

BC ECHO on Substance Use Post-session Resources

Session Title: Considerations for Providing Virtual Substance Use Related Care

Date: March 12, 2026

Context

This document, now available to all BC ECHO on Substance Use session registrants, compiles resources shared during the live session and contributions from our Hub Team members. It also includes additional services and resources related to substance use care that are not specific to the session.

Virtual SUD Guidance and Practice Resources

- The **24/7 Addiction Medicine Clinician Support Line** provides telephone consultation and support to physicians, nurse practitioners, nurses, midwives, pharmacists, and other health and allied professionals in BC who are involved in addiction and substance use care and treatment. Thanks to a partnership with FNHA, this service extends beyond clinicians, offering addiction medicine guidance to **addiction support staff calling from Indigenous communities within BC**, including Indigenous urban centres. **To speak to an Addiction Medicine Specialist, call 778-945-7619.** To learn more, visit: <https://www.bccsu.ca/24-7/>.
- [College of Physicians and Surgeons of BC Virtual Care Practice Standard](#).
 - o Includes some substance use-specific guidance regarding opioids, OAT, and OUD treatment
- [Rapid Access to Consultative Expertise \(RACE\) line | BC and Yukon](#)
 - o Available for consult to physicians, nurse practitioners, medical residents, and midwives, Monday-Friday from **8:00am to 5:00pm PT**
- [Start Virtual Care](#): Integrating virtual care in your practice, by Doctors of BC.
- [Virtual Care](#): *Best Practices for Virtual Group Therapy*, developed by BC Children's Hospital Child & Youth Mental Health team members.
- [Virtual visit information](#) by PHSA:
 - o [Virtual visit clinician best practice guide](#)
 - o [Patient resources for virtual visits](#)
 - o [Practice & Education](#) and [Support tools](#)

Virtual Substance Use Care Services

- [HealthLink BC's 8-1-1](#) nurses are available **24/7 for non-emergency health advice**. Calls are triaged by a nurse, and when a physician is needed, the nurse can connect the patient to a doctor by phone or video between **9:00a.m. to 11:00p.m.**
- [Access Central | Fraser Health](#)
 - o New phone-based service for adults 19 years and older living in the Fraser Health region. Connects people with compassionate, professional support, including substance use concerns
 - o Available by calling the [Fraser Health Access Line](#) at **1-833-866-6478**, from **8:30 a.m. to 8:30 p.m. 7 days a week**
- [Access Central | Interior Health](#)
 - o Single point of access for people who may need withdrawal management (detox) services
 - o Available at 1-866-777-1103 from **9:00a.m. to 4:30p.m. 7 days a week**
- [Access Central | Island Health](#)
 - o New toll-free phone line that provides same-day assessment and connection to substance use care, including Addiction Medicine. **Anyone in the Island Health region** can self-refer by calling **1-888-885-8824** from **9:00a.m. to 7:30p.m. 7 days a week**

- Access Central number is the same as Service Link. Learn more [here](#) and through [Intranet](#) (for Island Health Staff only)
- [Access Central / NH Virtual Substance Use Clinic \(NHVSUC\) | Northern Health](#)
 - Substance use support to residents of Northern Health Region
 - Available at 1-844-645-7811
- [Access Central / Detox Referral Line | Vancouver Coastal Health](#)
 - Phone line providing a same-day clinical assessment and personalized substance use care plan for those living or staying in the VCH area
 - Available at **1-866-658-1221 from 9:00a.m. to 7:45 p.m. 7 days a week**
- [Alcohol & Drug Information Referral Service \(ADIRS\)](#) connects individuals in BC with information about detox, counselling, treatment programs, recovery homes, support groups, and other education and prevention resources. **Available in the lower mainland at 604-660-9382 and elsewhere in BC at 1-800-663-1441.**
- [First Nations Virtual Doctor of the Day](#) provides virtual appointments for all First Nations Peoples and their families living in BC. **Call 1-855-344-3800**, 7 days a week, 8:30a.m. to 4:30p.m. to schedule an appointment. Printable poster available [here](#).
- [Lighthouse Substance Use Care Clinic \(Virtual\) | Vancouver Coastal Health](#)
 - Free virtual clinic serving the **Vancouver Coastal Health region**. Telephone-based services provide medical treatment and short-term stabilization for people who use substances. Call **604-806-8223**
- [Opioid Access Treatment Line](#) is **available every day from 9:00a.m. to 4:00p.m.** across BC at **1-833-804-8111**. Individuals seeking care are connected to healthcare workers that can support with prescribing same day opioid agonist treatment medication, connection to community supports, and follow up to ensure needs are met.
- [Virtual Addiction Medicine \(VAM\) Clinic | Interior Health](#)
 - Provides rapid access to addiction medicine specialists to support people who need help with substance use
 - [See clinic flyer](#)
- [Virtual Substance Use and Psychiatry Service](#) provides free access to specialists in addictions medicine and psychiatry as well as mental health and allied health care professionals. Referrals required from health and wellness providers, Knowledge Keepers and Elders, and is **available to all First Nations people and their families living in BC.**
 - **For Clients:** Contact your health and wellness provider or (the [First Nations Virtual Doctor of the Day](#)) for referral
 - **For Health and wellness providers:** Call 1-833-456-7655 for questions or to make a referral

Psychosocial Resources

- Canadian Administrator of Video Relay Service (CAV) enables Deaf, DeafBlind, hard-of-hearing, and other Canadians who use American Sign Language (ASL) or langue des signes québécoise (LSQ) as their primary language to communicate with voice telephone users through Internet-based video technology.
 - [See FAQs to learn more](#)
- Family Support Institute of BC (FSI) is a provincial non-profit society piloting [Disability-Competent Volunteer Interpreter Services](#) designed to bridge communication gaps for families navigating BC's disability service system in languages other than English.

- [Foundry Virtual BC](#) provides young people aged 12-24 and their caregivers free mental health and wellness same day services.
- [Multicultural Mental Health Resource Centre](#) (MMHRC) provides resources in multiple languages to support culturally safe and competent mental health care for Canada's diverse population.
- [Provincial language Services](#) supports organizations providing services to their linguistically and culturally diverse clients, including immigrants, refugees, official minority language speakers and members of the Deaf, Deaf-Blind and Hard of Hearing community, with services to health authorities, family practice practitioners, specialist offices, and other allied health professionals.
 - o [Interpreting services](#) are offered in multiple modalities and over [200 languages](#), available 24/7 at no charge for BC patients and their families. [How to access here](#)
 - o [Sign language interpreting, intervenor and Communication Access Realtime Translation \(CART\) services](#)
- [Well-Being Program](#) (WBP) provides accessible mental health services for Deaf, Hard of Hearing, & Deaf-Blind people of all ages throughout BC. Services include Substance Use Support and Harm Reduction Education, Mental Health Interpreting, counselling, community support and more.

Harm Reduction and Peer resources

- [CAPSA Peer Support](#) offers free peer-led group meetings for anyone seeking to improve their relationship with substances. Families, allies, and other professionals are also welcome to attend.
- Clinical and community resources on harm reduction, services, and treatment access in Northern BC are available [here](#).
 - o For peer network connecting individuals in the North with healthcare services, email: Peer.Network@northernhealth.ca
- [HelpStartsHere: Mental Health and Substance Use Care in BC](#) for virtual services offered across all BC regional health authorities.
- [HeretoHelp](#) provides mental health and substance use-related information, including personal stories, self-help resources, and connection to services in BC.
 - o [Choosing a Support Group that's Right for You](#)
- [LifeRing](#) provides peer support programs across BC (in-person and online options).
- [Substance User's Society Teaching Advocacy \(SUSTAIN\)](#) provides a list and map of BC peer-based groups.
- [BCCSU's Drug Checking](#) Program [monthly summaries](#) give high-level overview of the data collected by their drug checking partners.
- [Care to Speak](#) is a peer-based phone, text, and webchat service providing **free** and **confidential** support to healthcare and social support workers in BC. Available by phone or text at [1-866-802-7337](tel:1-866-802-7337) from **Monday to Friday 9:00a.m. to 9:00p.m. PT.**
- [Drug Checking Office Hours](#) are open to anyone in Canada with questions about drug checking.
- Drug checking services:
 - o [Drug Checking BC](#) provides a list of local drug checking services
 - o [Get Your Drugs Tested](#) offers testing by mail and is available to all people living in Canada
- Family Start offers [Family Peer Support](#) for all BC families, at every stage of your child or youth's mental health or substance use journey. See [BC resources](#).
- [Lifeguard App](#) is available through the [iOS App Store](#) and [Google Play](#). Recent updates include a more accessible and streamlined design, enhanced mental health resources, peer support access, and expanded listings of local health and social services.

- *Note:* Depending on where a person lives, dispatch time for Emergency Health Services is a potential limitation of the Lifeguard app, given the impacts of damage to the brain and other organs caused by prolonged apnea (lack of breathing). The benefits and drawbacks of using an app compared to having another person present should be discussed with the client
- [National Overdose Response Service \(NORS\) Line](#) is a 24/7, 365-days a year, virtual safer consumption hotline available in Canada. Call or text 1-888-688-6677.
- [Sign up to receive texts with BC-specific toxic drug and health alerts.](#) This service is offered by Toward the Heart and BCCDC in collaboration with regional health authority and community partners. Text the word JOIN to 253787 (ALERTS) to sign up.
- [SMART \(Self-Management and Recovery Training\) Recovery BC](#) provides information about in-person meetings and links to virtual SMART meetings. The SMART Recovery 4-point program focuses on: building and maintaining motivation; coping with urges; managing thoughts, feelings and behaviours; and living a balanced life.
 - Mobile App is available on the [iOS App Store](#) and [Google Play Store](#), for instant access to support resources.
- Towards the Heart [Site Finder](#) to find local harm reduction services.

Resources for people who self-identify as Indigenous

- [Aboriginal Cultural Practices: A Guide for Physicians and Allied Health Professionals Working at Vancouver Coastal Health](#) provides information on Indigenous cultural practices in clinical settings.
- BC regional health authority Indigenous or Aboriginal Health Programs offer tailored services and programs to support Indigenous patients and families in accessing health and wellness services:
 - [Interior Health](#)
 - [Fraser Health](#)
 - [Island Health](#)
 - [Northern Health](#)
 - [Vancouver Coastal Health](#)
- [Cuystwi quests](#) are free online programs for Indigenous youth aimed at promoting wellness on their journey to adulthood. To find out more or to request a link, please email cuystwi@phsa.ca.
- [First Nations Health Authority](#) (FNHA) provides resources for learning more about Indigenous wellness and cultural practices.
 - [Detox and Withdrawal](#)
 - [Finding your Treatment Pathway](#)
 - [First Nations Treatment Centres](#)
 - [Toxic Drug Crisis Data](#)
- [Friendship Centres](#) offer cultural practices to Indigenous Peoples across BC. To locate the nearest Friendship Centre, click [here](#).
- [Indigenous Harm Reduction](#) is a culturally rooted approach that addresses the impacts of colonialism and reconnects First Nations, Métis, and Inuit peoples to land, spirit, and community in substance use care.
- [Mariha's List](#) is a guide to grants, resources, programs, and support for First Nations, Métis, and Inuit peoples across Canada.
- Substance use [Poster series: Humility, Respect, Connection and Love](#), and [supports and services](#) are available to First Nations, Inuit, and Métis.
- The [Thunderbird Wellness App](#) is free and is available on the [iOS App Store](#). Promotes a strengths-based, trauma informed approach to supporting Indigenous wellness.