

SURVIVING IN NANAIMO

A GUIDE 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).

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

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



Crisis lines

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

**IN AN EMERGENCY CALL
911**

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

BC 211

Phone 211
 Hours 24/7 Navigators are available 24/7 and can
 Services access an interpreter in over 150 languages.
 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 24/7 Help comes in various forms, from a
 Hours listening, supportive
 Services 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
 Social  

MENTAL HEALTH SUPPORT

Phone 250-310-6789
 Hours 24/7
 Services Answers the provincial 310 Mental 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 

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 



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.
Email	haven@havensociety.com
Website	www.havensociety.com/transitionhouse
Social	

ISLAND CRISIS CARE SOCIETY SAMARITAN PLACE

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, #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

 **Shelters**

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.
Services
Website www.salvationist.ca
Bus Route #1, #5, #6, #7, #20, #20A, #25, #30, #40, #50, #70
Social  

ST. PETER'S TEMPORARY WINTER SHELTER

Phone 250-591-9440
Address [301 Machleary Street](#)
Hours 7 days a week, 8:00pm - 7:30am
Services Has 40 shelter beds for men and women 19+ from 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

Phone 250-268-8428
Address [520 Prideaux Street](#)
Hours 7 days a week, 7:00pm - 9:00am
Services Has 24 shelter beds for men and women from 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
Services Has 27 emergency shelter beds for men and women. To check bed availability, please call 250-754-3720 or arrive after 5 pm. You can email shelter@ufon.ca
Website www.nflabc.org/unitarianshelter/
Email shelteroutreach@ufon.ca
Bus Route #1
Social 

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.

 **Day-Use Spaces**

DROP-IN HUB

Phone 778-441-5444
Address [55 Victoria Road](#), entrance off Nicol Street 7 days a week,
Hours 9am to 4pm Provides drop-in basic need services including
Services food, clothing, warming and cooling services, and connection to social supports.
Website www.islandcrisiscaresociety.ca
Email dropin@iccare.ca
Bus Route #5, #6, #7
Social   

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 to 10 pm
Bus Route #25, #30, #40

LOBBIES AT THE RECREATION CENTRE LOCATIONS

Bowen Park Complex:

Address [500 Bowen Road](#)
Hours Monday to Friday 8:30 am - 4:00 pm (closed Saturday and Sunday)
Bus Route #30

Frank Crane Arena:

Address [2300 Bowen Road](#)
Hours Sunday to Saturday, 5:00 am to 1:00 am
Bus Route #25, #30, #40

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

Nanaimo Ice Centre:

Address [750 Third Street](#)
Hours Sunday to Saturday, 5:00 am to 1:00 am
Bus Route #5, #6, #15, #15A, #40

Oliver Woods Community Centre:

Address [6000 Oliver Road](#)
Hours Sunday to Saturday, 8:00 am to 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 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

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 & Friday from 9am - 12pm

Bus Route #5, #6

Website [www.risebridgeproject.ca](#)

Email risebridgeproject@gmail.com

Clothing

SALVATION ARMY THRIFT STORE

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

SALVATION ARMY THRIFT STORE

Phone 250-390-1881
Address 205 - 6750 Island Highway North
Hours Tuesday - Saturday 10 am - 5 pm
Services Quality clothing at an affordable price for varied
incomes.
Website www.nanaimosa.ca
Email CCNanaimo.GivingHope@salvationarmy.ca
Bus Route #25, #50, #20A

WISTERIA COMMUNITY ASSOCIATION

Phone 250-591-6443
Hours 5:30 pm - 8:30 pm, 7 days a week
Services Clothing handed out at various locations downtown
during the above hours. Call for locations.

HAPPY FEET

Address 303 Prideaux Street, 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 www.nanaimohospice.com
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 office.stauc@shaw.ca
Bus Route #25, #40
Social [Facebook icon]



 **Food**

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
 Hours Every Wednesday from 9:30 to 11:30 am
 Address [315 Fitzwilliam Street](#)
 Services Refreshments and music, open to all.
 Bus Route #40

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

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 at various locations.

Website www.viloavesandfishes.org

Social  

Address	2221 Bowen Road	Bus Route	#25, #40 #7, #70, #78
	471 Irwin Street		#5, #6, #8, #40
	394 Shepherd Ave		#1, #20, #20A, #25, #72
	2020 Estevan Road		#8
	1797 Cedar Road		#30
	1609 Meredith Road		#1, #25, #5040
	4951 Rutherford Road		#1, #20, #20A, #25, #30, #40, #50, #72, #92
	505 Eighth Street		#6, #8
	1300 Princess Royal Ave		#1
	6553 Portsmouth Road		#11, #15, #15A, #20, #20A, #25, #30, #40, #50, #90

SNUNEYMUXW HULIT LELUM - HEALTH CENTRE

Phone 250-714-8792 (Lea-Lah) or 250-714-9993 (Lance)
 Hours Mondays, Wednesdays, Fridays: 4:30-5:30pm
 Tuesdays: 12:00-2:00pm
 Services Free hot meals weekly at 1 Port Drive beside the bus stop. Snack pack distributed twice a week.

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

 **Food**

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 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 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 www.nanaimocommunitykitchens.org
Email nanaimocommunitykitchens@gmail.com
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 www.nanaimofoodshare.ca
Email info@nanaimofoodshare.ca
Bus Route #5, #25, #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

 **Food**

REAL MEALS NANAIMO

Phone 250-716-6033
Address [621 Townsite Road](#)
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 [100 Chapel Street](#)
Services Limited supply of grocery gift cards.
Bus Route #1, #20, #30, #50

ST. PAUL'S ANGLICAN CHURCH

Contact Joy Adams Bauer
Phone 250-753-2523
Hours 12:30 pm
Address [100 Chapel Street](#)
Services Free hot home-cooked meal
Bus Route #1, #20, #30, #50



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.

ST. ANDREW'S PRESBYTERIAN CHURCH

Contact Meredith Reems
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

SELBY MISSION

Contact Kathy Milliser
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 #40

 **Drinking Water**



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



Meal Schedule - Drop in

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
BREAKFAST	Salvation Army Breakfast Delivery 110 Wall Street/ Downtown Locations 8:30 - 10:30 am	Salvation Army Breakfast Delivery 110 Wall Street/ Downtown Locations 8:30 - 10:30 am	Salvation Army Breakfast Delivery 110 Wall Street/ Downtown Locations 8:30 - 10:30 am	Salvation Army Breakfast Delivery 110 Wall Street/ Downtown Locations 8:30 - 10:30 am	Salvation Army Breakfast Delivery 110 Wall Street/ Downtown Locations 8:30 - 10:30 am		
	7-10 Club Bagged Lunches 110 Wall Street/ Downtown 8:30 - 9:30 am	7-10 Club Bagged Lunches 110 Wall Street/ Downtown 8:30 - 9:30 am	7-10 Club Bagged Lunches 110 Wall Street/ Downtown 8:30 - 9:30 am	7-10 Club Bagged Lunches 110 Wall Street/ Downtown 8:30 - 9:30 am	7-10 Club Bagged Lunches 110 Wall Street/ Downtown 8:30 - 9:30 am		
LUNCH	St. Paul's Anglican Church/ Nanaimo Foodshare Community Lunch 100 Chapel Street 12 - 1 pm	Snuneymuxw Hulit Lelum - Health Centre Hot Lunch 1 Port Drive 12 - 2 pm	St Andrew's United Church Coffee Group 315 Fitzwilliam 9:30 - 11:30am	St. Andrew's Presbyterian Church Community Lunch 4235 Departure Bay Rd 11 - 12:30 pm			St Paul's Anglican Church Hot Lunch 100 Chapel Street 12:30 pm
	Snuneymuxw Hulit Lelum - Health Centre Hot Dinner 1 Port Drive 4:30pm - 5:30pm		Snuneymuxw Hulit Lelum - Health Centre Hot Dinner 1 Port Drive 4:30pm - 5:30pm		Snuneymuxw Hulit Lelum - Health Centre Hot Dinner 1 Port Drive 4:30pm - 5:30pm		

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 [Facebook] [Twitter]

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 [Facebook]



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 [Twitter]

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 Seafeld 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

 **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 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, #25, #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  

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 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

Hygiene

PUBLIC WASHROOMS AND WATER

[Beban Park Artificial Turf Fields \(Merle Logan Field\) 8 am- 11 pm](#)

[Bowen Park East 8 am- 6 pm](#)

[Breachin 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: www.nanaimo.ca/goto/waterfountains.

SHOWER PROGRAM

Phone 250-755-4464

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 #30





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 #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 [550 Fifth Street](#)
 Bus Route #6, #8, #40

TERMINAL LAUNDROMAT

Phone 250-716-1956
 Hours 24/7
 Address [1050 Terminal Ave North](#)
 Bus Route #1

JINGLE POT LAUNDROMAT

Hours 9 am - 10 pm 7 days a week
 Address [2201 Jingle Pot Road](#)
 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 www.tradesappliedtech.viu.ca
 Bus Route #6, #8, #15



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
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 #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 www.diabetes.ca

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, #72

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

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 [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, #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 www.narsf.org
 Bus Route #1, #20, #30, #50





Health Services



Medical Clinics

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	#5, #6

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 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



Health Services



Medical Clinics

NANAIMO PUBLIC HEALTH UNIT

Phone	250-755-6200	
Email	NanaimoPublicHealth@islandhealth.ca	
Hours	Monday - Friday 8:30 am - 4:30 pm	
Address	1665 Grant Avenue	
Bus Route	#30	
website	www.islandhealth.ca	
Social		
Service	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

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	
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	1804B Bowen Road	
Website	www.bccancer.bc.ca	
Bus Route	#30	

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	
Bus Route	#5, #6, #8, #15, #15A, #25, #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 - 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 www.arcclinic.ca
 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 abuse, Hepatitis C and HIV/AIDS counselling.
 Website 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 info@addictionclinic.ca
 Hours Monday - Thursday 9 am - 5 pm
 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

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 BEGGININGS

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 #7, #70, #78

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:

- same or next-day clinical screening and assessment
- placement in a withdrawal management/detox bed according to medical need, and/or rapid connection to outpatient services
- initiation of opiod agonist therapy (OAT) or anti-craving medications for alcohol use, when appropriate
- ongoing support throughout the withdrawal and recovery journey

DR EVAN AILON: ALCOHOL USE DISORDER SPECIALIST

Phone 250-753-2446, requires Physician referral
 Address [#205 - 1621 Dufferin Crescent](#)
 Bus #30



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, #30, #50

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, #30, #50

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 Routes #1, #20, #25

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 Routes #1, #20, #25



Substance Use & Addictions

NANAIMO MENTAL HEALTH AND SUBSTANCE USE ADVISORY COMMITTEE

Phone [250-760-6031](tel: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](https://www.vimhs.org/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 [6553 Portsmouth Road](https://www.naranonbc.com/6553-Portsmouth-Road)
 Thursdays 1 pm at [6553 Portsmouth Road](https://www.naranonbc.com/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 #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](https://www.narsf.org/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, #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 7 days a week from 9 am - 4 pm (last intake at 3:30 pm, voicemail after hours)

Hours 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 treatment and support in the community. Speak to a trained doctor or nurse practitioner 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 support in the community.

OVERDOSE PREVENTION SITE (OPS)

Phone 250-244-4042 ext 402

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

Address [250 Albert 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 #5, #6, #25, #40

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 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 use challenges.

YOUTH SHORT-TERM ASSESSMENT AND RESPONSE TEAM (YSTAR)

Phone 250-739-5790

Hours Monday - Friday, 9 am - 5 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. 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 [Flyer](#)

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

Social

NEEDLE DISPOSAL BOX LOCATIONS

- [Beban Park at 2300 Bowen Road](#)
- [Bowen Park Recreation Centre at 500 Bowen Road](#)
- [Deverill Square Park at 200 Irwin Street](#)
- [Harewood Centennial Park at 740 Howard Drive](#)
- [Kinsmen Park at 2730 Departure Bay Road](#)
- [Maffeo Sutton Park at 100 Comox Road](#)
- [Nanaimo Aquatic Centre at 741 Third Street](#)
- [Nanaimo Ice Centre at 750 Third Street](#)
- [Northfield Tourist Centre at 2450 Northfield Road](#)
- [Oliver Woods Community Centre at 6000 Oliver Road](#)
- [Parks Yard at 69 Prideaux Street](#)
- [Westwood Lake Park at 381 Westwood Road](#)
- [Wharf Street Loo \(Diana Krall Plaza\) at 51 Gordon Street](#)

NEEDLE DISPOSAL BOX HOURS

- 8 am - 8 pm
- 8 am - 6 pm
- 8 am - 9 pm
- 10 am - 5 pm
- 8 am - 9 pm
- 6 am - 8 pm
- 8 am - 8 pm
- 7 am - 5 pm
- 6 am - 11 pm (Spring/summer)
7 am - 9 pm (Fall/winter)
- 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 #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 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 #30

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 #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

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 #25, #40

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 #30, #40

ISLAND HEALTH - WALK-IN CRISIS COUNSELLING CLINIC

Phone 1-250-739-5710 or 1-888-885-8824 Monday - Friday 10 am - 5:15 pm

Hours 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 #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.

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 #40

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

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

NARFS 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, #30, #50

NARFS 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, #30, #50

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 #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 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@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 www.midislandmetis.com

Bus Route #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 Nuutsumut 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 [668A Centre Street](#)

Services Offer 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 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 [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

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 #15, #30

Social  

ISLAND DEAF & HARD OF HEARING CENTRE

Phone 250-753-0999

Email nanaimo@idhhc.ca

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 www.idhhc.ca

Bus Routes #11, #20

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, #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

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 #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.

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 #40



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, #25, #40

VANCOUVER ISLAND VOCATIONAL & REHABILITATION SERVICES

Phone 250-753-4225

Email office@vivrs.ca

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

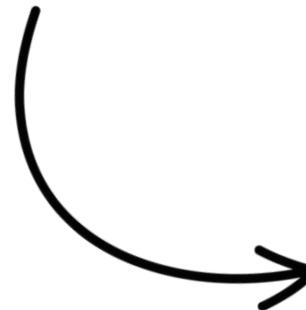
Address [#203 - 155 Skinner Street](#)

Services Vocational and life skills services for persons with disabilities or barriers to employment who wish to achieve employment, access training, or attain community attachment.

Website www.vivrs.ca

Bus Route #40

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 #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

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 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 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

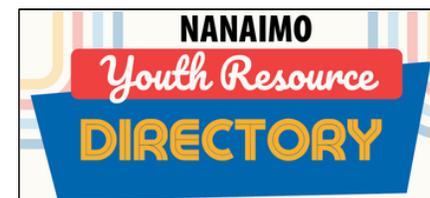
Hours Monday to Friday, 9 am – 4 pm, closed from 12 to 1 pm

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 Routes #5, #6, #40



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



Youth

NANAIMO YOUTH WELLNESS CENTRE

Address [1665 Grant Avenue](#) 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 www.islandhealth.ca

Bus Routes #30

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 www.nysa.bc.ca

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 www.narsf.org

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

PACIFICCARE

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

Email mailbox@pacific-care.bc.ca

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 www.pacificcare.ca

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 www.rainbowsnanaimo.ca

Bus Routes #30, #40

Social



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  

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 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 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 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 susan@bcblindsport.bcca

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)
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



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
 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 raquel.wicks@nanaimofoodshare.ca
 Bus Route #5, #25, #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 Routes #30

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 Routes #30

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 Routes #30

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 - 4:30 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 www.nanaimolifeline.ca

Bus Routes #40

SENDIAL PROGRAM (THRIFTY 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 www.thriftyfoods.com

Social  

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 #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 



Follow us on Facebook



NANAIMO FAMILY LIFE ASSOCIATION - GENDER JOURNEYS

Phone [250-754-3331 EXT. 170](tel:250-754-3331)

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

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

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 www.habitatmvi.org

Bus Route #15, #25, #30

Social  

NANAIMO HOSPICE THRIFT SHOPPE

Phone 250-585-0885

Email shop2@nanaimohospice.com

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 www.nanaimohospice.com

Bus Route #40

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 www.standrewsunitednanaimo.com

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

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 #7
 Social  

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 <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 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
 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.bcferrries.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.bcferrries.com

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

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
Bus Service Hours: Monday - Friday 7 am - 9 pm & Saturday 9 am - 6 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	\$2.50
10 Tickets	\$22.50
Day Pass	\$5.00
Monthly Pass	\$65.00
Monthly Pass (Post Secondary Students)	\$50.00
University Semester Pass (Post Secondary Students)	\$170.00

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

Cash Fare	\$2.50
10 Tickets	\$22.50
Day Pass	\$5.00
Monthly Pass	\$40.00

BUS FARES - HANDYDART

Registered User(5Tickets)	\$12.50
Companion (5 Tickets)	\$12.50
Registered User (20 Tickets)	\$50.00
Companion (20 Tickets)	\$50.00
Attendant	Free!

BUS FARES - 70 NCX NANAIMO - COWICHAN EXPRESS

Cash Fare	\$7.50
Tickets (10)	\$67.50
Zone C NCX Pass	\$175.00
Zone D NCX Pass	\$245.00

For more vendor locations see www.bctransit.com



Community Resources and Services



Personal Identification (I.D.)

ICBC DRIVER LICENSING

Phone 1-800-950-1498

Hours Monday, Tuesday, Thursday & Friday 8:30 am - 4:30 pm and Wednesday 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 Routes #15, #25, #30, #50

Social



SERVICE BC CENTRE NANAIMO

Phone 250-741-3636

Email servicebc.nanaimo@gov.bc.ca

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 www2.gov.bc.ca

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 www.servicecanada.gc.ca

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 www.workbc.ca

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	www.vivrs.ca
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	108 Richards Street (South) 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, #30, #40, #72 (South) #25, #30, #40 (North)



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 #15, #25, #30, #50

JUSTICE ACCESS CENTRE

Phone 250-741-5447
 Hours Monday - Friday 9 am - 5:30 pm
 Address [#302 - 65 Front Street](#)
 Services Provides help with family and civil law issues.
 Website www.justiceaccesscentre.bc.ca
 Bus Route #1, #20, #30, #50

LEGAL SERVICES SOCIETY

Phone 1-866-577-2525
 Hours Monday, Tuesday, Thursday & Friday 9 am - 4 pm
 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 #5, #6

TENANT RESOURCE & ADVISORY CENTRE (TRAC)

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



Family Services

CENTRAL VANCOUVER ISLAND MULTICULTURAL SOCIETY

Phone 250-753-6911
Hours Monday - Friday 8:30 am - 4:30 pm
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.
Website www.cvims.org
Bus Route #25, #40
Social [Facebook] [Instagram]

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 [Facebook] [Instagram]

SALVATION ARMY - FAMILY SERVICES

Phone 250-753-8834EXT. 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 #5, #6
Social [Facebook] [Twitter]

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)
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 [Facebook] [Instagram]