

# **Cowichan Valley Local Service Guide**

**UPDATED**

**FEBRUARY 27 2020**

## Cowichan Valley – Local Service Guide

### TABLE OF CONTENTS

ALCOHOLICS ANNONYMOUS .....	3
BECONNECTED SUPPORT SERVICES .....	3
CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) .....	4
CHEMAINUS HARVEST HOUSE FOOD BANK – CHEMAINUS/CROFTON.....	6
CLEMENTS CENTRE SOCIETY .....	7
CMS FOOD BANK SOCIETY – COBBLE HILL/MILL BAY/SHAWNIGAN .....	7
COMMUNITY LIVING BRITISH COLUMBIA (CLBC).....	7
COWICHAN BRAIN INJURY SOCIETY (CBIS).....	8
COWICHAN COMMUNITY KITCHENS.....	8
COWICHAN DIVISION OF FAMILY PRACTICE .....	8
COWICHAN HOUSING ASSOCIATION .....	9
COWICHAN GREEN COMMUNITY .....	9
COWICHAN INDEPENDENT LIVING.....	9
COWICHAN LAKE COMMUNITY SERVICE.....	10
COWICHAN NEIGHBOURHOOD HOUSE.....	11
COWICHAN TRIBES.....	11
COWICHAN VALLEY BASKET SOCIETY.....	14
COWICHAN VALLEY COMMUNITY POLICING .....	14
COWICHAN VALLEY YOUTH SERVICES.....	15
COWICHAN WOMEN AGAINST VIOLENCE.....	16
CVRD – COMMUNITY SERVICES DEPARTMENT.....	18
DUNCAN UNITED CHURCH .....	18
FIRST NATIONS HEALTH AUTHORITY.....	19
NURSE PRACTITIONER.....	19
HOUSE OF FRIENDSHIP.....	19
HULHETUN HEALTH SOCIETY .....	20
ISLAND HEALTH .....	23
LADYSMITH RESOURCE CENTRE ASSOCIATION.....	27
LAKE COWICHAN FOOD BANK.....	29
MALAHAT NATION .....	29
MINISTRY OF CHILDREN & FAMILY DEVELOPMENT .....	30
MINISTRY OF SOCIAL DEVELOPMENT & POVERTY REDUCTION.....	30
MOBILE RESPONSE TEAM.....	30
NARCOTICS ANONYMOUS.....	31
NARSF PROGRAM LTD. ....	31
PHOENIX WELLNESS CLINIC.....	31
PIVOT LEGAL SOCIETY .....	32
RCMP .....	32
RCMP VICTIM SERVICES .....	32
SALVATION ARMY FAMILY SERVICES.....	33
SOBER COACH & INTERVENTIONIST – MICHAEL WALSH .....	33
UNITED WAY .....	33
VITAL SOCIETY .....	33

## Cowichan Valley – Local Service Guide

### ALCOHOLICS ANNONYMOUS

[https://cowichanaa.ca/?page\\_id=14](https://cowichanaa.ca/?page_id=14)

#### What Does A.A. Do?

A.A. members share their experience with anyone seeking help with a drinking problem. A.A. members offer person-to-person “sponsorship” to the alcoholic coming to A.A. from any source or referred by any source. A sponsor helps the new member in working the Twelve steps and in developing a satisfying life without alcohol.

#### What A.A. Does Not Do?

Provide A.A. recovery for addictions other than alcohol, i.e., drugs, gambling, overeating, etc. Provide letters of reference to parole boards, lawyers, court officials, social agencies, employers, etc. Furnish initial motivation for alcoholics to recover. Keep attendance record or case histories. Solicit members. Provide progress reports on court clients to the referring agency. Follow-up or try to control its members. Provide housing, food, clothing, jobs, money, or any other welfare or social services. Accept any money for its services, or any contributions from non-A.A. sources.

### BECONNECTED SUPPORT SERVICES

202-321 Festubert Street - DUNCAN

250.748.3858

<https://www.beconnectedsupport.ca/>

A multi-service organization offering a full spectrum of residential, community inclusion/school replacement, and contracted support options in Greater Victoria, Sooke, Sidney, Salt spring Island, the Cowichan Valley, Nanaimo, the Comox Valley, and Campbell River. We provide individualized meaningful choices for the 140+ children, youths, adults and their families we currently serve. Our vision is to provide the supports you need for the life you want. For individuals, families, and the agency to Be Connected in the community. People are referred to our services by Community Living British Columbia (CLBC) and the Ministry of Children and Family Development (MCFD). For adults, one must meet CLBC’s eligibility criteria. Once approved for level and type of CLBC-funded services, CLBC will ask you to consider three possible service providers.

#### Residential Services:

Provides support for daily living to an individual or group of individuals 24 hours a day, 7 days a week. Services are provided by a team of staff who rotate through the home according to an established schedule which includes overnight hours. Each home at BeConnected has a unique culture, developed and decorated to meet the needs and choices of the residents. The homes are also guided by a Living Culture Statement which comprises the attitudes, experiences, beliefs, and values of the people who live there

#### Family Respite

Provides relief for parents from the daily responsibilities and accompanying stress of caring for children or youth who have a developmental disability. The amount of respite received is determined by MCFD and varies among individuals. Whenever possible, we try to accommodate respite stays on the days and times requested by the family.

#### Outreach Services

Provides a variety of services and supports tailored to the unique needs of the child/youth and their family. Is goal-based and person centered in approach to supporting individuals and families. Days and hours of services vary and are based on the needs of the individual.

#### Personalized Supports Initiative

The Personalized Support Initiative (PSI) provides an individualized and personalized approach to meeting the needs of the individual by coordinating existing community supports with the goal of maintaining or increasing their independence. The PSI provides services to adults who have both significant challenges with day-to-day living and either a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) or Autism Spectrum Disorder (ASD). BeConnected is approved to provide PSI supports in the following categories:

## Cowichan Valley – Local Service Guide

- Supported Living
- Shared Living (Network of Home Living; Home Share)
- Staffed Residential
- Employment
- Skill Development
- Home and Community-Based Community Inclusion
- Homemaker Supports
- Respite
- Host Agency
- Services to Individuals with Complex Health Care Needs
- Community-Based Harm Reduction / Low Barrier Support
- Aboriginal Culturally Appropriate Services

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### CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)

201-5878 York Road - DUNCAN

250.748.2606

<https://cowichanvalley.cmha.bc.ca/>

#### Child & Youth Services:

##### Affordable Counselling

Supporting people dealing with relationship issues, grief and loss, trauma, mild depression, anxiety, food and body image issues, etc. at a reasonable cost

##### Family Capacity Program

Supports and promotes parents to be the best they can for their children

##### Rainbows

Support group for children ages 6-12 who have suffered a significant loss in their lives, either by death, divorce or any other painful transition

##### Sexual Abuse Intervention Program

Counselling program designed for children and youth up to age 19 who have experienced sexual assault and/or abuse. The program provides services to children up to age 12 with sexually intrusive behaviours with the goal of helping children, youth, and families recover from the trauma of sexual abuse

##### U-Fix it Bikeworks & Artworks Program

An outreach program available to all youth in the Cowichan Valley with the hope of building a more caring community by engaging with youth while promoting cycling, fitness, and environmental awareness.

##### Child & Youth Outreach

The Child and Youth Services program provides homeless youth access to services, nourishment, social connectivity, and empathy. Whether it is taking someone for a coffee, providing critical support or simply listening, Youth Outreach Workers are often one of the only friendly faces at-risk youth encounter in their daily lives. The outreach van frequents camps and other temporary sites to supply homeless youth with necessities. Once weekly, a registered nurse rides along with the outreach team to assist in health care needs.

##### Open Door

371 Festubert Street

Call or Text 250.732.2395

Drop-in centre for youth between ages 12-24. Coffee, Muffins, Shower, Laundry, Nurse, Outreach Team. Come

## Cowichan Valley – Local Service Guide

say hello and grab a snack. Tuesday and Thursday 8am – 12pm. Call or text 250.732.2395 if you have any questions.

### Support Services:

#### Affordable Counselling

Provides high quality, lower cost counselling (\$60/hour).

#### Bounce Back: For Adults

Teaches effective skills to help adults overcome early symptoms of depression, and improve their mental health. Participants can learn skills to help combat unhelpful thinking, manage worry and anxiety, and become more active and assertive.

#### Bounce Back: For Youth

For youth aged 15-18 with youth focused workbook and telephone based coaching with an online self-guided program. Teaches effective skills to help overcome early symptoms of depression, and improve mental health. Participants can learn skills to help combat unhelpful thinking, manage worry and anxiety, and become more active and assertive.

#### Warmland House 2579

Lewis Street Duncan,  
BC V9L 2Z2

Warmland House shelter offers a place of belonging to the most vulnerable men and women in the Cowichan Valley by providing a home that is safe, warm and dry. We serve the working poor, impoverished elderly, physically and mentally challenged, addicted and the homeless.

We serve breakfast and dinner to our clients daily, lunch any time that the local food bank is closed as well a community barbeque once a month organized by the Knights of Columbus. Some of our other services include hot showers, free clothing, toiletries, short term storage and long term lockers, outreach services, free tax service.

Our shelter offers 30 shelter beds and an additional 24 minimal barrier transitional housing studio apartments as well as an additional 10 extreme weather beds for when weather conditions are deemed severe enough to present a substantial threat to the life or health of homeless persons. Our Moving Forward Program allows for our clients to move from a shelter bed to a tenant of one of our studio apartments and/or to one of our many leased apartments that we hold within the community. This program has proven to be a successful way to integrate people into the type of housing that they can manage.

Our Client & Tenant Support Services provide assistance with financial and legal aid, acquisition of identification documents, housing, life skills, physical health and hygiene, socio or cultural connections, harm reduction, mental health referrals, training and employment.

Warmland House's adult outreach team works as a member of an integrative team that provides assistance and support to adult men and women. This team monitors clients by methods such as observing health conditions and environment as well as arranges, plans, escorts and accompanies as necessary, designated/marginalized individuals on appointments, errands, and other activities. The team also creates linkage to other community resources and program and assists.

#### Additional In-House Services:

- Family practice nurse practitioner
  - Fridays from 2-6pm
- Foot care clinic
  - 3<sup>rd</sup> Tuesday of every month

#### The Good Food Box

The Good Food Box program is dedicated to feeding the community fresh fruits and vegetables at an affordable

## Cowichan Valley – Local Service Guide

price. Each Good Food Box is only \$10 and includes potatoes, carrots, onions and a variety of delicious and nutritious fruits and vegetables.

Anyone can purchase a box, if you eat, you qualify! Tell your friends and neighbors and help promote the program. The more people who buy the box, the more buying power we have, the more food you get. Group purchasing power means we can buy produce from local suppliers at lower costs. All attempts are made to purchase local food when it is in season.

Payment: At Warmland House: 2579 Lewis Street Deadline: 2nd Wednesday by 4 p.m. of every month

Pick-up: 3rd Monday of every month after 1 p.m. at Warmland House

### Overdose Prevention Site 221

Trunk Road

Duncan, BC V9L 2Z2

Overdose Prevention and Supervised Consumptions Services are locations where people can use illegal drugs under supervision by trained staff. As part of healthcare services, staff in these locations monitor people who are at risk of overdose and provide rapid intervention if necessary. Some of the services provided are as follows:

- Harm reduction supply distribution
- Harm reduction education
- Referrals to health services, addiction services and other social supports
- Needle exchange services

### Sobering and Assessment Centre 2579

Lewis Street

Duncan, BC V9L

A 6-bed program that provides individuals who are under the influence of drugs or alcohol and an opportunity to use laundry and shower facilities, receive a healthy snack and a safe place to sleep within a secure environment that is more suitable than previous alternatives, such as the emergency department or police station. Open 7 days a week, 24 hours daily.

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### **CHEMAINUS HARVEST HOUSE FOOD BANK – CHEMAINUS/CROFTON**

250.246.3455

<https://www.chemainusharvesthouse.com>

The Chemainus Harvest House is a non-profit volunteer organization incorporated in 2002 providing two weekly food banks in the Crofton/Chemainus area.

#### Chemainus Food Bank location

Basement – United Church 9814

Willow Street

Friday 11:30 am – 1:00 pm

The Chemainus Food Bank assists residents of Chemainus, Thetis, Penelakut Islands, and Saltair to the Lagoon bridge.

#### Crofton Food Bank location

Warmland Community Centre 1586

Joan Avenue

Monday 9:30 am – 10:30 am

Crofton assists residents of Crofton, Westholm and along Chemainus Road as far as the Bald Eagle

## Cowichan Valley – Local Service Guide

campground.

Our mandate is to feed the hungry and facilitate self-sufficiency Our

objectives:

1. To share our abundance to feed the hungry
2. To be good stewards of the money, foods, and services donated
3. To be accountable to the donors, volunteers, recipients and the sponsors
4. To facilitate self-sufficiency
5. To create public awareness of the need of those we serve

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### **CLEMENTS CENTRE SOCIETY**

5856 Clements Street - DUNCAN

250.746.4135

<http://www.clementscentre.org/>

A multi-service organization offering a full spectrum of services in the Cowichan Valley. Clements Centre envisions a community in which everyone is included, valued and celebrated. Our Community Living

Services provide individualized meaningful choices for the 150+ adults and their families referred by Community Living BC. Our CLBC contracted services include Staffed Residences, Home Share, Community Inclusion and Outreach through Employment and Supported Living. For over 700 families and children from birth to 18 years we offer a wide range of programs through our Sundrops Child Development Centre under contract with Ministry for Children and Family Development. Our supports and programs include Infant Development, Pediatric Therapies, Supported Child Development, Behavioral Consultation, Child Care Resource and Referral, Children and Family Support and Family Navigation.

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### **CMS FOOD BANK SOCIETY – COBBLE HILL/MILL BAY/SHAWNIGAN**

2740 Lashburn Road – MILL BAY

250.743.5242

Hours: Tuesday 9:00am – 2:00pm / Thursday 9:00 – 11:00

<http://cmsfoodbank.ca/>

The CMS Food Bank has been a registered non-profit society since 1983. They serve the Cobble Hill, Mill Bay, Shawnigan Lake community by providing food and necessities to those in need.

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### **COMMUNITY LIVING BRITISH COLUMBIA (CLBC)**

#101-116 Queens Road - DUNCAN

1.855.390.7200

<https://www.communitylivingbc.ca/>

A crown corporation, working with individuals, families, service providers, community and government partners. Through funding from the government supports as many people as it can to connect people to community and funded services. CLBC supports people who have a developmental disability, Autism or FASD.

- Connecting to community supports
- Employment support
- Community inclusion support

## Cowichan Valley – Local Service Guide

- Residential support: supportive living, shared living, and staff residential
- Behavioural support
- Respite for families
- Provincial Assessment Centre: provides multi-disciplinary mental health services for individuals 14 and older with a development disability and concurrent mental illness or behaviour issue
- Other government supports

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### COWICHAN BRAIN INJURY SOCIETY (CBIS)

5814 Banks Rd.

Duncan, B.C. V9L 1L2

250-466-5872

<https://www.cowichanbraininjury.org>

Email: [admin@cowichanbraininjury.org](mailto:admin@cowichanbraininjury.org)

At CBIS, **‘Let’s Connect’** is an innovative post-rehabilitation and community-based peer support initiative using therapeutic recreation. Peer supporters listen, provide emotional support, and most importantly, inspire **HOPE**. All programs start with ‘Let us’ because the journey is lifelong and too long by ourselves. Together our community rehabilitation program encourages and gives hope to help restore optimal health and function; improve independence; build strength and endurance; and teach compensatory strategies. We cry and laugh doing it!

CBIS’ **motto is ‘re-creation’**. The core role of identity work in therapeutic recreation is to facilitate adjustment to disability and addressing identity issues is one part of this. Things people do and think influence how they come to see themselves. CBIS and peers help survivors discover ways to feel like themselves following an acquired brain injury, which includes stroke. Participating in the therapeutic recreation programs demonstrate ‘I CAN BE ME!’ All of us long to have someone to be, something to do, and somewhere to belong!

Our programs are based on ‘best practices’. The measures of outcomes are rated by domains (1) cognitive which includes attention, information processing, memory and visual skills; (2) executive (goal setting, initiation, self-inhibition, planning & organization, self-monitoring & self-evaluation, and flexible problem solving); (3) physical ability; (4) communication; (5) emotional reactions; and (6) psycho-social (self-esteem, feelings of personal control, independence, happiness, optimism and motivation).

Peer support drop-in is Monday to Friday from 10 am to noon.

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### COWICHAN COMMUNITY KITCHENS

250.748.2242 ext. 134

<https://cowichancommunitykitchens.org/>

A community kitchen is a safe empowering environment where diverse groups of people can come together to learn and share skills of budgeting, planning, shopping and cooking healthy meals to take home to their families.

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### COWICHAN DIVISION OF FAMILY PRACTICE

8B – 361 Trans Canada Hwy – DUNCAN

250.597.2227

<https://www.divisionsbc.ca/cowichan-valley>

Supports the people and family physicians of the Cowichan Valley, identifies gaps in patient care, and develops solutions to meet the community’s needs.



## Cowichan Valley – Local Service Guide

### **COWICHAN HOUSING ASSOCIATION**

202-5878 York Road - DUNCAN

250.597.1376 ext.106

<http://www.cowichanhousing.com/>

Build community capacity for increasing housing by doing research and analysis to assess needs and gaps and ensure planning for the spectrum of needs in our local communities; compiling the data needed to support funding applications; developing a housing strategy that provides clear direction and promotes coordinated action for local governments, non-profits, businesses, and community groups; provides the framework to connect the parties and facilitate collaboration to move key projects forward; promoting best practices and innovative solutions

- Affordable Housing
- Youth Housing First
- Support for Tenants

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### **COWICHAN GREEN COMMUNITY**

360 Duncan Street - DUNCAN

250.748.8506

<https://cowichangreencommunity.org/>

A non-profit organization that has been focusing on environmental sustainability in the Cowichan Region since 2004. A community leader, CGC's mandate is to improve food security by developing strong relationships with local food producers and increasing urban and rural food production. Their mission: to envision a food secure Cowichan, nourished by our connection to food, our environment and each other.

CGC is also a hub for social innovation, community engagement and community building. They create positive change through education and regenerative projects. Educational programs include KinPark Kid's Camp and Chow Down family cooking classes; Duncan's Seed Sunday, the incubator seed farm (Canada's first), and the downtown Urban Food Forest promote the role of ecological agriculture in the local community; food security programs include FruitSave (a gleaning project), community gardens, and their newest initiative, reFresh Cowichan.

reFRESH Cowichan connects with local farmers and retailers to recover potentially wasted food to share with numerous social partners. These include Cowichan Valley Basket Society, Warmland House, House of Friendship and many other. The reFRESH Market located at their location provides an inclusive shopping experience with inglorious produce at minimal cost, as well as value added products made on site, and unique handcrafted items.

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### **COWICHAN INDEPENDENT LIVING**

#103-121 First Street - DUNCAN

250.746.3930

<https://civilrc.bc.ca/>

#### Parking Permits

Independent Living administers parking permits for people with disabilities. Established in 1985, the disabled parking permit program allows people with disabilities to legally park in designated zones throughout British Columbia.

#### Self-Advocacy Mentoring

Self-Advocacy training and assistance is based on the well-documented fact that individuals often seek out others for help when they are experiencing levels of frustration, concern, worry or an issue or problem. We can then adopt a model of people helping people as a way of being able to advocate. Here at Cowichan Independent Living, we apply this theory when offering self-advocacy mentoring asserting that the person with a disability is best able to determine which services might meet his or her needs.

## Cowichan Valley – Local Service Guide

### **COWICHAN LAKE COMMUNITY SERVICE**

121 Point Ideal Road – LAKE COWICHAN

250.749.6822

<https://www.comserv.org/>

#### **Youth:**

##### Youth Drop-in

##### K.I.C.K. (Kind Involved Confident Kids)

Life skills, play games, creating in a healthy social setting

##### F.U.S.E. (Fair, Unique, Safe, Empowered)

Fun, activity based groups that cover topics that young teens may need to know about how to survive in the real world as they grow and transform into adults

##### YLT (Youth Leadership Training)

Monthly gatherings to plan fun events and take some training to enhance skills for later work life. Roles include mentoring, leadership, and supporting kids involved in their programs

##### Girls Troupe

Weekly program for girls grade 5+. It is run from an interactive empowerment perspective and covers topics such as healthy relationships, positive self-esteem, life skills, and building confidence.

#### **Family:**

##### Family Mediation

##### Family Counselling

Supervised Visitations – referral from MCFD required

#### **Adult:**

##### Women's Group

##### Assertiveness Training

##### Additional Workshops

- Assert Yourself! Improve your Assertiveness
- Back from the Bluez – Coping with Depression
- Improving Self-Esteem Overcoming Low Self-Esteem
- Keeping your balance coping with Bipolar Disorder
- Overcoming Disordered Eating – Part A & B
- Panic Stations Coping with Panic Attacks
- Perfectionism in Perspective
- Put off Procrastinating!! Overcoming Procrastination
- Shy No Longer – Coping with Social Anxiety
- What? Me Worry!?!

## Cowichan Valley – Local Service Guide

### Employment Services

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#### **COWICHAN NEIGHBOURHOOD HOUSE**

9806 Willow Street - CHEMAINUS

250.246.3202

<https://www.cnha.ca/>

**Cowichan Neighborhood House Association (CNHA)** is a volunteer run community center, providing free educational and recreational activities for families, youth, and individuals, as well as daily food and resources to those in need, including the homeless. All services and activities are provided free of charge, including workshops. We average 700 visits per month to regular activities, excluding special events and workshops.

Our motto is “neighbors helping neighbors” -- we treat people not as “clients” but as fellow “neighbors”.

We have three programs: Resource Centre (daily drop in & soup; Friday Free Store; free classes and workshops; etc.), Youth Program (daily after school drop in; youth nights; Summer activities; workshops & classes), & Healthy Food Program (e.g., Zero Food Waste; free BC Food Safe certification; cooking & canning classes; etc.).

We share free groceries daily and provide daily soup thanks to our Zero Food Waste project. Our Friday Free Store offers free clothing, bedding, & household items and food. We have free Wi-Fi and printing, and can help you with your resume, government forms and taxes. See our activities list for details.

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#### **COWICHAN TRIBES**

5760 Allenby Road

250.748.3196

<https://www.cowichantribes.com/>

With over 4,900 members, we are the largest single First Nation Band in British Columbia. About half of their members live on the Cowichan Tribes Reserve. Their demographic consists of a relatively young population, with a large percentage of the population under the age of 35. They have been delegated responsibilities for a variety of member services including Children & Families, Education, Health, Housing, Membership, and Social Development.

#### Children & Families

5766 Allenby Road

250.746.1002

Support Services focuses on the needs of children, their families and the Community by facilitating placements in Care Homes (ranging from regular to leveled resources).

#### Community Justice

The Justice Coordinator has designed a procedure working with the enforcement agencies to develop a Restorative Justice process. The group involves two retired social workers; they review and implement a RJ process for the first-time offenders. Referrals are directed to the group from the Provincial Crown Council office for Alternative Measures. The group works closely with the Corrections Canada on developing a strategy for community citizen's release from Institutions, and support services. The Justice Coordinator works with the Ministry and assists in facilitating "Respectful Relations" and "Substance Abuse Management" programs.

#### Social Development

Social Development provides financial support to adults and dependents and is meant as a last resort.

Individual Opportunities Program (IOP):

IOP is part of the Social Development team and is designed to be a lifelong employment strategy that supports families and their goals to secure employment and/or education opportunities. IOP goal is to provide clients with

## Cowichan Valley – Local Service Guide

training opportunities, workshops, employment counseling, community referral, and mapping out your education and lifelong employment. The Individual Opportunities Program is here to assist you with the following:

- Completing application forms, sponsorship forms, etc.
- Providing information to training and workshops to prepare clients for the workforce (e.g. First Aid, Food Safe, resume writing, life skills, as well as posted employment opportunities)
- Meeting Career and education goals
- Assisting with preparation of employment plan
- Referral to service providers in the Cowichan Valley
- IOP completes a follow-up with members once they have secured employment/post-Secondary education

For more information please contact:

Selina Javier, IOP Advisor

Email: Selina.Javier@cowichantribes.com 778-422-2255 ext. 0510

### Sustainable Housing Department

Sustainable Housing provides On-Reserve housing services for members in a sustainable manner. This includes providing the infrastructure, adding to the housing stock, and managing rental accommodation.

In recent years, it has also taken on responsibility for the \$50 million Mold Remediation Program. This program administers the renovation or replacement of virtually every home on the Reserve. The rate of respiratory disease was so high amongst Cowichans, primarily as a result of mold-infested homes, that a public health emergency was declared in 1998.

### Youth Centre 5526

River Road

250.746.0607

The Cowichan Tribes Youth Centre provides Youth with a safe and positive environment to hang out, have fun and learn. Youth are able to participate in community even planning, join Youth groups, study and interact with other youth.

Hours:

Hours: Tues, Wed, Thurs 3-9pm

Fri 3-8pm (Gym Night 8-11pm)

Sat 3-11pm

Community Health Youth Nurse available most Wednesdays from 4-6pm. Confidential services provided to youth up to 19 years old. Services include education, basic counselling, health services.

### TS'EWULHTUN HEALTH CENTER

5768 Allenby Road

250.746.6184

Public health and education for Cowichan Tribes Healthy

### Families

- Maternal Child Health Program for Prenatal and Postnatal Support
- Prenatal/Postnatal Good Food Bag
- Infant Development Program
- Speech and Language Therapy

## Cowichan Valley – Local Service Guide

- Communicable Disease Control/Immunization
- Contraception (Depo, Pill, IUD, Plan B)
- Pregnancy Testing and Options
- Sexually Transmitted Infections (STIs) Testing and Treatments
- Women’s Health
- HIV Testing, Education and Prevention
- Naloxone & Harm Reduction Training & Supplies

### Healthy Lifestyles

- Adult Health, Chronic Conditions, Diabetes Education.
- Nutritional Services for Prenatal/Postnatal/Infant/Children
- Good Food Bag – Bag of Fruit/Vegetables for \$10 per month.

### Sul’hween Elders Program – For Cowichan Members

- Elders Lunch
- Day Program
- Bath Program (special tub and walk-in shower)
- Personal Care and Housekeeping
- Swimming Program

### Kwun’atsustul Counselling Services

200 Cowichan Way (beside Casino)

778-422-3122

Assisting First Nations Community Members in building on their wellness and resilience from issues related to addictions, childhood trauma, sexual abuse, family violence, suicide, and the effects of residential schools. Referrals to Alcohol and Drug Detox and Treatment Centres and Trauma Treatment Centres. Confidential individual, couples, family, and group counselling. Emergency on-call counselling Mon-Fri 8:30am-4:30pm

- Healing in Relationships (women’s group) Mondays 10am-12pm
- Native Sobriety Group (adult) Mondays 12pm-1pm
- Warriors Men’s Group Thursdays 10am-12pm
- Elder’s Talking Circle Tuesdays 9am-11am

### Dental Program

Dental Public Health Services: Education, Prevention, Treatment to clients with a status card and care card.  
Monday – Friday 8:30-4:30

Child’s Dental Program: Screening and Fluoride – provided at Health Centre and in schools for children who identify as Indigenous 0-7 yrs.

Monday-Friday 8:30-4:30. Some Tuesday evening clinics.

### Patient Transportation

Providing local and out of town transportation to eligible First Nations – dependant on health benefits guidelines

### Slhexun sun’ts’a’ Clinic

250-715-3312

## Cowichan Valley – Local Service Guide

A medical clinic made up of doctors, nurse practitioners, nurses, health coaches, dietitians, and other health professionals

### Mustimuhw Citizen Health Portal

A web-based tool that contains your health information; accessed by you and your healthcare team; and provides secure two-way messaging.

### Seniors Services

Sul’hween Elders Program – for Cowichan Members

Ts’ewulhtun Health Centre

5768 Allenby Rd

250-746-6184

- Elder’s Lunch, Bath Program, Day Program, Personal Care, Housekeeping

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### **COWICHAN VALLEY BASKET SOCIETY**

5810 Garden Street - DUNCAN

250.746.1566

<http://cvbs.ca>

Non-denominational group run by a volunteer Board of Directors.

- Soup Kitchen Monday – Saturday
- Hampers – Monday, Wednesday, Friday

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### **COWICHAN VALLEY COMMUNITY POLICING**

#3-149 Canada Avenue - DUNCAN

250.701.9145

<https://www.warmlandcops.com/>

The **Community Policing Office** is a crime prevention office located in downtown Duncan at 149 Canada Ave (across from the orange caboose). The CPO works with community partners to identify the root causes of crime and through education and awareness, strives to prevent and reduce crime in the community.

The Community Policing Office is a joint effort between the Cowichan Community Policing Advisory Society and the RCMP but it is not another RCMP detachment office. Rather the purpose of community policing is to encourage the community to become involved in crime prevention and crime reduction programs. If you are interested in volunteering for any of our programs, including working at the Community Policing Office, applications can be picked up at the CPO. Unless it is a youth focused program, volunteers must be 19 years of age, a resident of BC, and consent to an RCMP criminal records check.

### Block Watch

This program builds safer neighborhoods by encouraging residents to take a proactive approach to crime prevention and safety through education. It also encourages property inventories, target hardening and reporting suspicious activity. We believe that the Block Watch Program: • Fights the isolation and separation that crime creates and feeds upon, • Forges bonds among area residents and businesses, • Helps prevent and reduce crime and improves relations between the police and the community they serve

### Business Watch

Preventing crime in your business can involve many topics. This program operates similar to the Block Watch program for residential neighborhoods. Businesses are encouraged to register, get to know neighboring businesses

## Cowichan Valley – Local Service Guide

and partake in training opportunities that help reduce crimes such as shoplifting, counterfeit bills, and frauds. Training for staff working alone and business safety audits are also provided.

### Speed Watch

An educational program aimed at reducing incidents of speeding. It is designed to raise public awareness of the actual speeds drivers are traveling. The Speed Watch program is conducted in partnership with the police, citizen volunteers and ICBC. Speed Watch checks are conducted by volunteers trained by police or qualified operators. Speed Watch helps address traffic and speeding problems through: • Public and community awareness • Neighborhood action by gathering speed-related data and creating police awareness.

### Bike Theft Prevention and Safety

Bike use is increasing in our communities and along with that comes an increase in opportunity for theft. We encourage all bike owners to register their bikes with the **529 Garage App** as part of their theft prevention measures. This not only helps to prevent theft but, in the case where a theft does occur this registration helps you to identify your bike. It also increases the likelihood that you will get it returned.

### Auto Theft Prevention

Auto crime is a persistent threat in BC. You can help to reduce these opportunities for thieves by identifying the risks and protecting against them. Be aware of your surroundings and report any suspicious activity. The **Lock it or Lose it** program is just one way we help increase public awareness of theft of and from vehicles and how to reduce it.

### Seniors Safety

Throughout the year, there are opportunities for seniors to learn about the home and personal safety and other topics (i.e. frauds and scams) through activities such as the **Safe-Teas, Senior Safety Fair, Mentors** and presentations to groups. We are also a partner with the **Community Response Network** for Elder Abuse Prevention

You can also see the Community Policing Volunteers at community events such as Summer Festival, Canada Day, Cowichan Fair and more. There are also special crime prevention activities each month to highlight education and prevention – i.e. March (Distracted Driving) April (Auto Theft Prevention) November (Crime Prevention Week)

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### **COWICHAN VALLEY YOUTH SERVICES**

554 Trunk Road - DUNCAN

250.748.0232

<https://cvyouth.ca/>

Cowichan Valley Youth Service (formally known as COS) provides services for youth in a safe, non-judgement environment, where they can discover their strengths and learn to make healthy choices. CVYS is a multi-service youth and family agency providing individual or family counselling, group support, youth wellness drop-in groups, parent support, programs in schools, psycho-educational workshops, a youth employment program, and various support services, for youth and their families ages 13 to 18 years in the Cowichan Valley. CVYS supports youth through various issues such as anxiety, depression, family conflict, peer relationships, coping skills, gender and sexuality, grief and loss, supports transitioning in to adulthood, and provides support to those involved in MCFD and mental health services.

### Counselling

Free, individual or family counselling, in office or in outreach setting for individuals or families.

### Groups:

Art Group: Weekly drop-in at CVYS, Art Group is to provide a safe and encouraging environment for youth to learn and practice social skills within a fun, social environment while making connection with other youth and be engaged in a no pressure, safe and creative place.

## Cowichan Valley – Local Service Guide

### Youth Pride:

Weekly drop-in at CVYS, we are so thrilled to offer a fun and exciting drop in group for youth ages 13 to 17 who identify as part of the LGBTQ2SIA+ community. There will be space to be yourself, connect, chat, get support, and have fun adventures! And of course, there will be snacks!!

### Family Pride:

Runs semi-annually, Family Pride is a 4-week support & information group for families of Queer+, Transgender+ and curious youth. This group is a chance to talk and connect to other families and learn in a safe and supportive environment about how to offer effective support to LGBTQ2SIA+ youth, and make our communities more inclusive and affirming for everyone.

### Parenting Group:

Runs semi-annually. There will be space for discussion, connecting with other parents, and education and reflection around parenting styles, communication, conflict resolution and mindfulness practices.

### Youth Employment Mentorship Program:

12 week continuous groups. The Youth Employment Mentorship Program is aimed to help youth (15-30) gain skills and confidence to enter the working world. Through workshops and job coaching we meet you where you are and help you get to where you want to go. The 1st 5 weeks of the 12-week commitment, participants receive paid life/job skills training. The last 7 weeks of the 12-week commitment, participants will continue receiving support in their newly acquired position or continued job search. Employers who hire a YEMP graduate are eligible to claim a wage reimbursement of a minimum of 50% of min. wage(13.85/hour).

### Leadership & Resiliency Groups:

Cowichan Valley Youth Services 5-year program in the Cowichan Valley for youth 12-17 years of age. The Leadership and Resiliency Program (LRP) is a school and community based program with three components: In-school weekly resiliency groups; community volunteer experiences; and adventure activities. LRP focuses on building three main resiliency areas: Identifying personal strengths, developing healthy peer relationships, learning coping strategies.

### Transitions (upon request):

CVYS offers various workshops and programs in schools around youth health and mental wellness.

### Professional Development (upon request):

CVYS offers professional development for other social services providers, school district staff and government social services around working with youth and mental health, gender and sexuality and providing youth specific supports.

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## **COWICHAN WOMEN AGAINST VIOLENCE**

246 Evans Street - DUNCAN

250.748.7000

<https://www.cwav.org/>

Works from a feminist perspective to provide a supportive environment primarily to women and children who have been affected by abuse.

### **Housing:**

#### Women's Night Shelter

- 15 bed women's shelter 5:30pm-8am
- Breakfast & dinner



## Cowichan Valley – Local Service Guide

- Showers
- Laundry
- Daily storage

### Somenos House

Provides emergency short term shelter and support when women (with or without children) need safety from violence and abuse. Staff provides emotional support, information about other resources, and help to explore your options and support you in making the decisions that are right for you.

### **Women’s Counselling:**

#### Stopping the Violence Counselling

For Women who have been sexually assaulted, are adult survivors of childhood abuse, or are currently experiencing or are at risk of abuse or violence in an intimate partner relationship

#### Holding your Own in Relationship

12-week program offered 4 times per year teaching women how to resist abuse, the impacts of abuse, isolation, manipulation, impact on parenting, and staying or leaving

#### Marvellous Moms

For women to explore how violence has impacted themselves and their children and how to increase their ability to parent even more effectively and positively. Focuses on family of origin, development stages of children, discipline vs punishment, addictions, sharing custody/Co- parenting with someone who uses abuse, importance of nurturing and self-care.

Crime Victim Assistance Program Counselling Provides benefits to victims of crime

#### Community-Based Victim Service

Addresses the needs of victims of family and/or sexual violence

### **Programs for Children and Youth:**

#### Rise Up

Support group for those aged 14-18 who have experienced sexualized violence

#### Children & Youth Counselling and Groups

Individual counselling and support groups for children who have been exposed to parental abuse

#### Strengthening Families Group

8-10-week group for children (4-16) and their parents who have witnessed or experienced violence

#### Teen Healthy Relationships

10-12-week program that focuses on providing information related to violence prevention and creating healthy relationships to classrooms in CV secondary schools

### **Other:**

#### Horizons Pre-Employment Program

Pre-employment services for women who face barriers to employment related to past experiences of abuse or trauma

#### Men Choose Respect

Program for men who want to change their use of abuse in their intimate partner relationships or in their family

## Cowichan Valley – Local Service Guide

### **CVRD – COMMUNITY SERVICES DEPARTMENT**

2687 James Street

250.746.3417

<https://www.cvrld.bc.ca/2333/Community-Services>

#### Kid Zone

Ages 7 - 14

Parents: do you need a little extra time after school to run errands, or get a few things from the grocery store? Does your kiddo want to socialize or hang out with new friends? Come check out Kid Zone Drop-in Centre, staffed by friendly, child-centered people who will supervise fun and dynamic after school activities, such as board games, pool tournaments, crafts and video gaming. Stop by to pick up our monthly activity calendar.

Monday - Friday | Jan 7 - June 28

Closed on Non-Instructional Days, Spring Break and Statutory Holidays

Day	Times	Cost
Monday	3:00 p.m. - 5:00 p.m.	Free
Tuesday	3:00 p.m. - 5:00 p.m.	Free
Wednesday	3:00 p.m. - 5:00 p.m.	Free
Thursday	3:00 p.m. - 6:00 p.m.	Free
Friday	3:00 p.m. - 6:00 p.m.	Free

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### **DUNCAN UNITED CHURCH**

246 Ingram Street - DUNCAN

250.746.6043

<https://duncanunited.org/>

#### Social Justice Outreach

Support the day-to-day activities of the church, e.g.,

- Frozen meals, monthly dinner, vouchers, and sponsor advocacy initiatives.
  - Provide opportunities that increase awareness of outreach at the local, national and global levels, e.g., (bulletin board, speakers, facilitated events).
  - Participate in special events, encouraging community and ecumenical collaboration, e.g., World Food Day, Environment Sunday, Micah's Meal and 10 Days for World Development.
  - Provide financial support to agencies and groups through allotted budgets and funds received from fund raising and special appeals, e.g., Cowichan Food Basket, advocacy work.
  - Collaborate with other groups and organizations in the community around outreach activities, e.g. churches, non-profits, individuals with interest and expertise in specific areas.
  - Participate in Presbytery and Conference social justice events.
  - Plan and coordinate time-limited projects, e.g. Refugee projects.
  - Report regularly to the congregation highlighting the work and concerns of the Social Justice and Outreach Team.
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## Cowichan Valley – Local Service Guide

### FIRST NATIONS HEALTH AUTHORITY

Cody Caruso - Regional Health Liaison 250-924-6125

#### First Nations Health Benefits

The FNHA Health Benefits program provides a specific number of health-related goods and services to meet medical or dental needs not covered by provincial, territorial, or other third party health insurance for BC First Nations.

Benefit Areas:

- Dental
- Medical Supplies and Equipment (MS&E)
- Medical Transportation
- Mental Health - Crisis Intervention (short-term)
- MSP Payments
- Pharmacy
- Vision

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### NURSE PRACTITIONER

250.746.3677

Please call for more information on days and times at each location

- 2 days a month in Ditidaht
- Open Door Youth Clinic @ 371 Festubert
- 341 Festubert office
- Warmland Shelter

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### HOUSE OF FRIENDSHIP

5462 Trans-Canada Highway - DUNCAN

250.748.2242

<https://www.hofduncan.org/>

Promoting wellness and unity addressing needs and aspirations of Aboriginal people by providing holistic programs and services.

#### BC Housing Aboriginal Homeless Outreach

Provides services to urban Aboriginal people linking them to housing, income assistance, and other services

#### Family Support Worker

One-on-one or on a group basis with Aboriginal families to provide information, guidance, and support in the areas of parenting, communication and life skills; budgeting, nutrition, cooking; traditional and cultural values; working with community resources and agencies; and counselling

#### Family Pathways Program

Work with families who have children in the care of Child Protection Services or are at risk. We aim to increase child safety and permanence by supporting and advocating with families by offering facilitated collaborative planning for children in care; providing weekly counselling to help attain goals; provide advocacy and support for meetings with social workers and in court process; provide crisis counselling

#### FASD Key Worker Program

Support to families of children and youth under age of 19 with FASD and similar

## Cowichan Valley – Local Service Guide

neurodevelopmental conditions

### Healthiest Babies Possible & Early Years

#### Healthy Children, Healthy Futures

Parenting education & discussion group for parents and caregivers of children 0-6 years old

#### Homelessness Program (Breakfast Club)

Support services that will help to prevent an individual and/or family from becoming homeless. Monday – Friday 6-9am

#### 4 Pillars Program

One-on-one and group support for Aboriginal children and youth ages 6-12 based on child/youth at the center, cultural as a strong foundation, health and wellness, and recreation and play

#### My Tween & Me Parenting Program

Interactive, customizable program will give you the keys to preventing risky behaviour by helping you discover your own skills and strengths as a parent

#### Nobody's Perfect

For parents of 0-5 year olds to learn how to understand their children better in terms of children's health, safety, and behaviour as well as provide insight in how to cope with stress.

#### Young Families Program

6-week program for young families with children ages 0-6 years old to promote positive self-esteem with First Nations families.

#### Right to PLAY (Promote Life-skills in Aboriginal Youth)

Designed to deliver weekly play-based programs that aim to promote healthy living, healthy relationships, education, and employability.

#### Treasure Box

A free and fun way to help you and your Aboriginal children (0-5) play and get ready for school

#### Youth Inclusion Project

A crime prevention program that provides pro-social activities for youth in the Cowichan Communities

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### **HULHETUN HEALTH SOCIETY**

8019 Chemainus Road – CHEMAINUS

250.246.9495

<http://www.hulhetun.ca/index.html>

H'ulh-etun Health Society provides a wide range of primary health care services such as Community Health, Preventative programs, Mental Health, Maternal Child Health, Home & Community Care, Environmental Health Assessments, Out of Town Patient Transportation.

#### Medical Services

No appointments needed. However, if you are a new client, bring your care card as well as your status card. Services include:

- Nurse Practitioner

## Cowichan Valley – Local Service Guide

- Health Care Aide
- Community Health Nurse

### Community Health Programs

**Good Food Box:** A community initiative that allows our community members to receive a monthly “Good Food Box”. Food boxes consist of healthy fruits and vegetables. The boxes vary depending on what is in season.

**Aquafit:** Slim down in a splash. Do you want to lose weight without breaking a sweat? Hop in the pool! The best water exercises provide many benefits for our community members. Aquafit can be used as water therapy exercises to speed recuperation from surgeries, and to gain strength, stamina and balance for daily activities. Any questions contact Gwen Thomas (250)246-2127

**Fitness Programs:** Fitness sessions cater to many ability levels. You control the intensity of most of the drills. You will be encouraged to challenge yourself, but go at the pace you need to go. As long as you can currently do 30 minutes of sustained heart-pumping cardio, you'll survive and thrive in HHS Fitness. Any questions contact Sherri Norris

**Breakfast Club:** We want to provide children with nutritious, well-balanced and appetizing breakfast meals prepared by William Johnny. In the hopes that this will encourage our children to develop healthy nutritional habits. Plus, this is a great opportunity for everyone to come and share a great meal together. If you have any questions please contact Christine Thomas.

Join us every Monday-Friday at 7:30am-8:10am @ Halalt Health unit and 7:15am-9:00am @ Malahat Health unit.

### **Food for the Soul:**

This is an invitation for all our community members to come join us for a delicious lunch prepared by Christine Thomas. This luncheon is every Monday at noon 12:00pm-1:00pm. Any questions contact Christine Thomas.

### **Counselling Services**

#### Adult Mental Health Counsellor/Team Leader

Halalt/Lyackson health unit

250.246.2127

Monday, Tuesday, Thursday 8:30am-4:30pm

Victor Nowoselski is a counsellor with over 30 years of experience in Mental Health and Wellness. Prior to his move to HHS, he worked at Cowichan Tribes as a Mental Health Manager for 14 years. Victor provides counselling for individuals/families and facilitates a variety of workshops. He is a team leader who collaborates with staff and other community service providers to provide holistic services in accordance to the vision, mission, and values of Huli'tun Health Society.

#### Community Wellness/NNADAP Counsellor

Halalt/Lyackson health unit

250.246.2127

Monday – Friday 8:30am-4:30pm

Willie Sinclair provides counselling and referral services to individuals, families (individually and/or small groups) who have alcohol and/or drug abuse issues. He will promote drug and alcohol free lifestyles, positive choices as well as how to identify, understand and overcome personal problems associated with substance abuse.

## Cowichan Valley – Local Service Guide

### Child & Youth Counselor (CYC)

Halalt/Lyackson health unit

250.246.2127

Monday – Friday 8:30am-4:30pm

Tara McCaffery will be providing Child and Youth Counselling services that include one on one counselling, crisis response, school visits, presentations, advocacy and referrals.

### Mental Health

The Huli'tun Health Society offers counseling for people who have experienced any type of mental health problems that arise from history of violence or other forms of abuse, trauma, discrimination and oppression, and grief, and losses.

See following examples below:

- Violence or other forms of abuse:
  - childhood or adult physical or sexualized violence;
  - abuse or assaults in residential schools;
  - harassment and stalking; and
  - prejudice and discrimination
- Trauma related to other events e.g., fires, motor vehicle accidents, other accidents
- Grief related to death, dying, or other losses
- Disabilities, illness
- Suicidal thoughts or attempts
- Challenges in relationships with intimate partners, family members, or others
- Separation and divorce
- Involvement with child protection services
- Self-harming e.g., cutting, burning, or other forms of self-injury
- Work-related stress, other stressful events or situations

mental health team also

- provides support for people who are going through the residential school settlement process, and
- Provides counselling for people who have been violent or abusive to others.
- Provides support for those dealing with addictions. The counsellor works with the whole person and may discuss alcohol and drug use and make appropriate referrals.

### Dental Services

Dental: The dentist is available to see community members on Mondays with appointment times 9:00am-3:00pm. He does fillings, extractions, root canals and referrals to specialists if needed.

Dental Hygiene: The Dental Hygienist provides services twice a month with appointment times from 9:00am-3:00pm. She does cleanings, examines gums and teeth to help prevent and detect disease or oral abnormality. She will also strip the teeth of tartar, stains and plaque, take x-rays and apply cavity-detering agents (Fluoride or sealants). They will also educate dental patients on how to establish and maintain good oral hygiene, the hygienist will leave the patient with a good understanding of proper brushing habits and the relationship between diet and oral health.

Dental Therapist: The dental therapist can do almost everything that a dentist can do except extractions and root canals. Appointment times are from 9:00am-3:00pm. The objectives of the Dental Therapy Program are to reduce and prevent oral disease through prevention, education and health promotion, and to increase access to oral health care to improve and maintain the oral health of at-home/on-reserve First Nations. Dental Therapists

## Cowichan Valley – Local Service Guide

are funded in BC by FNHA. Dental Therapists deliver a range of basic services, under the supervision of a dentist, including:

- Oral health promotion activities
- Emergency services
- Preventive services
- Clinical care
- Referral to dentists
- Increase access to oral health care
- Increase access to oral health care
- Reduce and prevent oral disease through prevention, education and oral health promotion.

### Children Oral Health Initiative (COHI)

What is the children's oral health initiative?

(COHI) is a service provided to on-reserve First Nations Children and Inuit children to help them establish and maintain healthy teeth and gums. COHI Provides dental services to children from birth to age seven, and provides information to their parents/caregivers and expectant parents to help their children build and maintain healthy smiles right from the start.

Why Does COHI offer this service?

Promoting healthy teeth and gums contributes to overall good health;

- Helping children avoid pain and infection from cavities gives them a better opportunity to learn and thrive;
- Cavities can be prevented.

If you are interested in COHI services for your children ages 0-7 please give Lottie Cook a call today (250) 246-2127

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## ISLAND HEALTH

### Chemainus Health Care Centre (250)

737-2040

Residential care, laboratory services, medical imaging/radiology. Adult Day Program Provides personal care, activities, health monitoring and caregiver respite for clients with dementia. Some transportation is provided. Home and Community Care manages referrals.

### Home & Community Care

250.388.2273 – South Island

250.739.5749 – Central Island

Acquired Brain Injury Program: An island wide community based program that provides services to assist in the regaining, improving or maintaining function and independence for adults with acquired brain injuries.

Adult Day Services: Helps improve the health and quality of life for seniors and people with disabilities.

Case Management for Home Care: assist clients with chronic health care needs to obtain home and community care services such as Adult Day Services, Home Support, Assisted Living and Residential Care.

Choice in Support for Independent Living: is a self-managed care option for home support services where funds

## Cowichan Valley – Local Service Guide

are provided to eligible clients to purchase and manage their own home support services.

**Community Bathing Programs:** If you find it hard to bathe safely in your own home, even with support, you may benefit from community bathing programs.

**Community Nutrition:** Registered dietitians can help you with your nutritional health while you continue to live at home.

**Convalescent Care:** A short-term care for medically stable clients who no longer need acute care in hospital, but do need more time to recover before returning home.

**Home Health Monitoring:** a free service to support people living with heart failure or COPD to manage their condition from the comfort of their home.

**Home Support Services:** Home Support is care provided in your home by Community Health Workers who are directed by a nurse.

### Margaret Moss Health Unit

250.709.3050

- Island Health Youth Clinic: provide confidential services to clients under 25 years of age that include education, counselling, resources and referrals for: low cost birth control, emergency contraception (Plan B), STI testing and treatment. pregnancy testing and counselling. sexual decision-making and relationships, immunizations.
- Breastfeeding clinics
- Prenatal classes
- Support for new mothers
- Newborn hearing screening
- Mother Goose
- Triple P Parenting sessions
- Parenting support
- Healthy Beginnings Mom and Dad Groups
- Harm reduction supplies and used needle recover
- Child immunization clinics (2months – 18 years)
- Adult immunizations for special populations

### Ladysmith Health Unit

250.744.3342

### Lake Cowichan Health Unit

250.749.6878

- Island Health Youth Clinic: provide confidential services to clients under 25 years of age that include education, counselling, resources and referrals for: low cost birth control, emergency contraception (Plan B), STI testing and treatment. pregnancy testing and counselling. sexual decision-making and relationships, immunizations.
- Support for new mothers
- Healthy Beginnings
- Child immunizations clinics (2 months – 18 years)
- Adult immunizations for special populations
- STI Testing



## Cowichan Valley – Local Service Guide

### Penelakut Health Centre

250.652.1149

Aboriginal health diabetes nurse educator, health dietitians, liaison nurses, nurse practitioners, and healing room

### Mental Health & Substance Use

250.737.2007

Anscomb Outpatient Services: support children, youth and their families by evaluating and planning treatment for significant emotional, behavioral, psychological and psychiatric symptoms in order to increase the mental health and functioning of children and youth at home, at school and within their home community.

Mood Anxiety & Psychosis Team (MAP): MAP provides specialized services for children and youth up to and including age 18, who are having significant challenges in their daily functioning due to complex mood, anxiety and/or psychotic conditions. Examples of those who may be referred are children and youth who are experiencing depression, mania, anxiety, obsessions and compulsions, effects of post-traumatic stress and psychosis.

Neurodevelopment Team: provides specialized services for children and youth up to and including age 18 who are having significant challenges in their daily functioning due to complex mental health and behavioral challenges secondary to neurodevelopmental impairments.

Examples of those who may be referred are children and youth experiencing mental health challenges along with autism spectrum, fetal alcohol and other related genetically based impairments.

Assertive Community Treatment (ACT): a mental health program that focuses on individual clients and their recovery. The program facilitates community living, psychosocial rehabilitation, and recovery for persons who have the most serious mental illnesses. Services may vary dependent on the community in which you live but can include:

- Service coordination
- Crisis assessment and intervention
- Psychiatric/Psychological treatment and supports
- Psychiatric medication: prescription and management
- Services/supports for concurrent substance use disorder
- Work-related services
- Activities of daily living
- Social/interpersonal relationship and leisure-time skill training
- Peer support services
- Support services
- Family-centered services
- Healthy lifestyle choices
- Social/recreational/leisure

Central Island Child & Adolescent Psychiatry Program: provides comprehensive and coordinated individual and family consultation and psychiatric evaluation and treatment for youth up to 18 years old.

Collaborative Psychiatric Outreach Project: provides assessment and/or short term treatment for children and youth up to age 18.

Crisis & Emergency Services: Services may include 24 Hour crisis lines, mobile crisis outreach, critical incident stress management, walk-in crisis counselling and emergency room psychiatric consultation.

Developmental Disability Mental Health Team: Assessment and consultation services available to children, youth, and adults with developmental disabilities experiencing non-crisis mental health concerns.

## Cowichan Valley – Local Service Guide

Discovery Youth & Family Substance User Service: Discovery offers free community-based counselling services and access to residential care and treatment for youth ages 13-19. We assist youth and/or their families to reduce the harms associated with substance use and related issues. Discovery Youth and Family Substance Use Services are available to anyone in the community directly or indirectly impacted by substance use. This includes:

- Youth aged 13 to 19 who have concerns about alcohol or other drug use
- Families/caregivers who are concerned about a youth using alcohol or other drugs
- Any support person who is worried about a youth's use of alcohol or other drugs
- Youth who are affected by someone else's use of alcohol or other drugs

Early Psychosis Intervention: services focus on early recognition and intervention for young people who appear to be experiencing a decline in function related to early psychosis.

Car 60: Provides a mobile crisis response unit that respond to calls received involving emotional and mental health issues. A uniform RCMP member and clinical nurse, specializing in

mental health, work together offering on-site emotional and mental health assessments, crisis intervention and referrals to appropriate services.

Hoarding Services: uses a collaborative approach to help people struggling with clutter and hoarding disorder in Greater Victoria. We also refer people outside Greater Victoria to local resources.

Housing, Vocational & Independent Living: A range of services are available to those with mental illness and substance use issues. These include 24 care and rehabilitation, vocational assistance and independent living opportunities.

Integrated Mobile Crisis Response Team: Providing rapid, mobile, community-based response to children, youth and families in crisis.

Intensive Case Management Teams: an inter-disciplinary, outreach team that practices from a harm reduction, strengths based philosophy and partners with individuals who are actively using substances. ICMT respects and acknowledges personal differences and promotes a focus on the assets and abilities of the person and their environment. ICMT services will include street outreach and providing services in the community, meeting people where they are to be found. Individuals will be engaged by the multi-disciplinary team, integrating with other direct community and health care services to support people and families.

Case Management Teams: A client-centered service providing specialized psychiatric treatment and recovery oriented skills training to increase independence and quality of life.

Outpatient Treatment for Substance Use: provides services to adults aged 19 and over who are experiencing drug and alcohol problems. In some of our communities, services are also available to adults currently affected by a family member's use.

Prevent Alcohol & Risk Related Trauma in Youth (P.A.R.T.Y.): a dynamic, interactive injury prevention program offered to grade 10 students at 10 sites across the Island Health region, who tour the hospital to learn about real life physical trauma from those who witness it first- hand.

Tertiary Care: Inpatient services are accessed through your family doctor, psychiatrist or through emergency services.

Rapid Access Clinic: A clinic offered through Duncan MHSU where members of the public can access single session drop-in services. The clinic connects individuals to the appropriate MHSU service to meet their needs in a timely manner to increase access and flow. Monday to Friday 10:00am – 2:00pm

## Cowichan Valley – Local Service Guide

### Vancouver Island Crisis Line

1.888.494.3888

The Vancouver Island Crisis Society is contracted by Island Health to provide the Vancouver Island Crisis Line service to the entire island, the islands of the Georgia Strait, and the mainland communities between Power River and Rivers Inlet. They are a registered non-profit agency whose services include 24-hour crisis lines, as well as crisis chats and crisis text services, through which they provide short-term non-judgemental support, crisis intervention, information, and resources; regional support of Suicide Bereavement Support Group meetings; training in schools with youth, teachers, counsellors, and parents; and various workshops and customized training addressing suicide prevention, crisis intervention, and communication skills for individuals and agencies throughout our communities. They also work in partnership with Island Health to provide public access to Mental Health and Substance Use services in the communities administered by Island Health.

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### **LADYSMITH RESOURCE CENTRE ASSOCIATION**

630-2<sup>nd</sup> Avenue - LADYSMITH

250.245.3079

A non-profit charity that serves unique and diverse individuals and families by offering resources and services that enhance the quality of life in Ladysmith and surrounding area.

#### **Kids Programs:**

##### Adventures in Early Literacy

Early literacy program for preschool aged children (3-5) weekly, sandwiches served after class. Parents see how they can positively affect and be involved in their child's behaviour and learning of literacy, share ways of dealing with preschool aged children and some of the joys and challenges that arise, and gain language and literacy experiences through songs, stories, reading, games, crafts, and circle time that can be used at home. Children gain self-esteem, develop social skills, and develop literacy skills.

##### Mother Goose

Toddler (walking to 3 years) and Infant (newborn to walking) classes take place over 10 weeks, three times yearly. Parents see how they can positively affect their child's behaviour and learning, share ways of dealing with cranky, fussy times, and gain language and pre-literacy experiences and children gain self-esteem and develop social skills.

##### Born Healthy

A Canadian Prenatal Nutrition Program funded by the Public Health Agency of Canada that provides education and support for pregnant women and new mothers with a particular emphasis on developing a healthy lifestyle in order to have the healthiest baby possible. This program provides nutrition education (including prenatal nutrition, breastfeeding, and infant feeding), counselling, mental health education, parenting information and promotes self-care practices. This program provides food vouchers, prenatal vitamins and bus tickets for those who need financial assistance.

##### Dad's Group

Drop-in event for dads and their kids. Breakfast 10-11am, activities and discussion 11-12 allowing new dads a chance to practice new ways of relating to their children, to meet other new dads, and to share information about fathering and parenting in a very low-pressure format.

##### Triple P

A program that suggests simple routines and small changes that can make a big difference to your family. It helps you understand the way your family works and uses the things you already say, think, feel and do in new ways that create a stable, supportive and harmonious family; encourage behaviour you like; deal positively, consistently and decisively with problem behaviour; build positive relationships with your children, so that conflict can be resolved; plan ahead to avoid or manage potentially difficult situations; and take care of yourself as a parent.

## Cowichan Valley – Local Service Guide

### **Family & Youth Programs:**

#### Family Support Program

An intervention program designed to address familial stress and to reduce the requirement for child protection intervention in those families who have been approved by the Family & Youth Support Services Screening Committee.

#### Youth Program

This program operates on an outreach basis for youth between ages 13-18 who may be experiencing problems at home, in school, or are experiencing conflict in their lives.

#### Counselling

The LRCA Volunteer Counselling Program offers individuals the opportunity to engage in a process to develop the skills necessary to face life's challenges, and to support individuals in their goal of healthy mental health.

### **Other:**

#### Victim Services

Ladysmith Victim Services program has an office within the RCMP Detachment building, which is now located at 320 6th Avenue.

#### Restorative Justice

Supporting members of the community who seek resolutions to conflict and crime in ways that are based on learning, restoration and healing.

#### Food Bank

The Food Bank is open every Tuesday 9:00 am to 11:45 am for distribution.

#### Soup Kitchen

Volunteers serve hot soup and sandwiches for 20-30 people each day. Find out some background and volunteer.

#### Cold Weather Shelter

The Ladysmith Shelter is open from 6 p.m. until 7 a.m. from Nov 1st through March 31. Find shelter at 631 First Avenue, the entrance is located at the blue door in the rear parking lot.

### **Seniors Programs:**

#### Senior Peer Counselling

Provide services to seniors experiencing difficulties in the areas of relationships, loneliness, stress, life-style changes, aging, and relocation

#### 49<sup>th</sup> Parallel Phoners

Volunteers take grocery orders over the phone once a week every Wednesday for seniors and shut-in's. The volunteers can take the time for a little chat, and the volunteers are comfortable to select foods for the seniors. The volunteer takes the list and selects the items ordered. The Store delivers the items and collects the money owing.

#### Seniors Coffee Drop-in

The Seniors Coffee Drop-in is a program for Seniors to gather for tea, coffee and snacks, build relationships and have access to community resources. It is staffed by a coordinator and community volunteers. The program runs Friday from 10:00 am to 12:00 noon in the kitchen of the Early Years Wing at the LRCA. This free program is designed to promote wellness in seniors through increasing social participation and inclusion while offering connections to volunteer opportunities for those looking to share their knowledge and skills within their community.

## Cowichan Valley – Local Service Guide

### Community Volunteer Income Tax Program

Year-round income tax assistance, providing problem solving, acting as the Senior’s representative (e.g. Fairness Legislation), previous years returns (e.g. 1989 forward), tax credits, disability applications, and tips on how to save tax money.

### Seniors Showcase – Information Sessions

Topics range from those requested by the seniors themselves, requested by government or agencies or because of a “need” to know. This program is generously funded by Island Savings Community Endowment Fund.

### Medical Transport

If a senior requires assistance in attending to medical treatment in Nanaimo or Duncan and they have no means of transportation, they only need call the LRCA at 250-245-3079. At that time, the VAN can be booked and a volunteer driver will be scheduled to take them to their appointment.

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### **LAKE COWICHAN FOOD BANK**

205 South Shore Road – LAKE COWICHAN  
250.749.4802

Hands out hampers on the 2<sup>nd</sup> Wednesday within the Lake Cowichan, Honeymoon Bay, and Youbou region between 1-2pm

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### **MALAHAT NATION**

110 Thunder Road – MILL BAY  
250.743.3231

Malahat Health:

Social Programs:

- Children and youth programs
- Cultural support services
- Community events
- Income assistance
- Life skills
- Membership
- Public education
- Skills upgrading

Community Supports:

- Walking/swimming programs
  - Good Food Box
  - Elder Support Services
  - Mental Health and Wellness Support
  - Community Nursing & Doctor (Once a week)
  - A&D Counselling
  - Health & Wellness Events and Workshops
-

## Cowichan Valley – Local Service Guide

### MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

161-4<sup>th</sup> Street - DUNCAN

250.715.2725

A variety of child, teen, and family services are available throughout the province. Use this contact information to inquire about, or find, the services closest to you

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### MINISTRY OF SOCIAL DEVELOPMENT & POVERTY REDUCTION

205 Boundary Street

1-866-866-0800

Focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic potential

#### Income Assistance

#### Disability Assistance:

Aboriginal Infant Development Program

Aboriginal Supported Child Development

Advocate for Service Quality

Community Living BC

Developmental Disabilities Mental Health Services Services to Adults

with Developmental Disabilities (STADD) Employment:

WorkBC

Committed to help British Columbians successfully navigate BC's labour market

My Self-Serve

Secure online access to income and disability assistance programs and services in BC

#### Transportation Services:

Bus Pass

A reduced cost, annual bus pass for low income seniors and individuals receiving disability assistance

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### MOBILE RESPONSE TEAM

1.888.686.3022

MRT@phsa.ca

The purpose of the provincial overdose Mobile Response Team is to give immediate, short-term support to those affected by the public health emergency which includes people who have been impacted by critical incidents such as multiple overdoses and/or deaths during the course of their work. The team provides skill-building opportunities to enhance resiliency and the capacity to cope with the trauma of responding to multiple overdoses, deaths and loss. The diverse backgrounds of the team include first responders, psychologists, traumatologists, counsellors and art therapists.

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## Cowichan Valley – Local Service Guide

### **NARCOTICS ANONYMOUS**

A non-profit fellowship or society of men and women for whom drugs had become a major problem.

#### Duncan

107 Evans Street Alano Club – Sunday, Monday, Wednesday, Friday, Saturday 71

Government Street – Tuesday, Thursday

2579 Lewis Street – Tuesday, Thursday

#### Cobble Hill

3565 Watson Avenue - Thursday

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### **NARSF PROGRAM LTD.**

[170 Wallace Street – Nanaimo](#)

[250.754.2773](#)

#### Central Vancouver Island Harm Reduction Services Mobile Health Outreach

1.844.482.4239 or text 250.510.3637

Tuesdays 1–8 pm

Central Vancouver Island Harm Reduction Services Mobile Health Outreach team offers harm reduction education, safer smoking, safer injection and safer sex supplies, naloxone training and Point of Care testing for HIV in the Cowichan Valley on Tuesdays from 1-8 pm and in Ladysmith on Fridays. This service is free and confidential.

#### Transitions Youth Withdrawal Management & Supportive Recovery Program 250.714.8167

Transitions is a residential program for youth who would like to make changes in their use of substances. The program uses a 'Care Home model' and has homes located in the Central Vancouver Island area. This program is free, voluntary and open to all youth on Vancouver Island who are between the ages of 13 – 19. While in the program youth will reside with families who are committed to providing a safe, healthy, stable, and nurturing home environment.

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### **PHOENIX WELLNESS CLINIC**

[301-5878 York Road](#)

[604.260.7252](#)

Assists in treating patients with opioid use disorder. Our goal is to treat both the craving and the behavioral element associated with opioid use. Dependence on other substances being abused in conjunction with opioids are also to be addressed in our recovery program. Testing and treatment of Hepatitis and HIV available at the clinic.

#### Patient Counselling

Providing vital information, advice and assistance to help with medications, housing, community resources such as referrals to MHSU and advocacy. In addition, we refer patients to certified counsellors in the community for additional support.

#### Harm Reduction

- Naloxone Training
- Harm reduction supplies
- Outreach phone number for patients to call when in crisis

#### Support Services

- Assistance with PWD and Income Assistance applications

## Cowichan Valley – Local Service Guide

- Assistance with nutritional supplement applications
- Crisis assessment and intervention
- First Nations collaboration
- HepC and HIV testing and treatment
- Case management and recovery plans
- Support for concurrent substance use disorders
- Collaboration with various social service supports in the community
- Housing
- Peer Engagement
- Work related assistance: employment, WCB, Employment Assistance, Sick leave
- Medical transport services: Daily Dose, TAP forms, Outreach team
- Advocacy
- Suicide training

### Outpatient Recovery Programs

- Seeking Safety (Wednesday 3:30-5pm)
- Smart meetings (TBA)

### Outreach Services

- Meeting clients in the community
- Following up with local service providers
- Harm reduction supplies
- Naloxone Training
- Pregnancy testing
- Family support
- Home visits
- Transportation

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### **PIVOT LEGAL SOCIETY**

121 Heatley Avenue – Vancouver  
604.255.9700

A human rights organization that works on behalf of marginalized communities working to assist people through the Good Samaritan Drug Overdose Act.

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### **RCMP**

6060 Canada Avenue  
250.748.5522 (non-emergency line)

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### **RCMP VICTIM SERVICES**

North Cowichan, Lake Cowichan, Shawnigan Lake  
6060 Canada Avenue, Duncan BC  
Carla Sampson  
Tel: (250) 746-2116.  
Cell: 250.714.9476



## Cowichan Valley – Local Service Guide

### **SALVATION ARMY FAMILY SERVICES**

280 Trans-Canada Highway  
250.746.7032

Offers an emergency food program to those in need. Available for an individual or family up to four times per year. Hampers by appointment only.

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### **SOBER COACH & INTERVENTIONIST – MICHAEL WALSH**

177 Kenneth Street  
250.788.724.1886

Working with those who self-identify with problematic alcohol and/or drug use – whether looking for a lifestyle change or because of severe dependence.

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### **UNITED WAY**

135 Third Street - DUNCAN  
250.748.1312

United Way Central and Northern Vancouver Island (UWCNVI) creates opportunities for a better life for every person in your community by tackling pressing social issues.

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### **VITAL SOCIETY**

156D Government Street  
250.748.5899

Valley Integration to Active Living Society provides services to those living in our community

chance to integrate and immerse themselves in our local community, while teaching them skills to help them grow in their everyday lives.

- Staffed Residences
- Home sharing
- Employment
- Community inclusion
- Children & Youth Services