only and specializes in youth and young adults, motherhood, family therapy and faith journeys.

This document is intended to serve as a resource only and not an endorsement.

Remote Student Counseling Appointment Reservation Procedure

This document outlines the process for students to reserve a private location on-site to attend a remote counseling session. A designated location on the property, the Van Dooren Suite Living Room (located in the basement of Chris and Susy Fordham's house), will be made available for this purpose. The reservation and scheduling of this space will be managed by the Health and Wellness Coordinator.

Availability:

The Van Dooren Suite Living Room is available for reservation during the following hours:

- Mondays, Tuesdays, Thursdays, and Fridays: 1:00 pm – 5:30 pm
- Wednesdays: 9:30 am – 12:30 pm & 1:00 pm – 5:30 pm

Reservation Procedure:

1. **Contact the Counselor:** The student should first reach out to their counselor to inquire about scheduling an appointment during one of the available time slots listed above.
2. **Check Space Availability:** Once the counselor confirms their availability, the student must then email the Health and Wellness Coordinator to confirm whether the Van Dooren Suite Living Room is available during the desired time. If it is the student's first time using this space, they should also include the following details in their email:
 - The device they will use for the session (laptop, tablet, phone, etc.)
 - The platform they will use for the session (Zoom, FaceTime, etc.)
3. **Confirmation of Space Reservation:**
 - If the space is unavailable, the Health and Wellness Coordinator will inform the student and suggest alternative times.
 - If the space is available, the Health and Wellness Coordinator will confirm the reservation and provide any necessary access information, including the door code and Wi-Fi credentials. Once confirmed, the student can finalize their appointment with the counselor.
4. **On the Day of the Appointment:** The student will proceed to the reserved location, set up their device, and attend the session. After the session concludes, the student is required to vacate the space promptly to allow other students access to the room.

Technical Support:

If the student experiences any issues with Wi-Fi access or connectivity during their appointment, they may contact the IT Manager for assistance.

- **IT Manager:** Sony Falardeau
- **Phone:** 250-732-1169

For any other questions regarding reservations or the allocated private space, please contact:

- **Health and Wellness Coordinator:** Lauren Wagner
- **Email:** lwagner@capernwray.ca

This streamlined process ensures a smooth experience for both students and staff when reserving space for remote counseling sessions.



Torchbearers Capernwray Canada

Capernwray Harbour Bible Centre

Health and Safety

The safety and well being of Capernwray Harbour Bible Centre students, staff and registered guests is paramount. Preparation, organization and communication around these issues is dynamic and ongoing to ensure it remains of highest priority. Our goal and commitment is immediate and effective response to emergencies and critical incidents in order to provide the highest level of care possible.

Student Education & Services

A safety orientation seminar is held at the beginning of the Bible School year during the Student Orientation Classes to specifically review and educate students on emergency procedures and safety guidelines. This includes an onsite visit by representatives of the Thetis Island Fire Department and First Responders Unit.

The *Emergency Procedures*, *Emergency Contacts* and *Emergency Meeting Points* are made available to all students in the *Student Handbook* provided upon arrival and presented during Student Orientation Classes. The same information is located in the *Staff Handbook* and reviewed every year at the annual staff conference. Additionally, this information is posted in all campus student accommodations as well as in all public areas and common facilities including the dining areas, study areas, classrooms and recreational facilities.

Emergency phones are accessible to student accommodation areas and common facilities including dining, classroom and study areas. These phones are accessible in case of emergency 24 hours a day.

Staff Training & Procedures

A review of the emergency procedures and safety guidelines for staff members takes place at the beginning of each school year. Safety education, inclusive of first aid training, reminders, reviews and follow up occur at weekly staff meetings. One meeting a month is designated as a safety meeting.

Contracting of third party on site first aid training is scheduled for every second year and made available to all staff in order to ensure comprehensive care and coverage for students, staff and guests while on site.

All Capernwray Harbour Bible Centre staff are also trained and have detailed instruction on our *Suicide Prevention Procedure*.

Assigned emergency response personnel (staff) are available onsite 24 hours. These personnel are trained in First Aid, CPR and Emergency Response procedures. Our onsite equipment includes an AED (automatic external defibrillator) accessible for use by trained personnel.

A full time wellness coordinator is available to oversee and/or facilitate wellness checks daily as required and to assist in making medical appointments (and arranging transportation) for students as needed.

Staff personnel are assigned on rotation to do safety checks each evening (Monday through Friday) on campus. This includes ensuring that all public buildings and facilities are closed down and secure.

Public Emergency & Medical Services

911 Service is available on Thetis Island.

The Thetis Island Volunteer Fire Department (TIVFD) is professionally trained, and equipped to provide fast and effective onsite response to emergencies and critical incidents including medical emergencies, public safety concerns, disaster management and fire.

Response by the TIVFD and British Columbia Ambulance Service (BCAS) is readily accessible to Capernwray Harbour Bible Centre. Care and

transportation may be provided by TIVFD emergency response vehicles, BC Ambulance via BC Ferries from Chemainus, BCAS Paramedics by Jet Boat from Chemainus, or the BC Air Ambulance Service. The designated landing site for BC Air Ambulance on Thetis Island is located on the Capernwray Harbour Bible Centre campus. Each of these accessible services ensures fast and efficient response options to an emergency or critical incident.

Urgent care facilities and doctors offices are available to students, staff and guests in the neighboring town of Chemainus. Chiropractor, registered massage therapy and pharmacies are also among the services available.

For needs relating to Critical Incident Stress (CIS), follow up is available through the RCMP and/or the mental health team at Cowichan District Hospital, for which contact information is provided.