

SURVIVING IN NANAIMO 2019



**A GUIDE
TO LOCAL
AGENCIES
AND SERVICES**



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 **250-268-6151**

St. Peter's Church—301 Machleary St. **or 268-6150**
Temporary shelter for men and women (Dec-Mar).

TILlicum LELUM YOUTH SAFE HOUSE **250-753-8266**

477 Tenth Street
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**

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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-ANONwww.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 **250-802-2235/**
3151 Barons Road **250-739-5880**
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.bcसनanaimo.org **250-760-6031**

Email: bcसनanaimo@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
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 to Friday, 1:00 pm—9:00 pm,
Dinner 5:00 pm—6:00 pm

HAVEN SOCIETY OUTREACH
www.havensociety.com **250-756-2452**
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
www.nanaimohospice.com **250-591-8811**
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 **250-739-5770**

www.nanaimolifeline.ca

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

VANCOUVER ISLAND UNIVERSITY LIBRARY

www.viu.ca/library

250-740-6330

900 Fifth Street

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

NARFS 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 NARFS 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 NARFS 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.nrdrc.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

www.nanaimocommunitykitchens.org

250-753-7470

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**

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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](http://www.bchousing.org/Find/fleeing%20Abuse)

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 Transitional 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

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 SOCIETYwww.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 SERVICESwww.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 SOCIETYwww.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 PROGRAMwww.dialalaw.org**1-800-565-5297**

General information on the law as it applies in BC (not legal advice).

EMPLOYMENT STANDARDS BRANCH

www.gov.bc.ca/employmentstandards

250-390-6186

2nd Floor, 6475 Metral Drive

Enforces the *Employment Standards Act and Regulation* which set minimum standards of wages and working conditions in most work places.

Monday - Friday, 8:30 am—4:30 pm

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 TRANSITIONelders@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 SENIORSwww.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 PROGRAMwww.bcblindsports.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.

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BC BLIND SPORTS SENIOR FITNESS PROGRAM (continued)

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.

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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 assist them to leave the streets and learn to live safe, healthy lives.

GIRL GUIDES OF CANADA

1-800-668-6868

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.

PACIFICCARE

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 resources 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](http://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

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