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”. Our staff works to promote a safe, secure, stable and nurturing environment for the youth who stay with us. 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. 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** 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. 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. 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. 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	