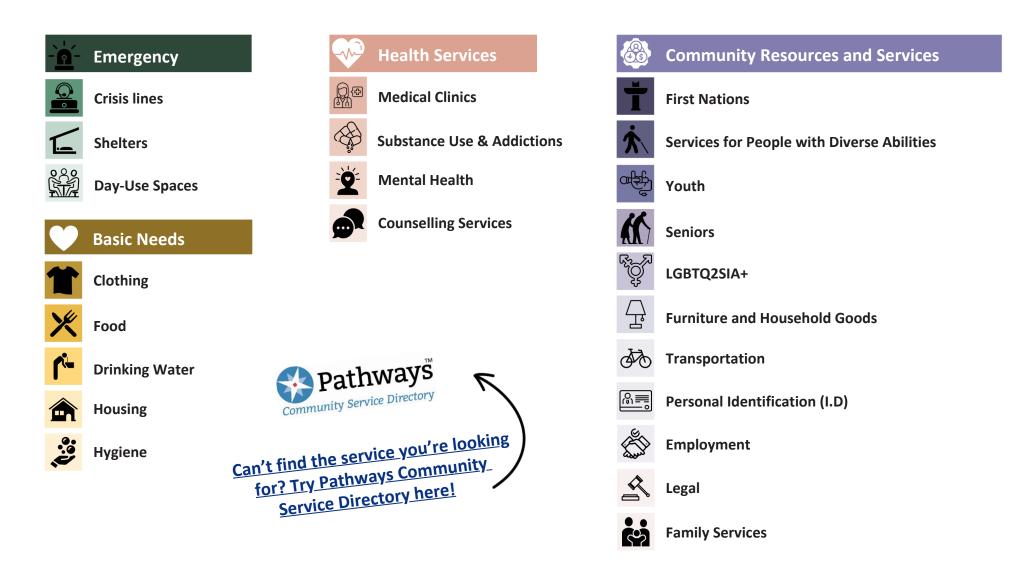
# SURVIVING IN NANAIMO

A QUIDE TO LOCAL RESOURCES



# 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).



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 socialplanning@nanaimo.ca





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

#### SUICIDE CRISIS HELPLINE

988 (call or text, toll free)

24/7/365 Hours

If you are thinking about suicide, or you're worried about Services

someone else, we want to help.

Website 988.ca

B C 211

Phone 211

Hours 24/7 Navigators are available 24/7 and can

Services access an interpreter in over 150 languages.

Email <u>W@bc211.ca</u>

Website <u>www.bc211.ca</u>

# 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 <u>www.fnha.ca</u>

Social **f** 

#### HAVEN SOCIETY TRANSITION HOUSE - CRISIS LINE

Phone 1-888-756-0616 or 250-756-0616

Hours 24/7

Social (1)

#### 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 <u>www.heretohelp.bc.ca</u>

Social



#### SERVICE LINK

Phone 1-888-885-8824

Hours 8:30 am - 4:30 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



# - Emergency



# **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 dependent 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

#### 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.

Fmail <u>haven@havensociety.com</u>

Website <u>www.havensociety.com/transitionhouse</u>

Social

#### ISLAND CRISIS CARE SOCIETY SAMARITAN PLACE

Phone 250-753-1474

Address <u>702 Nicol Street</u>

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, #70, #78

Social





#### FRIENDSHIP LELUM - ABORIGINAL YOUTH SAFE HOUSE

Phone 250-753-8266

Services Friendship Lelum provides short-term shelter for youth

aged 12 - 18 years who are 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

#### 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**



# **Shelters**

### THE SALVATION ARMY NEW HOPF 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 Services

> 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, #50, #70

Social

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

250-591-9440 Phone

Address 301 Machleary Street

7 days a week, 8:00pm - 7:30am Hours

Has 40 shelter beds for men and women 19+ from Services

November 1, 2025 until March 31, 2026. 2 hot meals

provided. Pet friendly with case management onsite.

**Bus Route** #5, #6, #7

#### RISEBRIDGE TEMPORARY WINTER SHELTER

250-268-8428 Phone

Address 520 Prideaux Street

7 days a week, 7:00pm - 9:00am Hours

Has 24 shelter beds for men and women from Services

October 1, 2025 until April 30, 2026.

**Bus Route** #5, #6

#### UNITARIAN SHELTER

Phone 250-754-3720

Address 595 Townsite Road

Hours 7 days a week, 5 pm - 7:30 am

Has 27 emergency shelter beds for men and women. To check Services

bed availability, please call 250-754-3720 or arrive

after 5 pm. You can email shelter@ufon.ca

Website www.nflabc.org/unitarianshelter/

Fmail shelteroutreach@ufon.ca

**Bus Route** #1

Social A

#### THE HUB SHELTER

Phone 778-441-5444

Address 55 Victoria Road

Hours 7 days a week, 8:00pm - 8:00am

Services Has 20 shelter beds for men and women. Shelter services

are confirmed until March 31, 2026

Website www.nflabc.org/nfla-hub

**Bus Route** #5, #6, #7

Social





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

# **Emergency**

DROP-IN HUB

Phone

Hours Services

Address

Website

**Bus Route** 

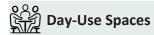
Email

Social

Phone

Services

**Bus Route** 



778-441-5444

food, clothing,

dropin@iccare.ca

supports.

#5, #6, #7

55 Victoria Road, entrance off Nicol Street 7 days a week,

9am to 4pm Provides drop-in basic need services including

warming and cooling services, and connection to social

#### LOBBIES AT THE RECREATION CENTRE LOCATIONS

Bowen Park Complex:

500 Bowen Road Address

Hours Monday to Friday 8:30 am - 4:00 pm (closed Saturday and

Sunday)

#30 **Bus Route** 

Frank Crane Arena:

2300 Bowen Road Address

Sunday to Saturday, 5:00 am to 1:00 am Hours

#25, #30, #40 **Bus Route** 

Nanaimo Aquatic Centre:

Address 741 Third Street

Hours Sunday to Saturday, 5:00 am to 1:00 am

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

LOBBIES AT THE RECREATION CENTRE LOCATIONS

www.islandcrisiscaresociety.ca

250-756-5222 Nanaimo Ice Centre:

750 Third Street All drop-ins are welcome under the terms of the City of Address

Nanaimo's Respectful Spaces Bylaw 2024 No. 7381 Sunday to Saturday, 5:00 am to 1:00 am Hours

**Bus Route** 

**Beban Social Centre:** 

2300 Bowen Road Address

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

#25, #30, #40

Oliver Woods Community Centre:

6000 Oliver Road Address

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

#5, #6, #15, #15A, #40

**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 am to 6 pm

Tuesday to Thursday: 10 am to 7 pm

Bus Route #1, #, 5, #6, #7, #20, #20A, #25, #30, #40, #50, #72

Address Nanaimo North: 6250 Hammond Bay Road

Phone 250-933-2665

Hours Friday to Monday: 10 am to 6 pm

Tuesday to Thursday: 10 am to 7 pm

Bus Route #11, #20, #20A, #40

Address Nanaimo Wellington Branch: 3200 North Island Highway

Phone 250-758-5544

Hours Monday to Thursday: 10 am to 6 pm

Friday: 10 am to 8 pm Saturday: 10 am to 6 pm Sunday: 10 am to 5 pm

Bus Route #1, #20, #20A, #25, #30, #40, #50, #72

Website www.virl.bc.ca

Email info@virl.bc.ca

#### 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 9am - 12pm

Bus Route #5, #6

Website <u>www.risebridgeproject.ca</u>

Email <u>risebridgeproject@gmail.com</u>



### **Basic Needs**



# **Clothing**

#### SALVATION ARMY THRIFT STORE

Phone 250-754-9340

Address <u>1613 Bowen Road</u>

Hours Tuesday - Saturday 10 am - 5 pm Clothing, jewelry,

Services housewares, tools, small appliances,

auctions, and more for sale to the general public.

Website <u>www.nanaimosa.ca</u>

Email <u>sherry.laroche@salvationarmy.ca</u>

Bus Route #40

Social (1)

#### SALVATION ARMY THRIFT STORE

Phone 250-390-1881

Address <u>205 - 6750 Island Highway North</u>

Hours Tuesday - Saturday 10 am - 5 pm

Services Quality clothing at an affordable price for varied

incomes.

Website www.nanaimosa.ca

Email <u>CCNanaimo.GivingHope@salvationarmy.ca</u>

Bus Route #25, #50, #20A



#### HAPPY FEET

Address <u>303 Prideaux Street</u>, outside of the RCMP Detachment

Hours Last Friday of every month, 9 am – 11 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, #6

#### NANAIMO HOSPICE SHOPPE

Phone 250-585-0885

Address 35 - 1925 Bowen Road

Hours Tues - Sat 9:30 am - 4:30 pm

Services Gently used clothing and jewelry.

Website <u>www.nanaimohospice.com</u>

Email shop2@nanaimohospice.com

Bus Route #30

#### ST. ANDREW'S THRIFT STORE

Phone 250-753-1924

Address 315 Fitzwilliam Street

Hours Monday, Wednesday & Friday 9:30 am - 3 pm

Services Gently used women's, men's and children's clothes.

Website www.standrewsunitednanaimo.com

Email <u>office.stauc@shaw.ca</u>

Bus Route #25, #40

Social



# **Basic Needs**



#### 7-10 CLUB SOCIETY

Phone 250-797-0531

Hours Monday - Friday 8:30 - 9:30 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.

#### ST. ANDREW'S COFFEE GROUP

Phone 250-754-6539

Every Wednesday from 9:30 to 11:30 am Hours

Address 315 Fitzwilliam Street

Services Refreshments and music, open to all.

**Bus Route** #40

### HARVEST CHURCH (FORMERLY MARANATHA CHURCH)

Phone 250-390-2152

6553 Portsmouth Road, at the back of the building Address

Sundays at 5pm (closed for July and August) The doors Hours

Services 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** #11, #15, #15A, #20, #20A, #25, #30, #40, #50, #90



HOW TO ACCESS FOOD BANKS Visit any of the Food Bank locations with a piece

of government issued ID for each

person in your group or household. The person picking up food for the household must present Government Issued ID each time they pick up. Every 6 months you will be asked to register again. This is to make sure they have current information for all people in your group or household.

#### LOAVES & FISHES COMMUNITY FOOD BANKS

Phone 250-754-8347

Food is provided, free of charge, in a "shopping" model at 11 Services

> 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.

www.viloavesandfishes.org Website

Social

Address 2221 Bowen Road **Bus Route** #25. #40

> 471 Irwin Street #7. #70. #78 394 Shepherd Ave #5, #6, #8, #40

2020 Estevan Road #1, #20, #20A, #25,

#72

1797 Cedar Road #8

1609 Meredith Road #30

4951 Rutherford Road #1. #25. #5040

4235 Departure Bay #1, #20, #20A, #25, Road #30, #40, #50, #72,

> #92 #6, #8

505 Eighth Street #1

1300 Princess Royal Ave

#11, #15, #15A, #20, 6553 Portsmouth Road

#20A, #25, #30, #40,

#50. #90

# V

### **Basic Needs**



#### MEALS ON WHEELS

Phone 250-753-1300

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 <u>www.kiwanisvillage.ca</u>

Email <u>mownanaimo@shaw.ca</u>

Bus Route #30

Social

Address

#### NANAIMO COMMUNITY KITCHENS SOCIETY

271 Pine Street

Phone 250-753-7470

Services Participants build skills, knowledge, friendships, and self-

esteem while preparing low-cost healthy meals. Programs include Community cooking groups. "Cooking Out of the Box" (uses a monthly box of fruit and vegetables), "Bellies to Babies & Beyond" (a 10 week cooking series for

pregnant women and parents of infants).

Website <u>www.nanaimocommunitykitchens.org</u>

Email <u>nanaimocommunitykitchens@gmail.com</u>

Bus Route #5, #25, #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 <u>www.nanaimofoodshare.ca</u>

Email info@nanaimofoodshare.ca

Bus Route #5, #25, #40

Social

7



# 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 <u>info@nanaimofoodshare.ca</u>



# **Basic Needs**



#### REAL MEALS NANAIMO

Phone 250-716-6033

Address <u>621 Townsite Road</u>

Services \$7 Dinners with Real Meals Nanaimo.

Bus Route #1

#### ST. PAUL'S ANGLICAN CHURCH

Phone 250-753-2523

Hours 3rd Tuesday of the month at 9 am

Address <u>100 Chapel Street</u>

Services Limited supply of grocery gift cards.

Bus Route #1, #20, #30, #50

#### **SELBY MISSION**

Phone 250-753-3446

Hours Every Thursday from 12-2 pm

Address <u>315 Fitzwilliam Street</u>

Services Full free lunch meal provided at the St. Andrew's

United Church.

Bus Route #40

#### WISTERIA COMMUNITY ASSOCIATION

Phone 250-591-6443

Hours 7 days a week 5:30pm - 8:30pm

Address Mobile Service

Services Stone Soup provides hot meals and coffee nightly in the

downtown Nanaimo area. 5:30 to 8:00pm, 7 days per

week. All meals are offered at no charge.

Website <u>www.wisteriacommunityassociation.com</u>

#### SNUNEYMUXW HULIT LELUM - HEALTH CENTRE

Phone 250-714-8792 (Lea-Lah) or 250-714-9993 (Lance)

Services Free hot meals weekly on Tuesdays at 1 Port Drive beside

the bus stop from 11am to 3pm. Snack pack distributed

twice a week.

Website https://www.snuneymuxw.ca/services/health-services/





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

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
LUNCH	St. Paul's Anglican Church/ Nanaimo Foodshare 100 Chapel St. 12 - 1 pm	Snuneymuxw Hulit Lelum - Health Centre distributes hot meals at 1 Port Drive 12 - 2 pm		Selby Mission St. Andrew's United Church 315 Fitzwilliam St. 12 - 2 pm			
DINNER	Stone Soup/ Wisteria Community Association Mobile - various locations 5:30 - 8:30 pm	Stone Soup/ Wisteria Community Association Mobile - various locations 5:30 - 8:30 pm	Stone Soup/ Wisteria Community Association Mobile - various locations 5:30 - 8:30 pm	Stone Soup/ Wisteria Community Association Mobile - various locations 5:30 - 8:30 pm	Stone Soup/ Wisteria Community Association Mobile - various locations 5:30 - 8:30 pm	Stone Soup/ Wisteria Community Association Mobile - various locations 5:30 - 8:30 pm	Harvest Church 6553 Portsmouth Road 5pm  Stone Soup/ Wisteria Community Association Mobile - various locations 5:30 - 8:30 pm



# **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 <u>www.bchousing.org</u>

Email <u>vanislandregion@bchousing.org</u>

Social

#### 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.

Fmail 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 <u>www.makola.bc.ca</u>

Bus Route #30

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

#### 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 <u>www.wschs.ca</u>

Email info@wschs.ca

Bus Route #30

# •

# **Basic Needs**



# Housing

#### 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 <u>www.connective.ca</u>

Social (1)

#### 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 <u>www.habitatmvi.org</u>

Email <u>info@habitatmvi.org</u>

Bus Route #15, #25, #30

Social





#### ISLAND CRISIS CARE SOCIETY

Phone 250-585-5505

Email <u>info@iccare.ca</u>

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 <u>www.islandcrisiscaresociety.ca</u>

Bus Route #30, #40

Social **6** 

#### 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 <u>www.pacificahousing.ca</u>

Social 6

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

Phone 250-716-3438 This is Tillicum Lelum's new housing

Services 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**



PUBLICH WASHROOMS AND WATER

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

Bowen Park East 8 am - 6 pm

Brechin Boat Ramp 7 am - 9 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 - 11 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: <a href="https://www.nanaimo.ca/goto/waterfountains">www.nanaimo.ca/goto/waterfountains</a>.

#### SHOWER PROGRAM

Phone 250-755-4464

Hours Monday - Friday 7 am - 12 pm

Address <u>Caledonia Sports Field at 110 Wall Street</u>

Services Free showers available, towels and toiletries are supplied.

Bus Route #30







#### **BUSY BUBBLE LAUNDROMAT**

Phone 250-390-1222

Hours 9 am - 6 pm 7 days a week

Address <u>6353 Hammond Bay Road</u>

Bus Route #11, #20

#### CRYSTAL CLEAN LAUNDROMAT

Phone 250-751-8111

Hours Monday - Friday 9 am - 6 pm

Saturday - Sunday 9 am - 4 pm

Address 2220 Bowen Road

Bus Route #30, #40

#### HAREWOOD LAUNDROMAT

Phone 250-753-6312

Hours Wednesday - Monday 9 am - 5 pm

Address <u>550 Fifth Street</u>

Bus Route #6, #8, #40

#### TERMINAL LAUNDROMAT

Phone 250-716-1956

Hours 24/7

Address <u>1050 Terminal Ave North</u>

Bus Route #1

#### JINGLE POT LAUNDROMAT

Hours 9 am - 10 pm 7 days a week

Address <u>2201 Jingle Pot Road</u>

Bus Route #5, #15

#### 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 <u>www.tradesappliedtech.viu.ca</u>

Bus Route #6, #8, #15





### **Medical Clinics**

#### AIDS VANCOUVER ISLAND

Phone 250-754-9111 or toll free at 1-877-311-7400

Hours Monday 9 am - 2 pm

Tuesday - Thursday 9 am - 5 pm

Address <u>102 - 55 Victoria Road</u>

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 #7, #70, #78

#### 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

#### 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 <u>www.diabetes.ca</u>

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 <u>www.islandhealth.ca</u>

Bus Route #1, #20, #20A, #25, #30, #72

Social







# **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 <u>www.islandhealth.ca</u>

Bus Route #1, #20, #20A, #25, #30, #40, #72

#### 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

Saturday & Sunday: 9 am to 6 pm

Address <u>103 - 650 South Terminal Avenue</u>

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 <u>www.islandhealth.ca</u>

Bus Route #1, #5, #6, #70, #20, #25, #30, #40, #70, #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 <u>www.narsf.org</u>

Bus Route #1, #20, #30, #50







Phone

Services

# **Medical Clinics**

### COMMUNITY OUTREACH DENTAL ENDEAVOUR (CODE)

250-591-0771

codedental@shaw.ca Email Phone 811

Address 201 - 489 Wallace Street Free-of-charge provincial health information and

Services

Not for Profit Dental Clinic. Patients are asked to make a advice phone line available in British Columbia donation to the clinic for their treatments. Check website

Website

HEALTH LINK BC

or call for hours of operation.

www.connective.ca Website

COMMUNICABLE DISEASE CLINIC

#5, #6 **Bus Route** 

#### **HEALTH MATTERS CLINIC**

www.healthlinkbc.ca

Phone 250-753-6759 Phone 250-740-2615

Monday - Thursday 8:30 am - 5:30 pm Hours Monday - Friday 8:30 am - 4:30 pm Hours

Address 103 - 1450 Waddington Road Address 1665 Grant Avenue

Provides free and confidential STI, Hep C, and Rapid HIV Services Counselling and treatment for sexually transmitted Services

testing and treatment. The clinic is located on the main infections, testing and referral for communicable floor at the end of the hall on your left side in suite #103 diseases and TB, and central island viral hepatitis service.

Call or Text: 250-753-6759 for an appointment. Appointments required.

**Bus Route** #30 #30 **Bus Route** 

#### 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





# **Medical Clinics**

#### NANAIMO PUBLIC HEALTH UNIT

Phone 250-755-6200

Email <u>NanaimoPublicHealth@islandhealth.ca</u>

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

Address <u>1665 Grant Avenue</u>

Bus Route #30

website www.islandhealth.ca

Social

Service Public Health Nursing 250-755-3388

Adult & Youth Health Clinic

Primary Care Memory Clinic 250-755-3301 Immunization Appointments 250-755-3342

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

#### 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

Social

#### BC CANCER SCREENING

Phone 250-716-5904

Hours Monday - Thursday 8:30 am - 4 pm

Friday 8:30 am - 3:30 pm

Every Second Saturday 8:30 am - 12:35 pm

Address <u>1804B Bowen Road</u>

Website www.bccancer.bc.ca

Bus Route #30

VIU DENTAL CLINIC

#### NANAIMO REGIONAL GENERAL HOSPITAL

Phone 250-755-7691 Phone 250-740-6240

Hours 24/7 Services All treatment is provided by dental students who are

250-755-3345

supervised by licensed faculty and dentists.

Address 900 Fifth Street

Bus Route #5, #6, #8, #15, #15A, #25, #40

Bus Route #30

Address

Website

Social





1200 Dufferin Crescent

www.islandhealth.ca





### **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 <u>nanaimoaa@shaw.ca</u>

Website <u>www.nanaimoaa.org</u>

ADDICTIONS RECOVERY CENTRE

Phone 250-591-1000

Email info@arcclinic.ca

Hours Monday - Thursday 9 am - 5 pm

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 <u>www.arcclinic.ca</u>

Bus Route #7, #70, #78

AVI NANAIMO

Phone 250-754-9888

Email info@avi.org

Hours Health Centre: Monday - Thursday 10 am - 5 pm

Addiction Medicine Walk In: Monday - Friday 10 am - 4:30 pm

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

Website abuse, Hepatitis C and HIV/AIDS counselling.

www.avi.org

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 ADDICTIONS CLINIC

Phone 250-824-3077

Email <u>info@addictionclinic.ca</u>

Hours Monday - Thursday 9 am - 5 pm

Address <u>17 Victoria Road</u>

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

#### NANAIMO PAIN CLINIC

Phone 250-591-2565

Hours Tuesdays only 9 am - 2 pm

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 #5, #6

#### TREW BEGGINNINGS

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 <u>www.oatrx.xa</u>

Bus Route #7, #70, #78

#### DR EVAN AILON: ALCOHOL USE DISORDER SPECIALIST

Phone 250-753-2446, requires Physician referral

Address #205 - 1621 Dufferin Crescent

Bus #30





Phone

Hours

#### Substance Use & Addictions

MOMS STOP THE HARM - FAMILY PEER NAVIGATION

778-674-8638 Phone

**Fmail** 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

CENTRAL VANCOUVER ISLAND AREA NARCOTICS ANONYMOUS

1-800-494-2404

Services A recovery process and peer support network open to all

addicts.

24/7

Website www.cviana.ca

MOMS STOP THE HARM - HEALING HEARTS

Phone 778-674-8638

nanaimohealinghearts@gmail.com Fmail

Second Thursday of the month at 6 pm Hours

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.

www.momsstoptheharm.com Website

MOMS STOP THE HARM - HOLDING HOPE

**Bus Routes** #1. #20. #25

DISCOVERY YOUTH & FAMILY SUBSTANCE USE SERVICES

250-739-5790 Phone

discovery@islandhealth.ca Email

Monday - Friday 8:30 am - 5 pm Hours

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

#1, #5, #6, #20, #30, #50 **Bus Route** 

EATING DISORDERS PROGRAM

250-754-2773 ext 213 Phone Email bcholdinghope1@gmail.com

**Fmail** admin@narsf.org Hours First and third Thursday of the month at 6 pm

Address #201 - 190 Wallace Street Address 2020 Estevan Road, Brechin United Church

Prevention and treatment services to lessen the impact of Services Services Peer-led support groups, offered at no cost, to families

> harm associated with serious eating patterns for referred with loved ones living with addiction.

> youth and families in the Nanaimo/Ladysmith area.

www.momsstoptheharm.com Website

www.narsf.org Website #1, #20, #25

**Bus Routes** #1, #20, #30, #50 **Bus Route** 





# **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)

Wednesdays 7 pm at <u>6553 Portsmouth Road</u> Thursdays 1 pm at <u>6553 Portsmouth Road</u>

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 <a href="https://naranonbc.com/meetings-in-bc">https://naranonbc.com/meetings-in-bc</a>

Bus Route #20, #25, #50

#### 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 <u>www.narsf.org</u>

Bus Route #1, #20, #30, #50

#### 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 am - 4 pm (last intake at 3:30 pm,

voicemail after hours)

The Opioid Treatment Access Line is an immediate step Services

> 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 treatement 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

7 days a week from 11:15 am - 9 pm Hours

Address 250 Albert Street

This site operates as a lifeguard station for drug Services

> 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.

www.cmhamidisland.ca Website

#5, #6, #25, #40 **Bus Route** 

#### SMART RECOVERY MEETINGS

Meetings are online and in person. Times vary. Hours

SMART stands for Self-Management and Recovery Training. Services

www.smartrecoverybc.com Website

Social



### SUBSTANCE USE SERVICES OUTREACH TEAM (SUSO)

Phone 250-713-5118

Hours 7 days a week 830 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 us challenges.

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

Phone 250-739-5790

Hours Monday - Friday, 9 am - 5 pm

Serving youth in the community between the ages of 13 Services

> to 19 who are experiencing issues with substance use and mental health. The team consists of a social worker, nurse.

and family support worker. Call for referral 250-739-5790.





### **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 <u>Flyer</u>

Bus Route #1, #20, #20A, #25, #30, #72

Social

NEEDLE DISPOSAL BOX LOCATIONS **BOX HOURS** Beban Park at 2300 Bowen Road 8 am - 8 pm 8 am - 6 pm Bowen Park Recreation Centre at 500 Bowen Road Deverill Square Park at 200 Irwin Street 8 am - 9 pm 10 am - 5 pm Harewood Centennial Park at 740 Howard Drive 8 am - 9 pm Kinsmen Park at 2730 Departure Bay Road 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) 7 am - 9 pm (Fall/winter)

Wharf Street Loo (Diana Krall Plaza) at 51 Gordon Street

24/7

NEEDLE DISPOSAL





### **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 <u>www.cmhamidisland.ca</u>

Bus Route #5, #6

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

Website 19+.

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 <u>mhrpci.com</u>

Bus Route #30

Social

#### VANCOUVER ISLAND MENTAL HEALTH SOCIETY

Phone 250-758-8711

Email <u>info@vimhs.org</u>

A

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 #30

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, #20, #25, #30, #40, #50





# **Counselling Services**

CREDIT COUNSELLING SOCIETY

250-741-8558 or toll free at 1-888-527-8999 Phone

info@nomoredebts.org Email

Monday - Thursday 5:30 am - 8 pm, Friday 5:30 am - 4:30 Hours

pm and Saturday 7:30 am - 3 pm

#203 - 335 Wesley Street Address

Non-profit service providing confidential credit Services

counselling, personal budget planning, and debt

repayment programs and alternatives. Counselling is free,

non-judgmental, and solution focused.

www.nomoredebts.org Website

#25. #40 **Bus Route** 

CROSSROADS PREGNANCY CENTRE

Phone 250-716-1633

Fmail info@cpcnanaimo.com

Monday - Thursday 9 am - 4:30 pm Hours

Address 1717 Kerrisdale Road

Non-profit service offering free pregnancy tests, options Services

> 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

#40 **Bus Route** 

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

haven@havensociety.com Fmail

Drop-in Tuesday - Thursday 1-3 pm Hours

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.

www.havensociety.com Website

#30, #40 **Bus Route** 

ISLAND HEALTH - WALK-IN CRISIS COUNSELLING CLINIC

Phone 1-250-739-5710 or 1-888-885-8824 Monday - Friday 10 am -

Hours 5:15 pm

#203 - 2000 Island Highway Address

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** #1, #20





# **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.

#406 & #207 - 235 Bastion Street Address

A non-profit agency striving to provide affordable Services

therapeutic counselling for individuals, couples, families,

and group therapy.

www.islandcommunitycounselling.ca Website

#40 **Bus Route** 

Social

#### NANAIMO COMMUNITY HOSPICE

Phone 250-591-8811

Email info@nanaimohospice.com

Monday - Friday 9 am - 4 pm Hours

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.

www.nanaimohospice.com Website

#30 **Bus Route** 

#### NANAIMO FAMILY LIFE ASSOCIATION

Phone 250-754-3331

Email reception@nflabc.org

Monday - Thursday 9 am - 4 pm Hours

1070 Townsite Road Address

Provides affordable individual, relationship, youth, and Services

senior's counselling.

www.nflabc.org Website

#30 **Bus Route** 

Social

# NANAIMO COMMUNITY HOSPICE - CHILD/YOUTH PROGRAM

Phone 250-591-8811

Fmail info@nanaimohospice.com

Monday - Friday 9 am - 4 pm Hours

Address 1080 St. George Crescent

Nanaimo Community Hospice provides one to one grief Services

> 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.

www.nanaimohospice.com Website

**Bus Route** #30





# **Counselling Services**

#### NANAIMO FAMILY LIFE - SENIOR PEER COUNSELLING

Phone 250-754-3331

Email <u>reception@nflabc.org</u>

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 <u>www.nflabc.org</u>

Bus Route #30

# 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  $% \left( 1\right) =\left( 1\right) \left( 1\right$ 

that the teen's placement in the home is in jeopardy.

Website <u>www.narsf.org</u>

Bus Route #1, #20, #30, #50

#### 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 <u>www.narsf.org</u>

Bus Route #1, #20, #30, #50

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

Phone 250-619-0901

Email <u>intake@restwp.com</u>

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 <u>www.restorativecounselling.com</u>

Bus Route #5

#### THE MEN'S CENTRE

Phone 250-716-1551

Hours Tuesday - Thursday 10 am - 12 pm and 1 - 3 pm

Email <u>info@themenscentre.ca</u>

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 #25, #40





### **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 <u>info@makola.bc.ca</u>

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 <u>www.makola.bc.ca</u>

Bus Route #30

#### MID-ISLAND METIS NATION

Phone 250-585-7441

Hours Tuesday - Friday 10 am - 4 pm

Email office.mimn@shaw.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 <u>www.midislandmetis.com</u>

Bus Route #40
Social

#### ISLAND URBAN INDIGENOUS WELLNESS SOCIETY

Email <u>admin@iuiws.ca</u>

Address <u>2595 McCullough Road</u>

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 #30, #40, #50





### **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 <u>668A Centre Street</u>

Services Offer many services and programs including social

assistance, family based programs, training, housing and

more.

Website <u>www.snuneymuxw.ca</u>

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 <u>1984 Woobank Road</u>

Services Offering traditional treatments for maternal and child

health issues, sleep, anxiety, physical pain and depression.

Website <u>www.snuneymuxw.ca</u>

Bus Route #8

#### TILICUM LELUM ABORIGINAL FRIENDSHIP CENTRE

Phone 250-753-4417 Promotes justice, fairness, and equality for

Services 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 <u>927 Haliburton Street</u>

Bus Route #7

# TILICUM LELUM ABORIGINAL FRIENDSHIP CENTRE - HEALTH CENTRE

TIE/ (ETTT GETTTICE

Phone 250-753-6578

Hours Monday - Friday 9 am - 5 pm

Address <u>602 Haliburton Street</u>

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 <u>460 Selby Street</u>

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 <u>www2.gov.bc.ca</u>

Bus Route #5, #6

#### COMMUNITY LIVING BC

Phone 250-390-7200

Email <u>clbcnanaimo@gov.bc.ca</u>

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

Address <u>6531 Metral Drive</u>

Services Delivers support and services to adults with developmental

disabilities due to FASD or ASD.

Website <u>www.communitylivingbc.ca</u>

Bus Route #15, #30

Social

#### ISLAND DEAF & HARD OF HEARING CENTRE

Phone 250-753-0999

Email <u>nanaimo@idhhc.ca</u>

Hours Monday - Thursday 8:30 am - 4:30 pm

Address #102 – 6588 Applecross Road

Services Provides counselling, support, hearing loss, employment,

family, community, and interpreting services.

Website <u>www.idhhc.ca</u>

Bus Routes #11, #20

Social

#### NANAIMO ASSOCIATION FOR COMMUNITY LIVING

Phone 250-741-0224

Email <u>info@nanaimoacl.com</u>

**O** 

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 <u>www.nanaimoacl.com</u>

Bus Route #1, #5, #6, #20, #30, #50

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

Monday - Thursday 9 am - 4 pm (closed 12 - 1 pm) Hours

Address #101 - 235 Bastion Street

Provides assistance to persons with an acquired brain Services

injury, their families and/or caregivers through education,

advocacy, and community rehabilitation support.

Website www.nbis.ca

**Bus Route** #40

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

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.

#30, #40 **Bus Route** 

#### 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.reducingpovertv.nidmar.ca

#### SEMI-INDEPENDENT LIVING PROGRAM

Phone 250-754-5015

Monday - Friday 9 am - 4:30 pm Hours

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.

#40 **Bus Route** 





# **Services for People with Diverse Abilities**

#### SPECIAL OLYMPICS BC - NANAIMO

Phone 250-208-5402 or 1-888-854-2276

Email <u>nanaimo@specialolympics.bc.ca</u>

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 <u>www.specialolympics.bc.ca</u>

#### SUPPORTING ADVOCATES IN LEADERSHIP

Phone 250-753-1907

Hours Monday - Friday 9 am - 5 pm

Address <u>271 Pine Street</u>

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, #25, #40

#### VANCOUVER ISLAND VOCATIONAL & REHABILITATION SERVICES

Phone 250-753-4225

Email <u>office@vivrs.ca</u>

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 barriers to employment who wish to

achieve employment, access training, or attain community

attachment.

Website <u>www.vivrs.ca</u>

Bus Route #40







#### BGC CENTRAL VANCOUVER SLAND

Phone 250-754-3215

Email <u>reception@bgccvi.com</u>

Hours Monday - Friday 9 am - 5 pm

Address <u>2290 Bowen Road</u>

Services We offer a variety of youth programs for ages 11+.

Website <u>www.bgccvi.com</u>

Bus Route #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 the highest quality volunteer-

based mentoring programs

Website www.cvi.bigbrothersbigsisters.ca

Bus Route #30, #40

Social (A)

#### CHILD DEVELOPMENT CENTRE

Phone 250-753-0251

Email <u>info@nanaimocdc.com</u>

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

Address <u>1135 Nelson Street</u>

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 <u>nanaimocdc.com</u>

Bus Route #30

Social

#### GIRL GUIDES OF CANADA

Phone 1-800-565-8111

Email <u>info@girlguides.ca</u>

Services Provides girls age 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 ext301

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 Routes #25, #30, #40

CHILDREN AND YOUTH WITH SUPPORT NEEDS OFFICE (MCFD)

Phone 250-741-5734 Monday to Friday 9 am - 4 pm, closed from

Hours 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.ca

Bus Routes #1, #20, #20A, #30, #40, #72

#### KIDS HELP PHONE

Phone Toll free 1-800-668-6868 or text 'TALK' to 686868

Email <u>info@kidshelpphone.ca</u>

Services Free, anonymous and confidential 24/7 phone and on-line

professional counselling service for youth. Large or small

concerns.

Website <u>www.kidshelpphone.ca</u>

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

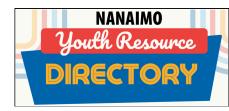
Services Offers a variety of child, teen, and family services including

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 <u>www2.gov.bc.ca</u>

Bus Routes #5, #6, #40



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





#### NANAIMO YOUTH WELLNESS CENTRE

Address <u>1665 Grant Avenue</u> located behind the hospital

Phone 250-619-0651 call or text

Hours Tuesday and Thursday 1pm - 4pm

Wednesday 1pm - 6pm

Address 3260 Norwell Drive - Central Nanaimo Urgent Primary Care Clinic

Phone 250-818-3131 call or text for an appointment

Hours 8am - 8pm, 7 days a week

Services Youth (up to 25 years) has access to Physicians, Counsellors, and

Public Health Nurses. Confidential services include:

Low Cost Birth Control

• Relationship Support

Counselling

- STI Screening
- Pregnancy Testing
- Mental Health Support
- Healthy Lifestyle
- Emergency Contraception Pill (ECP)
- Sexual Decision Making
- Gender Identity Support
- Family Support

Website <u>www.islandhealth.ca</u>

Bus Routes #30

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Social





Phone 250-754-1989

Email <u>reception@nysa.bc.ca</u>

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

Address <u>290 Bastion Street</u>

Services Services include job training, supports for mental, physical

and emotional health and housing.

Website <u>www.nysa.bc.ca</u>

Bus Routes #1, #20, #30, #50

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 - 3 pm

Address #301 - 190 Wallace Street

Services Provides confidential, free, mental health and outreach

services to indigenous children, youth and families.

Bus Routes #1, #20, #20A, #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, #30, #50

## 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 <u>www.narsf.org</u>

Bus Routes #1, #20, #30, #50

#### **PACIFICCARE**

Phone 250-756-2022 or Toll free 1-888-480-2273

Email <u>mailbox@pacific-care.bc.ca</u>

Hours Monday - Friday 8:30 am - 4:30 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 <u>www.pacificcare.ca</u>

Bus Routes #1, #20

### RAINBOWS NANAIMO

Phone 250-751-7888

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 <u>www.rainbowsnanaimo.ca</u>

Bus Routes #30, #40





### Youth

#### SALVATION ARMY - KIDS & YOUTH

Phone 250-753-8834 EXT. 408 Summer camps, art groups,

Services 'kids in the kitchen', family

playgroup, Sunday School.

Website www.nanaimosa.ca

Social

SCOUTS CANADA

Phone 1-888-855-3336 Scouts Canada is the country's leading co-

Services 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 6

### 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 <u>sideschool.ca</u>

#### 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 Volunteer Nanaimo offers the following

Services 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 <u>www.youthagainstviolenceline.com</u>





### Seniors

#### ALZHEIMER SOCIETY RESOURCE CENTRE

Phone 250-734-4170 or toll free 1-800-462-2833

Email <u>info.nanaimo@alzheimerbc.org</u>

Hours 8:30 a.m. and 4:30 p.m. Monday to Friday, or call the First

Link Dementia Helpline at 1-800-936-6033 for support in English between 9 a.m. and 8 p.m. Monday to Friday.

Address #4 - 4488 Wellington Road

Services Resources for those suffering from Alzheimer's and

Dementia.

Website www.alzheimer.ca

Bus Routes #25, #30, #50

Social





#### BC BLIND SPORTS SENIOR FITNESS PROGRAM

Phone 1-877-604-8638

Email <u>susan@bcblindsport.bcca</u>

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 <u>www.bcblindsports.bc.ca</u>

#### BETTER MEALS

Phone 1-888-838-1888

Email contact@bettermeals.ca

Hours 8:30 am - 3 pm Monday to Friday (phone-in hours)

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 <u>www.elderdog.ca</u>





### Seniors

#### FIRST LINK DEMENTIA HELP LINE

Phone 1-800-936-6033

Email <u>info@alzheimerbc.org</u>

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 <u>www.alzheimerbc.org</u>

Social

#### **GRAY SKILLS**

Phone 250-741-8116

Email <u>grayskills@ethoscmg.com</u>

Services Free, virtual program that incorporates foundational skills

training and pre-employment preparations for those 55+.

Website www.grayskills.ethoscmg.com



#### GRIEF SUPPORT FOR SENIORS

Phone 250-591-8811

Email <u>info@nanaimohospice.com</u>

Hours Monday - Friday 9 am - 4 pm

Address <u>1080 St. George Crescent</u>

Services Information sessions, individual counselling and group

support for seniors dealing with caregiving and loss.

Website <u>www.nanaimohospice.com</u>

Bus Route #30

Social

### GENERATIONS EATING TOGETHER - NANAIMO FOODSHARE SOCIETY

Phone 250-753-9393

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

Email <a href="mailto:raquel.wicks@nanaimofoodshare.ca">raquel.wicks@nanaimofoodshare.ca</a>

Bus Route #5, #25, #40









### 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 <u>www.hearttohomemeals.ca</u>

#### 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 Routes #30

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

Phone 250-754-3331 (EXT. 205 & 212)

Email <u>reception@nflabc.org</u>

Hours Monday - Thursday 9 am - 4 pm

Address <u>1070 Townsite Road</u>

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 <u>www.nflabc.org</u>

Bus Routes #30

### NANAIMO HARBOUR CITY SENIORS

Phone 250-755-7501

Email <u>info@nanaimoharbourcityseniors.com</u>

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 <u>www.nanaimo.ca</u>

Bus Routes #30





#### Seniors

#### NANAIMO LIFELINE PROGRAM

Phone 250-739-5770

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

Address #102 - 1801 Bowen 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.

Website <u>www.nanaimolifeline.ca</u>

Bus Routes #40

### SENDIAL PROGRAM (THIRFTY FOODS)

Phone 250-544-1234 or Toll free 1-866-948-0196

Hours Monday - Friday 8 am - 6 pm

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 <u>www.thriftyfoods.com</u>

Social



### SENIORS OUTREACH TEAM (SORT)

Phone 250-755-3301

Hours Monday - Friday 9 am - 5 pm

Address <u>1665 Grant Avenue</u>

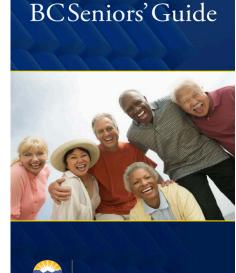
Services Provides assessment and treatment services to seniors

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

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









### LGBTQ2SIA+

#### BGC - GENERATION Q

Phone 250-754-3215

Email <u>youth@bgccvi.com</u>

Hours Thursday 6:30 - 8:30 pm

Address <u>20 Fifth Street</u>

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 #7

#### GENDER CREATIVE KIDS CANADA

Email <u>info@gendercreativekids.ca</u>

Services For gender creative kids, their families, schools, and

communities.

Website <u>www.gendercreativekids.com</u>

Social 🚹 🌀

#### **GENDER SPECTRUM**

Services Resources for gender diverse families and teens, including

navigating medical, legal, mental health, and educational

systems.

Website <u>www.genderspectrum.org</u>

Social



### NANAIMO FAMILY LIFE ASSOCIATION - GENDER JOURNEYS

Phone <u>250-754-3331 EXT. 170</u>

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 <u>www.nflabc.org</u>

Bus Route #30

Social

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#### 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 <u>www.nanaimopride.ca</u>







### 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 <u>www.bc.sogieducation.org</u>

### 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 <u>www.phsa.ca</u>

### VANCOUVER ISLAND TRANS RESOURCES

Phone 250-721-7577

Email <u>transchair@viu.ca</u>

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

#### HABITAT RESTORE

Phone 250-758-8743

Email restoremanager@habitatmvi.org

Hours Tuesday - 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 <u>www.habitatmvi.org</u>

Bus Route #15, #25, #30

Social





#### NANAIMO HOSPICE THIRFT SHOPPE

Phone 250-585-0885

Email <u>shop2@nanaimohospice.com</u>

Hours Tuesday - 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 <u>www.nanaimohospice.com</u>

Bus Route #40

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Social

## ST. ANDREW'S THRIFT STORE

Phone 250-753-1924

Email office.stauc@shaw.ca

Hours Monday, Wednesday & Friday 9:30 am - 3 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 <u>www.standrewsunitednanaimo.com</u>

Bus Route #1, #20, #25, #30, #40, #50







### Transportation

AC TAXI Phone

250-753-1231

Email <u>actaxinanaimo@gmail.com</u>

Hours 24/7

Address <u>835 Old Victoria Road (main office)</u>

Services 24/7 door-to-door transportation service.

Website <u>www.actaxi.ca</u>

Bus Route #7

Social **(1)** 

### BC BUS PASS PROGRAM

Phone 1-866-866-0800

Email BCBusPassProgram@gov.bc.ca

Hours Monday - Friday 9 am - 4 pm Annual bus pass for low-

Services 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

Saturday & Sunday 7 am - 7 pm

Address #500 - 1321 Blanshard Street, Victoria

Services Provides passenger and vehicles ferry service for coastal

and island communities.

Website <a href="https://www.bcferries.com/">https://www.bcferries.com/</a>

Social **(** 

### BC FERRIES (DEPARTURE BAY TERMINAL)

Phone 250-758-1728

Address 680 Trans-Canada Highway

Services Departure Bay is a major ferry terminal owned and

operated by BC Ferries that provides ferry service across the Strait of Georgia to Horseshoe Bay in West Vancouver. Departure Bay Ferry to Horseshoe bay travels 30 nautical

miles and takes 1 hour and 40 minutes to cross.

Website www.bcferries.com

Bus Route #20, #25





### **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 <u>160 Front Street</u>

Services Vehicle and walk-on ferry service from Nanaimo Harbour

terminal to Gabriola Island.

Website www.bcferries.com

Bus Route #1, #5, #6, #7, #20, #20A, #25, #30, #40, #50, #70, #78

Social 😈 💟

#### **HULLO FERRIES**

Phone 236-362-1045

Address <u>100 Port Drive</u>

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

Bus Service Hours: Monday - Friday 7 am - 9 pm & Saturday

9 am - 6 pm

Address <u>6400 Applecross Road</u>

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

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### 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









### Transportation

### WHERE TO BUY

Vendor	Address	Day Pass	\$5.00
Academy of Learning	1702 Bowen Road	Monthly Pass	\$65.00
49th Parallel Grocery	1824 Cedar Road	Monthly Pass (Post Secondary Students)	\$50.00
Bowen Park Seniors	500 Bowen Road	University Semester Pass (Post Secondary Students)	\$170.00
Bowen Road General Store	1702 Bowen Road	BUS FARES - SENIOR (65+) & STUDENT (AGE 13 - 18)	
Central Drugs	#16 - 2220 Bowen Road	Cash Fare	\$2.50
Circle K	4286 Departure Bay Road	10 Tickets	\$22.50
Country Grocer	1800 Dufferin Crescent	Day Pass	\$5.00
Fairway Markets	#103 - 4750 Rutherford Road	Monthly Pass	\$40.00
Discovery College	495 Dunsmuir Street	BUS FARES - HANDYDART	
,	2201 Jingle Pot Road	Registered User(5Tickets)	\$12.50
Jingle Pot General Store		Companion (5 Tickets)	\$12.50
Kiwanis House	1233 Kiwanis Crescent	Registered User (20 Tickets)	\$50.00
London Drugs	4750 Rutherford & 650 Terminal Avenue	Companion (20 Tickets)	\$50.00
Mac's Convenience Stores	#1 - 4286 Departure Bay Road	Attendant	Free!
Man Lee Oriental Foods	385 Terminal Avenue S.		
The Medicine Shoppe	Terminal Park Plaza	BUS FARES - 70 NCX NANAIMO - COWICHAN EXPRE	
Mid Island Co-op	Any location	Cash Fare	\$7.50
		Tickets (10)	\$67.50
		Zone C NCX Pass	\$175.00
		Zone D NCX Pass	\$245.00

BUS FARES - ADULTS

Cash Fare

10 Tickets

\$2.50

\$22.50





### 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 <u>6475 Metral Drive</u>

Services Get your driver's license, ID, car registration and

insurance, and make a claim if you've been in a car

accident.

Website <u>www.icbc.com</u>

Bus Routes #15, #25, #30, #50

Social





### SERVICE BC CENTRE NANAIMO

Phone 250-741-3636

Email <u>servicebc.nanaimo@gov.bc.ca</u>

Hours Monday - 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 <u>www2.gov.bc.ca</u>

Bus Route #5, #6



### **Employment & Income**

#### 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 <u>www.servicecanada.gc.ca</u>

Bus Route #1, #20, #30, #50

### 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

8:30 am to 6 pm Wednesday

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 <u>www.workbc.ca</u>

Bus Route #40





### **Employment & Income**

### 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 <u>www.vivrs.ca</u>

Bus Route #1, #20, #30, #50

### MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

Phone 1-866-866-0800

Hours Monday to Friday, 9am to 4pm, closed 12 to 1pm

Address <u>108 Richards Street (South)</u>

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 <u>www2.gov.bc.ca</u>

Bus Route #1, #20, #20A, #30, #40, #72 (South)

#25, #30, #40 (North)





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

DIAI-A-I AW PROGRAM

Phone 1-800-565-5297

General information on the law as it applies in BC. Services

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

Enforces the Employment Standards Act. Services

Website www.gov.bc.ca

**Bus Route** #15, #25, #30, #50

JUSTICE ACCESS CENTRE

Phone 250-741-5447

Hours Monday - Friday 9 am - 5:30 pm

Address #302 - 65 Front Street

Provides help with family and civil law issues. Services

Website www.justiceaccesscentre.bc.ca

**Bus Route** #1, #20, #30, #50 LEGAL SERVICES SOCIETY

Phone 1-866-577-2525

Monday, Tuesday, Thursday & Friday 9 am - 4 pm Hours

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

Fmail nanaimo@tapsbc.ca

Address #502 - 495 Dunsmuir Street

TAPS provides rights-based information and legal Services

> advocacy services for those with issues relating to income assistance, disability benefits, and residential tenancy.

www.tapsbc.ca/nanaimo Website

**Bus Route** #5, #6

TENANT RESOURCE & ADVISORY CENTRE (TRAC)

Phone 1-800-665-1185

1 - 5 pm Monday, Tuesday, Thursday, Friday Hours

5:30 - 8:30 pm Wednesday

Provides legal education and information about residential Services

tenancy matters.

www.tenants.bc.ca Website





### **Family Services**

CENTRAL VANCOUVER ISLAND MULTICULTURAL SOCIETY

Phone 250-753-6911

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

Address #101 - 319 Selby Street

Services Find help getting settled in Nanaimo, learn English, or

> finding 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.

www.cvims.org Website

#25, #40 **Bus Route** 

Social

#### 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



#### SALVATION ARMY - FAMILY SERVICES

250-753-8834EXT, 409 Phone

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** #5.#6

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)

534 Centre Street (Wellness and Culture)

Offers services and programs that keep our children safe, Services

> 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



