SURVIVING IN NANAIMO 2020

A GUIDE TO LOCAL AGENCIES AND SERVICES

CITY OF NANAIMO
THE HARBOUR CITY
EMERGENCY SERVICES

THE SALVATION ARMY NEW HOPE CENTRE
19 Nicol Street  250-714-1142
Temporary shelter for men.

Samaritan House
355 Nicol Street  250-753-1474
Temporary shelter for women.

Unitarian Shelter *Open Year Round*
595 Townsite Road  250-754-3720
Temporary shelter for men and women.

The Centre Shelter—Winter Only
St. Peter’s Church—301 Machleary St.  250-268-6151
or 268-6150
Temporary shelter for men and women (Dec-Mar).

Tillicum Lelum Youth Safe House
477 Tenth Street  250-753-8266
Short-term housing for at-risk youth, ages 12-18. All youth welcome.

Haven Society Transition House
250-756-2452
Temporary shelter/crisis support for women and children.

Crisis Line  1-888-494-3888
Crisis Chat  www.vicrisis.ca
Crisis Text  250-800-3806
Provides non-judgmental emotional support.

Community Outreach Response (COR)
Mobile Crisis Response service available 7 days per week
To access call the Vancouver Island Crisis Line  1-888-494-3888

Vancouver Island Crisis Society
www.vicrisis.ca  Administration  250-753-2495
www.vicrisis.ca/community-resource-database/
Provides 24 hour crisis line support with public access to the Mental Health Crisis Response Team, Island-wide searchable online resource database, and community education workshops dealing with communication, youth resilience, crisis, trauma and suicide awareness.

- Crisis Line available 24/7  1-888-494-3888
- Crisis Chat 6:00 pm—10:00 pm nightly  www.vicrisis.ca
- Crisis Text 6:00 pm—10:00 pm nightly  250-800-3806

Ministry of Social Development & Poverty Reduction
Income Assistance Services  1-866-866-0800

Poison Control Line  1-800-567-8911
bc211 Free info/referral re social services in BC.  Dial 211
<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addictions Services</td>
<td>3</td>
</tr>
<tr>
<td>Clothing, Furniture &amp; Household Goods</td>
<td>5</td>
</tr>
<tr>
<td>Community Resources and Services</td>
<td>6</td>
</tr>
<tr>
<td>Counselling Services</td>
<td>13</td>
</tr>
<tr>
<td>Disability Services</td>
<td>14</td>
</tr>
<tr>
<td>Drop In</td>
<td>17</td>
</tr>
<tr>
<td>Employment</td>
<td>17</td>
</tr>
<tr>
<td>First Nations</td>
<td>18</td>
</tr>
<tr>
<td>Food</td>
<td>19</td>
</tr>
<tr>
<td>Health Services</td>
<td>22</td>
</tr>
<tr>
<td>Housing</td>
<td>23</td>
</tr>
<tr>
<td>Legal</td>
<td>25</td>
</tr>
<tr>
<td>Seniors</td>
<td>27</td>
</tr>
<tr>
<td>Transportation</td>
<td>29</td>
</tr>
<tr>
<td>Youth</td>
<td>30</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>34</td>
</tr>
</tbody>
</table>
ADDICTIONS SERVICES

ALCOHOLICS ANONYMOUS
www.nanaimoaa.org  250-753-7513
212 - 285 Prideaux Street
Helping alcoholics achieve sobriety. Meeting information is available online.

AL-ANON  250-754-3909
www.bcyukon-al-anon.org
Support for friends and families of alcoholics.

AVI HEALTH CENTRE
www.avihealthcentre.org  250-754-9111
102 - 55 Victoria Road
Provides integrated services such as education, advocacy and client support to individuals with HIV/AIDS, Hep. C and other communicable diseases. Provides education and harm reduction information to schools, the broader community and target populations.
Monday, 9:00 am—2:00 pm
Tuesday - Thursday, 9:00 am—5:00 pm

BC ALCOHOL & DRUG INFO
& REFERRAL LINE  1-800-663-1441
A 24/7 information line and referral services throughout BC for people needing any kind of help with substance abuse.

DISCOVERY YOUTH & FAMILY
SUBSTANCE USE SERVICES
206 - 96 Cavan Street.  250-739-5790
Youth and family addiction services. Early intervention services to secondary schools and outreach services.
Monday - Friday, 8:30 am—5:00 pm

EATING DISORDERS PROGRAM  250-754-2773
201 - 190 Wallace Street
A NARSF program. Open referral program offering clinical services to clients and their families affected by disordered eating.

GAMBLING HELPLINE  1-888-795-6111
HARRIS HOUSE HEALTH CLINIC
375 Franklyn Street 250-753-6759
Provides confidential health care, harm reduction supplies and support to individuals at risk of Hepatitis B, Hepatitis C, HIV and sexually transmitted infections.
Monday, 10:00 am—3:00 pm, Lunch 12:00—1:00 pm
Tuesday, 10:00 am—5:00 pm, Lunch 12:00—1:00 pm
Wednesday, Thursday, Friday, 1:00 pm—9:00 pm
Dinner, 5:00 pm—6:00 pm
Mobile Services: 1-844-482-4239
Tuesday: Cowichan 3:00 pm—8:00 pm
Thursday: Parksville 1:00 pm—6:00 pm
Friday, Saturday: Nanaimo & Ladysmith 4:30 pm—9:30 pm

MENTAL HEALTH & SUBSTANCE USE SERVICES
WALK-IN CRISIS COUNSELLING CLINIC
203 - 2000 Island Highway (back of Brooks Landing mall) 250-739-5710
We provide single session crisis counselling and intake for substance use (addiction) services. A link to mental health and substance use services for all ages.
No appointment necessary—just walk in.
Monday - Friday, 10:00 am — 6:15 pm

NAR-ANON
www.naranonbc.ca
A 12 step self-help program offering recovery and support for families and friends of addicts. Weekly meetings for those who know or have known a feeling of desperation due to the addiction problem of someone close to them.
Mondays, 7-8 pm—Country Grocer—Southgate, #1-Twelfth Street (Don 250-739-0250)
Thursdays, 1-2:30 pm - Country Grocer—Community Room, 1800 Dufferin Crescent (Cheryl 250-816-8669)

NARCOTICS ANONYMOUS
www.cviana.ca 1-800-494-2404
We offer recovery from the effects of addiction through working a 12 step program, including regular attendance at group meetings. Members learn from one another how to live drug-free.

QUIT NOW BY PHONE
SMOKER’S HELPLINE 1-877-455-2233
SMART RECOVERY
3151 Barons Road
www.smartrecoverybc.com
SMART Recovery is a self empowering addiction recovery support group.
Meetings are Thursdays from 7:00 pm—8:30 pm
Family and friends meet on Tuesday, 6:30 pm—8:00 pm

SPIRIT OF FREEDOM MINISTRIES
www.sofm.org
1-800-535-6011
9:00—11:00 group sessions
A Christian program that brings new hope to the chemically dependent, their families and others.

VANCOUVER ISLAND THERAPEUTIC COMMUNITY
2368 Rosstown Road
250-758-5611
20 bed clean and sober housing for adult males. Provides group and individual programming and outreach services.
Monday - Friday, 8:30 am—4:00 pm

CLOTHING, FURNITURE & HOUSEHOLD GOODS

FRIENDS OF HAVEN THRIFT SHOP
451 Albert Street
250-754-3687
Low cost used clothing, toys, small furniture and appliances, and books.
Monday - Saturday, 9:30 am—5:00 pm
Donations accepted Monday - Saturday, 9:00 am—3:00 pm

GOOD NEIGHBOURS AND GOODWILL THRIFT SHOP
540 Milton Street
250-755-1433

HABITAT RESTORE
www.habitatmvi.org
250-758-8743
The Restore sells new and used building materials, supplies and household goods, furniture and appliances. Donations accepted with free pick up service available. Please call ahead before making a donation.
Monday - Saturday, 8:30 am—5:00 pm
NANAIMO HOSPICE SHOPPE
www.nanaimohospiceshoppe.com
Volunteer, shop, or donate gently used clothing, jewelry, collectables, books, household tools, items and furniture. 100% of profits support Nanaimo Hospice programs.
Monday - Saturday, 9:30 am—5:00 pm
• 5 - 4286 Departure Bay Road 250-758-8886
• 35 - 1925 Bowen Road 250-585-0885

ST. ANDREW’S ECONOMY HOUSE STORE
311 Fitzwilliam Street 250-753-1924
Low-cost used clothing, small household items, children's items. Thrift Store: Monday, Wednesday and Thursday, 9:30 am—1:00 pm
*Wednesday Morning Coffee Break: 10:00 -11:30 am

ST. PAUL’S ANGLICAN CHURCH
29 Church Street 250-753-2523
Offers limited emergency assistance with clothing vouchers.
Monday - Friday, 9:00 am—12:00 pm

THE SALVATION ARMY THRIFT STORES
Monday - Saturday, 9:00 am—5:30 pm
• 1613 Bowen Road 250-754-9340
• 205 - 6750 Island Highway North 250-390-1881

COMMUNITY RESOURCES AND SERVICES

AIDS VANCOUVER ISLAND
www.avihealthcentre.org 250-754-9111
102 - 55 Victoria Road
Provides integrated services such as education, advocacy, and client support to individuals with HIV/AIDS, Hepatitis C, and other communicable diseases. Provides education and harm reduction information to schools, the broader community, and target populations.
Monday, 9:00 am—2:00 pm
Tuesday—Thursday, 9:00 am to 5:00 pm

BC SCHIZOPHRENIA SOCIETY, NANAIMO BRANCH
www.bcssnanaimo.org 250-760-6031
Email: bcssnanaimo@telus.net
2353 Rosstown Road
Tuesday and Thursday, 12:30 pm—4:00 pm
ALZHEIMER SOCIETY RESOURCE CENTRE
www.alzheimerbc.org  250-734-4170
200 - 1585 Bowen Road
Helps those concerned with or facing dementia build the knowledge, skills and confidence to maintain quality of life.

CANADIAN CANCER SOCIETY  250-741-8180
777E Poplar Street
Provides emotional and practical support and assistance to cancer patients, arranges out-of-town transport for cancer patients during treatment. Wigs, hats, scarves, bras, prostheses, brochures, books, videos, and appointments for the wig and hair stylist are available at no cost. Register for the Look Good Feel Better Program online (lookgoodfeelbetter.ca) or by telephone 1-800-914-5665. Prostate and Women’s Cancer support groups meet monthly on site. No fees.
Monday - Friday, 9:00 am—3:00 pm
(July and August, 10:00 am—2:00 pm)

CANADIAN DIABETES ASSOCIATION
www.diabetes.ca  250-758-4223
1 - 4166 Departure Bay Road
Supports people affected by diabetes by providing information, support and referrals if required. Information line 1-800-226-8464.
Monday - Friday, 10:00 am—2:00 pm

CANADIAN MENTAL HEALTH ASSOCIATION
www.mid-island.cmha.bc.ca  250-244-4042
126 Haliburton Street
Dedicated to the promotion and improvement of mental health and quality of life in the community, through effective services, advocacy, awareness and education, resource generation and partnerships.

CANADIAN RED CROSS
www.redcross.ca  250-756-9363
3 - 2525 McCullough Road
Medical equipment loans.
Monday - Friday, 9:30 am—4:30 pm
Afternoon: 2nd Wednesday of month, 3:30 pm—4:30 pm
Evening: First Monday of month, 7:00 pm—9:00 pm
UNITARIAN SHOWER PROGRAM 250-755-4464
Caledonia Sports Field, 110 Wall Street
Individuals can use the shower facility at Caledonia Sports Field at no charge.
Monday - Friday, 7:00 am—10:00 am

CENTRAL V.I. MULTICULTURAL SOCIETY
IMMIGRANT WELCOME CENTRE
www.cvims.org 250-753-6911
101 - 319 Selby Street
Provides services to immigrants such as English language classes, employment and direct settlement assistance.
Monday - Friday, 8:30 am—4:30 pm

FIRST LINK 250-734-4171
www.alzheimerbc.org
Early intervention to connect individuals and families with services and support as soon as possible after diagnosis.

HARRIS HOUSE HEALTH CLINIC 250-753-6759
375 Franklyn Street
Provides confidential health care, harm reduction supplies and support to individuals at risk of Hepatitis B, Hepatitis C, HIV and sexually transmitted infections.
Monday, 10:00 am—3:00 pm, Lunch 12:00—1:00 pm
Tuesday, 10:00 am—5:00 pm, Lunch 12:00 —1:00 pm
Wednesday to Friday, 1:00 pm—9:00 pm,
Dinner 5:00 pm—6:00 pm

HAVEN SOCIETY OUTREACH 250-756-2452
www.havensociety.com
Provides non-judgmental support to marginalized women in the community who are at risk of violence and homelessness. The program is based around harm reduction, meeting immediate needs, and promoting healthy choices.
• 24/7 Crisis Line: 1-888-756-0616 (or 911)

NANAIMO COMMUNITY HOSPICE SOCIETY 250-591-8811
www.nanaimohospice.com
1080 St. George Crescent
Offers comprehensive palliative and grief support programs for the whole family.
INCOME TAX
Salvation Army  250-754-2621
Volunteer Nanaimo  250-758-7121
Phone for guidelines and appointments.

ISLAND DEAF & HARD OF HEARING CENTRE
www.idhhc.ca  250-753-0999
101 - 75 Front Street
Provides counselling, support, hearing loss, employment, family, community, and interpreting services.
TTY customers please dial 250-753-0977.
Monday - Thursday, 8:30 am—4:30 pm

LITERACY CENTRAL VANCOUVER ISLAND
www.literacycentralvi.org  250-754-8988
19 Commercial Street
Assists adults upgrade reading, writing and numeracy skills.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION
- Income Assistance Services  1-866-866-0800
- Child Care Programs and Services  1-888-338-6622

NANAIMO LIFELINE PROGRAM
www.nanaimolifeline.ca  250-739-5770
202 - 1801 Bowen Road
24-hour emergency response system designed to support the medically at risk, disabled persons living at home, and those at risk for physical health reasons.
Monday - Friday, 8:00 am—4:00 pm

NANAIMO MEN'S RESOURCE CENTRE
www.nanaimomen.com  250-716-1551
418D Fitzwilliam Street (main door off Richards Street)
Individual counselling support. “Dealing with the Dragon” an anger management program for men only. Free men’s clothing.
Tuesday - Thursday, 10:00 am—3:00 pm (Closed 12-1 lunch)

CMHA SOCIAL CENTRE  250-244-4042
290 Bastion Street (lower level—enter off Fraser St.)
A social, recreational and vocational program for adults living with mental health and/or substance use challenges.
Join us for socializing, physical activities, and workshops in a (continued on next page)
CMHA SOCIAL CENTRE (continued)
supportive, inclusive environment. We offer
support, community connection, resource information and
access to our employment program. New participants are
always welcome!
Mondays and Fridays 10am—4pm; Wednesdays 1-7 pm

MENTAL HEALTH SUPPORT LINE
www.heretohelp.bc.ca 310-6789
The Vancouver Island Crisis Society also answers the
provincial 310Mental Health Support 24/7/365 to provide
empowering emotional support, information on appropriate
resources and a wide range of support relating to mental
health concerns.

BC’S MENTAL HEALTH & SUBSTANCE USE ONLINE
RESOURCE:
www.heretohelp.bc.ca
Information on mental health, mental disorders, and
substance use/abuse for individuals, families, and the
community.

1800SUICIDE 1-800-784-2433
The Vancouver Island Crisis Line and other network
members of the Crisis Line Association of BC answer this
24/7/365 provincial service to support callers experiencing
suicidal thoughts. Workers provide skilled suicide
assessment, de-escalation, intervention, resources, and
short-term support.

NANAIMO CITIZEN ADVOCACY ASSOCIATION
www.ncaa.ca 250-753-2321
114 - 285 Prideaux Street
Advocate for individuals who seek assistance by providing
education, information, referral and support in exercising
their rights to maximize independence with dignity.
Appeals, tribunals, reconsiderations, PWD applications,
counselling, residential tenancy. General, crisis and legal
advocacy.
Monday - Friday, 9:00 am—4:00 pm

NANAIMO WOMEN’S CENTRE
www.nanaimowomen.com 250-753-0633
150 Wallace Street
Programs, resource referrals, information and services for
women and children, housing and shelter referrals and
(continued on next page)
NANAIMO WOMEN’S CENTRE (continued)
support, cooking, crafting, social support and community
outreach provided. Free used clothing for women and
children (maternity and/or business clothing available by
request).
Tuesday - Friday, 10:00 am—3:00 pm

NANAIMO RCMP VICTIM SERVICES
303 Prideaux Street 250-755-3146
Provides emotional support, referrals, justice system
support, crisis intervention, and assistance with forms to
victims of crime and other trauma.
Monday—Friday, 8:30 am-4:30 pm.

VANCOUVER ISLAND CRISIS SOCIETY
www.vicrisis.ca Administration 250-753-2495
www.vicrisis.ca/community-resource-database/
Provides 24 hour crisis line support with public access to the
Mental Health Crisis Response Team, Island-wide searchable
online resource database, and community education
workshops dealing with communication, youth resilience,
crisis, trauma and suicide awareness.
• Crisis Line available 24/7 1-888-494-3888
• Crisis Chat 6:00 pm—10:00 pm nightly www.vicrisis.ca
• Crisis Text 6:00 pm—10:00 pm nightly 250-800-3806

VANCOUVER ISLAND REGIONAL LIBRARY
www.virl.bc.ca
Library cards are free if you live or pay property taxes in the
V.I. Regional Library service area. Bring ID showing place of
residence.
• 90 Commercial Street (Downtown) 250-753-1154
  Monday - Friday, 10:00 am—8:00 pm
  Saturday, 10:00 am—5:00 pm
  Sunday, 12:00 pm—4:00 pm
• 3032 Barons Road (Wellington) 250-758-5544
  Monday - Thursday, 10:00 am—8:00 pm
  Friday, Saturday, 10:00 am—5:00 pm
  Sunday, Closed
• 6250 Hammond Bay Road (Nanaimo North) 250-933-2665
  Monday - Thursday, 10:00 am—8:00 pm
  Friday and Saturday, 10:00 am—5:00 pm
  Sunday, 12:30 pm—4:00 pm
Non-students can get a community borrower’s card by showing ID with a current address.

**VOLUNTEER NANAIMO**

www.volunteernanaimo.ca  250-758-7121  
Unit E—3148 Barons Road  
A multi-service resource agency offering training, fundraising resources and technological development and support to other non-profit agencies, free income tax service to low-income people, and computer service by donation.  
Monday - Thursday, 9:00 am—3:00 pm

**WELCOME WAGON**

welcometonanaimo@shaw.ca  250-758-6756  
www.welcomewagon.ca  or 250-756-9794  
If you’re new to our community, a new parent or new business owner, they will provide you with free information and gifts from local merchants and can answer all your questions. Visits are free and at your convenience.

**THE SALVATION ARMY COMMUNITY SERVICES OFFICE**

19 Nicol Street  250-754-2621  
Provides volunteer income tax services; haircuts for men bi-weekly; foot care services monthly. Provides eligible individuals assistance with emergency housewares/clothing.  
Monday - Friday, 9:00 am—1:00 pm

**FAMILIES2FAMILIES**

www.families2families.ca  778-557-7466  
Facebook page families 2 families  
Offering parent and family support through Positive Discipline courses and Parents Helping Parents groups. Building healthy relationships and stronger families through connection, mutual respect and encouragement.
COUNSELLING SERVICES

CREDIT COUNSELLING SOCIETY
www.nomoredebts.org  1-888-527-8999
Non-profit service providing confidential credit counselling,
personal budget planning and debt repayment programs
and alternatives. Counselling is free, non-judgmental and
solution focused.

CROSSROADS CRISIS PREGNANCY CENTRE
www.cpcnanaimo.com  250-716-1633
1717 Kerrisdale Road
Offers pregnancy tests, parenting courses, post-abortion
recovery, options counselling, practical help, clothing and
baby wear, group parenting programs, and 1-on-1 parenting
support. “Sexual Integrity” courses offered in schools. By
appointment only.
Monday, Wednesday and Friday, 9:00 am—4:00 pm
• 24/7 Help Line: 250-714-2191

HAVEN SOCIETY WOMEN’S COUNSELLING
www.havensociety.com  250-756-2452
Provides individual and group counselling, or women who
are experiencing physical, sexual and/or psychological
violence in their lives. Workshops include “Strategies for
Empowerment” for women who have experienced abuse or
assault.

ISLAND INTEGRATED COUNSELLING SOCIETY
www.islandintegratedcounselling.com  250-716-8888
302—285 Prideaux Street
A non-profit society whose goals are to assist persons to
improve their relationships and meaning through private
sessions, groups, workshops, mediation and other means.
Fees are based according to ability to pay.

NANAIMO FAMILY LIFE ASSOCIATION
www.nflabc.org  250-754-3331
1070 Townsite Road
Provides affordable individual, relationship, youth and
seniors counselling. Programs include; Beyond Blame,
Better at Home Healthy Relationship workshop, Senior
Connect Program, Youth Group and Sexual Assault
Response Program. Dates and topics can be found on the
website.
Office: Monday - Friday, 9:00 am—4:00 pm
NARSF PROGRAMS LTD.
www.narsf.org  250-754-2773
201 - 170 Wallace Street
Provides a range of counselling, therapy, health and harm reduction services to individuals, children, youth and families, with funding provided by the Ministry of Children & Family Development and Vancouver Island Health Authority.
Monday - Friday, 9:00 am—5:00 pm
Living in Families with Teens (LIFT)  250-754-9285
A NARSF Program. An open referral program that supports parents and teens that are experiencing relationship difficulties to the extent that the teen’s placement in the home is in jeopardy.
• Sexual Abuse Intervention  250-754-2773
201 - 190 Wallace Street
A NARSF Program. An open community referral program for children, teens and families who have disclosed sexual abuse or are at risk for sexual exploitation.

DISABILITY SERVICES

ACCESSIBLE WILDERNESS SOCIETY (A.W.S.)  250-753-5600
info@awsociety.org or www.awsociety.org
Creating opportunities that provide a chance for Every Body to participate and enjoy a relatively barrier free wilderness adventure. AWS offers people with physical challenges the opportunity to experience the great outdoors.

ANGLING LICENSE FEE REDUCTION
460 Selby Street  250-741-3636
Any BC resident with a severe and permanent physical or mental disability who wishes to obtain an annual Non-Tidal angling license for a reduced fee.
Monday - Friday 8:30 am—4:30 pm

VANCOUVER ISLAND MENTAL HEALTH SOCIETY
2356 Rosstown Road  250-758-8711
www.vancouverislandmentalhealthsociety.org
Provides rehabilitative residences and community oriented support services for adults with a psychiatric disability including those with addictions.
COMMUNITY LIVING BC  
www.communitylivingbc.ca  250-390-7200  
6531 Metral Drive  
Delivers support and services to adults with developmental disabilities.  
Monday - Friday, 8:30 am—4:30 pm

NANAIMO ASSOCIATION FOR COMMUNITY LIVING  
www.nanaimoacl.com  250-741-0224  
Suite 201 - 96 Cavan Street  
Provides services to meet the needs of Nanaimo citizens with developmental disabilities and the people that care for them.  
Monday - Friday, 8:30 am—4:00 pm

NANAIMO BRAIN INJURY SOCIETY  
www.nbis.ca  250-753-5600  
285 Prideaux Street  
Provides assistance to persons with an acquired brain injury, their families and/or caregivers through education, advocacy and community rehabilitation support. Also educates the public about brain injury prevention.  
Monday - Thursday, 9:00 am—4:00 pm

NANAIMO DISABILITY RESOURCE CENTRE (NDRC)  
www.ndrc.org  250-758-5547  
2 - 4166 Departure Bay Road  
NDRC is a non-profit organization committed to providing support, resources, and opportunities for empowerment, which allow people living with disabilities to make informed choices about their lives.  
Programs & Services include;  
• Parking Permits for People with Disabilities – issued at NDRC.  
• Computer Training Classes – FREE at NDRC. The NDRC offers small classes and one-on-one lessons, focusing on individual goals and interests.  
• Information & Referral – NDRC provides information related to disabilities through a ‘Resource Directory’ on the website.  
Monday - Friday, 8:30 am—4:00 pm
NANAIMO SUPPORTIVE LIFESTYLES PROGRAM  
www.nanaimosupportivelifestyles.ca  250-753-0332
225 - 285 Prideaux Street
Training in social and personal skills for adults with developmental disabilities so they may work towards increased independence and experience greater community involvement. All referrals for service accepted directly from Community Living BC.
Monday - Friday, 9:00 am—4:30 pm

SEMI-INDEPENDENT LIVING PROGRAM  
228 - 285 Prideaux Street  250-754-5015
Training and support for adults with developmental disabilities who live on their own. Teaches skills required to live independently.
Monday - Friday, 9:00 am—4:30 pm

VANCOUVER ISLAND VOCATIONAL & REHABILITATION SERVICES LTD.  250-753-4225
www.vivrs.ca
241 Milton Street (main office)
103 - 321 Wallace Street
Monday to Thursday 8:30 am—4:30 pm
Vocational and life skills services for persons with disabilities or barriers to employment who wish to achieve employment, access training or attain community attachment.

SPECIAL OLYMPICS BC—NANAIMO  
www.specialolympics.bc.ca  250-208-5402
bdebrone@specialolympics.bc.ca or 1-888-854-2276
(Through the power of sport, Special Olympics BC transforms the lives of individuals with intellectual disabilities and those who support them. SOBC-Nanaimo offers a wide selection of Summer and Winter sport programs for athletes of all ages and abilities.)
DROP-IN

ONE STOP YOUTH CENTRE
www.nysa.bc.ca 250-754-1989 ext. 241
290 Bastion Street 1-855-922-0220
Drop-in centre for teens ages 13-18.
Tuesday - Thursday, 5:00 pm—9:00 pm
Saturday, 12:00 pm—3:30 pm

PARADISE ISLE SENIORS SOCIETY
201 Albert Street 250-754-9566
Seniors drop-in centre with various activities offered. Lunch available on Tuesdays and Thursdays.
Monday - Friday, 10:00 am—3:00 pm

SENIORS CONNECT CENTRE
www.nanaimoseniorsconnect.ca 250-591-2924
150 Wallace Street
Free for adults 55+, wheelchair accessible.
Drop-in on Mondays-Wednesdays 10am-3pm
Come in, connect with others, enjoy refreshments, play a board game, cards and puzzles.
Outreach services available for individuals dealing with isolation. Free workshops on Thursdays and Fridays.

EMPLOYMENT

SERVICE CANADA
www.servicecanada.gc.ca 1-800-622-6232
201 - 60 Front Street
Offers information on Employment Insurance (EI), employment training, and social insurance numbers.
Monday - Friday, 8:30 am—4:00 pm

VANCOUVER ISLAND VOCATIONAL & REHABILITATION SERVICES LTD. 250-753-4225
www.vivrs.ca
241 Milton Street (main office)
103 - 321 Wallace Street
Provides specialized employment services to people with disabilities in Nanaimo, Parksville and Courtenay through the Employment Program of BC. Also, provides vocational rehabilitation services across Vancouver Island.
Monday - Friday 8:30 am—4:30 pm
WORK BC - EMPLOYMENT RESOURCE CENTRE  
www.workbc.ca  
101 - 155 Skinner Street  250-714-0085  
255 - 2000 Island Highway North  250-729-5627  
Operates a resource room, offering free access to computers, workshops, job postings and job search assistance. Job seekers can set up an appointment to meet with a Case Manager for one-to-one support with career, training and self-employment exploration as well as job search activity.  
Monday - Wednesday, 8:30 am—5:00 pm  
Thursday, 8:30 am—3:00 pm  
Friday, 8:30 am—4:30 pm  

NANAIMO YOUTH SERVICES YOUTH EMPLOYMENT CENTRE  
www.nysa.bc.ca  1-855-922-0220  
290 Bastion Street  
Provides employment services to youth ages 16-30.  
Monday - Friday, 9:00 am—4:00 pm  
Closed from noon—1:00 pm  

FIRST NATIONS  

ABORIGINAL PEOPLE CRISIS LINE  1-800-588-8717  

ABORIGINAL CHILD & YOUTH MENTAL HEALTH  
301 - 190 Wallace Street  250-741-5734  
Toll Free: 1-866-722-2235  
Provides confidential, free outreach services for aboriginal children, youth and families who may be experiencing difficulties with thoughts, feelings or behaviours. Provides info, workshops & referrals to other community partners.  
Walk-in intake hours:  
Wednesday & Thursday, 9:00 am-12 noon and 1:00 pm-3:00 pm  
• FASD Key Workers: Supports any families and caregivers of children & youth who are living with FASD by providing resources and info tailored to meet individual needs.  
Monday - Friday, 8:30 am—4:30 pm  

FRIENDSHIP LELUM YOUTH SAFE HOUSE  250-753-8266  
www.tillicumlelum.ca  
Short-term emergency housing for youth ages 12-18 when at risk. Assists them leave the streets and to learn to live safe, healthy lives.
M’AKOLA HOUSING SOCIETY
www.makola.bc.ca 250-756-4217
22 - 3201 Shenton Road
Provides homes primarily for aboriginal people where they can feel connected to traditional values and community.

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT—
ABORIGINAL SERVICES 250-741-5734
301 - 190 Wallace Street Toll Free: 1-866-722-2235
Services offered include family service team, investigations into claims of abuse and neglect, child and youth special needs.
Monday - Friday, 9:00 am—4:00 pm, Closed noon—1:00 pm

NANAIMO ABORIGINAL CENTRE 250-585-0947
www.nanaimoaboriginalcentre.ca
Email: info@nanaimoaboriginalcentre.ca
Offers a variety of education programs/schooling services for students in grades K-12. Operates two housing complexes with a total of 60 units: Sanala (564 Fifth Street) and Nuutsumuut Lelum (1406 Bowen Road). Programs/services/community activities are open to all Nanaimo residents and visitors
• Aboriginal Family Night
  Second Tuesday of every month at 5:30 pm at NDSS

SNUNEYMUXW FIRST NATION
www.snuneymuxw.ca
• Office 250-740-2300
• Health Centre (668B Centre Street) 250-740-2337
• Daycare (668A Centre Street) 250-740-2334
• Youth Centre (474 Centre Street) 250-754-1300

TILLICUM LELUM ABORIGINAL FRIENDSHIP CENTRE
www.tillicumlelum.ca 250-753-4417
Promotes justice, fairness and equality for aboriginal people through a holistic approach to programming and services.
Monday - Friday, 9:00 am—5:00 pm
• Education Centre (927 Haliburton Street) 250-753-8291
• Health Centre (602 Haliburton Street) 250-753-6578

FOOD
7-10 CLUB
www.nanaimo710club.com 250-714-0917
205 - 285 Prideaux Street
Provides a free hot nutritious breakfast and bagged lunch to go. Monday - Friday, 7:00 am—10:00 am
LOAVES & FISHES COMMUNITY FOOD BANKS
250-754-8347

ID for everyone in the household and recent piece of official mail required for registration. Regular hampers picked up bi-weekly. Food 4U Hampers every Monday, Wednesday, Thursday, Friday & Saturday.

• 1009 Farquhar Street (off Haliburton Street)
  Monday, 5:00 pm—7:00 pm (& Food 4U hamper)
  Wednesday, 10:00 am—2:00 pm (& Food 4U hamper)
  Thursday, 1:00 pm—3:00 pm (& Food 4U hamper)

• St. Paul’s Lutheran Church (394 Shepherd Avenue)
  Monday, 10:30 am—noon

• St. Andrew’s Presbyterian Church (4235 Dept. Bay Road)
  Monday, 2:00 pm—3:00 pm

• Christ Community Church (2221 Bowen Road)
  Monday, 2:00 pm—3:00 pm

• Nanaimo Alliance Church (1609 Meredith Road)
  Tuesday, 1:00 pm—2:30 pm

• St. Philip’s Anglican Church (1797 Cedar Road)
  Wednesday, 2:00 pm—3:00 pm

• The Neighbourhood Church (4951 Rutherford Road)
  Thursday, 6:30 pm—8:00 pm

• Salvation Army Church (505-8th Street)
  Friday, 1:00 – 2:30pm (& Food 4U hamper)

• Generations Church (1300 Princess Avenue)
  Saturday, 11:00 am—noon (& Food 4U hamper)

MEALS ON WHEELS
250-753-1300
www.nanaimomealsonwheels.ca
Delivers hot meals to people's homes for a small fee. Must be referred by another person.

NANAIMO COMMUNITY KITCHENS SOCIETY
250-753-7470
www.nanaimocommunitykitchens.org
271 Pine Street
Participants build skills, knowledge, friendships and self-esteem while preparing low-cost healthy meals. Programs include Community cooking groups. “Cooking Out of the Box” (uses a monthly box of fruit and vegetables), “Bellies to Babies & Beyond” (a 10 week cooking series for pregnant women and parents of infants).
NANAIMO FOODSHARE  
www.nanaimofoodshare.ca  250-753-9393
271 Pine Street
Provides information and referrals to food programs, including food banks and community kitchens. Also provides the following programs: “fruit tree gleaning”, “Workshops”, “Good Food Box”, “Home Grown”, “Summer Lunch Munch and school snack”, “Scratch”, “Nutrition Coupons” and “Kids Get Cooking & Gardening”. Please call for information.
Monday - Friday, 10:00 am—2:00 pm (drop in)

ST. ANDREW’S PRESBYTERIAN CHURCH  250-758-2676  
www.standrewsnanaimo.ca
4235 Departure Bay Road
Free community lunch every Thursday from September to June. Runs 11:00 am—12:30 pm

ST. PAUL’S ANGLICAN CHURCH  250-753-2523
• 100 Chapel Street
  The Community Neighbours Lunch serves soup and sandwiches on the third Friday of every month from 12:00 pm—1:00 pm.
• 29 Church Street
  Offers $10 grocery cards on the 3rd Tuesday of each month, as available. (Open 9:00 am—12:00 pm)

ST. VINCENT DE PAUL  
www.svdpvictoria.com  250-753-8500
Provides emergency food assistance for those in need who qualify, and who are unable to get help from other sources. (The above # is an answering machine - an attempt will be made to return the call within a few days).

THE SALVATION ARMY MEAL PROGRAM  
19 Nicol Street  250-714-1142
Open 7 days per week. Lunch is served 12:00 pm—1:00 pm. Supper is served from 4:30 pm—5:30 pm. Nominal fees. Food hampers now available through Loaves & Fishes at the Salvation Army Church location, 505 Eighth Street, Nanaimo. Bi-weekly on Fridays between 1:00 pm—2:00 pm
HEALTH SERVICES

AVI HEALTH CENTRE
www.avihealthcentre.org  250-754-9111
102 - 55 Victoria Road
Provides methadone maintenance for opiate addiction through a holistic and integrated not-for-profit model, provides substance abuse counselling, nursing, Hepatitis C and HIV/AIDS counselling, support and treatment.
Monday, 9:00 am—2:00 pm
Tuesday - Thursday, 9:00 am—5:00 pm

COMMUNICABLE DISEASE CLINIC
8 - 1599 Dufferin Crescent  250-740-2615
Counselling and treatment for sexually transmitted infections, testing and referral for communicable diseases and TB, and Central Island viral hepatitis service. Appointments required.
Monday - Friday, 8:30 am—4:30 pm

COMMUNITY OUTREACH DENTAL ENDEAVOUR (CODE)
www.johnhowardbc.ca/regions/nanaimo/our-programs/dental-code  250-591-0771
489 Wallace Street
Not for Profit Dental Clinic. Patients are asked to make a donation to the clinic for their treatments. Check website or call for hours of operation.

NANAIMO REGIONAL GENERAL HOSPITAL
1200 Dufferin Crescent  250-755-7691

HEALTH LINK BC - CALL 811
www.healthlinkbc.ca

NANAIMO HEALTH UNIT
1665 Grant Avenue
Monday - Friday, 8:30 am—4:30 pm
• Public Health Nursing  250-755-3342
• Immunization Appointments  250-755-3342
• Prenatal Class Registration  250-755-3308
• Adult & Youth Health Clinic  250-755-3345
• Infant, Child & Family Intake  250-755-3388
• Breast Feeding Support  250-755-3388
(continued on next page)
NANAIMO HEALTH UNIT (continued)
- Postpartum Depression Support 250-755-3388
- Hearing Services Appointment 250-755-6269
- Speech Services 250-739-6827
- Dental Health Program 250-739-5845
- Nutrition Services 250-739-5845

HEALTH INSURANCE BC
www.healthservices.gov.bc.ca/msp 1-800-663-7100
General information about the Medical Services Plan and PharmaCare benefits and services.

OPTIONS FOR SEXUAL HEALTH
204 - 285 Prideaux Street 250-753-9511
Reproductive health services including birth control information and supplies, fertility awareness, pregnancy testing information and counselling, sexually transmitted infections testing and treatment. Appointments preferred.
Monday, 4:00 pm—7:00 pm
Tuesday and Thursday, 4:00 pm—6:00 pm
Wednesday, 5:00 pm—8:00 pm
Friday, 12:00 pm—3:00 pm

SCREENING MAMMOGRAPHY PROGRAM
www.screeningbc.ca 250-716-5904
1804B Bowen Road
Monday - Thursday, 8:30 am—4:00 pm
Friday, 8:30 am—3:30 pm
second Saturday, 8:30 am—12:35 pm

VIU DENTAL CLINIC (Closed June to August.)
900 Fifth Street 250-740-6240

HOUSING

BC HOUSING—FIND HOUSING
www.bchousing.org 1-800-257-7756
Information on housing programs and listings for all subsidized housing projects in Nanaimo can be found on BC Housing’s website.
- Families
  www.bchousing.org/Find/Family
A family is defined as a minimum of two people, including (continued on next page)
BC HOUSING—FIND HOUSING  (continued)

one dependent child. Families are eligible to apply for cash assistance in the private market or subsidized housing, which is rent geared to income.

• **Homelessness**
  www.bchousing.org/Find/Homeless
  For people who are homeless or at risk of homelessness. There are a range of options available from immediate outreach and shelter to accessing more stable forms of housing. Availability varies by community.

• **Individuals with disabilities**
  www.bchousing.org/options/Find/Disabled
  Individuals who can live independently and are in receipt of a recognized disability pension, or are considered disabled for income tax purposes, are eligible to apply for subsidized housing, which is rent geared to income.
  If some support is needed to live, individuals may be eligible for an assisted living development in their community.

• **Seniors**
  www.bchousing.org/Find/Senior
  Housing programs and options specifically for seniors.
  Call BC Housing or one of the below societies for more information:

• **Women experiencing violence**
  www.bchousing.org/Find/fleeing Abuse
  For women (with or without dependent children) at risk of violence.
  • BC Housing Registry 1-800-257-7756
  • M’Akola Housing Society 250-756-4217
  • Mount Benson Housing Society 250-754-5344
  • Nanaimo Lions Housing Society 250-753-8200
  • Nanaimo Building Society 250-753-7041
  • Woodgrove Housing Society 250-753-4177
  • Kiwanis Housing 250-753-6471

**Home Adaptations for Independence (HAFi) Program**
www.bchousing.org/options/home_renovations
A program to help low-income seniors or people with disabilities to make modifications or adaptation to their home directly related to diminished ability. Call BC Housing or visit online to apply or for more information.
NANAIMO AFFORDABLE HOUSING SOCIETY
www.nahs.ca 250-755-1158
Offers supported independent housing single adults with permanent disabilities. Call 250-714-0170 for more information.

NANAIMO YOUTH SERVICES ASSOCIATION
www.nysa.bc.ca 250-754-1989
Offers staff-supported transitional housing for youth between ages 16 and 19. Rent is geared to income and (continued on next page)

NANAIMO YOUTH SERVICES ASSOCIATION (continued)
tenants never pay more than 30% of their gross income. Call 250-753-3212 for more information.

HABITAT FOR HUMANITY
www.habitatmvi.org 250-758-8078
1 - 4128 Mostar Road
Promotes home ownership by building simple, decent, safe and affordable homes for those who are unable to qualify for a conventional mortgage. Affordable because of an interest-free mortgage and no down payment required. Homes are built by volunteer labour and donated materials.

NANAIMO REGION JOHN HOWARD SOCIETY
www.johnhowardnanaimo.org 250-754-1266
The Translational Housing Program provides safe, affordable, drug and alcohol free residences for men in recovery in a structured and supportive environment.

PACIFICA HOUSING
www.pacificahousing.ca 1-877-313-5656
827 Fisgard Street (Victoria)
A non-profit charitable organization that provides affordable housing for low income families, persons with disabilities and adults who are homeless or at risk of. In Nanaimo, Pacifica Housing has four family complexes and one supported housing complex for adults with mental health and/or addiction issues.

LEGAL

RESIDENTIAL TENANCY BRANCH INFO LINE
www.gov.bc.ca/landlordtenant 1-800-665-8779

Page 25
MID-ISLAND LEGAL AID
210 Milton Street 250-753-4396
Denice Barrie, Barrister and Solicitor, helps people with low incomes resolve their legal problems and facilitates access to justice.

TENANT RESOURCE & ADVISORY CENTRE (TRAC)
www.tenants.bc.ca 1-800-665-1185
Provides legal education and information about residential tenancy matters.
Monday - Friday, 9:00 am—5:00 pm

LEGAL SERVICES SOCIETY
www.lss.bc.ca 1-866-577-2525

JUSTICE ACCESS CENTRE
www.justiceaccesscentre.bc.ca 250-741-5447
302 - 65 Front Street
Provides help with family and civil law issues that affect everyday life, such as separation or divorce (incl. family law advice), income security, employment, housing or debt. Offers a resource room and information/services to reach solutions to your problems.
Monday - Friday, 9:00 am—5:30 pm

HAVEN SOCIETY COMMUNITY VICTIM SERVICES
www.havensociety.com 250-756-2452
Provides justice-related support services information and emotional support for individuals and/or families who are survivors of abuse and violence including sexual assault.

NANAIMO REGION JOHN HOWARD SOCIETY
www.johnhowardnanaimo.org 250-754-1266
2353 Rosstown Road
Provides a therapeutic community at the Nanaimo Correctional Centre. Involves community in criminal justice, offers community assistance and service work, restorative justice, forensic outreach, housing and public education.
Monday - Friday, 8:30 am—4:00 pm

DIAL-A-LAW PROGRAM
www.dialalaw.org 1-800-565-5297
General information on the law as it applies in BC (not legal advice).
SENIORS

HOME & COMMUNITY CARE CENTRAL INTAKE
1665 Grant Avenue 250-739-5749
Provides information about services they offer such as community care, outreach and more.
Monday - Friday, 8:00 am—4:00 pm

MID-ISLAND ABILITIES AND INDEPENDENT LIVING SOCIETY
3999 Victoria Avenue 250-756-9455
Offers companionship on a regular basis, such as telephone calls and visits from volunteers, as well as opportunities to get out and enjoy being part of the community.
Monday - Friday 10:00 am—2:00 pm

SENDIAL PROGRAM (THRIFTY FOODS) 1-800-667-8280
Shopping and home delivery service designed for those who are physically unable to shop for themselves ($5 delivery charge and payment required upon delivery - they do not accept cash).

NANAIMO HARBOUR CITY SENIORS
www.nanaimo.ca 250-755-7501
Offers a complete range of cultural and recreational activities to anyone age 60+ (or anyone who has a partner 60+). Also offers hearing and blood pressure clinics. Membership cost is $41.45 per calendar year.

NANAIMO FAMILY LIFE—SENIOR PEER COUNSELLING
www.nflabc.org 250-754-3331
1070 Townsite Road
Provides counselling and support to alleviate loneliness and isolation of seniors who are age 55+. The service is offered in the home, the office and community.
Seniors are encouraged to enjoy healthy aging through physical, emotional, and spiritual well-being.
Office: Monday - Thursday, 10:00 am—3:00 pm
SENIORS OUTREACH TEAM (SORT)
1665 Grant Avenue 250-755-3301
Provides assessment and treatment services to seniors over 65 who are experiencing mental health problems such as Alzheimer disease or depression. Support and education to family and professional caregivers is available. Monday - Friday, 9:00 am—5:00 pm

VANCOUVER ISLAND UNIVERSITY CENTRE
FOR CONTINUING STUDIES - ELDER COLLEGE
www.viu.ca/eldercollege 1-866-734-6252
Courses offered at preferential rates for people ages 50+.

PARADISE ISLE SENIORS SOCIETY
201 Albert Street 250-754-9566
Seniors drop-in centre with various activities offered. Lunch available Tuesdays and Thursdays. Monday - Friday, 10:00 am—3:00 pm

ELDERS IN TRANSITION
elders@nanaimohospice.com 250-802-9522
Moving out, moving in, moving on. The Hospice Shoppe supports seniors in transition and their families (free of charge) through a sensitive and practical approach to the downsizing and/or disposition of household and personal possessions.

GRIEF SUPPORT FOR SENIORS
www.nanaimohospice.com 250-591-8811
Offers information sessions, individual counselling and group support for seniors dealing with care giving and loss.

NANAIMO LIFELINE PROGRAM 250-739-5770
www.nanaimolifeline.ca
202 - 1801 Bowen Road
24 hour emergency response system designed to support medically at risk or disabled persons living at home and those who are at risk for physical health reasons. Monday - Friday, 8:00 am—4:00 pm

BC BLIND SPORTS SENIOR FITNESS PROGRAM
www.bcbindsports.bc.ca 250-716-9053
BC blind sports is offering a fitness program for blind/sight impaired seniors in Nanaimo. This is a low impact fitness program with emphasis on balance, flexibility and muscle strength. Program is beneficial for adults of all ages. (continued on next page)
In order to qualify you must become a member of BC blind sports. A yearly membership is $15.00. There is an application form available online www.bcblindsports.bc.ca or available at classes.

Program Details: Wednesdays, 1:15 pm—2:15 pm at 195 Fourth Street (Harewood Activity Center) there is a parking lot for convenient drop off/pick up. Bus route #40, #5 and #6. There is a ramp and railing leading into the building.

For more information and registration please contact:
Carolyn Gunn, BCBS Volunteer Liaison 250-716-9053. CMGUNN03@GMAIL.COM

SENIORS CONNECT CENTRE
www.nanaimoseniorsconnect.ca 250-591-2924
150 Wallace Street
Free for adults 55+, wheelchair accessible.
Drop-in on Mondays-Wednesdays 10am-3pm
Come in, connect with others, enjoy refreshments, play a board game, cards and puzzles.
Outreach services available for individuals dealing with isolation. Free workshops on Thursdays and Fridays.

TRANSPORTATION

BC BUS PASS PROGRAM 1-866-866-0800
www.mhr.gov.bc.ca/programs/other.htm#bp
Annual bus pass for low-income seniors and persons with disabilities on restricted incomes. Allows unlimited travel on the Regional transit system.

BC FERRIES
www.bcferries.com 1-888-223-3779
• Departure Bay Terminal 250-753-1261
• Duke Point Terminal 250-722-0181
• Gabriola Terminal 250-753-9344

handyDART
www.rdn.bc.ca 250-390-3000
Convenient door-to-door transportation for people with special needs. Must be a registered client.
(continued on next page)
handyDART (continued)
Call the office for more details. 5 tickets for $17.50 or 20
tickets for $65.
Call for vendor locations. Does not operate on statutory
holidays.
• Office Hours
  Monday - Friday, 8:00 am—4:30 pm
• Bus Service Hours
  Monday - Friday, 7:00 am—9:00 pm
  Saturday, 9:00 am—6:00 pm
  Sunday, 9:00 am—5:00 pm

NANAIMO REGIONAL TRANSIT SYSTEM
www.rdn.bc.ca  250-390-4531
(Offers a variety of fare options and kids under age 5 ride
free. The “Kids Ride Free” program allows a paying family
member or guardian to bring 2 children (age 14 and
younger) on board for free travel between 5:00 pm Friday to
the end of service Sunday.
AC TAXI  250-753-1231
YELLOW CAB  250-751-1111

YOUTH

ABORIGINAL CHILD & YOUTH MENTAL HEALTH
301 - 190 Wallace Street  250-741-5734
Toll Free: 1-866-722-2235
Provides confidential, free outreach services for aboriginal
children, youth and families who may be experiencing
difficulties with thoughts, feelings or behaviours. Provides
info, workshops & referrals to other community partners.
Walk-in intake hours:
Wednesday & Thursday, 9:00 am—12 noon and
1:00 pm - 3:00 pm
• FASD Key Workers: Supports any families and caregivers
  of children & youth who are living with FASD by providing
  resources and info tailored to meet individual needs.
  Monday - Friday, 8:30 am—4:30 pm

BIG BROTHERS & BIG SISTERS
www.bigscvi.ca  250-756-2447
2030 Northfield Road
Provides children and youth the highest quality volunteer-
based mentoring programs.
Monday - Friday, 9:00 am—5:00 pm
BOYS & GIRLS CLUBS OF CENTRAL VANCOUVER ISLAND
www.bgccvi.com 250-754-3215
Child and youth centered organization dedicated to the
growth and development of individuals through high quality
recreation, care and enrichment programs that are open,
innovative and fun.
• 20 Fifth Street 250-754-3220
  Programs include: South Side Teen Centre, Daycare and
  Out of School Care.
• 7 - 7221 Lantzville Road 250-390-4001
  Programs include: Family Place Program (drop-in for
  moms and children under 6), Out of School Care and
  Preschool.
• 1400 Cranberry Avenue 250-753-2464
  Programs include: Family Place, Daycare, Out of School
  Care and Preschool.
• 2050 Latimer Road 250-751-8937
  Programs include: Out of School Care.
• 2080 Sun Valley Drive 250-618-7681
  Programs include: Out of School Care.
• 2290 Bowen Road 250-585-2480
  Programs include: Out of School Care.

CHILD DEVELOPMENT CENTRE
www.nanaimocdc.com 250-753-0251
1135 Nelson Street
Provides individualized services for children up to age 19
and their families that promote optimum child
development. Most programs and services are available at
no cost except for preschool. Programs include infant
development, family support services, supported child
development, physiotherapy, occupational therapy and
speech/language therapy.
Monday - Friday, 8:30 am—4:30 pm

CHILD & YOUTH MENTAL HEALTH
Ministry of Children and Family Development
301—190 Wallace Street 250-741-5701
Provides service to children/youth (up to 19) and families
who are seeking assistance regarding a mental health
concern.
Walk-in intake hours:
Wednesday & Thursday, 9:00 am—12 noon
and 1:00 pm—3:00 pm
CHILDREN’S HELPLINE
Children to call. 310-1234
To report child abuse and neglect. 1-800-663-9122

CREATIVE COUNSELLING FOR CHILDREN
www.nanaimohospice.com 250-591-8811
1080 St. George Crescent
Working with creative mediums including art, sand trays, clay modeling, play and music, the children’s counselor offers gentle support to children up to age 12 in a safe environment where they can express their feelings around the loss of a loved one.

FRIENDSHIP LELUM YOUTH SAFE HOUSE 250-753-8266
Short-term emergency housing for at-risk youth ages 12-18 to assists them to leave the streets and learn to live safe, healthy lives.

GIRL GUIDES OF CANADA 1-800-565-8111
www.girlguides.ca

KIDS HELP PHONE
www.kidshelpphone.ca 1-800-668-6868
Free anonymous and confidential 24/7 phone and on-line professional counselling service for youth. Large or small concerns.

HAVEN SOCIETY’S CHILDREN WHO WITNESS ABUSE PROGRAM
www.havensociety.com 250-756-2452
An intervention/prevention program created by the BC Society of Transition Houses to address the needs of children and youth ages 3-18 who have been exposed to violence at home. The goal of the program is to interrupt/break the cycle of inter-generational abuse.

PACIFIC CARE
3156 Barons Road 250-756-2022
www.pacific-care.bc.ca
The Child Care Resource and Referral (CCRR) is the community’s best source for child care information, resources and child care referrals. PacificCare offers access to liability insurance coverage for Registered Child Care providers and Mother Goose Programs.
Monday - Friday, 8:30 am—4:30 pm
Last Thursday of each month, 8:30 am—7:00 pm
NANAIMO YOUTH SERVICES
www.nysa.bc.ca 1-855-922-0220
290 Bastion Street
Provides employment services to connect and empower youth ages 16-30.
Monday - Friday, 8:30 am—4:30 pm

RAINBOWS NANAIMO 250-751-7888
www.rainbowsnanaimo.ca
A grief support group program offered in Nanaimo through community sites and School District 68. Provides support to children, teens and their families when dealing with a significant loss—death, divorce, abandonment, etc.
12-week programs offered throughout the year: registration required, free of charge

YOUTH HEALTH CLINIC
1665 Grant Avenue 250-755-3345
For youth up to age 25. Provides contraception counselling, pregnancy testing, with non-judgmental option counselling and referral. STI testing and treatment.
Tuesdays, 2:00 pm—4:30 pm
Mondays, 3:00 pm—4:00 pm (pill pickup for existing clients only)

TRANSITIONS WITHDRAWAL MANAGEMENT & SUPPORTIVE RESIDENTIAL PROGRAM
170 Wallace Street (around back-lower level) 250-754-2773
A NARSF Program. Referral through Discovery Youth and Family Addictions (VIHA) for youth with problematic drug and alcohol use to achieve their goal of abstinence or reduction of harmful consequences of substance use.

SEXUAL ABUSE INTERVENTION
201 - 190 Wallace Street 250-754-2773
A NARSF Program. Open referral program for children, teens and families who have disclosed sexual abuse or are at risk for sexual exploitation.

HOSPICE YOUTH PROGRAM
www.teensanddeath.com 250-591-8811
1080 St. George Crescent
Offers a safe haven for teens ages 13-18 dealing with the death of a special person and a website designed for teens.
MINISTRY OF CHILDREN & FAMILY DEVELOPMENT
• 202 - 488 Albert Street 250-741-5444
  Investigates claims of abuse and neglect. Adoptions. Child
  and youth special needs and mental health. FASD key workers.
• 101 - 488 Albert Street 250-741-3600
  Children's resources, foster parenting, youth probation
  program and youth services.
  Monday - Friday, 8:30 am—4:30 pm.
• 201 - 190 Wallace Street 250-741-5734
  FASD Key Workers support any families & caregivers of
  children & youth who are living with FASD by providing res
  ources and info tailored to meet individual needs.
  Monday - Friday, 8:30 am—4:30 pm.

SCOUTS CANADA 1-888-855-3336
www.scouts.ca

YOUTH AGAINST VIOLENCE (If in immediate danger, call 911)
www.youthagainstviolenceline.com 1-800-680-4264
Call if you’re in any way concerned about your safety or the
safety of others. Confidential and 24/7.

MISCELLANEOUS

CANADA REVENUE AGENCY - INCOME TAX
www.cra.gc.ca
• General inquiries 1-800-959-8281
• Tele-Refund 1-800-959-1956
• Child Tax and Childcare Benefits 1-800-387-1193

CRIMESTOPPERS 1-800-222-8477

VIU HAIRDRESSING PROGRAM
900 Fifth Street, Building 164
www.viu.ca/hairdressing 250-740-6115
Hairdressing by student hairdressers (with professional supervisor)
at low prices. Call for an appointment.
Monday - Thursday, 9:00 am—4:00 pm
This guide is now available online for viewing and printing at

www.nanaimo.ca/goto/SurvivingInNanaimo

Questions, changes, or additions regarding brochure contents should be directed to the listed agency or the City of Nanaimo’s Social Planning Section
Phone 250-755-4464
Email: socialplanning@nanaimo.ca

UPDATED: January 2020