

Encompass Support Services Society

COVID-19 UPDATE: April 21, 2020

Encompass Support Services Society is open but running modified services and programming during the COVID-19 outbreak. We are working to help flatten the curve while also working to support our staff, community and clients through a complex time.

We continue to monitor provincial health updates, and are working with our local Health Authority and Division of Family Practice.

We have been successful in keeping our programs open but on a modified (virtual, phone and outreach) basis with necessary safety measures in place. Currently we are not providing any in-person group services. Our essential services continue to operate. If you are a participant, please contact your program to confirm status or reach out to our General Administration at 604.534.2171 for any questions/concerns. We have staff working remotely, in the office, and at program sites.

If you are a child, youth or caregiver we can help. Whether that is through a supportive phone call, helping you to navigate and access community resources, or because you are struggling to have your basic needs met. We understand this is a trying time for people and access to services is difficult and can feel isolating.

If you are or know of:

- a **new or expectant mother** needing support
- a **young parent 25 years and younger** needing support
- a **caregiver of a child 0-12 years** needing support
- a **youth 12-24, or a family of a youth** needing support

Please call our main line at 604-534-2171 and you will be directed to the appropriate service.

We are here to support, if we don't have the answer, we will work to connect you to someone within our community who can help.

PROGRAM INFORMATION AND CONTACT

Best Babies, Spanish Speaking Programs and Pregnant & Parenting Youth Programs

Lunch Club, Outreach & Phone/Video support available – call 604.530.2772

Aldergrove Family Place

For Children 0-6

Outreach & phone/video support available - call 604.856.1664

United Way School's Out Program

Connecting with participants, and working to support those who need support. For more information, or if you are a participant and require support please call 604-534-2171

Integrated Youth Services Team (Youth Justice, Youth Living Independently, Family Mediation, Strengthening & Support) for youth 12-19 & their families

Currently operating through phone/video and as needed outreach support.

Call and connect should you need access to support or have any questions 604.534.2171 ext. 111

Langley Youth Resource Centre: Youth Hub Drop-In and Friends of Dorothy, Youth Housing, Navigation & Street Outreach Support

For youth ages 12-24

Tuesday & Thursday: "Drop-In" Access to food, personal hygiene products & navigation support 2-6pm and anytime outside of that (M-F), youth need to call ahead to check in with staff and arrange a time to come in.

Telehealth counselling is being offered Tuesdays & Thursdays from 3-5pm, call ahead and we will set up an appointment

Tuesdays: The Dr. is **IN** the HUB. **In-Person Clinic is Open at 5PM** **Limited Availability: Call ahead to reserve a time!

Drop-In Visitors must schedule or call ahead by 5PM. Please do not drop-in if you have Cold or Flu symptoms.

Call 604.546.1130

Bridges Youth Employment Program – for youth 15-30

Currently operating through phone/video support.

Call and connect should you need access to support or have any questions - 604.866.8938

Clinical Counselling Programs – 604.534.2171 ext. 104

1. Sexual Abuse Support Services (SASS)

This program provides clinical counselling services to children and youth up the ages of 19 who have experienced sexual abuse or assault. This program continues to take referrals during the COVID-19 crisis. Intakes, assessments, and counselling sessions are being offered via video counselling or phone.

2. Access to Integrated Mental Health Services (AIM)

This program offers up to 12 sessions of counselling to individuals of any age who are experiencing mild to moderate symptoms of depression or anxiety or are struggling with psychosocial concerns. Services are being offered via video counselling or phone to current clients and clients on the waitlist as space becomes available.

3. Trauma Therapy Program

This program provides counselling to individuals who have experienced any type of mental or emotional trauma. The Trauma Therapy Program is a fee-for-service program, and counsellors will work to connect individuals with funding where available. Services are being offered via video counselling or phone to current clients and clients on the waitlist as space becomes available.