

SURVIVING IN NANAIMO 2021



**A GUIDE
TO LOCAL
AGENCIES
AND SERVICES**



NOTE: Organizations listed in the Surviving in Nanaimo Guide may be affected by COVID-19 restrictions. Times, locations, and frequency of services offered are subject to change.



HelpSeeker.org

The HelpSeeker app is a free network of location-based services, resources, and support you need to help your clients and the community.

Please visit
Helpseeker.org
online for a
comprehensive,
up-to-date list of
services and supports
in Nanaimo.

EMERGENCY SERVICES

THE SALVATION ARMY NEW HOPE CENTRE 250-714-1142

19 Nicol Street
Temporary shelter for men.

UNITARIAN SHELTER *OPEN YEAR ROUND*

595 Townsite Road **250-754-3720**
Temporary shelter for men and women.

ST. PETER'S COLD WEATHER SHELTER 778-441-2568

— WINTER ONLY

St. Peter's Church, 301 Machleary Street
Temporary shelter for men and women.
Nov 15, 2020—Mar 31, 2021, 8:30 pm-7:00 am

TILlicum LELUM YOUTH SAFE HOUSE 250-753-8266

477 Tenth Street
Short-term housing for at-risk youth, ages 12-18.
All youth welcome.

HAVEN SOCIETY TRANSITION HOUSE 250-756-2452

Temporary shelter/crisis support for women and children.

CRISIS LINE 1-888-494-3888

CRISIS CHAT www.vicrisis.ca

CRISIS TEXT 250-800-3806

Provides non-judgmental emotional support.

COMMUNITY OUTREACH RESPONSE (COR) 1-888-494-3888

Mobile Crisis Response service available 7 days per week.
To access call the Vancouver Island Crisis Line.

VANCOUVER ISLAND CRISIS SOCIETY 1-888-494-3888

www.vicrisis.ca/community-resource-database

Provides 24 hour crisis line support with public access to the Mental Health Crisis Response Team, Island-wide searchable online resource database, and community education workshops dealing with communication, youth resilience, crisis, trauma and suicide awareness.

- **Crisis Line** available 24/7 **1-888-494-3888**
- **Crisis Chat** 6:00 pm—10:00 pm nightly **www.vicrisis.ca**
- **Crisis Text** 6:00 pm—10:00 pm nightly **250-800-3806**
- **Administration** **250-753-2495**

MINISTRY OF SOCIAL DEVELOPMENT & POVERTY REDUCTION

Income Assistance Services **1-866-866-0800**

POISON CONTROL LINE 1-800-567-8911

bc211 Dial 211

Free info/referral re: social services in BC.

INDEX

Addictions Services	3
Clothing, Furniture & Household Goods.....	5
Community Resources and Services	6
Counselling Services.....	12
Disability Services.....	14
Drop In	16
Employment.....	16
First Nations	17
Food	19
Health Services.....	21
Housing.....	22
Legal.....	25
Seniors	26
Transportation	28
Youth.....	29
Miscellaneous	33

ADDICTIONS SERVICES

ALCOHOLICS ANONYMOUS **250-753-7513**
www.nanaimoaa.org
212 - 285 Prideaux Street
Helping alcoholics achieve sobriety. Meeting information is available online.

AL-ANON **1-888-425-2666**
www.bcyukon-al-anon.org
Support for friends and families of alcoholics.

ARC ADDICTION AND RECOVERY CLINIC **250-754-9111**
200 - 55 Victoria Road
Provides medication-assisted therapy for opiate addiction/dependence: compassionate, caring, non-judgmental help.
Monday—Friday, 8:30 am—5:00 pm

AVI HEALTH CENTRE **250-754-9111**
www.avi.org
102 - 55 Victoria Road
Provides integrated services such as education, advocacy and client support to individuals with HIV/AIDS, Hep. C and other communicable diseases. Provides education and harm reduction information to schools, the broader community and target populations.
Monday - Thursday, 9:00 am—5:00 pm

**BC ALCOHOL & DRUG INFO
& REFERRAL LINE** **1-800-663-1441**
A 24/7 information line and referral services throughout BC for people needing any kind of help with substance abuse.

CRESCENT HOUSE **250-716-3402**
1126 Seafield Crescent
Sobering beds for men and women who have used substances and need a safe place to sleep.
24 hours per day.

**DISCOVERY YOUTH & FAMILY
SUBSTANCE USE SERVICES** **250-739-5790**
206 - 96 Cavan Street.
Youth and family addiction services. Early intervention services to secondary schools and outreach services.
Monday - Friday, 8:30 am—5:00 pm

EATING DISORDERS PROGRAM **250-754-2773**

201 - 190 Wallace Street

A NARSF program. Open referral program offering clinical services to clients and their families affected by disordered eating.

GAMBLING HELPLINE **1-888-795-6111**

MENTAL HEALTH & SUBSTANCE USE SERVICES

WALK-IN CRISIS COUNSELLING CLINIC **250-739-5710**

203 - 2000 Island Highway

(back of Brooks Landing mall)

We provide single session crisis counselling and intake for substance use (addiction) services. A link to mental health and substance use services for all ages.

No appointment necessary—just walk in.

Monday - Friday, 10:00 am — 5:00 pm

NANAIMO MENTAL HEALTH AND SUBSTANCE USE

ADVISORY COMMITTEE

Email: nmhaac2017@gmail.com

Our goal is to reduce stigma and consult with Island Health in issues of concern to people with lived experience and their families. Inquire by email for more info/meeting times.

NAR-ANON

www.naranonbc.ca

A 12 step self-help program offering recovery and support for families and friends of addicts. Weekly meetings for those who know or have known a feeling of desperation due to the addiction problem of someone close to them.

Mondays, 7-8 pm—Country Grocer—Southgate,

#1-Twelfth Street (Don 250-739-0250)

Thursdays, 1-2:30 pm - Country Grocer—Community Room,
1800 Dufferin Crescent (Cheryl 250-816-8669)

NARCOTICS ANONYMOUS **1-800-494-2404**

www.cviana.ca

We offer recovery from the effects of addiction through working a 12 step program, including regular attendance at group meetings. Members learn from one another how to live drug-free.

NARSF PROGRAMS LTD. 250-754-2773

www.narsf.org

201 - 170 Wallace Street

Provides a range of counselling, therapy, health and harm reduction services to individuals, children, youth and families.

Monday - Friday, 9:00 am—5:00 pm

Mobile Health Outreach 1-844-482-4239

Provides harm reduction supplies.

QUIT NOW BY PHONE 1-877-455-2233
SMOKER'S HELPLINE

**SMART RECOVERY 250-802-2235/
3151 Barons Road 250-739-5880**

www.smartrecoverybc.com

SMART Recovery is a self empowering addiction recovery support group.

Meetings are Thursdays from 7:00 pm—8:30 pm

Family and friends meet on Tuesday, 6:30 pm—8:00 pm

SPIRIT OF FREEDOM MINISTRIES 1-800-535-6011

www.sofm.org

9:00—11:00 group sessions

A Christian program that brings new hope to the chemically dependent, their families and others.

VANCOUVER ISLAND THERAPEUTIC COMMUNITY

2368 Rosstown Road

250-758-5611

20 bed clean and sober housing for adult males. Provides group and individual programming and outreach services.

Monday - Friday, 8:30 am—4:00 pm

CLOTHING , FURNITURE & HOUSEHOLD GOODS

FRIENDS OF HAVEN THRIFT SHOP 250-754-3687

451 Albert Street

Low cost used clothing, toys, small furniture and appliances, and books.

Wednesday-Saturday, 9:30 am—3:30 pm

Donations accepted Wednesday-Saturday, 9:30am-3:00pm

HABITAT RESTORE **250-758-8743**

www.habitatmvi.org

The Restore sells new and used building materials, supplies and household goods, furniture and appliances. Donations accepted with free pick up service available. Please call ahead before making a donation.

Monday - Saturday, 8:30 am—4:00 pm

NANAIMO HOSPICE SHOPPE **250-585-0885**

www.nanaimohospiceshoppe.com

Volunteer, shop, or donate gently used clothing, jewelry, collectables, books, household tools, items and furniture. 100% of profits support Nanaimo Hospice programs.

Tuesday - Saturday, 10:00 am—4:00 pm

- 35 - 1925 Bowen Road

ST. ANDREW'S ECONOMY HOUSE STORE **250-753-1924**

311 Fitzwilliam Street

Low-cost used clothing, small household items, children's items.

Thrift Store: Monday and Wednesday, 10:00 am—3:00 pm

ST. PAUL'S ANGLICAN CHURCH **250-753-2523**

29 Church Street

Offers limited emergency assistance with clothing vouchers.

Monday - Friday, 9:00 am—12:00 pm

THE SALVATION ARMY THRIFT STORES

Tuesday - Saturday, 10:00 am—4:30 pm

- 1613 Bowen Road **250-754-9340**
- 205 - 6750 Island Highway North **250-390-1881**
- #14-4128 Mostar Road (Mondays only) **250-585-8505**

COMMUNITY RESOURCES AND SERVICES

AIDS VANCOUVER ISLAND **250-754-9111**

www.avi.org

102 - 55 Victoria Road

Provides integrated services such as education, advocacy, and client support to individuals with HIV/AIDS, Hepatitis C, and other communicable diseases.

Provides education and harm reduction information to schools, the broader community, and target populations.

Monday, 9:00 am—2:00 pm

Tuesday—Thursday, 9:00 am to 5:00 pm

CANADIAN RED CROSS **250-756-9363**

www.redcross.ca

3 - 2525 McCullough Road

Medical equipment loans. Referral required.

Monday - Friday, 9:30 am—4:30 pm

UNITARIAN SHOWER PROGRAM **250-755-4464**

Caledonia Sports Field, 110 Wall Street

Individuals can use the shower facility at Caledonia Sports Field at no charge.

Monday - Friday, 7:00 am—12:00 pm

**CENTRAL V.I. MULTICULTURAL SOCIETY
IMMIGRANT WELCOME CENTRE** **250-753-6911**

www.cvims.org

101 - 319 Selby Street

Provides services to immigrants such as English language classes, employment and direct settlement assistance.

Monday - Friday, 8:30 am—4:30 pm

FIRST LINK **1-800-936-6033**

www.alzheimerbc.org

Early intervention to connect individuals and families with services and support as soon as possible after diagnosis.

NARSF PROGRAMS LTD. **250-754-2773**

www.narsf.org

201 - 170 Wallace Street

Provides a range of counselling, therapy, health and harm reduction services to individuals, children, youth and families.

Monday - Friday, 9:00 am—5:00 pm

Mobile Health Outreach **1-844-482-4239**

Provides harm reduction supplies.

HAVEN SOCIETY OUTREACH **250-756-2452**

www.havensociety.com

Provides non-judgmental support to marginalized women in the community who are at risk of violence and homelessness. The program is based around harm reduction, meeting immediate needs, and promoting healthy choices.

- **24/7 Crisis Line: 1-888-756-0616 (or 911)**

NANAIMO COMMUNITY HOSPICE SOCIETY

www.nanaimohospice.com

250-591-8811

1080 St. George Crescent

Offers comprehensive palliative and grief support programs for the whole family.

INCOME TAX

Salvation Army

250-754-2621

Volunteer Nanaimo

250-758-7121

Phone for guidelines and appointments.

ISLAND CRISIS CARE SOCIETY

www.islandcrisiscaresociety.ca

250-716-3402

1126 Seafield Crescent

Sobering beds for men and women who have used substances and need a safe place to sleep.

ISLAND DEAF & HARD OF HEARING CENTRE

www.idhhc.ca

250-753-0999

102 – 6588 Applecross Road

Provides counselling, support, hearing loss, employment, family, community, and interpreting services.

TTY customers please dial 250-753-0977.

Monday - Friday, 8:30 am—4:30 pm

LITERACY CENTRAL VANCOUVER ISLAND

www.literacycentralvi.org

250-754-8988

19 Commercial Street

Assists adults upgrade reading, writing and numeracy skills.

**MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY
REDUCTION**

- Income Assistance Services **1-866-866-0800**
- Child Care Programs and Services **1-888-338-6622**

NANAIMO LIFELINE PROGRAM

250-739-5770

www.nanaimolifeline.ca

102 - 1801 Bowen Road

24-hour emergency response system designed to support the medically at risk, disabled persons living at home, and those at risk for physical health reasons.

Monday - Friday, 8:30 am—4:30 pm

THE MEN'S CENTRE

www.themenscentre.ca

250-716-1551

418D Fitzwilliam Street (main door off Richards Street)

Individual counselling support. "Dealing with the Dragon," a course on managing the emotional landscape and violence prevention, is for men only. Boots to Suits Program—supplying work clothing by referral only.

Tuesday - Thursday, 10:00 am—3:00 pm (Closed 12-1 pm)

CMHA SOCIAL CENTRE**250-244-4042**

437 Wesley Street

A social, recreational and vocational program for adults living with mental health and/or substance use challenges. Join us for socializing, physical activities, and workshops in a supportive, inclusive environment. We offer support, community connection, resource information and access to our employment program.

Monday and Friday, 10:00 am—4:00 pm

Wednesday, 1:00 pm -7:00 pm

MENTAL HEALTH SUPPORT LINE**310-6789**

www.heretohelp.bc.ca

The Vancouver Island Crisis Society also answers the provincial 310Mental Health Support 24/7/365 to provide empowering emotional support, information on appropriate resources and a wide range of support relating to mental health concerns. Information on mental health, mental disorders, and substance use/abuse for individuals, families, and the community.

1800SUICIDE**1-800-784-2433**

The Vancouver Island Crisis Line and other network members of the Crisis Line Association of BC answer this 24/7/365 provincial service to support callers experiencing suicidal thoughts. Workers provide skilled suicide assessment, de-escalation, intervention, resources, and short-term support.

NANAIMO RCMP VICTIM SERVICES**250-755-3146**

303 Prideaux Street

Provides

emotional support, referrals, justice system support, crisis intervention, and assistance with forms to victims of crime and other trauma.

Monday—Friday, 8:30 am-4:30 pm.

SOCIETY FOR EQUITY, INCLUSION, AND ADVOCACY (SEIA)

www.seia.ca

203-489 Wallace Street

250-753-2321

Women’s Resource & Support Line

250-753-0633

Provides service and support through internal programs and external partnerships so that all persons impacted by systemic barriers are able to access the services, supports and benefits to which they are entitled regardless of age, race, gender, sexual orientation, income, education, or family status and, as a result, experience enhanced health, well-being and social inclusion.

VANCOUVER ISLAND CRISIS SOCIETY

www.vicrisis.ca

Administration **250-753-2495**

www.vicrisis.ca/community-resource-database/

Provides 24 hour crisis line support with public access to the Mental Health Crisis Response Team, Island-wide searchable online resource database, and community education workshops dealing with communication, youth resilience, crisis, trauma and suicide awareness.

- **Crisis Line** available 24/7 **1-888-494-3888**
- **Crisis Chat** 6:00 pm—10:00 pm nightly **www.vicrisis.ca**
- **Crisis Text** 6:00 pm—10:00 pm nightly **250-800-3806**

VANCOUVER ISLAND REGIONAL LIBRARY

www.virl.bc.ca

Library cards are free if you live or pay property taxes in the V.I. Regional Library service area. Bring ID showing place of residence.

- 90 Commercial Street (Downtown) **250-753-1154**
Monday, Wednesday thru Saturday, 10:00 am—4:00 pm
Tuesday, 1:00 pm—7:00 pm
Sunday—Closed
- 84B-3200 N. Island Hwy (Wellington) **250-758-5544**
Monday - Saturday, 10:00 am—4:30 pm
Sunday—Closed
- 6250 Hammond Bay Road (Nanaimo North) **250-933-2665**
Monday, Wednesday thru Saturday, 10:00 am—4:30 pm
Tuesday, 1:00 pm—7:30 pm
Sunday—Closed

VANCOUVER ISLAND UNIVERSITY LIBRARY

www.viu.ca/library

250-740-6330

900 Fifth Street

Non-students can get a community borrower’s card by showing ID with a current address.

VOLUNTEER NANAIMO**250-758-7121***www.volunteernanaimo.ca*

Unit E—3148 Barons Road

A multi-service resource agency offering training, fundraising resources and technological development and support to other non-profit agencies, free income tax service to low-income people, and computer service by donation.

Monday - Thursday, 9:00 am—3:00 pm

THE SALVATION ARMY COMMUNITY SERVICES OFFICE

19 Nicol Street

250-754-2621

Provides volunteer income tax services; haircuts for men bi-weekly; foot care services monthly. Provides eligible individuals assistance with emergency housewares/clothing.

Monday - Friday, 9:00 am—1:00 pm

COUNSELLING SERVICES**CREDIT COUNSELLING SOCIETY****1-888-527-8999***www.nomoredebts.org*

Non-profit service providing confidential credit counselling, personal budget planning and debt repayment programs and alternatives. Counselling is free, non-judgmental and solution focused.

CROSSROADS CRISIS PREGNANCY CENTRE*www.cpcnanaimo.com***250-716-1633**

1717 Kerrisdale Road

Offers pregnancy tests, parenting courses, post-abortion recovery, options counselling, practical help, clothing and baby wear, group parenting programs, and 1-on-1 parenting support. "Sexual Integrity" courses offered in schools. By appointment only.

Monday—Thursday 9:00 am—4:00 pm

• **24/7 Help Line: 250-714-2191****HAVEN SOCIETY WOMEN'S COUNSELLING****250-756-2452***www.havensociety.com*

Provides individual and group counselling, or women who are experiencing physical, sexual and/or psychological violence in their lives. Workshops include "Strategies for Empowerment" for women who have experienced abuse or assault.

ISLAND INTEGRATED COUNSELLING SOCIETY

www.islandintegratedcounselling.com **250-716-8888**

A non-profit society whose goals are to assist persons to improve their relationships and meaning through private sessions, groups, workshops, mediation and other means. Fees are based according to ability to pay.

NANAIMO FAMILY LIFE ASSOCIATION **250-754-3331**

www.nflabc.org

1070 Townsite Road

Provides affordable individual, relationship, youth and seniors counselling. Programs include; Beyond Blame, Better at Home Healthy Relationship workshop, Senior Connect Program, Youth Group and Sexual Assault Response Program. Dates and topics can be found on the website.

Office: Monday - Friday, 9:00 am—4:00 pm

NARSF PROGRAMS LTD. **250-754-2773**

www.narsf.org

201 - 170 Wallace Street

Provides a range of counselling, therapy, health and harm reduction services to individuals, children, youth and families, with funding provided by the Ministry of Children & Family Development and Vancouver Island Health Authority. Monday - Friday, 9:00 am—:00 pm

• Living in Families with Teens (LIFT) **250-754-9285**

A NARSF Program. An open referral program that supports parents and teens that are experiencing relationship difficulties to the extent that the teen's placement in the home is in jeopardy.

• Sexual Abuse Intervention **250-754-2773**

201 - 190 Wallace Street

A NARSF Program. An open community referral program for children, teens and families who have disclosed sexual abuse or are at risk for sexual exploitation..

• Mobile Health Outreach **1-844-482-4239**

Provides harm reduction supplies.

RESTORATIVE COUNSELLING **250-619-0901**

www.restorativecounselling.com

Offers rapid response mental health stabilization services using a culturally enriched group model with Elders from a variety of Nations. To connect to group and 1-to-1 sessions, email *intake@restwp.com*.

DISABILITY SERVICES

ACCESSIBLE WILDERNESS SOCIETY (A.W.S.) 250-753-5600

info@awsociety.org or *www.awsociety.org*

Creating opportunities that provide a chance for Every Body to participate and enjoy a relatively barrier free wilderness adventure. AWS offers people with physical challenges the opportunity to experience the great outdoors.

ANGLING LICENSE FEE REDUCTION 250-741-3636

460 Selby Street

Any BC resident with a severe and permanent physical or mental disability who wishes to obtain an annual Non-Tidal angling license for a reduced fee.

Monday - Friday 8:30 am—4:30 pm

VANCOUVER ISLAND MENTAL HEALTH SOCIETY

2356 Rosstown Road

250-758-8711

www.vancouverislandmentalhealthsociety.org

Provides rehabilitative residences and community oriented support services for adults with a psychiatric disability including those with addictions.

COMMUNITY LIVING BC

250-390-7200

www.communitylivingbc.ca

6531 Metral Drive

Delivers support and services to adults with developmental disabilities due to FASD or ASD.

Monday - Friday, 8:30 am—4:30 pm

NANAIMO ASSOCIATION FOR COMMUNITY LIVING

www.nanaimoacl.com

250-741-0224

Suite 201 - 96 Cavan Street

Provides services to meet the needs of Nanaimo citizens with developmental disabilities and the people that care for them.

Monday - Friday, 8:30 am—4:00 pm

NANAIMO BRAIN INJURY SOCIETY

250-753-5600

www.nbis.ca

235 Bastion Street

Provides assistance to persons with an acquired brain injury, their families and/or caregivers through education, advocacy and community rehabilitation support. Also educates the public about brain injury prevention.

Monday - Thursday, 9:00 am—4:00 pm

NANAIMO DISABILITY RESOURCE CENTRE (NDRC)

www.ndrc.org

250-758-5547

2 - 4166 Departure Bay Road

NDRC is a non-profit organization committed to providing support, resources, and opportunities for empowerment, which allow people living with disabilities to make informed choices about their lives. Programs & Services include;

- Parking Permits for People with Disabilities – issued at NDRC.
- Computer Training Classes – FREE at NDRC. The NDRC offers small classes and one-on-one lessons, focusing on individual goals and interests.
- Information & Referral – NDRC provides information related to disabilities through a 'Resource Directory' on the website.

Monday - Friday, 8:30 am—4:00 pm

NANAIMO SUPPORTIVE LIFESTYLES PROGRAM

www.nanaimosl.ca

250-753-0332

Training in social and personal skills for adults with developmental disabilities so they may work towards increased independence and experience greater community involvement. All referrals for service accepted directly from Community Living BC.

Monday - Friday, 9:00 am—4:30 pm

SEMI-INDEPENDENT LIVING PROGRAM

250-754-5015

101-235 Bastion Street

Training and support for adults with developmental disabilities who live on their own. Teaches skills required to live independently.

Monday - Friday, 9:00 am—4:30 pm

VANCOUVER ISLAND VOCATIONAL & REHABILITATION SERVICES LTD.

250-753-4225

www.vivrs.ca

101-155 Skinner Street

Monday to Thursday 8:30 am—4:30 pm

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

SPECIAL OLYMPICS BC—NANAIMO

www.specialolympics.bc.ca

250-208-5402 /

so.nanaimo.local.coordinator@gmail.com **1-888-854-2276**

Through the power of sport, Special Olympics BC transforms the lives of individuals with intellectual disabilities and those who support them. SOBC-Nanaimo offers a wide selection of Summer and Winter sport programs for athletes of all ages and abilities.

DROP-IN

ONE STOP YOUTH CENTRE

250-754-1989 ext. 241

www.nysa.bc.ca

1-855-922-0220

290 Bastion Street

Drop-in centre for teens ages 13-18.

Tuesday - Thursday, 5:00 pm—9:00 pm

Saturday, 12:00 pm—3:30 pm

PARADISE ISLE SENIORS SOCIETY

201 Albert Street

250-754-9566

Seniors drop-in centre with various activities offered.

Lunch available on Tuesdays and Thursdays.

Monday - Friday, 10:00 am—3:00 pm

EMPLOYMENT

SERVICE CANADA

1-800-622-6232

www.servicecanada.gc.ca

201 - 60 Front Street

Offers information on Employment Insurance (EI),

employment training, and social insurance numbers.

Monday - Friday, 8:30 am—4:00 pm

VANCOUVER ISLAND VOCATIONAL & REHABILITATION

SERVICES LTD.

250-753-4225

www.vivrs.ca

241 Milton Street (main office)

103 - 321 Wallace Street

Provides specialized employment services to people with disabilities in Nanaimo, Parksville and Courtenay through the Employment Program of BC. Also, provides vocational rehabilitation services across Vancouver Island.

Monday - Friday 8:30 am—4:30 pm

WORK BC - EMPLOYMENT RESOURCE CENTRE

www.workbc.ca

101 - 155 Skinner Street

250-714-0085

255 - 2000 Island Highway North

250-729-5627

Operates a resource room, offering free access to computers, workshops, job postings and job search assistance. Job seekers can set up an appointment to meet with a Case Manager for one-to-one support with career, training and self-employment exploration as well as job search activity.

Monday - Wednesday, 8:30 am—5:00 pm

Thursday, 8:30 am—3:00 pm

Friday, 8:30 am—4:30 pm

NANAIMO YOUTH SERVICES YOUTH EMPLOYMENT CENTRE

www.nysa.bc.ca

1-855-922-0220

290 Bastion Street

Provides employment services to youth ages 16-30.

Monday - Friday, 9:00 am—4:00 pm

Closed from noon—1:00 pm

FIRST NATIONS

ABORIGINAL PEOPLE CRISIS LINE

1-800-588-8717

ABORIGINAL CHILD & YOUTH MENTAL HEALTH

301 - 190 Wallace Street

250-741-5734

Toll Free: 1-866-722-2235

Provides confidential, free outreach services for aboriginal children, youth and families who may be experiencing difficulties with thoughts, feelings or behaviours. Provides info, workshops & referrals to other community partners.

Walk-in intake hours:

Wednesday & Thursday, 9:00 am-12 noon and

1:00 pm-3:00 pm

- FASD Key Workers: Supports any families and caregivers of children & youth who are living with FASD by providing resources and info tailored to meet individual needs.

Monday - Friday, 8:30 am—4:30 pm

FRIENDSHIP LELUM YOUTH SAFE HOUSE

250-753-8266

www.tillicumlelum.ca

Short-term emergency housing for youth ages 12-18 when at risk. Assists them to leave the streets and to learn to live safe, healthy lives.

M'AKOLA HOUSING SOCIETY **250-756-4217**
www.makola.bc.ca
22 - 3201 Shenton Road
Provides homes primarily for aboriginal people where they can feel connected to traditional values and community.

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT—
ABORIGINAL SERVICES** **250-741-5734**
301 - 190 Wallace Street **Toll Free: 1-866-722-2235**
Services offered include family service team, investigations into claims of abuse and neglect, child and youth special needs.
Monday - Friday, 9:00 am—4:00 pm , Closed noon—1:00 pm

NANAIMO ABORIGINAL CENTRE **250-585-0947**
www.nanaimoaboriginalcentre.ca
Email: info@nanaimoaboriginalcentre.ca
Offers a variety of education programs/schooling services for students in grades K-12. Operates two housing complexes with a total of 60 units: *Sanala* (564 Fifth Street) and *Nuutsumuut Lelum* (1406 Bowen Road). Programs/services/community activities are open to all Nanaimo residents and visitors

- Aboriginal Family Night
Second Tuesday of every month at 5:30 pm at NDSS

SNUNEYMUXW FIRST NATION
www.snuneymuxw.ca

- Office **250-740-2300**
- Health Centre (668B Centre Street) **250-740-2337**
- Daycare (668A Centre Street) **250-740-2334**
- Youth Centre (474 Centre Street) **250-754-1300**

TILLICUM LELUM ABORIGINAL FRIENDSHIP CENTRE
www.tillicumlelum.ca **250-753-4417**
Promotes justice, fairness and equality for aboriginal people through a holistic approach to programming and services.
Monday - Friday, 9:00 am—5:00 pm

- Education Centre (927 Haliburton Street) **250-753-8291**
- Health Centre (602 Haliburton Street) **250-753-6578**

FOOD

7-10 CLUB

www.nanaimo710club.com

250-714-0917

205 - 285 Prideaux Street

Provides a free hot nutritious breakfast and bagged lunch to go.

Monday - Friday, 7:00 am—10:00 am

LOAVES & FISHES COMMUNITY FOOD BANKS

www.loavesandfishes.org

250-754-8347

ID for everyone in the household and recent piece of official mail required for registration. Regular hampers picked up bi-weekly.

Food 4U Hampers every Monday, Wednesday, Thursday, Friday & Saturday.

- 1009 Farquhar Street (off Haliburton Street)
Monday, 5:00 pm—7:00 pm (& Food 4U hamper)
Wednesday, 10:00 am—2:00 pm (& Food 4U hamper)
Thursday, 1:00 pm—3:00 pm (& Food 4U hamper)
- Nanaimo Alliance Church (1609 Meredith Road)
Tuesday, 1:00 pm—2:30 pm
- The Neighbourhood Church (4951 Rutherford Road)
Thursday, 6:30 pm—8:00 pm
- Salvation Army Church (505-8th Street)
Friday, 1:00 – 2:30pm (& Food 4U hamper)
- Generations Church (1300 Princess Avenue)
Saturday, 11:00 am—noon (& Food 4U hamper)

MEALS ON WHEELS

250-753-1300

www.nanaimomealsonwheels.ca

Delivers hot meals to people's homes for a small fee. Must be referred by another person.

NANAIMO COMMUNITY KITCHENS SOCIETY

www.nanaimocommunitykitchens.org

250-753-7470

271 Pine Street

Participants build skills, knowledge, friendships and self-esteem while preparing low-cost healthy meals. Programs include Community cooking groups. "Cooking Out of the Box" (uses a monthly box of fruit and vegetables), "Bellies to Babies & Beyond" (a 10 week cooking series for pregnant women and parents of infants).

NANAIMO FOODSHARE**250-753-9393**www.nanaimofoodshare.ca

271 Pine Street

Provides information and referrals to food programs, including food banks and community kitchens. Also provides the following programs: “fruit tree gleaning”, “Workshops”, “Good Food Box”, “Home Grown”, “Summer Lunch Munch and school snack”, “Scratch” “Nutrition Coupons” and “Kids Get Cooking & Gardening”. Please call for information.

Monday - Friday, 10:00 am—2:00 pm (Drop in)

ST. ANDREW’S PRESBYTERIAN CHURCH**250-758-2676**www.standrewsnanaimo.ca

4235 Departure Bay Road

Free community lunch every Thursday from September to June. Runs 11:00 am—12:30 pm

ST. PAUL’S ANGLICAN CHURCH**250-753-2523**• 100 Chapel Street

The Community Neighbours Lunch serves soup and sandwiches on the third Friday of every month from 12:00 pm—1:00 pm.

• 29 Church Street

Offers \$10 grocery cards on the 3rd Tuesday of each month, as available. (Open 9:00 am—12:00 pm)

ST. VINCENT DE PAUL**250-753-8500**www.ssvp.ca

Provides emergency food assistance for those in need who qualify, and who are unable to get help from other sources. (The above # is an answering machine - an attempt will be made to return the call within a few days).

THE SALVATION ARMY MEAL PROGRAM**250-714-1142**

19 Nicol Street

Open 7 days per week. Lunch is served 12:00 pm—1:00 pm. Supper is served from 4:30 pm—5:30 pm. Nominal fees.

Food hampers now available through Loaves & Fishes at the **Salvation Army Church** location, **505 Eighth Street**, Nanaimo. Bi-weekly on Fridays between 1:00 pm—2:00 pm

HEALTH SERVICES

AVI HEALTH CENTRE

250-754-9111

www.avi.org

102 - 55 Victoria Road

Provides methadone maintenance for opiate addiction through a holistic and integrated not-for-profit model, provides substance abuse counselling, nursing, Hepatitis C and HIV/AIDS counselling, support and treatment.

Monday - Thursday, 9:00 am—5:00 pm

COMMUNICABLE DISEASE CLINIC

250-740-2615

8 - 1599 Dufferin Crescent

Counselling and treatment for sexually transmitted infections, testing and referral for communicable diseases and TB, and Central Island viral hepatitis service. Appointments required.

Monday - Friday, 8:30 am—4:30 pm

COMMUNITY OUTREACH DENTAL ENDEAVOUR (CODE)

www.johnhowardbc.ca/regions/

250-591-0771

nanaimo/our-programs/dental-code

489 Wallace Street

Not for Profit Dental Clinic. Patients are asked to make a donation to the clinic for their treatments.

Check website or call for hours of operation.

NANAIMO REGIONAL GENERAL HOSPITAL

250-755-7691

1200 Dufferin Crescent

HEALTH LINK BC

CALL 811

www.healthlinkbc.ca

Free-of-charge provincial health information and advice phone line available in British Columbia.

NANAIMO HEALTH UNIT

1665 Grant Avenue

Monday - Friday, 8:30 am—4:30 pm

- Public Health Nursing 250-755-3342
- Immunization Appointments 250-755-3342
- Prenatal Class Registration 250-755-3308
- Adult & Youth Health Clinic 250-755-3345
- Infant, Child & Family Intake 250-755-3388

(continued on next page)

NANAIMO HEALTH UNIT (continued)

- Postpartum Depression Support **250-755-3388**
- Hearing Services Appointment **250-755-6269**
- Speech Services **250-739-6827**
- Dental Health Program **250-739-5845**
- Nutrition Services **250-739-5845**

HEALTH INSURANCE BC

www.healthservices.gov.bc.ca/msp **1-800-663-7100**
General information about the Medical Services Plan and
PharmaCare benefits and services.

OPTIONS FOR SEXUAL HEALTH

204 - 285 Prideaux Street **250-753-9511**
Reproductive health services including birth control
information and supplies, fertility awareness, pregnancy
testing information and counselling, sexually transmitted
infections testing and treatment. Appointments preferred.
Monday, 4:00 pm—7:00 pm
Tuesday and Thursday, 4:00 pm—6:00 pm
Wednesday, 5:00 pm—8:00 pm
Friday, 12:00 pm—3:00 pm

SCREENING MAMMOGRAPHY PROGRAM

www.screeningbc.ca **250-716-5904**
1804B Bowen Road
Monday - Thursday, 8:30 am—4:00 pm
Friday, 8:30 am—3:30 pm
second Saturday, 8:30 am—12:35 pm

VIU DENTAL CLINIC (Closed June to August.)

900 Fifth Street **250-740-6240**

HOUSING

BC HOUSING—FIND HOUSING

www.bchousing.org **1-800-257-7756**
Information on housing programs and listings for all
subsidized housing projects in Nanaimo can be found on BC
Housing's website.

- Families

www.bchousing.org/Find/Family

A family is defined as a minimum of two people, including
(continued on next page)

BC HOUSING—FIND HOUSING (continued)

one dependent child. Families are eligible to apply for cash assistance in the private market or subsidized housing, which is rent geared to income.

- Homelessness

www.bchousing.org/Find/Homeless

For people who are homeless or at risk of homelessness. There are a range of options available from immediate outreach and shelter to accessing more stable forms of housing.. Availability varies by community.

- Individuals with disabilities

www.bchousing.org/options/Find/Disabled

Individuals who can live independently and are in receipt of a recognized disability pension, or are considered disabled for income tax purposes, are eligible to apply for subsidized housing, which is rent geared to income.

If some support is needed to live, individuals may be eligible for an assisted living development in their community.

- Seniors

www.bchousing.org/Find/Senior

Housing programs and options specifically for seniors.

Call BC Housing or one of the below societies for more information:

- Women experiencing violence

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

For women (with or without dependent children) at risk of violence .

- BC Housing Registry **1-800-257-7756**
- M' Akola Housing Society **250-756-4217**
- Mount Benson Housing Society **250-754-5344**
- Nanaimo Lions Housing Society **250-753-8200**
- Nanaimo Building Society **250-753-7041**
- Woodgrove Housing Society **250-753-4177**
- Kiwanis Housing **250-753-6471**

Home Adaptations for Independence (HAFI) Program

www.bchousing.org/options/home_renovations

A program to help low-income seniors or people with disabilities to make modifications or adaptation to their home directly related to diminished ability. Call BC Housing or visit online to apply or for more information.

NANAIMO AFFORDABLE HOUSING SOCIETY

www.nahs.ca

250-755-1158

Offers supported independent housing single adults with permanent disabilities. Call 250-714-0170 for more information.

NANAIMO YOUTH SERVICES ASSOCIATION

www.nysa.bc.ca

250-754-1989

Offers staff-supported transitional housing for youth between ages 16 and 19. Rent is geared to income and tenants never pay more than 30% of their gross income. Call 250-753-3212 for more information.

HABITAT FOR HUMANITY

250-758-8078

www.habitatmvi.org

1 - 4128 Mostar Road

Promotes home ownership by building simple, decent, safe and affordable homes for those who are unable to qualify for a conventional mortgage. Affordable because of an interest-free mortgage and no down payment required. Homes are built by volunteer labour and donated materials.

NANAIMO REGION JOHN HOWARD SOCIETY

www.johnhowardnanaimo.org

250-754-1266

The Transitional Housing Program provides safe, affordable, drug and alcohol free residences for men in recovery in a structured and supportive environment.

PACIFICA HOUSING

1-877-313-5656

www.pacificahousing.ca

827 Fisgard Street (Victoria)

A non-profit charitable organization that provides affordable housing for low income families, persons with disabilities and adults who are homeless or at risk of. In Nanaimo, Pacifica Housing has four family complexes and one supported housing complex for adults with mental health and/or addiction issues.

EMERGENCY RESOURCE CENTRE—SHELTER

Island Crisis Care Society

778-441-4227

285 Prideaux Street

Temporary shelter space. Referral only.

Limited 24 hour shelter space available for vulnerable women and men who are medically compromised.

LEGAL

RESIDENTIAL TENANCY BRANCH INFO LINE

www.gov.bc.ca/landlordtenant

1-800-665-8779

MID-ISLAND LEGAL AID

250-753-4396

210 Milton Street

Denice Barrie, Barrister and Solicitor, helps people with low incomes resolve their legal problems and facilitates access to justice.

TENANT RESOURCE & ADVISORY CENTRE (TRAC)

www.tenants.bc.ca

1-800-665-1185

Provides legal education and information about residential tenancy matters.

Monday - Friday, 9:00 am—5:00 pm

LEGAL SERVICES SOCIETY

1-866-577-2525

www.lss.bc.ca

JUSTICE ACCESS CENTRE

250-741-5447

www.justiceaccesscentre.bc.ca

302 - 65 Front Street

Provides help with family and civil law issues that affect everyday life, such as separation or divorce (incl. family law advice), income security, employment, housing or debt. Offers a resource room and information/services to reach solutions to your problems.

Monday - Friday, 9:00 am—5:30 pm

HAVEN SOCIETY COMMUNITY VICTIM SERVICES

www.havensociety.com

250-756-2452

Provides justice-related support services information and emotional support for individuals and/or families who are survivors of abuse and violence including sexual assault.

NANAIMO REGION JOHN HOWARD SOCIETY

www.johnhowardnanaimo.org

250-754-1266

2353 Rosstown Road

Provides a therapeutic community at the Nanaimo Correctional Centre. Involves community in criminal justice, offers community assistance and service work, restorative justice, forensic outreach, housing and public education.

Monday - Friday, 8:30 am—4:00 pm

DIAL-A-LAW PROGRAM**1-800-565-5297**www.dialalaw.org

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

EMPLOYMENT STANDARDS BRANCHwww.gov.bc.ca/employmentstandards**250-390-6186**

2nd Floor, 6475 Metral Drive

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

Monday - Friday, 8:30 am—4:30 pm

SENIORS

HOME & COMMUNITY CARE CENTRAL INTAKE

1665 Grant Avenue

250-739-5749

Provides information about services they offer such as community care, outreach and more.

Monday - Friday, 8:00 am—4:00 pm

THE MEN'S CENTRE**1-877-716-1551 ext. 13**

418 Fitzwilliam Street

or 250-716-1551 ext. 3Seniors Reach Out

Senior supports and check-ins for men and women.

SENDIAL PROGRAM (THRIFTY FOODS)**1-800-667-8280**

Shopping and home delivery service designed for those who are physically unable to shop for themselves (\$5 delivery charge and payment required upon delivery - they do not accept cash).

NANAIMO HARBOUR CITY SENIORS**250-755-7501**www.nanaimo.ca

Offers a complete range of cultural and recreational activities to anyone age 60+ (or anyone who has a partner 60+). Also offers hearing and blood pressure clinics. Membership cost is \$41.45 per calendar year.

NANAIMO FAMILY LIFE—SENIOR PEER COUNSELLING

www.nflabc.org

250-754-3331

1070 Townsite Road

Provides counselling and support to alleviate loneliness and isolation of seniors who are age 55+. The service is offered in the home, the office and community.

Seniors are encouraged to enjoy healthy aging through physical, emotional, and spiritual well-being.

Office: Monday - Thursday, 10:00 am—3:00 pm

SENIORS OUTREACH TEAM (SORT)

250-755-3301

1665 Grant Avenue

Provides assessment and treatment services to seniors over 65 who are experiencing mental health problems such as Alzheimer disease or depression. Support and education to family and professional caregivers is available.

Monday - Friday, 9:00 am—5:00 pm

**VANCOUVER ISLAND UNIVERSITY CENTRE
FOR CONTINUING STUDIES - ELDER COLLEGE**

www.viu.ca/eldercollege

1-866-734-6252

Courses offered at preferential rates for people ages 50+.

PARADISE ISLE SENIORS SOCIETY

201 Albert Street

250-754-9566

Seniors drop-in centre with various activities offered. Lunch available Tuesdays and Thursdays.

Monday - Friday, 10:00 am—3:00 pm

ELDERS IN TRANSITION

elders@nanaimohospice.com

250-802-9522

Moving out, moving in, moving on. The Hospice Shoppe supports seniors in transition and their families (free of charge) through a sensitive and practical approach to the downsizing and/or disposition of household and personal possessions.

GRIEF SUPPORT FOR SENIORS

www.nanaimohospice.com

250-591-8811

Offers information sessions, individual counselling and group support for seniors dealing with care giving and loss.

NANAIMO LIFELINE PROGRAM**250-739-5770**www.nanaimolifeline.ca

202 - 1801 Bowen Road

24 hour emergency response system designed to support medically at risk or disabled persons living at home and those who are at risk for physical health reasons.

Monday - Friday, 8:30 am—4:30 pm

BC BLIND SPORTS SENIOR FITNESS PROGRAMwww.bcblindsports.bc.ca**250-716-9053**

BC blind sports is offering a fitness program for blind/sight impaired seniors in Nanaimo. This is a low impact fitness program with emphasis on balance, flexibility and muscle strength. Program is beneficial for adults of all ages. In order to qualify you must become a member of BC Blind Sports (application form available online).

For more information and registration please contact:

Carolyn Gunn, BCBS Volunteer Liaison at 250-716-9053 or carolyngunn03@shaw.ca

TRANSPORTATION**BC BUS PASS PROGRAM****1-866-866-0800**www.mhr.gov.bc.ca/programs/other.htm#bp

Annual bus pass for low-income seniors and persons with disabilities on restricted incomes. Allows unlimited travel on the Regional transit system.

BC FERRIESwww.bcferries.com**1-888-223-3779**

- Departure Bay Terminal
- Duke Point Terminal
- Gabriola Terminal

250-753-1261**250-722-0181****250-753-9344****handyDART****250-390-3000**www.rdn.bc.ca

Convenient door-to-door transportation for people with special needs. Must be a registered client.

Call the office for more details, pricing info and vendor locations. Does not operate on statutory holidays.

• Office Hours

Monday - Friday, 8:00 am—4:30 pm

• Bus Service Hours

Monday - Friday, 7:00 am—9:00 pm

Saturday, 9:00 am—6:00 pm

Sunday, 9:00 am—5:00 pm

NANAIMO REGIONAL TRANSIT SYSTEM 250-390-4531

www.rdn.bc.ca

(Offers a variety of fare options and kids under age 5 ride free. The “Kids Ride Free” program allows a paying family member or guardian to bring 2 children (age 14 and younger) on board for free travel between 5:00 pm Friday to the end of service Sunday.

AC TAXI 250-753-1231

YELLOW CAB 250-751-1111

YOUTH

ABORIGINAL CHILD & YOUTH MENTAL HEALTH

301 - 190 Wallace Street **250-741-5734**

Toll Free: 1-866-722-2235

Provides confidential, free outreach services for aboriginal children, youth and families who may be experiencing difficulties with thoughts, feelings or behaviours. Provides info, workshops & referrals to other community partners.

Walk-in intake hours:

Wednesday & Thursday, 9:00 am— 12 noon and
1:00 pm - 3:00 pm

- FASD Key Workers: Supports any families and caregivers of children & youth who are living with FASD by providing resources and info tailored to meet individual needs.
Monday - Friday, 8:30 am—4:30 pm

BIG BROTHERS & BIG SISTERS 250-756-2447

www.bigscvi.ca

2030 Northfield Road

Provides children and youth the highest quality volunteer-based mentoring programs.

Monday - Friday, 9:00 am—5:00 pm

ALPHABET SOUP LGBTQ YOUTH DROP-IN GROUP

Nanaimo Pride Society **250-754-9111**

Offers fun activities, support and networking to LGBTQ youth ages 13-24 in the RDN area. Provides a safe and inclusive space for marginalized youth to come together and attain a sense of belonging within the group.

Monday nights, 6:00 pm—8:00 pm

BOYS & GIRLS CLUBS OF CENTRAL VANCOUVER ISLAND

www.bgccvi.com

250-754-3215

Child and youth centered organization dedicated to the growth and development of individuals through high quality recreation, care and enrichment programs that are open, innovative and fun.

- 20 Fifth Street **250-754-3220**
Programs include: South Side Teen Centre, Daycare and Out of School Care.
- 7 - 7221 Lantzville Road **250-390-4001**
Programs include: Family Place Program (drop-in for moms and children under 6), Out of School Care and Preschool.
- 1400 Cranberry Avenue **250-753-2464**
Programs include: Family Place, Daycare, Out of School Care and Preschool.
- 2050 Latimer Road **250-751-8937**
Programs include: Out of School Care.
- 2080 Sun Valley Drive **250-618-7681**
Programs include: Out of School Care.
- 2290 Bowen Road **250-585-2480**
Programs include: Out of School Care.

CHILD DEVELOPMENT CENTRE

www.nanaimocdc.com

250-753-0251

1135 Nelson Street

Provides individualized services for children up to age 19 and their families that promote optimum child development. Most programs and services are available at no cost except for preschool. Programs include infant development, family support services, supported child development, physiotherapy, occupational therapy and speech/language therapy.

Monday - Friday, 8:30 am—4:30 pm

CHILD & YOUTH MENTAL HEALTH

Ministry of Children and Family Development

301—190 Wallace Street

250-741-5701

Provides service to children/youth (up to 19) and families who are seeking assistance regarding a mental health concern.

Walk-in intake hours:

Wednesday & Thursday, 9:00 am—12 noon
and 1:00 pm—3:00 pm

CHILDREN'S HELPLINE

Children to call:

310-1234

To report child abuse and neglect:

1-800-663-9122**CREATIVE COUNSELLING FOR CHILDREN***www.nanaimohospice.com***250-591-8811**

1080 St. George Crescent

Working with creative mediums including art, sand trays, clay modeling, play and music, the children's counselor offers gentle support to children up to age 12 in a safe environment where they can express their feelings around the loss of a loved one.

FRIENDSHIP LELUM YOUTH SAFE HOUSE 250-753-8266

Short-term emergency housing for at-risk youth ages 12-18 to assist them to leave the streets and learn to live safe, healthy lives.

GIRL GUIDES OF CANADA**1-800-565-8111***www.girlguides.ca***KIDS HELP PHONE****1-800-668-6868***www.kidshelpphone.ca*

Free anonymous and confidential 24/7 phone and on-line professional counselling service for youth. Large or small concerns.

HAVEN SOCIETY'S CHILDREN WHO WITNESS ABUSE PROGRAM**250-756-2452***www.havensociety.com*

An intervention/prevention program created by the BC Society of Transition Houses to address the needs of children and youth ages 3-18 who have been exposed to violence at home. The goal of the program is to interrupt/break the cycle of inter-generational abuse.

PACIFICCARE**250-756-2022**

3156 Barons Road

www.pacific-care.bc.ca

The Child Care Resource and Referral (CCRR) is the community's best source for child care information, resources and child care referrals. PacificCare offers access to liability insurance coverage for Registered Child Care providers and Mother Goose Programs.

Monday - Friday, 8:30 am—4:30 pm

Last Thursday of each month, 8:30 am—7:00 pm

NANAIMO YOUTH SERVICES **1-855-922-0220**
www.nysa.bc.ca
290 Bastion Street
Provides employment services to connect and empower youth ages 16-30.
Monday - Friday, 8:30 am—4:30 pm

RAINBOWS NANAIMO **250-751-7888**
www.rainbowsnanaimo.ca
A grief support group program offered in Nanaimo through community sites and School District 68. Provides support to children, teens and their families when dealing with a significant loss—death, divorce, abandonment, etc.
12-week programs offered throughout the year: registration required, free of charge.

YOUTH HEALTH CLINIC **250-755-3345**
1665 Grant Avenue
For youth up to age 25. Provides contraception counselling, pregnancy testing, with non-judgmental option counselling and referral. STI testing and treatment.
Tuesdays, 2:00 pm—4:30 pm
Mondays, 3:00 pm—4:00 pm (pill pickup for existing clients only)

TRANSITIONS WITHDRAWAL MANAGEMENT & SUPPORTIVE RESIDENTIAL PROGRAM **250-754-2773**
170 Wallace Street (around back-lower level)
A NARSF Program. Referral through Discovery Youth and Family Addictions (VIHA) for youth with problematic drug and alcohol use to achieve their goal of abstinence or reduction of harmful consequences of substance use.

SEXUAL ABUSE INTERVENTION **250-754-2773**
201 - 190 Wallace Street
A NARSF Program. Open referral program for children, teens and families who have disclosed sexual abuse or are at risk for sexual exploitation.

HOSPICE YOUTH PROGRAM **250-591-8811**
www.teensanddeath.com
1080 St. George Crescent
Offers a safe haven for teens ages 13-18 dealing with the death of a special person and a website designed for teens.

MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

- 202 - 488 Albert Street **250-741-5444**
Investigates claims of abuse and neglect. Adoptions. Child and youth special needs and mental health. FASD key workers.
- 101 - 488 Albert Street **250-741-3600**
Children's resources, foster parenting, youth probation program and youth services.
Monday - Friday, 8:30 am—4:30 pm.
- 201 - 190 Wallace Street **250-741-5734**
FASD Key Workers support any families & caregivers of children & youth who are living with FASD by providing resources and info tailored to meet individual needs.
Monday - Friday, 8:30 am—4:30 pm.

SCOUTS CANADA **1-888-855-3336**
www.scouts.ca

YOUTH AGAINST VIOLENCE (If in immediate danger, call 911)
www.youthagainstviolenceline.com **1-800-680-4264**
Call if you're in any way concerned about your safety or the safety of others. Confidential and 24/7.

MISCELLANEOUS

CANADA REVENUE AGENCY - INCOME TAX
www.cra.gc.ca

- General inquiries **1-800-959-8281**
- Tele-Refund **1-800-959-1956**
- Child Tax and Childcare Benefits **1-800-387-1193**

CRIMESTOPPERS **1-800-222-8477**

VIU HAIRDRESSING PROGRAM **250-740-6115**
900 Fifth Street, Building 164
www.viu.ca/hairdressing
Hairdressing by student hairdressers (with professional supervisor) at low prices. Call for an appointment.
Monday - Thursday, 9:00 am—4:00 pm

The most up-to-date
version of the guide can be
viewed online at:

[www.nanaimo.ca/goto/
SurvivingInNanaimo](http://www.nanaimo.ca/goto/SurvivingInNanaimo)

Questions, changes, or additions
regarding brochure contents should be
directed to the listed agency or the
City of Nanaimo's Social Planning Section
Phone 250-755-4464
Email: socialplanning@nanaimo.ca

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