# SURVIVING IN NANAIMO

## A GUIDE TO LOCAL RESOURCES



CITY OF NANAIMO
THE HARBOUR CITY

*Updated September 2026*

# What's in here...

This guide has information and contacts for low-cost and free resources available for individuals living in Nanaimo. Use it to find shelter, clothing, water, food, medical clinics, counselling services and more. Where resources may not be available in Nanaimo call 2-1-1 for help, 24 hours a day, 7 days a week (text services available from 8 am - 11 pm).

## Emergency

- Crisis lines
- Shelters
- Day-Use Spaces

## Basic Needs

- Clothing
- Food
- Drinking Water
- Housing
- Hygiene

## Health Services

- Medical Clinics
- Substance Use & Addictions
- Mental Health
- Counselling Services

Pathways™ Community Service Directory

**Can't find the service you're looking for? Try Pathways Community Service Directory here!**

## Community Resources and Services

- First Nations
- Services for People with Diverse Abilities
- Youth
- Seniors
- LGBTQ2SIA+
- Furniture and Household Goods
- Transportation
- Personal Identification (I.D)
- Employment
- Legal
- Family Services
- Immigration/Migration
- Veteran's Support

The materials presented in this guide are for informational purposes only and do not represent endorsement of any agency or service. If you have any questions about the Surviving in Nanaimo Guide or wish to provide updates please contact socialdevelopment@nanaimo.ca

# Emergency

IN AN EMERGENCY CALL **911**

## Crisis lines

**If you require health care advice for a non-urgent concern, call HealthLink BC at 811 (24/7)**

### B C 211

| | |
|---|---|
| Phone | 211 |
| Hours | 24/7 Navigators are available 24/7 and can access an interpreter in over 150 languages. |
| Services | |
| Email | W@bc211.ca |
| Website | www.bc211.ca |

### CIRCLE OF CARE: KUU-US FIRST NATIONS AND ABORIGINAL CRISIS LINE SUPPORT

| | |
|---|---|
| Phone | 1-800-588-8717 |
| Hours | 24/7 |
| Services | Help comes in various forms, from a listening, supportive ear, with an opportunity to problem solve, through to a risk assessment to determine the level of help that is needed or the opportunity to have a worker or band member sit with the individual in person if that is wanted. |
| Website | www.fnha.ca |
| Social | |

### HAVEN SOCIETY TRANSITION HOUSE - CRISIS LINE

| | |
|---|---|
| Phone | 1-888-756-0616 or 250-756-0616 |
| Hours | 24/7 |
| Services | Support for women, children and families fleeing domestic violence. |
| Website | |
| Social | |

### HUMAN TRAFFICKING HOTLINE

| | |
|---|---|
| Phone | 1-833-900-1010 |
| Hours | 24/7 |
| Services | You can reach out 24/7- whether you're being trafficked, you know someone who is, or you're a trafficking survivor. We'll help you explore options that feel right for you. Everything is confidential. We also welcome calls from social service providers and law enforcement agencies who want to know how to better support victims and survivors of trafficking. |

### KIDS HELP PHONE

| | |
|---|---|
| Phone | 1-800-668-6868 or TEXT 686868 |
| Hours | 24/7 across Canada |
| Services | Mental health services for kids, teens and young adults. |
| Website | kidshelpphone.ca |
| Social | |

### MENTAL HEALTH SUPPORT

| | |
|---|---|
| Phone | 250-310-6789 |
| Hours | 24/7 |
| Services | Answers the provincial 310Mental Health Support 24/7/365 to provide emotional support and support relating to mental health concerns. Information on resources, mental health, mental disorders, and substance use and addictions. |
| Website | www.heretohelp.bc.ca |
| Social | |

# Emergency

## Crisis lines

### SUICIDE CRISIS HELPLINE

| | |
|---|---|
| Phone | 988 (call or text, toll free) |
| Hours | 24/7/365 |
| Services | If you are thinking about suicide, or you're worried about someone else, we want to help. |
| Website | 988.ca |

### SERVICE LINK

| | |
|---|---|
| Phone | 1-888-885-8824 |
| Hours | 8:30 am - 7:45 pm, daily |
| Services | Connects callers to mental health, substance use, harm reduction, treatment and recovery resources in their community. If a call is not answered, callers may leave a message and will be contacted later that day or next. |

### VANCOUVER ISLAND CRISIS SOCIETY - CRISIS LINE

| | |
|---|---|
| Phone | 1-888-494-3888 |
| Text | 1-250-800-3806 |
| Hours | 24/7 |
| Social | |

### VICTIM LINK BC

| | |
|---|---|
| Phone | 1-800-563-0808 (Call or Text) |
| Email | 211-victimlinkbc@uwbc.ca |
| Hours | 24/7 in different languages |
| Services | A support program for victims of crime and trauma across BC. |

# Emergency

## Shelters

### FRIENDSHIP LELUM - ABORIGINAL YOUTH SAFE HOUSE

| | |
|---|---|
| Phone | 250-753-8266 |
| Services | Friendship Lelum provides short-term shelter for youth aged 12 - 18 years experiencing stressful experiences and have been identified as “at-risk”.<br>Our staff works to promote a safe, secure, stable and nurturing environment for the youth who stay with us.<br>We provide counselling, advocacy, referrals and support. |
| Website | www.tillicumlelum.ca |

### THE SALVATION ARMY NEW HOPE CENTRE

| | |
|---|---|
| Phone | 250-714-1142 |
| Address | 19 Nicol Street |
| Hours | 24/7 New Hope Centre offers 24 beds for emergency shelter (first come first serve basis) and beds for transitional housing. Three meals, showers, laundry, and support services are available to residents. Meals: Breakfast and Dinner meals are distributed through community partners at various locations. |
| Website | www.salvationist.ca |
| Bus Route | #1, #5, #6, #7, #20, #20A, #25, #30, #40, #70, #72, #78 |
| Social | |

### SAMARITAN PLACE - ISLAND CRISIS CARE SOCIETY

| | |
|---|---|
| Phone | 250-753-1474 |
| Address | 702 Nicol Street |
| Hours | 24/7 |
| Services | Shelter space available for 14 women, plus an additional 5 overflow spaces in extreme weather conditions. Residents will have wraparound support services including meals, laundry services and access to mental health and wellness. |
| Bus Route | #7 |
| Social | |

### UNITARIAN SHELTER - NANAIMO FAMILY LIFE ASSOCIATION

| | |
|---|---|
| Phone | 250-754-3720 |
| Address | 595 Townsite Road |
| Hours | 7 days a week, 5:00 pm - 7:00 am |
| Services | 25 emergency shelter beds for men and women.<br>To check bed availability, please call or arrive after 5 pm. |
| Website | www.nflabc.org/unitarianshelter/ |
| Bus Route | #72 |
| Social | |

### SOBERING AND ASSESSMENT CENTRE

| | |
|---|---|
| Phone | 250-824-3333 |
| Address | 126 Halburton Street |
| Hours | 24/7 |
| Services | 8 beds for people under significant influence to rest, be monitored, and connect to other health and social services. Clients can walk-in and typically stay for less than 24 hours. |
| Bus Route | #7 |

# Emergency

## Winter Shelter

### ST. PETER'S CHURCH TEMPORARY WINTER SHELTER

| | |
|---|---|
| Phone | 250-591-9531 (answered 8pm - 7:30am) |
| Address | 301 Machleary St. |
| Hours | **Open October 1, 2026 - March 31, 2027**<br>7 days a week, 8:00 pm - 7:30 am |
| Services | 60 emergency shelter beds for women and men 19+ with Case Management on site. Meals provided and pets are welcome. Guests can arrive after 7pm.<br>To check bed availability, please call 250-591-9531. |
| Website | https://nflabc.org/programs/the-st-peters-winter-shelter |
| Bus Route | #5, 40 |

### CENTRE OF HOPE TEMPORARY WINTER SHELTER

| | |
|---|---|
| Phone | 250-714-1142 |
| Address | 19 Nicol Street |
| | **Open November 1, 2026 to March 31, 2027** |
| Hours | 7pm to 7am, 7 days a week |
| Services: | 30 emergency winter beds for men 19+. First come, first served.<br>Two meals provided. Operated by Salvation Army. |
| Bus Route | #1, #5, #6, #7, #20, #20A, #25, #30, #40, #70, #72, #78 |

**For Extreme Cold Weather event service announcements visit the City's Emergency Supports & Services page:**

***Check out what the City is doing to address homelessness.***

## Women Transition Shelters

### CEDAR WOMAN HOUSE

| | |
|---|---|
| Phone | 250-591-5580 or 250-268-4922 |
| Hours | 24/7 |
| Services | Cedar Woman has 10 beds and offers 24/7 staffed, safe transition housing for women and their children who have experienced or who are at risk of violence, on a short term basis. Cedar Woman House is designed around Indigenous values, and programming.<br>Services are available to women and children of any cultural background. |
| Email | cwh@xpey.ca |
| Website | www.cedarwomanhouse.org |
| Social | |

### HAVEN SOCIETY TRANSITION HOUSE

| | |
|---|---|
| Phone | 250-756-2452 |
| Hours | 24/7 |
| Services | The Transition House provides temporary shelter and support for women and children who have experienced violence and are seeking safety. The House and the Crisis Line are available 24/7. Services include individual and group support and referral to community resources. All programs and services are confidential and available at no cost. |
| Email | haven@havensociety.com |
| Website | www.havensociety.com/transitionhouse |
| Social | |

# Emergency

## Day-Use Spaces

### LOBBIES AT THE RECREATION CENTRE LOCATIONS

Phone 250-756-5222

Services All drop-ins are welcome under the terms of the City of Nanaimo's Respectful Spaces Bylaw 2024 No. 7381.

**Beban Social Centre:**

Address 2300 Bowen Road

Hours Sunday to Saturday, 8:00 am - 10:00 pm

Bus Route #25, #30, #40

**Bowen Recreation Complex:**

Address 500 Bowen Road

Hours Monday to Friday 8:30 am - 4:00 pm

Bus Route #30, #40

**Frank Crane Arena:**

Address 2300 Bowen Road

Hours Sunday to Saturday, 5:00 am - 1:00 am (September to March)
Sunday to Saturday, 7:00 am - 11:00 pm (April to August)

Bus Route #25, #30, #40

**Nanaimo Aquatic Centre:**

Address 741 Third Street

Hours Sunday to Saturday, 6:00 am - 9:00 pm

Bus Route #5, #6, #15, #15A, #40

**Nanaimo Ice Centre:**

Address 750 Third Street

Hours Sunday to Saturday, 5:00 am - 1:00 am (September to March)
Sunday to Saturday, 7:00 am - 11:00 pm (April to August)

Bus Route #5, #6, #15, #15A, #40

**Oliver Woods Community Centre:**

Address 6000 Oliver Road

Hours Sunday to Saturday, 8:00 am - 10:00 pm

Bus Route #40

# Emergency

## Day-Use Spaces

### VANCOUVER ISLAND REGIONAL LIBRARIES

| | |
|---|---|
| Services | All drop-ins are welcome under terms of VIRL's code of conduct. |
| Address | **Nanaimo Harbourfront**: 90 Commercial Street |
| Phone | 250-753-1154 |
| Hours | Friday to Monday: 10:00 am - 6:00 pm<br>Tuesday to Thursday: 10:00 am - 7:00 pm |
| Bus Route | #1, #5, #6, #20, #20A, #25, #30, #40, #72 |
| Address | **Nanaimo North**: 6250 Hammond Bay Road |
| Phone | 250-933-2665 |
| Hours | Friday to Monday: 10:00 am - 6:00 pm<br>Tuesday to Thursday: 10:00 am - 7:00 pm |
| Bus Route | #20, #40 |
| Address | **Nanaimo Wellington Branch**: 3200 North Island Highway |
| Phone | 250-758-5544 |
| Hours | Monday to Thursday: 10:00 am - 6:00 pm<br>Friday: 10:00 am - 8:00 pm<br>Saturday: 10:00 am - 6:00 pm<br>Sunday: 10:00 am - 5:00 pm |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |
| Website | www.virl.bc.ca |
| Email | info@virl.bc.ca |
| Social | |

### RISEBRIDGE COMMUNITY DROP-IN

| | |
|---|---|
| Services | Provide snacks & coffee with access to a free community clothing closet. |
| Address | 520 Prideaux Street |
| Phone | 250-268-8428 |
| Hours | Every Tuesday from 9:00 am - 12:00 pm |
| Bus Route | #5, #6 |
| Website | www.risebridgeproject.ca |
| Email | risebridgeproject@gmail.com |

# Basic Needs

## Clothing

### HAPPY FEET

| | |
|---|---|
| Address | 303 Prideaux Street, outside of the RCMP Detachment |
| Hours | Last Friday of every month, 9:00 am - 11:00 am |
| Services | Those in need can access a lightly used or new pair of shoes, socks, and a snack. Hosted by RCMP, COR, CMHA and Front Runners. Drop off donations happily accepted for lightly used or new runners at RCMP detachment, Monday to Friday, 8:30 am - 4:30 pm |
| Bus Route | #40, #5 |

### NANAIMO HOSPICE SHOPPE

| | |
|---|---|
| Phone | 250-585-0885 |
| Address | 35 - 1925 Bowen Road |
| Hours | Tuesday to Saturday 9:30 am - 4:30 pm |
| Services | Gently used clothing and jewelry. |
| Website | www.nanaimohospice.com |
| Email | shop2@nanaimohospice.com |
| Bus Route | #30, #40 |

### SALVATION ARMY THRIFT STORE - NORTH END

| | |
|---|---|
| Phone | 250-390-1881 |
| Address | 205 - 6750 Island Highway North |
| Hours | Tuesday to Saturday 10:00 am - 5:00 pm |
| Services | Quality clothing at an affordable price for varied incomes. |
| Website | www.nanaimosa.ca |
| Email | CCNanaimo.GivingHope@salvationarmy.ca |
| Bus Route | #1, #9, #15, #15A, #20, #20A, #25, #30, #31, #40 |

### SALVATION ARMY THRIFT STORE

| | |
|---|---|
| Phone | 250-754-9340 |
| Address | 1613 Bowen Road |
| Hours | Tuesday to Saturday 10:00 am - 5:00 pm |
| Services | Clothing, jewelry, housewares, tools, small appliances, auctions, and more for sale to the general public. |
| Website | www.nanaimosa.ca |
| Email | sherry.laroche@salvationarmy.ca |
| Bus Route | #30, #40 |
| Social | |

### ST. ANDREW'S THRIFT STORE

| | |
|---|---|
| Phone | 250-753-1924 |
| Address | 315 Fitzwilliam Street |
| Hours | Monday, Wednesday & Friday 9:30 am - 3:00 pm |
| Services | Gently used women's, men's and children's clothes. |
| Website | www.standrewsunitednanaimo.com |
| Email | office.stauc@shaw.ca |
| Bus Route | #1, #20, #20A, #30, #40, #72 |
| Social | |



# Basic Needs

## Food

### HOW TO ACCESS FOOD BANKS

Clients are eligible for a full hamper once every two weeks and Fresh Eats hampers are available once per day. You will need to register upon your first visit and re-register every 6 months with one piece of government-issued ID for each person in your household that you will be collecting food for.

### 7-10 CLUB SOCIETY

| | |
|---|---|
| Phone | 250-797-0531 |
| Hours | Monday to Friday 8:30 - 11:00 am |
| Services | Bagged lunches delivered to the shower program at Caledonia Park (110 Wall Street). Food is also available throughout the week in the Downtown area. |

### HARVEST CHURCH (FORMERLY MARANATHA CHURCH)

| | |
|---|---|
| Phone | 250-390-2152 |
| Address | 6553 Portsmouth Road, at the back of the building |
| Hours | Sundays at 5pm (closed for July and August) |
| Services | The doors open at 4:30pm every Sunday afternoon when hot and cold refreshments and healthy snacks are available. We usually have live music from 4:30-6:00pm. At 5:00pm, a brief word of encouragement is shared before a meal is served. Before and during the meal, our hosts connect with the guests, offering friendship, support, and encouragement. |
| Bus Route | #1, #9, #15, #15A, #20, #20A, #25, #30, #31, #40 |

### ST. ANDREW'S COFFEE GROUP

| | |
|---|---|
| Phone | 250-754-6539 Every Wednesday from |
| Hours | 9:30 to 11:30 am |
| Address | 315 Fitzwilliam Street |
| Services | Refreshments and music, open to all. |
| Bus Route | #1, #20, #20A, #30, #40, #72 |

### LOAVES & FISHES COMMUNITY FOOD BANKS

| | |
|---|---|
| Phone | 250-754-8347 |
| Services | Food is provided, free of charge, in a "shopping" model at 11 food bank depots. ID for everyone in the household required for registration. Regular Hampers available bi-weekly. Fresh Eats Hampers available 7 days a week. Visit the website for the full schedule of locations. |
| Website | www.viloavesandfishes.org |
| Social | |

| Addresses | Bus Routes |
|---|---|
| 2221 Bowen Road | #25, 30, 40 |
| 471 Irwin Street | #7 |
| 394 Shepherd Ave | #6, 8, 40 |
| 2020 Estevan Road | #20, 20A, 25, 72 |
| 1797 Cedar Road | #8 |
| 1609 Meredith Road | #30 |
| 4951 Rutherford Road | #1, 25, 40 |
| 4235 Departure Bay Road | #1, 20, 20A, 25, 30, 40, 72 |
| 505 Eighth Street | #6, 8 |
| 1300 Princess Royal Ave | #1, 72 |
| 900 Fifth Street (VIU Trades Building 108, off Wakesiah Ave) | #5, 6, 8, 40 |
| 6553 Portsmouth Road | #1, 9, 15, 15A, 20, 20A, 25, 30, 31, 40 |

Scan the QR code for more information and how to register with Loaves & Fishes

# Basic Needs

## Food

### MEALS ON WHEELS

| | |
|---|---|
| Phone | 250-740-2840 |
| Hours | Monday to Friday, 9 am to 12 pm |
| Address | 1233 Kiwanis Crescent |
| Services | Delivers hot meals to people's homes for a small fee. Must be referred by another person. |
| Website | www.kiwanisvillage.ca |
| Email | mownanaimo@shaw.ca |
| Bus Route | #30 |
| Social | |

### NANAIMO COMMUNITY KITCHENS SOCIETY

| | |
|---|---|
| Phone | 250-753-7470 |
| Address | 271 Pine Street |
| Services | Participants build practical food skills, nutrition knowledge, confidence, and community connections while preparing healthy, affordable meals together. Our programs include a variety of community cooking programs which are listed on our website. This includes Cooking Out of the Box, Growing Healthy Families, Cultivate & Cook and hands-on cooking programs for youth. |
| Website | www.nanaimocommunitykitchens.org |
| Email | nanaimocommunitykitchens@gmail.com |
| Bus Route | #5, #6, #15, #15A, #40 |
| Social | |

### NANAIMO FOODSHARE SOCIETY

| | |
|---|---|
| Phone | 250-753-9393 |
| Hours | Monday - Friday, 10 am - 2 pm (Drop in) |
| Address | 271 Pine Street |
| Services | Provides referrals to food resources including food banks and community kitchens. Provides a variety of food related programs including fruit gleaning, Good Food Box, Employment programs, School and Summer, Food Provision, Farmer's Market Coupon program, Cooking and food growing programs for kids and adults. |
| Website | www.nanaimofoodshare.ca |
| Email | info@nanaimofoodshare.ca |
| Bus Route | #5, #6, #15, #15A, #40 |
| Social | |

### NANAIMO FOOD SHARE - MONDAY LUNCH

| | |
|---|---|
| Phone | 250-753-9393 |
| Address | St. Paul's Anglican Church, 100 Chapel Street |
| Hours | Monday from 12 - 1 pm |
| Services | Nutritious lunches are available to community members from all walks of life. Meals are served and prepared by members of Nanaimo Foodshare employment programs donations are appreciated but not required. |
| Email | info@nanaimofoodshare.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

Check out these links for great tips on saving food and reducing waste!

LOVE FOOD hate waste

EAT or TOSS

# Basic Needs

## Food

### THE MOBILE HUB

| | |
|---|---|
| Hours | Wednesday to Sunday 10:30am - 2:30pm at various locations downtown |
| Services | Saturdays from 10:30am - 2:30pm at St. Peter's Church<br>Providing food, hygiene products, some clothing, harm reduction supplies, phone charging and support filling out paperwork. |




### REAL MEALS NANAIMO

| | |
|---|---|
| Phone | 250-716-6033 |
| Address | 621 Townsite Road |
| Services | $7 Dinners with Real Meals Nanaimo. |
| Bus Route | #72 |

### SELBY MISSION

| | |
|---|---|
| Phone | 250-753-3446 |
| Hours | Every Thursday from 12-2 pm |
| Address | 315 Fitzwilliam Street |
| Services | Full free lunch meal provided at the St. Andrew's United Church. |
| Bus Route | #1, #20, #20A, #30, #40, #72 |

### SNUNEYMUXW HULIT LELUM - HEALTH CENTRE

| | |
|---|---|
| Phone | 250-714-8792 (Lea-Lah) or 250-714-9993 (Lance) |
| Hours | Mondays, Wednesdays and Fridays: 4:30pm - 5:30pm dinner |
| Services | Free hot meals delivered at 1 Port Drive (beside the bus stop) with a snack pack delivered downtown twice a week. Clothing available by phone request. |
| Website | https://www.snuneymuxw.ca/services/health-services/ |

### ST. ANDREW'S PRESBYTERIAN CHURCH

| | |
|---|---|
| Phone | 250-758-2676 |
| Address | 4235 Departure Bay Road |
| Hours | 11 am - 12:30 pm, Thursdays September - June |
| Services | Each week, we welcome up to 100 guests, primarily high school students but all are welcome for a wholesome free meal such as soup, sandwiches, fruit, cookies and beverages. |

### ST. PAUL'S ANGLICAN CHURCH

| | |
|---|---|
| Phone | 250-753-2523 |
| Hours | Every Sunday at 12:30 pm |
| Address | 100 Chapel Street |
| Services | Free hot home-cooked meal. |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

## Drinking Water

Click on the icon for an interactive map of water stations around the city.

CITY OF NANAIMO
THE HARBOUR CITY

## Meal Schedule - Drop in

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|---|---|---|---|---|---|---|---|
| **BREAKFAST** | Salvation Army<br>Breakfast Delivery<br>110 Wall Street/<br>Downtown Locations<br>**8:30 - 10:30am**<br><br>7-10 Club<br>Bagged Lunches<br>110 Wall Street/<br>Downtown<br>**8:30 - 11:00am** | Salvation Army<br>Breakfast Delivery<br>110 Wall Street/<br>Downtown locations<br>**8:30 - 10:30am**<br><br>7-10 Club<br>Bagged Lunches<br>110 Wall Street/<br>Downtown<br>**8:30 - 11:00am** | Salvation Army<br>Breakfast Delivery<br>110 Wall Street/<br>Downtown locations<br>**8:30 - 10:30am**<br><br>7-10 Club<br>Bagged Lunches<br>110 Wall Street/<br>Downtown<br>**8:30 - 11:00am** | Salvation Army<br>Breakfast Delivery<br>110 Wall Street/<br>Downtown locations<br>**8:30 - 10:30am**<br><br>7-10 Club<br>Bagged Lunches<br>110 Wall Street/<br>Downtown<br>**8:30 - 11:00am** | Salvation Army<br>Breakfast Delivery<br>110 Wall Street/<br>Downtown locations<br>**8:30 - 10:30am**<br><br>7-10 Club<br>Bagged Lunches<br>110 Wall Street/<br>Downtown<br>**8:30 - 11:00am** | Salvation Army<br>Breakfast Delivery<br>110 Wall Street/<br>Downtown locations<br>**8:30 - 10:30am** | Salvation Army<br>Breakfast Delivery<br>110 Wall Street/<br>Downtown locations<br>**8:30 - 10:30am** |
| **LUNCH** | St. Paul's Anglican Church/ Nanaimo Foodshare<br>Community Lunch<br>100 Chapel Street<br>**12:00 - 1:00pm** | | St Andrew's United Church<br>Coffee Group<br>315 Fitzwilliam<br>**9:30 - 11:30am**<br><br>**Mobile Hub**<br>Food and Services<br>Various Locations<br>**10:30 - 2:30pm** | **Mobile Hub**<br>Food and Services<br>Various Locations<br>**10:30 - 2:30pm**<br><br>St. Andrew's Presbyterian Church<br>4235 Departure Bay Rd.<br>**11:00 - 12:30pm**<br><br>Selby Mission<br>St. Andrew's United Church<br>315 Fitzwilliam St.<br>**12:00 - 2:00pm** | **Mobile Hub**<br>Food and Services<br>Various Locations<br>**10:30 - 2:30pm** | **Mobile Hub**<br>Food and Services<br>Various Locations<br>**10:30am - 2:30pm**<br>At St. Peter's Church<br>301 Machleary St.<br>**12:30 - 2:00pm** | **Mobile Hub**<br>Food and Services<br>Various Locations<br>**10:30 - 2:30pm**<br><br>St Paul's Anglican Church<br>Hot Lunch with<br>**Mobile Hub**<br>100 Chapel Street<br>**12:30pm** |
| | Salvation Army<br>Community Meal<br>St<br>**1:00 - 2:00pm** | Salvation Army<br>Community Meal<br>19 Nicol St<br>**1:00 - 2:00pm** | Salvation Army<br>Community Meal<br>19 Nicol St<br>**1:00 - 2:00pm** | Salvation Army<br>Community Meal<br>19 Nicol St<br>**1:00 - 2:00pm** | Salvation Army<br>Community Meal<br>19 Nicol St<br>**1:00 - 2:00pm** | Salvation Army<br>Community Meal<br>19 Nicol St<br>**1:00 - 2:00pm** | Salvation Army<br>Community Meal<br>19 Nicol St<br>**1:00 - 2:00pm** |
| **DINNER** | Snuneymuxw Hulit Lelum - Health<br>Hot Dinner<br>1 Port Drive<br>**4:30 - 5:30pm** | | Snuneymuxw Hulit Lelum - Health<br>Hot Dinner<br>1 Port Drive<br>**4:30 - 5:30pm** | | Snuneymuxw Hulit Lelum - Health<br>Hot Dinner<br>1 Port Drive<br>**4:30 - 5:30pm** | | |

Updated September 25, 2026

# Basic Needs

## Housing

### BC HOUSING - FIND HOUSING

| | |
|---|---|
| Phone | 1-800-257-7756 |
| Services | Information on housing programs and listings for all subsidized housing projects in Nanaimo can be found on BC Housing's website. |
| Website | www.bchousing.org |
| Email | vanislandregion@bchousing.org |
| Social | |

### BALLENAS HOUSING SOCIETY

| | |
|---|---|
| Phone | 250-755-1158 |
| Services | Develop and operate housing for people with low to moderate income. |
| Website | www.ballenas.ca |
| Email | info@ballenas.ca |

### CONNECTIVE SUPPORT SOCIETY

| | |
|---|---|
| Phone | 604-872-5651 |
| Email | info@connective.ca |
| Services | Offers housing support programs, including the Nanaimo Region Rent Bank, semi-independent supportive living for individuals who have been found Not Criminally Responsible due to Mental Disorder (NCRMD), supports for those at risk of homelessness, temporary emergency housing, and more. |
| Website | www.connective.ca |
| Social | |

### HABITAT FOR HUMANITY

| | |
|---|---|
| Phone | 250-758-8078 |
| Address | #1 - 4128 Mostar Road |
| Services | 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. |
| Website | www.habitatmvi.org |
| Email | info@habitatmvi.org |
| Bus Route | #15, #15A, #30 |
| Social | |

### ISLAND CRISIS CARE SOCIETY

| | |
|---|---|
| Phone | 250-585-5505 |
| Email | info@iccare.ca |
| Address | #3 - 2025 Bowen Road |
| Services | ICCS works with people who have experienced adversity and homelessness, providing housing alternatives and holistic support to their forward development, recovery and independence. |
| Website | www.islandcrisiscaresociety.ca |
| Bus Route | #30, #40 |
| Social | |



# Basic Needs

## Housing

### KIWANIS HOUSING

| | |
|---|---|
| Phone | 250-753-6471 |
| Address | 1233 Kiwanis Crescent |
| Services | Offers unique housing options, from independent housing and living with home-care support, to 24-hour nursing care. |
| Email | info@kiwanisvillage.ca |
| Bus Route | #30 |
| Social | |

### M'AKOLA HOUSING SOCIETY

| | |
|---|---|
| Phone | 250-756-4217 |
| Hours | Tuesday - Thursday 9 am - 4 pm |
| Address | 22 – 3201 Shenton Road |
| Services | Information on Indigenous housing programs and listings for all subsidized housing projects in Nanaimo can be found on BC Housing's website. |
| Website | www.makola.bc.ca |
| Bus Route | #30 |
| Social | |

### PACIFICA HOUSING

| | |
|---|---|
| Phone | 250-933-1940 |
| Services | 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 experiencing homelessness. |
| Website | www.pacificahousing.ca |
| Social | |

### TILLICUM LELUM ABORIGINAL FRIENDSHIP CENTRE - SALISH LELUM YOUTH & ELDERS HOUSING

| | |
|---|---|
| Phone | 250-716-3438 |
| Services | This is Tillicum Lelum's new housing complex at 479 Tenth Street for elders & youth. Building has laundry facilities, a computer lab, outdoor BBQ, patios and lots of common areas. |
| Website | www.tillicumlelum.ca |

# Basic Needs

## Housing

### WOODGROVE SENIOR CITIZENS HOUSING SOCIETY

| | |
|---|---|
| Phone | 250-741-8856 |
| Address | 1145 Seafield Crescent |
| Services | Provide people 55 years of age and over and those with designated disabilities, according to the BC Government with affordable rental housing. |
| Website | www.wschs.ca |
| Email | info@wschs.ca |
| Bus Route | #30 |

### NANAIMO FAMILY LIFE ASSOCIATION (NFLA)

| | |
|---|---|
| Phone | 250-754-3331 |
| Email | reception@nflabc.org |
| Hours | Monday - Thursday 9 am - 4 pm |
| Address | 1070 Townsite Road |
| Services | Provides housing supports and services for seniors 55+ through the Seniors Housing Information & Navigation Ease Program (SHINE) and Better at Home program as well as for veterans through the Veterans Information and Navigation Ease (V.I.N.E) program. Offers case management housing support for shelter guests. |
| Website | www.nflabc.org |
| Bus Route | #30, #40 |
| Social | |

### SNUNEYMUXW FIRST NATION HOUSING

| | |
|---|---|
| Phone | 250-740-2354<br>(For emergency after-hour support: 250-716-6548) |
| Email | housing@snuneymuxw.ca |
| Hours | Monday - Friday 9 am - 5 pm |
| Address | 1451 MacMillan Road |
| Services | Offers housing and housing supports for Snuneymuxw First Nations members including managing the housing registry for on and off reserve housing, pest control, renovations, maintenance, and tenant support and wellness. |
| Website | www.nflabc.org |
| Bus Route | #8 |

# Basic Needs

## Hygiene

### PUBLIC WASHROOMS AND WATER

**Starting November 1, 2026**

Beban Park Artificial Turf Fields (Merle Logan Field) 8 am- 11 pm

Bowen Park East 8 am- 6 pm

Brechin Boat Ramp 7 am- 6 pm

Cable Bay Trail 24 hours

Colliery Dam Park 9 am- 7 pm

Deverill Square Gyro Park 9 am- 6 pm

Diana Krall Plaza 24 hours

Diver Lake Park 6 am- 9 pm

Harewood Centennial Park 9:30 am- 7 pm

Kinsmen Park 8 am- 9 pm

Loudon Park 9 am- 6 pm

Maffeo Sutton Park 6 am- 8 pm

Neck Point Park 6 am- 9 pm

Northfield Rotary Lookout Park (Visitor Centre) 9 am- 7 pm

Overdose Prevention & Supervised Consumption Site 11:15 am- 9 pm

Pipers Lagoon Park 6 am- 9 pm

Westwood Lake Park 7 am- 9 pm

A map of water fountains and washrooms is now accessible using the following link: www.nanaimo.ca/goto/waterfountains.

### SHOWER PROGRAM

| | |
|---|---|
| Phone | 250-754-3720 |
| Hours | Monday - Friday 7 am - 12 pm |
| Address | Caledonia Sports Field at 110 Wall Street |
| Services | Free showers available, towels and toiletries are supplied. |
| Bus Route | #1, #30, #72 |



Click on the icon for an interactive map of water stations around the city.

CITY OF NANAIMO
THE HARBOUR CITY

# Basic Needs

## Hygiene

### BUSY BUBBLE LAUNDROMAT

| | |
|---|---|
| Phone | 250-390-1222 |
| Hours | 9 am - 6 pm 7 days a week |
| Address | 6353 Hammond Bay Road |
| Bus Route | #1, #15, #15A, #20, #30, #40 |

### CRYSTAL CLEAN LAUNDROMAT

| | |
|---|---|
| Phone | 250-751-8111 |
| Hours | Monday - Friday 9 am - 6 pm<br>Saturday - Sunday 9 am - 4 pm |
| Address | 2220 Bowen Road |
| Bus Route | #25, #30, #40 |

### HAREWOOD LAUNDROMAT

| | |
|---|---|
| Phone | 250-753-6312 |
| Hours | Wednesday - Monday 9 am - 5 pm |
| Address | 550 Fifth Street |
| Bus Route | #5, #6, #8, #40 |

### JINGLE POT LAUNDROMAT

| | |
|---|---|
| Hours | 9 am - 10 pm 7 days a week |
| Address | 2201 Jingle Pot Road |
| Bus Route | #5, #15, #15A |

### TERMINAL LAUNDROMAT

| | |
|---|---|
| Phone | 250-716-1956 |
| Hours | 6 am - 10 pm |
| Address | 1050 Terminal Ave North |
| Bus Route | #1, #72 |

### VIU HAIRDRESSING PROGRAM

| | |
|---|---|
| Phone | 250-740-6115 |
| Hours | Monday - Thursday 9 am - 4 pm |
| Address | 900 Fifth Street Building 164 |
| Services | Hairdressing by student hairdressers (with professional supervisor) at low prices. |
| Website | www.tradesappliedtech.viu.ca |
| Bus Route | #5, #8, #15, #15A, #40 |



# Health Services

## Medical Clinics

### AIDS VANCOUVER ISLAND

| | |
|---|---|
| Phone | 250-754-9111 or toll free at 1-877-311-7400 |
| Hours | Monday 9 am - 2 pm<br>Tuesday - Thursday 9 am - 5 pm |
| Address | 102 - 55 Victoria Road |
| Services | 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. |
| Website | www.avi.org |
| Bus Route | #5, #6, #7, #40 |

### BC CANCER SCREENING

| | |
|---|---|
| Phone | 250-716-5904 |
| Hours | Monday - Thursday 8:30 am - 4 pm<br>Friday 8:30 am - 3:30 pm<br>Every Second Saturday 8:30 am - 12:35 pm |
| Address | 1804B Bowen Road |
| Website | www.bccancer.bc.ca |
| Bus Route | #40 |

### CANADIAN DIABETES ASSOCIATION

| | |
|---|---|
| Phone | 1-800-226-8464 |
| Hours | Monday - Friday 10 am - 2 pm |
| Services | Diabetes Canada is the nation's most trusted provider of diabetes education, research, resources, and services. |
| Website | www.diabetes.ca |
| Social | |

### CANADIAN CANCER SOCIETY

| | |
|---|---|
| Phone | 1-888-939-3333 |
| Email | info@cancer.ca (for information and support) or connect@cancer.ca (general inquiries) |
| Services | Provides emotional and practical support and assistance to cancer patients, arranges out-of-town transport for cancer patients during treatment. Wigs, hats, scarves, bras, prosthesis, 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. |
| Website | www.cancer.ca |
| Social | |

# Health Services

## Medical Clinics

### CENTRAL NANAIMO URGENT AND PRIMARY CARE CENTRE

| | |
|---|---|
| Phone | 1-833-688-8722 for same day (within 12-24 hour) appointment |
| Hours | 8 am to 8 pm, 7 days a week |
| Address | 3260 Norwell Drive |
| Services | Medical services which are routinely available in a primary care doctor's office such as common illnesses, minor injuries, reproductive and sexual health. Not an emergency facility or an essential service. |
| Website | www.islandhealth.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

Scan the QR Code for Emergency Care resources and hospital wait times

### COMMUNITY OUTREACH DENTAL ENDEAVOUR (CODE)

| | |
|---|---|
| Phone | 250-591-0771 |
| Email | codedental@shaw.ca |
| Address | 201 - 489 Wallace Street |
| Services | 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. |
| Website | www.connective.ca |
| Bus Route | #1, #5, #6, #20, #20A, #30, #40, #72 |

### COMMUNICABLE DISEASE CLINIC

| | |
|---|---|
| Phone | 250-740-2615 |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | 1665 Grant Avenue |
| Services | Counselling and treatment for sexually transmitted infections, testing and referral for communicable diseases and TB, and central island viral hepatitis service. Appointments required. |
| Bus Route | #30 |

### HEALTH INSURANCE BC

| | |
|---|---|
| Phone | 1-800-663-7100 |
| Services | General information about the Medical Services Plan and Pharma Care benefits and services. |
| Website | www2.gov.bc.ca |

### HEALTH LINK BC

| | |
|---|---|
| Phone | 811 |
| Services | Free-of-charge provincial health information and advice phone line available in British Columbia. |
| Website | www.healthlinkbc.ca |

# Health Services

## Medical Clinics

### HEALTH MATTERS CLINIC

| | |
|---|---|
| Phone | 250-753-6759 |
| Hours | Monday - Thursday 8:30 am - 5:30 pm |
| Address | 103 - 1450 Waddington Road |
| Services | Provides free and confidential STI, Hep C, and Rapid HIV testing and treatment. The clinic is located on the main floor at the end of the hall on your left side in suite #103 Call or Text: 250-753-6759 for an appointment. |
| Bus Route | #30 |

### MEDICAL ARTS URGENT AND PRIMARY CARE CENTRE

| | |
|---|---|
| Phone | 778-776-5144 for same day (within 12-24 hour) appointment |
| Hours | Monday - Friday: 8 am to 9 pm<br>Saturday & Sunday: 9 am to 6 pm |
| Address | 103 - 650 South Terminal Avenue |
| Services | Medical services which are routinely available in a primary care doctor's office such as common illnesses, minor injuries, reproductive and sexual health. Not an emergency facility or an essential service. |
| Website | www.islandhealth.ca |
| Bus Route | #1, #5, #6, #20, #20A, #25, #30, #40, #72, #78 |

### MOBILE HEALTH OUTREACH

| | |
|---|---|
| Phone | Toll free 1-844-482-4239 or text 250-510-3637 |
| Hours | Friday and Saturday 1:30 pm - 9:30 pm |
| Services | Free and confidential safer sex and drug use supplies, HIV testing, referral, overdose prevention and harm reduction. Mobile Health Outreach provides harm reduction supplies, information and referral on a confidential basis in the Cowichan Lake, Duncan, Ladysmith, Nanaimo and Parksville areas. |
| Website | www.narsf.org |

### NANAIMO PUBLIC HEALTH UNIT

| | |
|---|---|
| Phone | 250-755-6200 |
| Email | NanaimoPublicHealth@islandhealth.ca |
| Hours | 7 days a week 8:30 am - 4:30 pm |
| Address | 1665 Grant Avenue |
| Bus Route | #30 |
| website | www.islandhealth.ca |
| Social | |

Services

| | |
|---|---|
| Public Health Nursing | 250-755-3388 |
| Primary Care Memory Clinic | 250-755-3301 |
| Immunization Appointments | 250-755-3342 |
| Adult & Youth Health Clinic | 250-755-3345 |
| Infant, Child & Family Intake | 250-755-3388 |
| 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 |

## Medical Clinics

### NANAIMO REGIONAL GENERAL HOSPITAL

| | |
|---|---|
| Phone | 250-755-7691 |
| Hours | 24/7 |
| Address | 1200 Dufferin Crescent |
| Website | www.islandhealth.ca |
| Bus Route | #30 |
| Social | |

### OPTIONS FOR SEXUAL HEALTH

| | |
|---|---|
| Phone | 250-753-9511 |
| Hours | Monday - Wednesday 5 pm - 8 pm |
| Address | #8 - 1599 Dufferin Crescent |
| Services | Reproductive health services including birth control information and supplies, fertility awareness, pregnancy testing information and counselling, sexually transmitted infections testing and treatment. Appointments preferred. |
| Bus Route | #30, #40 |
| Social | |




### PRINCESS ROYAL FAMILY CENTRE HEALTH UNIT (SOUTH END PUBLIC HEALTH)

| | |
|---|---|
| Phone | 250-739-5845 |
| Hours | Monday - Friday 8:30am - 4:30pm, hours may vary |
| Address | 80 Chapel Street |
| Services | Offers a range of services to promote health and wellness in the community including dental health, nutrition programs, prenatal and parenting education, access to a Public Health Nurse, immunizations, parent and child support services, sexual health, youth support and speech and language services. |
| Website | www.islandhealth.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |
| Social | |

### VIU DENTAL CLINIC

| | |
|---|---|
| Phone | 250-740-6240 |
| Services | All treatment is provided by dental students who are supervised by licensed faculty and dentists. |
| Address | 900 Fifth Street |
| Website | https://hshs.viu.ca/dental-clinic |
| Bus Route | #5, #6, #8, #15, #15A, #40 |

## Substance Use & Addictions

### AL-ANON

| | |
|---|---|
| Phone | 1-888-425-2666 |
| Services | Support for friends and families of alcoholics. |
| Website | www.bcyukon-al-anon.org |

### ALCOHOLICS ANONYMOUS

| | |
|---|---|
| Phone | 1-833-753-7513 |
| Email | nanaimoaa@shaw.ca |
| Website | www.nanaimoaa.org |

### ADDICTIONS RECOVERY CENTRE

| | |
|---|---|
| Phone | 250-591-1000 |
| Email | info@arcclinic.ca |
| Hours | Monday - Thursday 9 am - 4 pm<br>Friday 9 am - 12 pm |
| Address | #200 - 55 Victoria Road |
| Services | Addiction Medical Clinic which provides outpatient Opiate Agonist Therapy (OAT) programs to support people struggling with Opiate Addiction. ARC Clinic is a low barrier clinic facilitating same or next day intake by self referral or health practitioner referral. As part of their commitment to low-barrier services, there are no private clinic fees. |
| Website | www.arcclinic.ca |
| Bus Route | #1, #5, #6, #7, #20, #20A, #30, #40, #72 |

### AVI COMMUNITY HEALTH CENTRE

| | |
|---|---|
| Phone | 250-754-9111 |
| Email | health.centre@avi.org |
| Hours | Health Centre: Monday - Thursday 10 am - 5 pm<br>Addiction Medicine Walk In: Monday - Friday 10 am - 4:30 pm<br>EHR: Monday - Sunday 10 am - 5:30 pm |
| Address | #102 - 55 Victoria Road |
| Services | Walk-in access to team of physicians, nurse practitioners, and nurse prescribers for opioid agonist treatment (OAT) for clients who meet eligibility criteria. Provides access to a diverse range of low-barrier harm reduction, primary care, sexual health, outreach and referrals and substance abuse, Hepatitis C and HIV/AIDS counselling. |
| Website | www.avi.org |
| Bus Route | #1, #5, #6, #7, #20, #20A, #30, #40, #72 |

### BC ALCOHOL & DRUG INFO & REFERRAL LINE

| | |
|---|---|
| Phone | 1-800-663-1441 |
| Hours | 24/7 |
| Services | Alcohol & Drug Information Referral Service (ADIRS) provides free, confidential information and referral services to British Columbians in need of support with any kind of substance use issue (alcohol or other drugs). Referral to community substance use treatment services is available for all ages. Information available from ADIRS includes prevention resources, support groups, and addiction related topics such as fetal alcohol syndrome. |
| Website | www.healthlinkbc.ca |

## Substance Use & Addictions

### NANAIMO ADDICTION CLINIC

| | |
|---|---|
| Phone | 250-824-3077 |
| Email | info@addictionclinic.ca |
| Hours | Monday - Thursday 9 am - 5 pm (Closed 12 pm - 1 pm for lunch) |
| Address | 17 Victoria Road |
| Services | Walk-in access to team of physicians, nurse practitioners, and nurse prescribers for opioid agonist treatment (OAT) for clients who meet eligibility criteria. |
| Website | www.addictionclinic.ca |
| Bus Route | #1, #5, #6, #7, #20, #20A, #30, #40, #70, #72, #78 |

### NANAIMO PAIN CLINIC

| | |
|---|---|
| Phone | 250-591-2565 |
| Hours | Tuesday and Wednesday 9 am - 3 pm<br>Thursday 9 am - 1:00 pm<br>Friday 9 am - 1:30 (by appointment only) |
| Address | A - 495 Dunsmuir Street |
| Services | Treats opiate dependence using medication-assisted therapy, recovery, and weekly/bi-weekly support sessions. |
| Website | www.nanaimorecovers.com |
| Bus Route | #1, #5, #6, #20, #20A, #30, #40, #72 |

### DR EVAN AILON: ALCOHOL USE DISORDER SPECIALIST

| | |
|---|---|
| Phone | 250-753-2446, requires Physician referral |
| Address | #205 - 1621 Dufferin Crescent |
| Bus Route | #30, #40 |

### SERVICE LINK/ACCESS CENTRAL

| | |
|---|---|
| Phone | 1-888-885-8824 |
| Hours | 7 days a week from 9 am - 7:45 pm |
| Services | Connects callers to mental health, substance use, harm reduction, treatment and recovery resources in their community including:<br>• Same or next-day clinical screening and assessment<br>• Placement in a withdrawal management/detox bed according to medical need, and/or rapid connection to outpatient services<br>• Initiation of opioid agonist therapy (OAT) or anti-craving medications for alcohol use, when appropriate<br>• Ongoing support throughout the withdrawal and recovery journey |

### TREW BEGINNINGS

| | |
|---|---|
| Phone | 250-591-6454 |
| Email | trewbeginnings@shaw.ca |
| Hours | Monday - Thursday 9 am - 4 pm |
| Address | #216 - 55 Victoria Road |
| Services | A medical practice that provides outpatient substance use services. |
| Website | www.oatrx.xa |
| Bus Route | #1, #5, #6, #7, #20, #20A, #30, #40, #72 |

## Substance Use & Addictions

### CENTRAL VANCOUVER ISLAND AREA NARCOTICS ANONYMOUS

| | |
|---|---|
| Phone | 1-800-494-2404 |
| Hours | 24/7 |
| Services | A recovery process and peer support network open to all addicts. |
| Website | www.cviana.ca |

### DISCOVERY YOUTH & FAMILY SUBSTANCE USE SERVICES

| | |
|---|---|
| Phone | 250-739-5790 |
| Email | discovery@islandhealth.ca |
| Hours | Monday - Friday 8:30 am - 5 pm |
| Address | #206 - 96 Cavan Street |
| Services | Free community-based counselling services, access to residential care and treatment for youth struggling with substance use. |
| Website | www.islandhealth.ca |
| Bus Route | #1, #5, #6, #20, #20A, #25, #30, #40, #72, #78 |

### EATING DISORDERS PROGRAM

| | |
|---|---|
| Phone | 250-754-2773 ext 213 |
| Email | admin@narsf.org |
| Address | #201 - 190 Wallace Street |
| Services | Prevention and treatment services to lessen the impact of harm associated with serious eating patterns for referred youth and families in the Nanaimo/Ladysmith area. |
| Website | www.narsf.org |
| Bus Route | #1, #20, #20A, #30, #40, #72 |

### MOMS STOP THE HARM - FAMILY PEER NAVIGATION

| | |
|---|---|
| Phone | 778-674-8638 |
| Email | bcfamilynavigator@momsstoptheharm.com |
| Services | A family, peer navigation service for those who are supporting loved ones who use substances. This service is on demand with resource navigation, emotional, and educational support. |
| Website | www.momsstoptheharm.com |

### MOMS STOP THE HARM - HEALING HEARTS

| | |
|---|---|
| Phone | 778-674-8638 |
| Email | nanaimohealinghearts@gmail.com |
| Hours | Second Thursday of the month at 6 pm |
| Address | 2020 Estevan Road, Brechin United Church |
| Services | Free bereavement support group specific to those grieving the loss of a loved one due to overdose or substance-use related harms. |
| Website | www.momsstoptheharm.com |
| Bus Route | #20, #20A, #25, #72 |

### MOMS STOP THE HARM - HOLDING HOPE

| | |
|---|---|
| Email | bcholdinghope1@gmail.com |
| Hours | First and third Thursday of the month at 6 pm |
| Address | 2020 Estevan Road, Brechin United Church |
| Services | Peer-led support groups, offered at no cost, to families with loved ones living with addiction. |
| Website | www.momsstoptheharm.com |
| Bus Route | #20, #20A, #25, #72 |

## Substance Use & Addictions

### NANAIMO MENTAL HEALTH AND SUBSTANCE USE ADVISORY COMMITTEE

| | |
|---|---|
| Phone | 250-760-6031 |
| Email | contact@mhrpci.com |
| Hours | Second Wednesday of the month at 11:15 am |
| Services | Since 2015, the Mental Health Substance Use Advisory Committee (MHSUAC) has been a key place for individuals with lived experience and their loved ones to connect directly with Island Health and community organizations. The Committee exists to give a voice to all in the Nanaimo community, lowering barriers, identifying needs, gaps and opportunities, and amplifying voices and fostering real conversation for change in our community. |

### NANAIMO SOBERING AND ASSESSMENT CENTRE

| | |
|---|---|
| Phone | 250-824-3333 |
| Email | nsac@vimhs.org |
| Hours | 24/7 |
| Address | 126 Haliburton Street |
| Services | A program run in collaboration with CMHA Mid-Island and Vancouver Island Mental Health Society. A safe place to sleep up to 24 hours while substance affected. Anyone can access the centre by coming to the door and buzzing the intercom. |
| Bus Route | #7 |

### NAR-ANON

| | |
|---|---|
| Phone | 250-739-9010 or 250-618-5036 |
| Hours | Mondays 7 - 8 pm (Virtual over Zoom)<br>Wednesdays 7 pm at 6553 Portsmouth Road<br>Thursdays 1 pm at 6553 Portsmouth Road |
| Services | A 12 step self-help program offering recovery and support for families and friends of addicts. Weekly meetings are held for those who know or have known a feeling of desperation due to the problem of addiction. |
| Website | https://naranonbc.com/meetings-in-bc |
| Bus Route | #1, #9, #15, #15A, #20, #20A, #25, #30, #31, #40 |

### NARSF PROGRAMS LTD.

| | |
|---|---|
| Phone | 250-754-2773 |
| Email | admin@narsf.org |
| Hours | Monday - Friday 8:30 am - 5 pm |
| Address | #201 - 170 Wallace Street |
| Services | Services and programs for families, those experiencing violence, addictions, and more. Drop-in pre/post HIV testing is available. |
| Website | www.narsf.org |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

### QUIT NOW BY PHONE SMOKERS HELPLINE

| | |
|---|---|
| Phone | 1-877-455-2233 |
| Services | A helpline offering evidence-based support - like counseling, referrals to local programs, and free medication - to people who want to quit tobacco. |
| Website | www.cdc.gov |

## Substance Use & Addictions

### OPIOID TREATMENT ACCESS LINE

| | |
|---|---|
| Phone | 1-833-804-8111 |
| Hours | 7 days a week from 9:00 am - 4:00 pm (last intake at 3:30 pm, voicemail after hours) |
| Services | The Opioid Treatment Access Line is an immediate step to improve same-day access to opioid agonist treatment for BC residents who need help to stop using and better connect them to further treatement and supports in the community. Speak to a trained doctor or nurse practioner who will conduct an initial addiction-medicine consultation over the phone, prescribe an opioid agonist treatment medication, if appropriate, and connect to regional health teams for further treatment and supports in the community. |

### OVERDOSE PREVENTION SITE (OPS)

| | |
|---|---|
| Phone | 250-244-4042 ext 402 |
| Hours | 7 days a week from 11:15 am - 9:00 pm |
| Address | 250 Albert Street - Access on Dunsmuir Street |
| Services | This site operates as a lifeguard station for drug consumption, providing a welcoming and culturally safe environment, harm reduction supplies, sterile environments for safer drug consumption, lifeguards to witness consumption, best practices education for drug consumption, and low-barrier employment opportunities for community members. |
| Website | www.cmhamidisland.ca |
| Bus Route | #1, #5, #6, #20, #20A, #30, #40, #72 |

### SMART RECOVERY MEETINGS

| | |
|---|---|
| Hours | Meetings are online and in person. Times vary. |
| Services | SMART stands for Self-Management and Recovery Training. |
| Website | www.smartrecoverybc.com |
| Social | |

### SUBSTANCE USE SERVICES OUTREACH TEAM (SUSO)

| | |
|---|---|
| Phone | 250-713-5118 |
| Hours | 7 days a week from 8:30 am - 7:30 pm |
| Services | Team of nurses, clinicians, and support workers. Supports include overdose follow up, treatment referrals, home withdrawal management, linkages to primary care and OAT physicians, support to sobering and assessment beds, supportive recovery beds, and crisis/stabilization beds. Team also case manages individuals with intensive substance use challenges. |

### YOUTH SHORT-TERM ASSESSMENT AND RESPONSE TEAM (YSTAR)

| | |
|---|---|
| Phone | 236-628-1503 |
| Hours | 7 days a week from 9:00 am - 5:00 pm |
| Services | Serving youth in the community between the ages of 13 to 19 who are experiencing issues with substance use and mental health. The team consists of a social worker, nurse, and family support worker. |

## Substance Use & Addictions

### PERINATAL OUTREACH – SOUTH END PUBLIC HEALTH

| | |
|---|---|
| Phone | 250-619-7672 (call or text) |
| Email | phoutreach@islandhealth.ca |
| Hours | Monday - Friday, 9 am - 4 pm |
| Address | 80 Chapel Street |
| Services | Support for pregnant and/or parenting individuals who are substance affected (or are in early recovery) with pregnancy testing and options, medical care and/or substance use harm reduction and/or treatment options during pregnancy and post-partum, access to a Maternity doctor, lactation support, birth control, childhood immunizations and more. |
| Website | Flyer |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |
| Social | |

| NEEDLE DISPOSAL BOX LOCATIONS | NEEDLE DISPOSAL BOX HOURS |
|---|---|
| Beban Park at 2300 Bowen Road | 8 am - 8 pm |
| Bowen Park Recreation Centre at 500 Bowen Road | 8 am - 6 pm |
| Deverill Square Park at 200 Irwin Street | 8 am - 9 pm |
| Harewood Centennial Park at 740 Howard Drive | 10 am - 5 pm |
| Kinsmen Park at 2730 Departure Bay Road | 8 am - 9 pm |
| Maffeo Sutton Park at 100 Comox Road | 6 am - 8 pm |
| Nanaimo Aquatic Centre at 741 Third Street | 6 am - 8 pm |
| Nanaimo Ice Centre at 750 Third Street | 6 am - 8 pm |
| Northfield Tourist Centre at 2450 Northfield Road | 6 am - 8 pm |
| Oliver Woods Community Centre at 6000 Oliver Road | 8 am - 8 pm |
| Parks Yard at 69 Prideaux Street | 7 am - 5 pm |
| Westwood Lake Park at 381 Westwood Road | 6 am - 11 pm (Spring/summer)<br>7 am - 9 pm (Fall/winter) |
| Wharf Street Loo (Diana Krall Plaza) at 51 Gordon Street | 24/7 |

# Health Services

## Mental Health

### CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)

| | |
|---|---|
| Phone | 250-244-4042 |
| Hours | Monday - Friday 10 am - 6:15 pm |
| Address | 437 Wesley Street |
| Services | 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. |
| Website | www.cmhamidisland.ca |
| Bus Route | #1, #5, #6, #20, #20A, #30, #40, #72 |
| Social | |

### (CMHA) BOUNCEBACK

| | |
|---|---|
| Phone | 1-866-639-0522 |
| Services | Free skill-building program designed to help adults and youth 13+ manage low mood, mild to moderate depression, anxiety, stress or worry. Delivered online or over the phone with a coach, you will get access to tools that will support you on your path to mental wellness. Available for youth 13-18 and 19+. |
| Website | www.bouncebackbc.ca |
| Email | bounceback@cmha.bc.ca |
| For youth | What is BounceBack? |
| For 19+ | What is BounceBack? |

### MENTAL HEALTH RECOVERY PARTNERS - CENTRAL ISLAND

| | |
|---|---|
| Phone | 250-760-6031 |
| Hours | Tuesday - Thursday 12:30 pm - 4 pm (by appointment only) |
| Address | 2353 Rosstown Road |
| Services | Provides support for the caregivers of those suffering from mental illness. They offer family-to-family education programs to equip loved ones, as well as a bi-weekly support group. |
| Website | mhrpci.com |
| Bus Route | #25, #30, #40 |
| Social | |

### VANCOUVER ISLAND MENTAL HEALTH SOCIETY

| | |
|---|---|
| Phone | 250-758-8711 |
| Email | info@vimhs.org |
| Address | 2356 Rosstown Road |
| Services | Provides rehabilitative residences and community oriented support services for adults with a psychiatric disability including those with addictions. |
| Website | www.vancouverislandmentalhealthsociety.org |
| Bus Route | #25, #30, #40 |
| Social | |

### CHILD & YOUTH MENTAL HEALTH

| | |
|---|---|
| Phone | 250-741-5701 |
| Hours | Intake on Wednesdays 9 am - 11 am, 1 pm - 3 pm |
| Address | #301 - 190 Wallace Street |
| Services | Provides service to children/youth (up to 19) and families who are seeking assistance regarding a mental health concern. |
| Bus Route | #1, #5, #20, #20A, #30, #40, #72 |

# Health Services

## Counselling Services

### CREDIT COUNSELLING SOCIETY

| | |
|---|---|
| Phone | 250-741-8558 or toll free at 1-888-527-8999 |
| Email | info@nomoredebts.org |
| Hours | Monday - Thursday 5:30 am - 8 pm, Friday 5:30 am - 4:30 pm and Saturday 7:30 am - 3 pm |
| Address | #203 - 335 Wesley Street |
| Services | Non-profit service providing confidential credit counselling, personal budget planning, and debt repayment programs and alternatives. Counselling is free, non-judgmental, and solution focused. |
| Website | www.nomoredebts.org |
| Bus Route | #1, #20, 20A, #30, #40, #72 |

### CROSSROADS PREGNANCY CENTRE

| | |
|---|---|
| Phone | 250-716-1633 |
| Email | info@cpcnanaimo.com |
| Hours | Monday - Thursday 9 am - 4:30 pm |
| Address | 1717 Kerrisdale Road |
| Services | Non-profit service offering free pregnancy tests, options counselling, post abortion recovery, pregnancy loss support, practical help, maternity & baby clothing, gear, diapers, formula, and pregnancy/parenting classes. All services are free & confidential. |
| Website | www.cpcnanaimo.com |
| Bus Route | #40 |
| Social | |

### GAMBLING HELPLINE

| | |
|---|---|
| Phone | Toll free at 1-888-795-6111 |
| Hours | 24/7 |
| Services | Treatment for the negative impacts of gambling, you can request support online or contact the multilingual Gambling Support Line (24/7 toll free): 1-888-795-6111. |
| Website | www2.gov.bc.ca |

### HAVEN SOCIETY - STOPPING THE VIOLENCE

| | |
|---|---|
| Phone | 250-756-2452 ext 302 or Haven Society Crisis line at 1-888-756-0616 |
| Email | haven@havensociety.com |
| Hours | Drop-in Tuesday - Thursday 1-3 pm |
| Address | 2270 Labieux Road |
| Services | Free and confidential individual and group counselling to women who have experienced domestic violence or abuse, sexual assault, and/or childhood abuse. |
| Website | www.havensociety.com |
| Bus Route | #25, #30, #40 |

### ISLAND HEALTH - WALK-IN CRISIS COUNSELLING CLINIC

| | |
|---|---|
| Phone | 1-250-739-5710 or 1-888-885-8824 |
| Hours | Monday - Friday 10 am - 5:15 pm |
| Address | #203 - 2000 Island Highway |
| Services | In-person and mobile crisis response, walk-in single session counselling, and referral to mental health and substance use hospital and community treatment and recovery services. |
| Bus Route | #20, #20A, #30, #72 |

# Health Services

## Counselling Services

### ISLAND COMMUNITY COUNSELLING

| | |
|---|---|
| Phone | 250-716-8888 |
| Email | office@icc.care |
| Hours | Counsellors work variable hours, including evenings and weekends, to meet client needs. |
| Address | #406 & #207 - 235 Bastion Street |
| Services | A non-profit agency striving to provide affordable therapeutic counselling for individuals, couples, families, and group therapy. |
| Website | www.islandcommunitycounselling.ca |
| Bus Route | #1, #5, #6, #20, #20A, #25, #30, #40, #72 |
| Social | |

### NANAIMO COMMUNITY HOSPICE - CHILD/YOUTH PROGRAM

| | |
|---|---|
| Phone | 250-591-8811 |
| Email | info@nanaimohospice.com |
| Hours | Monday - Friday 9 am - 4 pm |
| Address | 1080 St. George Crescent |
| Services | Nanaimo Community Hospice provides one to one grief support for children and youth aged 3-18 years old. The children and youth program utilizes expressive play therapy tools to support individuals understanding and coping with grief. The program is an open referral. |
| Website | www.nanaimohospice.com |
| Bus Route | #30 |

### NANAIMO COMMUNITY HOSPICE

| | |
|---|---|
| Phone | 250-591-8811 |
| Email | info@nanaimohospice.com |
| Hours | Monday - Friday 9 am - 4 pm |
| Address | 1080 St. George Crescent |
| Services | Offers professional grief counselling, groups, peer support and wellness programs to all residents of Nanaimo, Lantzville and Cedar, free of charge. |
| Website | www.nanaimohospice.com |
| Bus Route | #30 |

### NANAIMO FAMILY LIFE ASSOCIATION

| | |
|---|---|
| Phone | 250-754-3331 |
| Email | reception@nflabc.org |
| Hours | Monday - Thursday 9 am - 4 pm |
| Address | 1070 Townsite Road |
| Services | Provides affordable individual, relationship, youth, and senior's counselling. |
| Website | www.nflabc.org |
| Bus Route | #30, #40 |
| Social | |

## Counselling Services

### NANAIMO FAMILY LIFE - SENIOR PEER COUNSELLING

| | |
|---|---|
| Phone | 250-754-3331 |
| Email | reception@nflabc.org |
| Hours | Monday - Thursday 9 am - 4 pm |
| Address | 1070 Townsite Road |
| Services | 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. |
| Website | www.nflabc.org |
| Bus Route | #30, #40 |

### NARSF PROGRAMS LTD. - LIVING IN FAMILIES WITH TEENS (LIFT)

| | |
|---|---|
| Phone | 250-754-9285 |
| Hours | Monday - Friday 9 am - 5 pm |
| Address | #201 - 170 Wallace Street |
| Services | 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. |
| Website | www.narsf.org |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

### NARSF PROGRAMS LTD. - SEXUAL ABUSE INTERVENTION

| | |
|---|---|
| Phone | 250-754-2773 |
| Address | #201 - 190 Wallace Street |
| Services | An open community referral program for children, teens, and families who have disclosed sexual abuse or are at risk for sexual exploitation. |
| Website | www.narsf.org |
| Bus Route | #1, #20, #20A, #30, #40, #72 |

### THE RESTORATIVE WELLNESS PROJECT LTD. (RWP)

| | |
|---|---|
| Phone | 250-619-0901 |
| Email | intake@restwp.com |
| Address | 2371 Arbot Road |
| Services | Offers rapid response mental health stabilization services using a culturally enriched group model with Elders from a variety of Nations. |
| Website | www.restorativecounselling.com |
| Bus Route | #5 |

### THE MEN'S CENTRE

| | |
|---|---|
| Phone | 250-716-1551 |
| Hours | Tuesday - Thursday 10 am - 12 pm and 1 - 3 pm |
| Email | info@themenscentre.ca |
| Address | 418D Fitzwilliam Street |
| Services | Individual counselling support. "Dealing with the Dragon," a course on managing the emotional landscape and violence prevention, is for men only. |
| Website | www.themenscentre.ca |
| Bus Route | #1, #20, #20A, #30, #40, #72 |

## First Nations

### M'AKOLA HOUSING SOCIETY

| | |
|---|---|
| Phone | 250-756-4217 or After Hours Emergencies: 1-877-384-1423 EXT. 2 |
| Hours | Tuesday - Thursday 9 am - 4 pm |
| Email | info@makola.bc.ca |
| Address | #22 - 3201 Shenton Road (Nanaimo Regional Office) |
| Services | Provides homes primarily for indigenous people where they can feel connected to traditional values and community. |
| Website | www.makola.bc.ca |
| Bus Route | #30 |

### MID-ISLAND METIS NATION

| | |
|---|---|
| Phone | 250-585-7441 |
| Hours | Tuesday - Friday 10 am - 4 pm |
| Email | office@mimn.ca |
| Address | #26 - 1708 Bowen Road |
| Services | Protects and promotes Métis culture through developing and implementing training, cultural programming, education, and economic opportunities while ensuring effective communication to all members on Central Vancouver Island. |
| Website | www.midislandmetis.com |
| Bus Route | #30, #40 |
| Social | |

### ISLAND URBAN INDIGENOUS WELLNESS SOCIETY

| | |
|---|---|
| Email | admin@iuiws.ca |
| Address | 2595 McCullough Road |
| Services | Offers a variety of education programs/schooling services for students in grades K-12. Operates one housing complex Nuutsumuut Lelum (1406 Bowen Road). Programs/ services/community activities are open to all Nanaimo residents and visitors. |
| Bus Route | #25, #40 |

## First Nations

### SNUNEYMUXW FIRST NATION - HEAD OFFICE

| | |
|---|---|
| Phone | 250-740-2300 or Toll free 1-888-636-8789 |
| Email | mail@snuneymuxw.ca |
| Hours | Monday - Friday 8 am - 4 pm (closed 12 - 1 pm) |
| Address | 668A Centre Street |
| Services | Offers many services and programs including social assistance, family based programs, training, housing and more. |
| Website | www.snuneymuxw.ca |
| Bus Route | #7 |

### SNUNEYMUXW FIRST NATION - TRADITIONAL MEDICINES CLINIC

| | |
|---|---|
| Phone | 250-740-2323 |
| Hours | Monday - Thursday 9 am - 12 pm and 1 - 4 pm |
| Address | 1984 Woobank Road |
| Services | Offering traditional treatments for maternal and child health issues, sleep, anxiety, physical pain and depression. |
| Website | www.snuneymuxw.ca |
| Bus Route | #8 |

### TILICUM LELUM ABORIGINAL FRIENDSHIP CENTRE

| | |
|---|---|
| Phone | 250-753-4417 |
| Services | Promotes justice, fairness, and equality for aboriginal people through a holistic approach to programming and services. |
| Website | www.tillicumlelum.ca |

### TILICUM LELUM ABORIGINAL FRIENDSHIP CENTRE - EDUCATION CENTRE

| | |
|---|---|
| Phone | 250-753-8291 |
| Hours | Monday - Friday 9 am - 5 pm |
| Address | 927 Haliburton Street |
| Bus Route | #7 |

### TILICUM LELUM ABORIGINAL FRIENDSHIP CENTRE - HEALTH CENTRE

| | |
|---|---|
| Phone | 250-753-6578 |
| Hours | Monday - Friday 9 am - 5 pm |
| Address | 602 Haliburton Street |
| Bus Route | #7 |

## Services for People with Diverse Abilities

### ANGLING LICENSE FEE REDUCTION

| | |
|---|---|
| Phone | 250-741-3636 |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | 460 Selby Street |
| Services | 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. |
| Website | www2.gov.bc.ca |
| Bus Route | #5, #6, #40 |

### COMMUNITY LIVING BC

| | |
|---|---|
| Phone | 250-390-7200 |
| Email | clbcnanaimo@gov.bc.ca |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | 6531 Metral Drive |
| Services | Delivers support and services to adults with developmental disabilities due to FASD or ASD. |
| Website | www.communitylivingbc.ca |
| Bus Route | #1, #15,#15A, #20, #30 |
| Social | |

### ISLAND DEAF & HARD OF HEARING CENTRE

| | |
|---|---|
| Phone | 250-753-0999 |
| Email | nanaimo@idhhc.ca |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | #102 – 6588 Applecross Road |
| Services | Provides counselling, support, hearing loss, employment, family, community, and interpreting services. |
| Website | www.idhhc.ca |
| Bus Route | #1, #20, #20A, #30, #40 |
| Social | |

### NANAIMO ASSOCIATION FOR COMMUNITY LIVING

| | |
|---|---|
| Phone | 250-741-0224 |
| Email | info@nanaimoacl.com |
| Hours | Monday - Friday 8:30 am - 4 pm |
| Address | #201 - 96 Cavan Street |
| Services | Provides services to meet the needs of Nanaimo citizens with developmental disabilities and the people that care for them. |
| Website | www.nanaimoacl.com |
| Bus Route | #1, #5, #6, #20, #20A, #30, #40, #78 |
| Social | |

## Services for People with Diverse Abilities

### NANAIMO BRAIN INJURY SOCIETY

| | |
|---|---|
| Phone | 250-753-5600 or Text Line: 250-268-3959 |
| Email | info@nbis.ca |
| Hours | Monday - Thursday 9 am - 4 pm (closed 12 - 1 pm) |
| Address | #101 - 235 Bastion Street |
| Services | Provides assistance to persons with an acquired brain injury, their families and/or caregivers through education, advocacy, and community rehabilitation support. |
| Website | www.nbis.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |
| Social | |

### NANAIMO DISABILITY RESOURCE CENTRE (NDRC)

| | |
|---|---|
| Phone | 250-758-5547 |
| Email | reception@ndrc.info |
| Hours | Monday - Friday 9 am - 12 pm & 12:30 - 3:30 pm |
| Address | #2 - 4166 Departure Bay Road |
| Services | Provides support, resources, and opportunities for empowerment, which allow people living with disabilities and seniors to make informed choices about their lives. |
| Website | www.ndrc.info |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |
| Social | |

### NANAIMO SUPPORTIVE LIFESTYLES PROGRAM

| | |
|---|---|
| Phone | 250-753-0332 |
| Email | supportstaff@nanaimosl.ca |
| Hours | Monday - Friday 9 am - 5 pm |
| Address | #2 - 1601 Bowen Road |
| Services | Training in social and personal skills for adults with developmental disabilities. All referrals for service accepted directly from Community Living BC. |
| Bus Route | #30, #40 |

### REDUCING POVERTY INITIATIVE

| | |
|---|---|
| Phone | 778-421-0821 ext 214 |
| Email | reducingpoverty@nidmar.ca |
| Services | Occupational Rehabilitation Initiative aims to support individuals who have acquired a physical or mental health impairment and their employers in the return-to-work journey. |
| Website | www.reducingpoverty.nidmar.ca |

### SEMI-INDEPENDENT LIVING PROGRAM

| | |
|---|---|
| Phone | 250-754-5015 |
| Hours | Monday - Friday 9 am - 4:30 pm |
| Address | #307 - 235 Bastion Street |
| Services | Training and support for adults with developmental disabilities who live on their own. Teaches skills required to live independently. |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

## Services for People with Diverse Abilities

### SPECIAL OLYMPICS BC - NANAIMO

| | |
|---|---|
| Phone | 250-208-5402 or 1-888-854-2276 |
| Email | nanaimo@specialolympics.bc.ca |
| Services | 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. |
| Website | www.specialolympics.bc.ca |

### SUPPORTING ADVOCATES IN LEADERSHIP

| | |
|---|---|
| Phone | 250-753-1907 |
| Hours | Monday - Friday 9 am - 5 pm |
| Address | 271 Pine Street |
| Services | Supports adults with diverse abilities to have their voices heard, look for solutions, take positive actions, learn, educate others and raise awareness to help create a more inclusive society for all, funded by Community Living BC. |
| Bus Route | #5, #6, #15, #15A, #40 |

### VANCOUVER ISLAND VOCATIONAL & REHABILITATION SERVICES

| | |
|---|---|
| Phone | 250-753-4225 |
| Email | office@vivrs.ca |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | #203 - 155 Skinner Street |
| Services | Vocational and life skills services for persons with disabilities or employment barriers who wish to achieve employment, access training, or attain community attachment. |
| Website | www.vivrs.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

**Check out this online resource to discover inclusive and welcoming places around Nanaimo and beyond!**



myCommunity BC

## Youth

### BGC CENTRAL VANCOUVER SLAND

| | |
|---|---|
| Phone | 250-754-3215 |
| Email | reception@bgccvi.com |
| Hours | Monday - Friday 9 am - 5 pm |
| Address | 2290 Bowen Road |
| Services | We offer a variety of youth programs for ages 11+ |
| Website | www.bgccvi.com |
| Bus Route | #25, #30, #40 |
| Social | |

### BIG BROTHERS & BIG SISTERS

| | |
|---|---|
| Phone | 250-756-2447 |
| Email | admin@bigscvi.ca |
| Hours | Monday - Friday 9 am - 5 pm |
| Address | 2030 Northfield Road |
| Services | Provides children and youth with the highest quality volunteer-based mentoring programs. |
| Website | www.cvi.bigbrothersbigsisters.ca |
| Bus Route | #25, #40 |
| Social | |




More Youth Resources are available on the City's website here:

### CHILD DEVELOPMENT CENTRE

| | |
|---|---|
| Phone | 250-753-0251 |
| Email | info@nanaimocdc.com |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | 1135 Nelson Street |
| Services | 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. |
| Website | nanaimocdc.com |
| Bus Route | #30 |
| Social | |

### GIRL GUIDES OF CANADA

| | |
|---|---|
| Phone | 1-800-565-8111 |
| Email | info@girlguides.ca |
| Services | Provides girls ages 5-17 with the opportunity to try new experiences, challenge themselves and build their confidence, all within a safe environment. Volunteers help deliver a unique program that encourages girls to build life skills in outdoor adventure, financial literacy, mental health, advocacy and more. |
| Website | www.girlguides.ca |
| Social | |

## Youth

### HAVEN SOCIETY - PEACE PROGRAM FOR CHILDREN AND YOUTH EXPERIENCING VIOLENCE

| | |
|---|---|
| Phone | 250-756-2452 ext 301 |
| Address | 2270 Labieux Road |
| Email | peace@havensociety.com |
| Services | An intervention/prevention counselling 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 domestic violence or experienced intimate partner violence. Our Team provides safety planning, individual and group counselling, and community education to children, youth and their caregivers. The goal of the PEACE Program is to interrupt and break the cycle of intergenerational violence and abuse. All programs and services are confidential and available at no cost. |
| Website | www.havensociety.com |
| Bus Route | #25, #30, #40 |

### CHILDREN AND YOUTH WITH SUPPORT NEEDS OFFICE (MCFD)

| | |
|---|---|
| Phone | 250-741-5734 |
| Hours | Monday to Friday 9 am - 4 pm, closed from 12-1pm |
| Address | #201 - 190 Wallace Street |
| Services | Support for primary caregivers, parents, or guardians who have children or teens with support needs. For children and teens, this may include social and life skills training, behavioural and other professional support services. Assistance for families may include respite, counselling, support groups, and homemaker services. |
| Website | www2.gov.bc.caca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

### KIDS HELP PHONE

| | |
|---|---|
| Phone | Toll free 1-800-668-6868 or text 'TALK' to 686868 |
| Email | info@kidshelpphone.ca |
| Services | Free, anonymous and confidential 24/7 phone and on-line professional counselling service for youth. Large or small concerns. |
| Website | www.kidshelpphone.ca |
| Social | |

### MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

| | |
|---|---|
| Phone | 250-741-5444 |
| Hours | Monday to Friday, 9 am – 4 pm, closed from 12 to 1 pm |
| Address | #202 - 488 Albert Street |
| Services | Offers a variety of child, teen, and family services including child protection, investigating claims of abuse and neglect, protective services for teens aged 13+, guardianship, foster parenting and adoption, youth justice, youth probation program, and youth services. |
| Website | www2.gov.bc.ca |
| Bus Route | **#1,** #5, #6, #20, #20A, #30, #40**, #72** |

### AGED OUT

| | |
|---|---|
| Phone | 604-320-7330 |
| Email | info@agedout.com |
| Website | www.agedout.com |
| Services | This is a resource for young adults who were in government care in BC. It's an up-to-date warehouse of information on resources and services available to young adults and a learning tool to help people feel empowered as they leave care. |

## Youth

### NANAIMO YOUTH WELLNESS CENTRE

| | |
|---|---|
| Address | 1665 Grant Avenue located behind the hospital |
| Phone | 250-619-0651 call or text |
| Hours | A Public Health nurse is available by appointment or drop in:<br>Tuesday, Wednesday & Thursday 1 pm - 4 pm |
| Bus Route | #30 |
| Address | 3260 Norwell Drive - Central Nanaimo Urgent Primary Care Clinic |
| Phone | 250-818-3131 call or text for an appointment |
| Hours | 8 am - 8 pm, 7 days a week |
| Services | Youth (up to 25 years) has access to Physicians, Counsellors, and Public Health Nurses. Confidential services include:<br>• Low Cost Birth Control<br>• Relationship Support<br>• Counselling<br>• STI Screening<br>• Pregnancy Testing<br>• Mental Health Support<br>• Healthy Lifestyle<br>• Emergency Contraception Pill (ECP)<br>• Sexual Decision Making<br>• Gender Identity Support<br>• Family Support |
| Website | www.islandhealth.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |
| Social | |

### NANAIMO YOUTH SERVICES ASSOCIATION

| | |
|---|---|
| Phone | 250-754-1989 |
| Email | reception@nysa.bc.ca |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | 290 Bastion Street |
| Services | Services include job training, supports for mental, physical and emotional health and housing. |
| Website Bus | www.nysa.bc.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |
| Social Media | |

### INDIGENOUS CHILD & YOUTH MENTAL HEALTH (SNUNEYMUXW, SNA NAW AS AND STZ'UMINUS)

| | |
|---|---|
| Phone | 250-741-5701 |
| Hours | Intake on Wednesdays, 9 am - 11 am & 1 pm - 3 pm |
| Address | #301 - 190 Wallace Street |
| Services | Provides confidential, free, mental health and outreach services to indigenous children, youth and families. |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

## Youth

### NARSF - SEXUAL ABUSE INTERVENTION

| | |
|---|---|
| Phone | 250-754-2773 |
| Address | #201 - 190 Wallace Street |
| Services | Open referral program for children, teens and families who have disclosed sexual abuse or are at risk for sexual exploitation. |
| Website | www.narsf.org |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

### NARSF - TRANSITIONS WITHDRAWAL MANAGEMENT & SUPPORTIVE RESIDENTIAL PROGRAM

| | |
|---|---|
| Phone | 250-754-2773 |
| Address | 190 Wallace Street |
| Services | 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. |
| Website | www.narsf.org |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

### PACIFICCARE

| | |
|---|---|
| Phone | 250-756-2022 or Toll free 1-888-480-2273 |
| Email | mailbox@pacific-care.bc.ca |
| Hours | Tuesday: 11:30 am - 4:30 pm<br>Wednesday: 8:30 am - 4:30 pm<br>Thursday: 10:00 am - 6:00 pm<br>Friday: 8:30 am - 4:30 pm<br>Saturday: 8:30 am - 12:30 pm |
| Address | #101 - 3156 Barons Road |
| Services | 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. |
| Website | www.pacificcare.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

### RAINBOWS NANAIMO

| | |
|---|---|
| Phone | 250-802-3716 |
| Email | rainbowsnanaimo@gmail.com |
| Address | 2221 Bowen Road |
| Services | 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. |
| Website | www.rainbowsnanaimo.ca |
| Bus Route | #25, #30, #40 |
| Social | |

## Youth

### SALVATION ARMY - KIDS & YOUTH

| | |
|---|---|
| Phone | 250-753-8834 ext 408 |
| Services | Summer camps, art groups, 'kids in the kitchen', family playgroup, Sunday School. |
| Website | www.nanaimosa.ca |
| Social | |

### SCOUTS CANADA

| | |
|---|---|
| Phone | 1-888-855-3336 |
| Services | Scouts Canada is the country's leading co-ed youth organization, offering programming for children and youth aged 5-26. Through a variety of fun experiences, outdoor adventures and contributions to their community, Scouts builds resilience and skills that set them up for life. |
| Website | www.scouts.ca |
| Social | |

### SIDESCHOOL

| | |
|---|---|
| Phone | 250-802-7699 |
| Services | Sideschool offers 1-on-1 and group tutoring services for youth, based on their needs and interests. They also offer resources and workshops for parents and people who work with youth. |
| Website | sideschool.ca |

### TILLICUM LELUM ABORIGINAL FRIENDSHIP CENTRE

| | |
|---|---|
| Phone | 250-753-4417 |
| Services | Essential services for the urban aboriginal population in the Nanaimo area. The Centre includes programs for adults, children, Elders, families, and more. See a full list of programs on their website. |
| Website | www.tillicumlelum.ca |

### VOLUNTEER NANAIMO

| | |
|---|---|
| Phone | 250-758-7121 |
| Services | Volunteer Nanaimo offers the following programs: Income Tax Program, Watchdog Computer Services, YouthNetwork/Youth 2020 Can, Angel Network, Computers On Site, Autism Library and Hand in Hand Intergenerational Storytelling program. |
| Website | www.volunteernanaimo.ca |
| Social | |

### YOUTH AGAINST VIOLENCE

| | |
|---|---|
| Phone | 1-800-680-4264 |
| Services | Call if you're in any way concerned about your safety or the safety of others. Confidential and 24/7. |
| Website | www.youthagainstviolenceline.com |

## Seniors

### ALZHEIMER SOCIETY RESOURCE CENTRE

| | |
|---|---|
| Phone | 250-734-4170 or toll free 1-800-462-2833 |
| Email | info.nanaimo@alzheimerbc.org |
| Hours | 8:30 am to 4:30 pm Monday to Friday, or call the First Link Dementia Helpline at 1-800-936-6033 for support in English between 9 am and 8 pm Monday to Friday. |
| Address | #4 - 4488 Wellington Road |
| Services | Resources for those suffering from Alzheimer's and Dementia. |
| Website | www.alzheimer.ca |
| Bus Route | #1, #15, #15A, #25, #30 |
| Social | |

### BC BLIND SPORTS SENIOR FITNESS PROGRAM

| | |
|---|---|
| Phone | 1-877-604-8638 |
| Email | susan@bcblindsport.bc.ca |
| Services | Fitness Programs for Adults of all ages who are blind or partially sighted individuals living in Nanaimo. This is a low impact fitness program with emphasis on balance, flexibility and muscle strength. To participate you must be a member of BC Blind Sports (application form available online). |
| Website | www.bcblindsports.bc.ca |

### BETTER MEALS

| | |
|---|---|
| Phone | 1-888-838-1888 |
| Email | contact@bettermeals.ca |
| Hours | 8:30 am - 3 pm Monday to Friday (phone-in hours)<br>Delivery days for Nanaimo - Thursday or Friday depending on address. |
| Services | To address the nutritional challenges faced by seniors, we provide delivery of fully-cooked frozen and fresh meals, catering to various dietary needs. |
| Website | www.bettermeals.ca |

### ELDER COLLEGE

| | |
|---|---|
| Phone | 250-797-9055 |
| Email | info@eldercollege.org |
| Hours | Monday - Friday 8:30 am - 5 pm |
| Services | Offers short, low-cost, general interest courses on a wide range of subjects for people age 50+. |
| Website | www.eldercollege.org |

### ELDER DOG - DOG CARE SUPPORT FOR SENIORS

| | |
|---|---|
| Phone | 1-855-336-4226 |
| Email | info@elderdog.ca |
| Services | Free assistance for seniors with exercising their dogs, picking up dog food, providing light tasks associated with animal hygiene such as nail clipping or help with brushing. Transportation to appointments and temporary care during hospitalization. |
| Website | www.elderdog.ca |

## Seniors

### FIRST LINK DEMENTIA HELP LINE

| | |
|---|---|
| Phone | 1-800-936-6033 |
| Email | info@alzheimerbc.org |
| Hours | Monday - Friday 9 am - 8 pm |
| Services | For anyone affected by dementia, professionally or personally. Get the support you need, when you need it. |
| Website | www.alzheimerbc.org |
| Social | |

### GRAY SKILLS

| | |
|---|---|
| Phone | 250-741-8116 |
| Email | grayskills@ethoscmg.com |
| Services | Free, virtual program that incorporates foundational skills training and pre-employment preparations for those 55+. |
| Website | www.grayskills.ethoscmg.com |

### MAKING A COMPLAINT ABOUT A RESIDENTIAL CARE FACILITY

| | |
|---|---|
| Phone | 250-739-5800 (Nanaimo Island Health) |
| Services | If you have a concern about the health, safety, or well-being of a person in a licensed residential care facility make a complaint immediately. |
| Website | https://www2.gov.bc.ca/gov/content/health/accessing-health-care/finding-assisted-living-or-residential-care/residential-care-facilities/making-a-complaint-about-a-residential-care-facility |

### GRIEF SUPPORT FOR SENIORS

| | |
|---|---|
| Phone | 250-591-8811 |
| Email | info@nanaimohospice.com |
| Hours | Monday - Friday 9 am - 4 pm |
| Address | 1080 St. George Crescent |
| Services | Information sessions, individual counselling and group support for seniors dealing with caregiving and loss. |
| Website | www.nanaimohospice.com |
| Bus Route | #30 |
| Social | |

### GENERATIONS EATING TOGETHER - NANAIMO FOODSHARE SOCIETY

| | |
|---|---|
| Phone | 250-753-9393 |
| Email | raquel.wicks@nanaimofoodshare.ca |
| Address | 271 Pine Street |
| Services | Create social connections, receive and offer support & guidance to the community, and maintain healthy habits around cooking & eating food! 55+. |
| Website | www.nanaimofoodshare.ca |
| Bus Route | #5, #6, #15, #15A, #40 |
| Social | |



## Seniors

### HEART TO HOME MEALS

| | |
|---|---|
| Phone | 1-888-777-2219 |
| Services | Order online or by phone and one of our friendly, trusted members of our delivery team will deliver your meals straight to your door. We can even place them in your freezer for you! |
| Website | www.hearttohomemeals.ca |

### HOME & COMMUNITY CARE CENTRAL ISLAND

| | |
|---|---|
| Phone | 250-739-5749 |
| Hours | Monday - Friday 8 am - 4 pm |
| Address | 1665 Grant Avenue |
| Services | Services include assisted living and residential care, rehabilitation services, home nursing, case management, community nutrition, home support, adult day services, hospice and palliative care, social work, and respite. |
| Bus Route | #30 |

### SENIORS FIRST BC

| | |
|---|---|
| Phone | 604-437-1940 or toll free 1-866-437-1940 |
| Services | A charitable, non profit society that provides information, legal advocacy, support, and referrals to older adults across BC with issues affecting their well-being, as well as those who care for them. |
| Website | www.seniorsfirstbc.ca/ |

### BC ASSOCIATION OF COMMUNITY RESPONSE NETWORKS

| | |
|---|---|
| Phone | 604-437-1940 or toll free 1-866-437-1940 |
| Services | A provincial non-profit dedicated to preventing the mistreatment of vulnerable adults through community awareness, collaboration, and action. |
| Website | www.bccrns.ca |

### NANAIMO FAMILY LIFE ASSOCIATION - SENIORS HOUSING INFORMATION & NAVIGATION EASE PROGRAM (SHINE)

| | |
|---|---|
| Phone | 250-754-3331 (EXT. 205 & 212) |
| Email | reception@nflabc.org |
| Hours | Monday - Thursday 9 am - 4 pm |
| Address | 1070 Townsite Road |
| Services | The Nanaimo Family Life Association provides information on housing options for seniors (60+). We are not a housing provider nor are we able to provide housing placements; however, our Seniors Housing Navigator can provide information that will help Nanaimo seniors find and maintain safe and appropriate housing. |
| Website | www.nflabc.org |
| Bus Route | #30, #40 |

### NANAIMO HARBOUR CITY SENIORS

| | |
|---|---|
| Phone | 250-755-7501 |
| Email | info@nanaimoharbourcityseniors.com |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | Bowen Park Complex at 500 Bowen Road |
| Services | 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 annually. |
| Website | www.nanaimo.ca |
| Bus Route | #30, #40 |

**Check out this online resource to help us all plan for, and live, a healthy lifestyle as we age.**



## Seniors

### NANAIMO LIFELINE PROGRAM

| | |
|---|---|
| Phone | 250-739-5770 |
| Hours | Monday - Friday 8:30 am - 4 pm |
| Address | #2-3188 Barons Road |
| Services | 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. Owned and operated by the Nanaimo & District Hospital Foundation, all profits donated to healthcare in our region. |
| Website | www.nanaimolifeline.ca |
| Bus Route | **#1,** #20, #20A, #25, #30, #40, #72 |

### SENDIAL PROGRAM (THRIFTY FOODS)

| | |
|---|---|
| Phone | 250-544-1234 or Toll free 1-866-948-0196 |
| Hours | Monday - Friday 8 am - 6 pm<br>Saturday, Sunday and Holidays 8 am - 4 pm |
| Services | 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). |
| Website | www.thriftyfoods.com |
| Social | |

### FINDING AN ASSISTED LIVING RESIDENCE

| | |
|---|---|
| Services | To find out what assisted living residences are available in your community, use the website below and use the search boxes on the web page to find a community, specific residence or class of residence. |
| Website | www.connect.health.gov.bc.ca/assisted-living-residence |

### SENIORS OUTREACH TEAM (SORT)

| | |
|---|---|
| Phone | 250-755-3301 |
| Hours | Monday - Friday 9 am - 5 pm |
| Address | 1665 Grant Avenue |
| Services | Provides assessment and treatment services to seniors over 65 who are experiencing mental health problems such as, Alzheimer's disease or depression. Support and education to family and professional caregivers is available. |
| Bus Route | #30 |

### SENIORS ABUSE AND INFORMATION LINE (SAIL)

| | |
|---|---|
| Phone | 604-437-1940 or Toll free 1-866-437-1940 |
| Hours | Monday - Friday 8 am - 8 pm excluding statutory holidays |
| Services | A confidential information line for older adults and those who care about them to speak to a professional intake worker about abuse, mistreatment and any issues that impact the health and well-being of older adults in BC. |
| Website | https://seniorsfirstbc.ca/programs/sail/ |

### OFFICE OF THE SENIORS ADVOCATE BRITISH COLUMBIA

| | |
|---|---|
| Phone | Toll free 1-877-952-3181 or the office in Victoria 250-952-3181 |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | 6th floor, 1405 Douglas Street Victoria, BC |
| Email | info@seniorsadvocatebc.ca |
| Services | Monitors key services affecting seniors and provides referrals to help them access health care, housing, income supports, community programs and transportation services. |
| Website | https://www.seniorsadvocatebc.ca/ |

## LGBTQ2SIA+

### BGC - GENERATION Q

| | |
|---|---|
| Phone | 250-754-3215 |
| Email | youth@bgccvi.com |
| Hours | Thursday 6:30 - 8:30 pm |
| Address | 20 Fifth Street |
| Services | Gen Q invites young people ages 12-18 who identify as LGBTQ2SIA+ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Two-Spirit, Intersex, Asexual/ Aromantic/Agender, or another gender or sexual orientation minority) to meet every Thursday night for a variety of activities and conversations. |
| Bus Route | #6, #7 |

### GENDER CREATIVE KIDS CANADA

| | |
|---|---|
| Email | info@gendercreativekids.ca |
| Services | For gender creative kids, their families, schools, and communities. |
| Website | www.gendercreativekids.com |
| Social | |

### GENDER SPECTRUM

| | |
|---|---|
| Services | Resources for gender diverse families and teens, including navigating medical, legal, mental health, and educational systems. |
| Website | www.genderspectrum.org |
| Social | |




### NANAIMO FAMILY LIFE ASSOCIATION - GENDER JOURNEYS

| | |
|---|---|
| Phone | 250-754-3331 ext 170 |
| Address | 1070 Townsite Road |
| Services | Nanaimo-based peer support groups are for all gender identities: transgender, nonbinary, agender, genderfluid, gender nonconforming, Two-Spirit, etc – or gender questioning. The program offers a safe space to explore, learn, connect, and build community. They offer support groups for adults, youth, and their parents and caregivers. |
| Website | www.nflabc.org |
| Bus Route | #30, #40 |
| Social | |

### NANAIMO PRIDE SOCIETY

| | |
|---|---|
| Email | hello@nanaimopride.ca |
| Services | Nanaimo Pride Society brings together members of the Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, and Non-Binary communities, their friends, allies, and supporters in celebration of the unique spirit and culture of the 2SLGBTQIA+ community by producing quality, inclusive events such as the Pride Parade, Pride Festival and much more. |
| Website | www.nanaimopride.ca |
| Social | |

## LGBTQ2SIA+

### SOGI123

| | |
|---|---|
| Services | SOGI 1 2 3 helps educators make schools inclusive and safe for students of all sexual orientations and gender identities (SOGI). Site includes curriculum supports and policies. |
| Website | www.bc.sogieducation.org |

### TRANS CARE BC

| | |
|---|---|
| Phone | 1-866-999-1514 |
| Email | transcareteam@phsa.ca |
| Services | BC-wide information service and resource hub that includes information to access gender affirming health care and supports. |
| Website | www.phsa.ca |

### VANCOUVER ISLAND TRANS RESOURCES

| | |
|---|---|
| Phone | 250-721-7577 |
| Email | transchair@viu.ca |
| Services | Resource and information site for trans and gender diverse people and their allies on Vancouver Island. Hosted by the Chair in Transgender Studies, UVic. |



## Furniture and Household Goods

### DENI'S DYNAMITE DEALS

| | |
|---|---|
| Phone | 778-441-3364 |
| Hours | Monday - Saturday 10 am - 5 pm |
| Address | 499 Seventh Street |
| Services | Donate or shop a wide variety of affordable used home goods, clothing, sporting equipment, furniture, and much more! Proceeds go towards local charities in the community. |
| Bus Route | #6, #8 |

### HABITAT RESTORE

| | |
|---|---|
| Phone | 250-758-8078 |
| Email | restoremanager@habitatmvi.org |
| Hours | Monday - Saturday 9 am - 5 pm |
| Address | #1 - 4128 Mostar Road |
| Services | Provides a wide variety of affordable new and gently used home furnishings, appliances, lighting, plumbing, hardware, building materials and supplies for sale to the general public. |
| Website | www.habitatmvi.org |
| Bus Route | #15, #15A, #30 |
| Social | |

### NANAIMO HOSPICE THIRFT SHOPPE

| | |
|---|---|
| Phone | 250-585-0885 |
| Email | shop2@nanaimohospice.com |
| Hours | Monday - Saturday 9:30 am - 4:30 pm |
| Address | #35 - 1925 Bowen Road |
| Services | Volunteer, shop, or donate gently used clothing, jewelry, collectables, books, household tools, items, and furniture. |
| Website | www.nanaimohospice.com |
| Bus Route | #30, #40 |
| Social | |

### ST. ANDREW'S THRIFT STORE

| | |
|---|---|
| Phone | 250-753-1924 |
| Email | office.stauc@shaw.ca |
| Hours | Monday, Wednesday & Friday 9:30 am - 3:30 pm |
| Address | 315 Fitzwilliam Street |
| Services | The Thrift Store sells gently used women's, men's and children's clothes, books and small kitchen and household items. |
| Website | www.standrewsunitednanaimo.com |
| Bus Route | #1, #20, #20A, #30, #40, #72 |
| Social | |

## Transportation

### AC TAXI

| | |
|---|---|
| Phone | 250-753-1231 |
| Email | actaxinanaimo@gmail.com |
| Hours | 24/7 |
| Address | 835 Old Victoria Road (main office) |
| Services | 24/7 door-to-door transportation service. |
| Website | www.actaxi.ca |
| Bus Route | #6, #7 |
| Social | |

### BC BUS PASS PROGRAM

| | |
|---|---|
| Phone | 1-866-866-0800 |
| Email | BCBusPassProgram@gov.bc.ca |
| Hours | Monday - Friday 9 am - 4 pm |
| Services | Annual bus pass for low-income seniors and persons with disabilities on restricted incomes. Allows unlimited travel on the Regional transit system. |
| Website | www2.gov.bc.ca |

### BC FERRIES (HEAD OFFICE)

| | |
|---|---|
| Phone | 1-888-223-3779 |
| Hours | Monday - Friday 7 am - 10 pm |
| Address | #500 - 1321 Blanshard Street, Victoria |
| Services | Provides reliable passenger and vehicle ferry service to coastal and island communities. |
| Website | https://www.bcferries.com/ |
| Social | |

### BC FERRIES (DEPARTURE BAY TERMINAL)

| | |
|---|---|
| Phone | 250-758-1728 |
| Address | 680 Trans-Canada Highway |
| Services | Departure Bay is a major BC Ferries terminal that provides services across the Strait of Georgia to Horseshoe Bay in West Vancouver. The route covers approximately 30 nautical miles and takes about 1 hour and 40 minutes to cross. |
| Website | www.bcferries.com |
| Bus Route | #20, #20A, #25 |
| Social | |

## Transportation

### BC FERRIES (DUKE POINT TERMINAL)

| | |
|---|---|
| Phone | 1-888-223-3779 |
| Address | 400 Duke Point Highway |
| Services | Duke Point is a major ferry terminal that provides ferry service across the Strait of Georgia to Tsawwassen. This ferry terminal is the only major terminal in the BC Ferries system that does not have a connection to public transit. |
| Website | www.bcferries.com |
| Social | |

### BC FERRIES (GABRIOLA TERMINAL)

| | |
|---|---|
| Phone | 1-888-223-3779 |
| Address | 160 Front Street |
| Services | Vehicle and walk-on ferry service from Nanaimo Harbour terminal to Gabriola Island. |
| Website | www.bcferries.com |
| Bus Route | #1, #6, #7, #20, #20A, #25, #30, #40, #72 |
| Social | |

### HULLO FERRIES

| | |
|---|---|
| Phone | 236-362-1045 |
| Address | 100 Port Drive |
| Services | Provides walk-on ferry service between Nanaimo and downtown Vancouver. |
| Website | www.hullo.com |
| Social | |

### HANDY DART

| | |
|---|---|
| Phone | 250-390-3000 |
| Hours | Monday - Friday 8 am - 4:30 pm<br>Bus Service Hours: Monday - Friday 7 am - 7:30 pm, Saturday 8 am - 7 pm and Sunday 9:00am - 5:00 pm |
| Address | 6400 Applecross Road |
| Services | handyDART is an accessible, door-to-door shared transit service for people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person. handyDART picks you up at your accessible door and drops you off at the accessible door of your destination. You must first register at no charge. |
| Website | www.rdn.bc.ca |
| Social | |

### NANAIMO REGIONAL TRANSIT SYSTEM

| | |
|---|---|
| Phone | 250-390-4531 |
| Services | Provides conventional bus services within Nanaimo and 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 pm Friday to the end of service Sunday. |
| Website | www.bctransit.com |
| Social | |

## Transportation

### WHERE TO BUY

| Vendor | Address |
|---|---|
| Academy of Learning | 1702 Bowen Road |
| 49th Parallel Grocery | 1824 Cedar Road |
| Bowen Park Seniors | 500 Bowen Road |
| Bowen Road General Store | 1702 Bowen Road |
| Central Drugs | #16 - 2220 Bowen Road |
| Circle K | 4286 Departure Bay Road |
| Country Grocer | 1800 Dufferin Crescent |
| Fairway Markets | #103 - 4750 Rutherford Road |
| Discovery College | 495 Dunsmuir Street |
| Jingle Pot General Store | 2201 Jingle Pot Road |
| Kiwanis House | 1233 Kiwanis Crescent |
| London Drugs | 4750 Rutherford & 650 Terminal Avenue |
| Mac's Convenience Stores | #1 - 4286 Departure Bay Road |
| Man Lee Oriental Foods | 385 Terminal Avenue S. |
| The Medicine Shoppe | Terminal Park Plaza |
| Mid Island Co-op | Any location |




### BUS FARES - ADULTS

| | |
|---|---|
| Cash Fare | $2.75 |
| Day Pass | $5.50 |
| Monthly Pass | $65.00 |
| Monthly Pass (Post Secondary Students) | $55.00 |
| University Semester Pass (Post Secondary Students) | $176.00 |

### BUS FARES - SENIOR (65+) & STUDENT (AGE 13 - 18)

| | |
|---|---|
| Cash Fare | $2.75 |
| Day Pass | $5.50 |
| Monthly Pass | $45.00 |

### BUS FARES - HANDYDART

| | |
|---|---|
| Cash Fare | $2.75 |
| Registered User (5Tickets) | $13.75 |
| Registered User (20 Tickets) | $55.00 |

### BUS FARES - 70 NCX NANAIMO - COWICHAN EXPRESS

| | |
|---|---|
| Cash Fare | $5.00 |
| Zone C NCX Pass (Monthly Pass) | $125.00 |
| Zone D NCX Pass (Monthly Pass) | $175.00 |

Travel made simple with the Umo App!
Plan your route and make contactless payments

For more vendor locations see www.bctransit.com

## Personal Identification (I.D.)

### ICBC DRIVER LICENSING

| | |
|---|---|
| Phone | 1-800-950-1498 |
| Hours | Monday, Tuesday, Thursday & Friday 8:30 am - 4:30 pm and Wednedsay 9 am - 4:30 pm |
| Address | 6475 Metral Drive |
| Services | Get your driver's license, ID, car registration and insurance, and make a claim if you've been in a car accident. |
| Website | www.icbc.com |
| Bus Route | #1, #9, #15, #15A, #20, #20A, #25, #30, #31, #40 |
| Social | |

### SERVICE BC CENTRE NANAIMO

| | |
|---|---|
| Phone | 250-741-3636 |
| Email | servicebc.nanaimo@gov.bc.ca |
| Hours | Tuesday - Friday 9 am - 4:30 pm |
| Address | 460 Selby Street |
| Services | ICBC driver licensing, ID verification, marriage license, changing name, birth services, hunting and fishing, Provincial government payments, landlord and tenant relations and more. |
| Website | www2.gov.bc.ca |
| Bus Route | #1, #5, #6, #20, #20A, #30, #40, #72 |

## Employment & Income

### MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

| | |
|---|---|
| Phone | 1-866-866-0800 |
| Hours | Tuesday to Friday, 9am to 4pm, closed 12 to 1pm |
| Address | 108 Richards Street (South)<br>101-2100 Labieux Road (North) |
| Services | Income/disability assistance, My Self Serve, WorkBC, BC Bus Pass Program, Health Kids Program, Senior's Supplement Program. |
| Website | www2.gov.bc.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 (South)<br>#25, #30, #40 (North) |

### SERVICE CANADA CENTRE

| | |
|---|---|
| Phone | 1-800-622-6232 |
| Hours | Monday - Friday 8:30 am - 4 pm |
| Address | #201 - 60 Front Street |
| Services | Access to federal government services, benefits, and passports. |
| Website | www.servicecanada.gc.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

### VANCOUVER ISLAND VOCATIONAL AND REHABILITATION SERVICES LTD. (VIVRS)

| | |
|---|---|
| Phone | 250-753-4225 |
| Address | #203- 155 Skinner Street |
| Services | Offers individualized skills training and employment support for persons with multiple barriers to employment and vocational assessments for people with or without diversabilities. |
| Website | www.vivrs.ca |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

### WORK BC - EMPLOYMENT CENTRE

| | |
|---|---|
| Phone | 1-844-453-5506 |
| Email | info-nanaimo@workbc.ca |
| Hours | 8:30 am to 4:30 pm Monday, Tuesday, Friday<br>8:30 am to 6 pm Wednesday<br>8:30 am to 3 pm Thursday |
| Address | #101 - 155 Skinner Street |
| Services | Resources for job seekers and employers, including career exploration, planning, training, placements, Resource Room. |
| Website | www.workbc.ca |
| Bus Route | #1, #20, 20A, #25, #30, #40, #72 |

## Legal

### CANADA REVENUE AGENCY (INCOME TAX)

| | |
|---|---|
| General Inquiries | 1-800-959-8281 |
| Child Tax & Childcare Benefits | 1-800-387-1193 |
| Tele-refund | 1-800-959-1956 |

### DIAL-A-LAW PROGRAM

| | |
|---|---|
| Phone | 1-800-565-5297 |
| Services | General information on the law as it applies in BC. |
| Website | www.dialalaw.org |
| Social | |

### EMPLOYMENT STANDARDS BRANCH

| | |
|---|---|
| Phone | 1-833-236-3700 |
| Hours | Monday - Friday 8:30 am - 4:30 pm |
| Address | #200 - 6475 Metral Drive |
| Services | Enforces the Employment Standards Act. |
| Website | www.gov.bc.ca |
| Bus Route | #1, #9, #15, #15A, #20, #20A, #25, #30, #31, #40 |

### JUSTICE ACCESS CENTRE

| | |
|---|---|
| Phone | 250-741-5447 |
| Hours | Monday - Friday 8 am - 5:30 pm |
| Address | #302 - 65 Front Street |
| Services | Provides help with family and civil law issues. |
| Bus Route | #1, #20, #20A, #25, #30, #40, #72 |

### LEGAL SERVICES SOCIETY

| | |
|---|---|
| Phone | 1-866-577-2525 |
| Hours | Monday, Tuesday, Thursday & Friday 9 am - 4 pm<br>Wednesday 9 am - 2:30 pm |
| Services | Provides legal aid in BC. |
| Website | www.lss.bc.ca |
| Social | |

### RESIDENTIAL TENANCY BRANCH INFO LINE

| | |
|---|---|
| Phone | 1-800-665-8779 |
| Website | www.gov.bc.ca |

### TOGETHER AGAINST POVERTY SOCIETY (TAPS)

| | |
|---|---|
| Phone | 250-824-0995 |
| Email | nanaimo@tapsbc.ca |
| Address | #502 - 495 Dunsmuir Street |
| Services | TAPS provides rights-based information and legal advocacy services for those with issues relating to income assistance, disability benefits, and residential tenancy. |
| Website | www.tapsbc.ca/nanaimo |
| Bus Route | #1, #5, #6, #20, #20A, #30, #40, #72 |

### TENANT RESOURCE & ADVISORY CENTRE (TRAC)

| | |
|---|---|
| Phone | 1-800-665-1185 |
| Hours | 1 - 5 pm Monday, Tuesday, Thursday, Friday<br>5:30 - 8:30 pm Wednesday |
| Services | Provides legal education and information about residential tenancy matters. |
| Website | www.tenants.bc.ca |

## Family Services

### CROSSROADS PREGNANCY CENTRE

| | |
|---|---|
| Phone | 250-716-1633 |
| Email | info@cpcnanaimo.com |
| Hours | Monday - Thursday 9 am - 4:30 pm |
| Address | 1717 Kerrisdale Road |
| Services | Non-profit service offering free pregnancy tests, counselling, post abortion recovery, pregnancy loss support, practical help, maternity & baby clothing, gear, diapers, formula, and pregnancy/parenting classes. All services are free & confidential. |
| Website | www.cpcnanaimo.com |
| Bus Route | #40 |
| Social | |

### SALVATION ARMY- FAMILY SERVICES

| | |
|---|---|
| Phone | 250-753-8834 ext 409 |
| Hours | Monday - Friday 9 am - 1pm |
| Address | 505 Eighth Street |
| Services | Family supports and networks, upstream programs and services around housing loss prevention, access to free pet food, taxes, assistance with applications and forms, support groups and workshops. |
| Website | www.nanaimosa.ca |
| Bus Route | #6, #8 |
| Social | |

### KW'UMUT LELUM

| | |
|---|---|
| Phone | 250-591-0933 |
| Email | info@kwumut.org |
| Hours | Monday - Friday 8 am - 4:30 pm |
| Address | 544 Centre Street (Administration Office)<br>534 Centre Street (Wellness and Culture) |
| Services | Offers services and programs that keep our children safe, strengthen and preserve our families, connect to our culture, and enhance our community wellbeing. Programs include child safety, guardianship, Le'lumilh Caregiving, family support services, wellness, 4 seasons culture, 4 seasons early years, cultural permanency, step up work placement, post-majority and FASD Supports. |
| Website | www.kwumut.org |
| Bus Route | #7 |
| Social | |

## Immigration/Migration

### CENTRAL VANCOUVER ISLAND MULTICULTURAL SOCIETY

| | |
|---|---|
| Phone | 250-753-6911 |
| Hours | Monday, Tuesday, Thursday, Friday 8:30 am - 4:30 pm<br>Wednesday 8:30 am - 7 pm |
| Address | #101 - 319 Selby Street |
| Services | Find help getting settled in Nanaimo, learn English, or find a job. The Employment Centre is available to all unemployed individuals eligible to work in Canada. The HIPPY program is available to help parents help their preschool aged kids. |
| Website | www.cvims.org |
| Bus Route | #1, #20, #20A, #30, #40, #72 |
| Social | |

### MIGRANT WORKERS CENTER

| | |
|---|---|
| Phone | 604-669-4482 or Toll Free 1-888-669-4482 |
| Hours | Tuesday - Saturday 10:00 am - 4 pm by appointment<br>Saturdays only open during walk-in clinics |
| Address | 302-119 West Pender Street Vancouver, BC |
| Services | A non-profit organization providing free legal services to migrant workers in British Columbia. |
| Website | www.mwcbc.ca |

## Veteran's Support

### RCMP VETERAN'S ASSOCIATION

| | |
|---|---|
| Phone | 613-415-7564 |
| Email | contact@rccmpva.org |
| Hours | Monday -Thursday 9am - 4pm |
| Services | Our primary role is to provide a network of support for one another. To be responsive to the physical, psychological, social and economic welfare of all former employees of the Royal Canadian Mounted Police and their families. |
| Website | https://rcmpva.org/ |

### VETERANS AFFAIRS CANADA

| | |
|---|---|
| Phone | Toll Free 1-800-268-7708 to speak to a mental health profesional<br>Toll Free 1-866-522-2122 Mon-Fri 8:30-4:30 |
| Hours | 24 hours a day, 365 days a year |
| Services | Can provide psychological support. The service is for Veterans, former RCMP members, their families, and caregivers and is provided at no cost. You do not need to be a client of VAC to receive services. |
| Website | https://www.veterans.gc.ca/en |

### RCMP VETERAN'S ASSOCIATION CENTRAL VANCOUVER ISLAND DIVISION

| | |
|---|---|
| Phone | 250-923-7724 |
| Email | contact@rccmpva.org and title your message "For CVI" |
| Services | Our purpose is to create and foster fellowship, develop new friendships and also to renew past friendships with all our members and families. |
| Website | https://rcmpva.org/divisions/central-vancouver-island/ |

### SOURCES COMMUNITY RESOURCE CENTRES

| | |
|---|---|
| Phone | 250-927-3566 |
| Email | info@sourcesbc.ca |
| Services | Individual trauma-informed counselling provided by a registered clinical counsellor to former service members of the Canadian Armed Forces and RCMP fat risk of, or experiencing homelessness (for both Oceanside and Nanaimo residents.) |
| Website | https://www.sourcesbc.ca/ |

## Veteran's Support

### LEGION'S SUPPORT PAGE

| | |
|---|---|
| Phone | 1-613-591-3335 or Toll Free 1-888-556-6222 |
| Email | contact@rccmpva.org |
| Hours | Monday -Friday 8:30am - 4:00pm |
| Services | In addition to directly assisting Veterans and their families with the disability claims process through Veterans Affairs Canada (VAC), the Legion offers a variety of programs, resources and referrals to support Veteran health, transition to civilian life, financial asistance and well-being. |
| Website | https://www.legion.ca/support-for-veterans |

### LEGION BRANCH 10 NANAIMO

| | |
|---|---|
| Phone | 250-753-4442 |
| Address | 129 Harewood Road |
| Email | rclbr10@shaw.ca |

### LEGION BRANCH 256 MOUNT BENSON

| | |
|---|---|
| Phone | 250-754-8128 |
| Address | 1630 E Wellington Road |
| Email | rclbr256@shaw.ca |

### ISLAND CRISIS CARE SOCIETY

| | |
|---|---|
| Phone | 672-208-8553 |
| Email | rentsubsidy@iccare.ca |
| Hours | Check social media for local pop ins |
| Services | ICCS is now offering practical support for veterans (Military and RCMP) who could benefit from rent subsidies, lifeskills and wellness workshops or basic needs support. |
| Website | www.islandcrisiscaresociety.ca |
| Social | |

### VETERANS INFORMATION & NAVIGATION EASE (VINE)

| | |
|---|---|
| Phone | 250-754-3331 |
| Address | 1070 Townsite Road |
| Email | vine@nflabc.org |
| Hours | Monday-Thursday 10:00am-3:00pm |
| Services | VINE supports eligible Veterans of all ages with short-term rental supplements, supports connecting you with services and programs that help maintain stable housing, and advocacy for landlord liaison and intervention to prevent eviction and preserve tenancy |
| Website | nflabc.org |
| Bus Route | #30, #40 |