2014
Guide to Community Resources
For Service Providers Assisting
People Experiencing Housing Challenges

Our vision is that everyone in
the Cowichan has the
opportunity to live in safe,
affordable, culturally
appropriate housing as a
foundation for a healthy
community.

REGIONAL
AFFORDABLE
HOUSING
DIRECTORATE
Acknowledgements

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Service Canada
Homelessness
Partnering Strategy
Regional Affordable Housing Directorate

The Regional Affordable Housing Directorate (RAHD), a committee of Social Planning Cowichan, has been actively working on issues related to affordable housing and homelessness in the Cowichan region since 2007. RAHD is composed of a cross-section of community stakeholders, including elected officials, professionals in the building and housing sector, planners, representatives of various community agencies and concerned citizens. The direction for our work has come directly through community consultations.

**Vision:**
Our vision is that everyone in the Cowichan has the opportunity to live in safe, affordable, culturally appropriate housing as a foundation for a healthy community.

**Mission:**
RAHD works to improve affordable housing at all levels of the housing continuum but homelessness and prevention of homelessness are a primary focus.

**Mandate:**
- Be a coordinating body for affordable housing resources and services in the Cowichan Region.
- Establish and administer an Affordable Housing Trust Fund.
- Support existing efforts to provide affordable housing services plus implement and coordinate additional services as need arises and resources are available.
- Facilitate the creation of affordable housing units with community partners.
- Raise awareness and advocate on behalf of affordable housing residents to landlords, governments, agencies, and the public and provide education around issues of affordable housing and homelessness.
- Partner with other affordable housing agents (local government, developers, community agencies, First Nations, etc.) to effectively support and implement projects.

Over the years, RAHD has hosted numerous workshops and community gatherings on matters related to affordable housing and homelessness. We offer Ready to Rent classes for people who are having difficulty finding and maintaining rental housing. In the past year we have been able to sponsor a Rental Assistance Program. We work with landlords and tenants’ rights advocates. In the winter of 2014 we undertook Cowichan’s first regional homeless count. We have also completed a report on Aboriginal Off-Reserve Housing Needs.

RAHD continues to offer programs on homelessness prevention and the development of affordable housing. To find out more about our activities visit us at:

www.socialplanningcowichan.org/affordable-housing.html
You may also reach us at: joyspcowichan@gmail.com or 250-746-1004 ext 260
Using This Guide

This Community Resource Guide has been put together primarily for use by service providers in the Cowichan Region who are assisting people who are homeless or experiencing challenges with their housing and other related concerns.

Please let us know if you find any errors or changes or if you are aware of other resources we should add to this guide.

The guide is being distributed to various community organizations and is posted on the homepage of the Regional Affordable Housing Directorate on Social Planning Cowichan’s website. The on-line guide will be update throughout the year.

See: www.socialplanningcowichan.org/affordable-housing.html

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*2014 Guide to Community Resources*
What does home mean to you?

Comments from participants at community events

~ Stable housing, no worrying ~ Just owning my own home ~ Safe! ~ A cozy, safe bed ~ Stability ~ A place to replenish and recharge ~ Being grounded ~ No stress ~ Safety ~ Not being homeless ~ Napping ~ Room to grow ~ Nourishing food to feed body, mind, and soul ~ Warmland place is a Godsend ~ Home cradles my soul ~ Home is where you can be yourself ~ A place from which to make a stand ~ A lock on the door that I have the key to ~ A place to be me ~ Shelter from the storms ~ Affordable ~ To belong ~ Safety ~ Warmth ~ Comfort ~
IN CASE OF AN EMERGENCY:

Call 911

24-Hour Vancouver Island Crisis Line
1-888-494-3888

For Non Emergency health information and advice:

Call 811
(711 for hearing impaired)

Connect directly with a registered nurse 24/7, a registered dietitian or a pharmacist to get the information needed to manage a health concern.
EMERGENCY SHELTER

Duncan – North Cowichan

Somenos House
250-748-8544
somenos@shaw.ca
Confidential emergency shelter and support services for women (with or without children) experiencing, or at risk of, abuse or violence.

Warmland House
250-715-1132
2579 Lewis Street
Warmland provides 30 emergency shelter beds and has 24 transitional housing units.

Nanaimo

Crescent House
250-716-3402
Provides assisted living (supportive recovery) and crisis stabilization for adults with serious and persistent mental illness, addictions and/or forensic issues. 6 beds.

Friendship Lelum Aboriginal Youth Safe House
250-753-8266
www.tillicumlelum.ca/programs/p16-friendship.html
Provides short-term shelter for youth who are experiencing stressful experiences and have been identified as “at-risk”. Ages 12-18.

Haven House
250-756-2452
www.havensociety.com
Shelter for women and children who have experienced, or at risk of, abuse or violence. Provides food, emotional support, information, referrals for legal rights, social assistance, and community resources.

New Hope Centre
250-714-1142
19 Nicol Street, Nanaimo
23 emergency shelter beds for adult males. Dorm style setting. Residents have access to three meals a day, plus showers and laundry facilities.

Samaritan House
250-753-1474
355 Nicol Street, Nanaimo
www.iccare.ca
Emergency shelter for women and children – 10 emergency beds and 8 supportive housing units.
TRANSITIONAL HOUSING

Duncan – North Cowichan

Caulfield House
Contact through CMHA office: 250-746-5521 or through Warmland 250-715-1132.
Operated by Canadian Mental Health Association (CMHA). Provides two year, transitional housing. 35 units.

Warmland House
250-715-1132
Provides 24 minimal barrier, transitional housing units.

Nanaimo

John Howard Society- Transitional Housing
250-754-1266
www.jhsrc.org
Safe, affordable, drug and alcohol free residences for men in recovery. Transitional housing for 3 to 8 months. Social worker provides supportive care.

New Hope Centre
250-714-1142
16 transition and supportive housing units.

SUPPORTIVE HOUSING

Nanaimo

Nanaimo Youth Services Association 250-753-3212
www.nysa.bc.ca/YouthHousing.html
21 beds – length of stay up to three years. Primarily 17 to 19 years of age. Rent is geared to income and tenants never pay more than 30% of their gross income in rent.

Nanaimo Association for Community Living – Residential Program
250-741-0224 ext 29
www.nanaimoocl.com/our-services/housing-programs/residential-services
Operates several group homes – 2 to 6 residents per home. 24 hour support. Referral to day programs.
HOMELESSNESS OUTREACH WORKERS

Canadian Mental Health Association
250-715-1132
Cowichan Valley Branch – Housing Resource - Homelessness Outreach

Hiiye’yu Lelum - House of Friendship
250-748-2242
#106 – 5462 Trans-Canada Highway, Duncan
First Nations homeless outreach services.

HOUSING ASSISTANCE

Housing – General

BC Housing Rental Assistance
1-800-257-7756
bchousing.org/Options/Rental_market/RAP
Provides eligible low income working families with cash assistance to help with their monthly rent payments. Gross family income of $35,000 or less, have at least one dependent child, and been employed at some point in the last year.

Regional Affordable Housing Directorate (RAHD) - Rental Assistance Program
Indians who facing eviction or will have their heat or hydro disconnected, may be eligible for a RAP grant. To apply, contact one of RAHD’s community outreach partners:
Duncan United Church
Linda - 250-746-6043
Hiiye’yu Lelum - House of Friendship
Joe Sam – 250-748-2242
Cowichan Women Against Violence
Mikki – 250-748-7000
Warmland House
David – 250-715-1132

BC Housing Registry
1-800-257-7756
bchousing.org/Partners/Housing_Registry
The Housing Registry is a centralized database for housing providers that contains current applicant information. Housing providers can use this information to find tenants when housing units become available. Individuals searching for subsidized housing can submit an application form to be considered for available housing units in developments managed by The Housing Registry members.

BC Housing Subsidy
1-800-257-7756
bchousing.org/Initiatives/Providing/Subsidized
Financial support for subsidized housing is based on “rent-g geared-to-income”. Low-to-moderate income tenants pay rent based on the gross income of the household rather than paying the market rate. Affordable rent is defined as costing no more than 30% of a household’s total gross monthly income, subject to a minimum rent that tenants will be asked to pay based on the number of persons living in the home.
The Office of the Ombudsperson investigates enquiries and complaints about the practices and services of public agencies within its jurisdiction. Their role is to impartially investigate these complaints to determine whether public agencies have acted fairly and reasonably, and whether their actions and decisions were consistent with relevant legislation, policies and procedures. Services are provided free of charge.

Canada Mortgage and Housing – Affordable Housing Centre
www.cmhc-schl.gc.ca/affordablehousing
Information on many programs and services CMHC offers to support the development of affordable housing.

Canada Mortgage and Housing – Accessible and Adaptable Housing
Factsheets and guides on ways homes can be adapted to meet needs of residents

Canada Mortgage and Housing – Mould Prevention and Remediation Information
Check this site for information on remedies and prevention of moisture and air quality issues.

Habitat Restore
250-758-8743
#1- 4128 Mostar Road, Nanaimo
www.habitat.ca/restore
Sells affordable new and used building materials and supplies with profits going to Habitat for Humanity programs

Residential Tenancy Branch
250-387-1602
www.rto.gov.bc.ca
Provides landlords and tenants with information and dispute resolution services. The information on their web site will help with understanding rights and responsibilities under British Columbia’s Residential Tenancy Act and Manufactured Home Park Tenancy Act.

Tenants’ Resource and Advisory Center (TRAC)
1-800-665-1185
www.tenants.bc.ca
Provides legal education and information about residential tenancy matters.

Aboriginal Housing

Cowichan Tribes – Sustainable Housing Department
250-715-3302
5742 Allenby Road
www.cowichantribes.com/member-services/housing/
On-Reserve Housing – works to maintain on-reserve housing and for development of new housing units. Provides mould assessment and rehabilitation program.

Seniors Housing

Better at Home
250-748-1312
Sponsored by the United Way and offered through Volunteer Cowichan to help seniors live in their own homes longer. Provides a “basket of services:” friendly visits, light yard work, minor home repairs, light housekeeping, and grocery shopping.
Housing Adaptations for Independence
1-800-668-2642
bchousing.org/Options/Home_Renovations
Provides financial assistance to help eligible low-income seniors and people with disabilities in British Columbia to continue to live in the comfort of their home.

Shelter Aid for Elderly Renters (SAFER)
1-800-257-7756
bchousing.org/Initiatives/Providing/SAFER
BC Housing program. Provides rental subsidies to BC seniors 60 and over with low to moderate incomes and who pay rent for their homes.

Seniors Housing:
Abbeyfield House
5905 Indian Rd - 250-748-1352
Duncan Manor
280 First St Duncan - 250-748-0521
Kiwanis Village
355 Day RD - 250-748-4135
Sharon Apartments
250-746-7742
M’akola Housing
250-384-1423 – Assisted Living
Sunridge Place
250-748-8048 - The Meadows offers 50 subsidized housing units

Supportive Housing for People with Mental Health and Addictions

Island Health - Mental Health and Substance Use Services
250-709-3040
3088 Gibbins Road, Duncan

Island Health offers the following two housing programs:

Island Health - Mental Health and Substance Use Services
Supported Independent Living Program
viha.ca/mhas/locations/cowichan/sil.htm
Supported Independent Living (SIL) is psychosocial rehabilitation support and rent subsidy service for adults 19 and over diagnosed with severe and persistent mental illness. SIL participants must have the ability to live on their own without the need for live-in support or constant supervision.

Housing Options Program
www.viha.ca/mhas/locations/cowichan/residential.htm
Provides housing services to adults aged 19 years and over who have a severe and persistent mental illness, are not acutely ill, and are currently developing or clarifying plans for living independently. Priority is given to residents of the Cowichan Valley, family members of residents, or persons with a history in the district.

Hope Farm
250-748-4479
3504 Drinkwater Road
mustardseed.ca/hope-farm-healing-centre/
Provides a “restorative farming community grounded in Christian Practice that offers a sanctuary of hope” for people working through addiction or other life patterns. 36-acre-farm in North Cowichan operated by the Mustard Seed Street Church.
SOUP KITCHENS & COMMUNITY DINNERS

Soup Kitchens

Cowichan Valley Basket Society
250-746-1566
5810 Garden St., Duncan
Mon-Fri: 10am-4pm; Sat: 10:30am-1pm
   Soup Kitchen: soup, sandwiches, coffee, baked goods and bread.

Hiiye’yu Lelum - House of Friendship
250-748-2242
#205 - 5462 Trans Canada Hwy, Duncan
hofduncan.org/home.html
Mon, Wed, Fri: 6am-8:45am
   Breakfast Club & Homelessness Outreach Program serving urban Aboriginal population.
Tues & Thurs – Early morning coffee.

Warmland House
250-715-1132
2579 Lewis St., Duncan,
Sunday Brunch 11am – 1pm

Community Dinners

Bethel Baptist Church
250-746-7432
463 Ypres St, Duncan
1st Sat. of each month: 9am-11am
   Community breakfast in church basement

Duncan United Church
246 Ingram St., Duncan
2nd Sun. of each month, doors open at 5pm

Duncan Christian Reformed Church
250-748-2122
930 Trunk Rd., Duncan
Last Sat. of each month, doors open at 5pm

Meals on the Ground
250-710-0351
246 Ingram St., Duncan in Burns Hall in Duncan
United Church - side entrance (off Jubilee)
Mon, Wed, Fri. Door open at 4pm.
   Meals on the Ground is a grassroots program that provides meals to folks in the Cowichan Valley who need more food security in their lives.
   They tend to take a break in July and/or August and give folks lots of notice when that occurs. All of the meals are made and donated by individuals and groups within the Cowichan Valley. If you might be interested in being a part of meals on the Ground please call the number listed above.

Ladysmith

Open Table Community Dinner
St John’s the Evangelist Church
250-245-5512
314 Buller St., Ladysmith
Third Friday of the month – except in December when the date changes

New Soup Kitchen
Eagles Hall - #921- First St., Ladysmith
Tue & Thu: 2pm-5pm
FOOD, GROCERIES & FOOD HAMPERS

Duncan

Cowichan Valley Basket Society
250-746-1566
5810 Garden St.
www.cvbs.ca
  Monthly hamper distribution (bring BC Care Card for every family member)
  Mon, Wed, Fri: 10am-1:30pm
  2nd & 3rd Thu of the month: 10am-1:30pm
  Closed: 4th Thurs of every month
  Soup, sandwiches, coffee, baked goods, and free bread.
  Mon-Fri: 10am–4pm; Sat: 10am–1pm.

Cowichan Green Community
250-748-8506
360 Duncan St.
  Has a variety of programs and workshops to help people learn to grow food. See:
  Kin Park Youth Urban Farm and Drop In Centre:
  www.cowichangreencommunity.org/unity-action/kinpark-youth-urban-farm/
  Kin Park Urban Family Farm Drop in Program:
  Fruitsave Program:
  www.cowichangreencommunity.org/unity-action/fruitsave/

Cowichan Community Kitchens
250-748-2242 – Ext 134
Office at Hiiye'yu Lelum - House of Friendship
#106 – 5462 Trans-Canada Highway
  Organised kitchen groups in the Cowichan Valley for low income, people with disabilities, seniors, youth and children and anyone interested in cooking. Groups meet twice a month to plan, budget, shop and cook meals to take home. Cost: $.50 to $2.50 per meal.

Good Food Box
250- 746-5521
  $10.00 a month. Orders are combined to purchase in bulk. Boxes are packed at Warmland and volunteers packers are given lunch. 250-715-1132.
  Place order before 2nd Wednesday of the month at one of several locations:
  Canadian Mental Health office
  371 Festubert St, Duncan
  Margaret Moss Health Centre
  675 Canada Avenue, Duncan
  250-709-3050
  Cowichan Neighbourhood House
  9796 Willow St., Chemainus
  250-246-3203
  For Cowichan Tribes members
  Ts’ewulhtun Health Centre
  Duncan
  250-746-6184

Sassy Lion Thrift Store
250-746-4495
164 Kenneth St., Duncan.
  Mon-Fri: 10am-4:30pm
  Has free bread available for those in need.

Salvation Army Family Services
250-746-8669
280 Trans Canada Highway, Duncan.
  Offers an emergency food program for those in need. Available for an individual or family up to four times a year. Hampers by appointment only. Call for an appointment.
  Also provide a Christmas food hamper program. Registration in November.
  Bread is sometimes available – first come first served basis.
Lake Cowichan and Area

Lake Cowichan Food Bank  
250-749-6822  
Cowichan Lake Christian Fellowship Church  
57 North King George St. Lake Cowichan  
Serves: Lake Cowichan, Honeymoon Bay and Youbou region.  
Application forms available at Cowichan Lake Community Services, 121 Point Ideal Rd.,  
Hampers available 2nd Wed of each month: 1pm-2pm

Cobble Hill/Mill Bay/ Shawnigan Lake

CMS Food Bank Society  
250-743-5242  
2740 Lashburn Rd., Mill Bay  
Food hampers for residents of Cobble Hill, Mill Bay, and Shawnigan Lake available every Tue: 10am–2pm. Bread also available every Tue.

Chemainus/Crofton

Harvest House Food Bank  
250-246-3455  
9814 Willow, Chemainus  
Food Hampers:  
Chemainus, Fri: 11:30am-1:30pm  
Crofton, Mon: 10am-11am, call Harvest House for location

Ladysmith

Ladysmith Area Food Bank  
250-245-3079  
630 - Second Avenue, Ladysmith  
Serves those living in the 245 telephone exchange area. Register at Ladysmith Resource Centre Association. Hampers picked up on Tuesday at the Food bank office.

WASHROOMS ~ SHOWERS ~ FREE PHONE

<table>
<thead>
<tr>
<th>Warmland House</th>
<th>Hiiye’yu Lelum - House of Friendship</th>
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</thead>
<tbody>
<tr>
<td>250-715-1132</td>
<td>250-748-2242</td>
</tr>
<tr>
<td>7:30am-5:30pm</td>
<td>Mon, Wed, Fri: 6am-8:45am</td>
</tr>
<tr>
<td>Washroom/Shower/Free Phone for local calls</td>
<td>As part of the Breakfast Club services – Laundry and showers are available</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cowichan Valley Basket Society</th>
<th>Island Savings Centre</th>
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</thead>
<tbody>
<tr>
<td>250-746-1566</td>
<td>2687 James St</td>
</tr>
<tr>
<td>10am-6pm</td>
<td>Washrooms - 6:30am-10pm</td>
</tr>
<tr>
<td>Washroom/Free Phone</td>
<td>Public washrooms – open daily</td>
</tr>
</tbody>
</table>
LAUNDRY

Hiiye’yu Lelum - House of Friendship
250-748-2242
#106 – 54,62 Trans-Canada Highway, Duncan
6am-8:45am
During Breakfast club hours - Laundry and showers are available most week days between 6:00am and 8:45am.

Warmland House
250-715-1132
Only available for people using the shelter.

Seabreeze Laundry
250-748-3021
372 Trunk Rd, Duncan
7:30am-9pm
Coin operated machines.

GOVERNMENT OFFICES

Ministry of Social Development
Duncan Office
1-866-866-0800
205 Boundary St, Duncan
Employment and Assistance Programs.
This office serves the Cowichan Valley up to Chemainus. Information on income assistance; also provides public computer access (1 computer).

Nanaimo Regional Office
250-739-6600
108 Richards St, Nanaimo
This office serves Saltair and Ladysmith. Employment and Income Assistance programs.

Service BC
250-746-1400
5785 Duncan Street
Mon-Fri: 8:30am-4:30pm

Information on birth certificates, marriage certificates, BC service cards, driver’s license and other BC Id’s and ID replacement. Also provide information on Medical Service Plan (MSP), Fair PharmaCare Plan (income based coverage for prescriptions drugs and certain medical supplies) and information on Health Link BC services.

CVRD - Emergency Preparedness Services
250-746-2561
www.cvrdep.bc.ca
Provide assistance in emergencies such as a fire, flood, power outages, winter storms, when people have to be evacuated from their homes. Also host training programs. Family reunification, Emotional support, Coordination of emergency food, clothing, and lodging.
CLOTHING & HOUSEHOLD ITEMS

Duncan

Bethel Baptist Church
250-746-7432
463 Ypres St
1st & 3rd Sat of each month: 9am-12noon
  Community Thrift Store

Cowichan Family Life Thrift Store
250-597-1117
521 Canada Way
Mon-Sat
  Low cost clothing for sale – last three days of the month all prices further reduced.

Duncan United Church Thrift Store
250-746-6043
246 Ingram Street
Fri: 9am-1:30pm

Good Neighbours Thrift Store
250-748-1613
5825 York Rd.
Mon-Sat: 9am-5pm
  Furniture and Household items

Warmland House
250-715-1132
2579 Lewis Street
  Free clothing.

Hospital Auxiliaries Thrift Store
250-597-1428
79 Station St
Tue – Fri: 10am-4pm & Sat: 10am-3pm

Providence Farm
250-746-4204
1843 Tzouhalem Rd
Tue-Fri: 9:30am-12:30pm
  Free clothing store – Farm Fashion
  Welcomes donations of clean clothing.

Salvation Army Thrift Store
250-746-8669
280 Trans Canada Highway, Duncan
  Clean, second-hand items – appliances, furniture, sports equipment, clothing, etc.

Sassy Lion Thrift Shop
250-746-4495
164 Kenneth St., Duncan
Mon-Fri: 10am-4:30pm & Sat: 10am-2pm

W.I.N.G.S. III
250-746-9906
193 Station St
Mon-Sat: 11am-5pm
  Second Hand Clothing for sale
FREE INTERNET ~ LIBRARY CARDS

Vancouver Island Regional Library
www.virl.bc.ca
Library cards are free and allow you to go online at the library for an hour each day. People should go to the front desk and staff can help figure out the best card for an individual – an address is not needed. Computers and free Wifi are available at all library branches.

Cowichan Library
250-746-7661
2687 James St in Island Savings Centre, Duncan cowichan@virl.bc.ca
Open 7 days a week

Chemainus Library
250-246-9471
2592 Legion St, Chemainus chemainus@virl.bc.ca
Closed on Sundays

Lake Cowichan Library
250-749-3431
68 Renfrew Avenue, Lake Cowichan cowichanlake@virl.bc.ca
Closed on Sundays

Ladysmith Library
250-245 2322
#3 - 740 First Ave, Ladysmith ladysmith@virl.bc.ca
Closed on Sundays

Mill Bay/Shawnigan Lake Library
250-743-5436
#310 - 2720 Mill Bay Rd, Mill Bay southcowichan@virl.bc.ca
Closed on Sundays

TRANSPORTATION

BC Transit – Bus Pass Program
www.sd.gov.bc.ca/programs/bus-pass.html
The BC Bus Pass Program offers a reduced cost, annual bus pass for low income seniors and individuals receiving disability assistance from the Province of British Columbia. Passes are valid in communities serviced by BC Transit or TransLink. The bus pass is provided for an administrative fee of $45 and expires on December 31 of each year.

Cowichan Valley Regional Transit System
250-746-9899
For information on local transit routes: bctransit.com/regions/cow/?p=2.list

Route 66 - Commuter Bus – Duncan to Victoria
transitbc.com/regions/cow/schedules/schedule.cfm?line=66&
Service provided through BC Transit
One way fare effective October 2014 = $8.00 – can pay to driver
For schedule and pick up locations see website.
Greyhound Bus
250-746-4841
Amberleaf Parcel Express and Transportation Services
#8 - 108 Central Rd., Duncan

Handy DART - Oak Transit (bus) program
250-748-1230
volunteercowichan.bc.ca/handyDART.shtml
HandyDART provides an alternative transportation service for persons who have a disability that is sufficiently severe that the person is unable to use conventional transit service without assistance.

City of Duncan – Transit Rebate
250-746-6126
200 Craig Street
www.duncan.ca/pdf/Transit%20Pass%20Rebate%20Application%202014.pdf
100% Transit Rebate for City of Duncan residents. Applications online or in person at Duncan City Hall

Cowichan Seniors Community Foundation – Volunteer Driving Program
250-715-6481
135 Third Street, Duncan
cowichanseniors.ca/?volunteer-driving-program
Supported door-to-door transportation for seniors.

MEDICAL

Fair PharmaCare
www.health.gov.bc.ca/pharmacare/plani/planiindex.html#1
Fair PharmaCare is a program of the BC government to assist low income families to assist in covering costs of some medications and health supplies. Families with lower incomes receive more assistance than families with higher incomes. For information on how to register and answers to other questions, see web address.

Duncan

Beverly Medical Walk-in Clinic
250-597-3390
#201 - 2763 Beverly St, Duncan
Mon-Fri: 9am-6pm
Weekends & Stat holidays: 10am-1pm

Margaret Moss Health Clinic
250-709-3050
675 Canada Ave, Duncan
Dental check-ups:
Mon–Fri: 8:30am-4:30pm
Various health care services for low income individuals and families. Some of which include: HIV counselling and testing, birth control options and counselling.

Ts’ewulhtun Health Centre
250-746-6184
5768 Allenby Road
Mon-Fri: 8:30am-4:30pm
Offers health services for Cowichan Tribes members, including vaccinations, STI clinics, programs for healthy babies, elders programs and transportation to medical appointments
Cowichan Valley Arthritis Society
250-748-2481
Provides information, peer counselling and some recommendation regarding ointments and meds that can ease pain.

Chemainus

Chemainus Health Care Centre
250-737-2040
9909 Esplanade Street
Mon-Sun: 7:30am-10:30pm
For urgent or emergency medical treatment.

Chemainus Medical Clinic
250-246-3261
9892 Esplanade St
Mon-Fri: 8:30am-5:00pm & Sat: 9am-12noon
Same day appointments with Doctor on Call (must call to book):

Lake Cowichan

Lakeside Medical Clinic
250-932-9011
138 S Shore Rd Lake Cowichan
Walk in clinic - Mon & Fri: 10am-4:30pm
Same day appointments with Doctor on Call (must call to book)

DENTAL

Duncan

Margaret Moss Health Clinic
250-709-3050
675 Canada Ave, Duncan
Mon-Fri: 8:30am-4:30pm
Dental check-ups for low income individuals and families.

Ts’ewultun Health Centre
250-746-6184 or 715-3305
5768 Allenby Road
Dental Clinic services for Cowichan Tribes members. Free check-ups for children. Call to book appointments.
Mon-Fri: 8:30am-4:30pm
1st Tue of the month: 4:30pm-7pm
Nanaimo

Nanaimo Community Dental Clinic
250-591-0771
#201 - 489 Wallace St.
Call to find out when clinic is open
Emergency dental care to relieve pain & infection. For anyone with a dental emergency whose income prevents them from going to the dentist. First come/first served with urgent cases first.

Vancouver Island University Dental Clinic
250-740-6240
#900- Fifth Street, Nanaimo, Building 180 – Room 560
Professional care by dental hygiene and dental assistant students at a low cost. Children and adults. Adults require a screening appointment first.

FOOT CARE AND HAIR CARE

Warmland House
250-715-1132
3rd Tue of the month: 10am-2pm
Free foot care.

Ts’ewulhtun Health Centre
250-746-6184
5768 Allenby Road
Free foot care.

Vancouver Island Hair Dressing Program
250-746-3520
Cowichan Trades Centre
5265 Boal Rd., Duncan
Free hair cutting services available when hair dressing classes are running – Sept 2 to Dec 18, 2014; Jan 5-16, 2015. Call for schedule and for appointments.

HARM REDUCTION RESOURCES

Duncan Needle Exchange
250-510-3637
Mobile Clinic
Tue: 4pm-8pm Call for pick-up
Harm Reduction supplies, needle and pipe exchange, safer injection education.
Free and confidential health services.
Other Needle Exchange sites include:
Warmland; Island Health – Alcohol and Drug Counselling Services, 71 Government St.; Mental Health

Margaret Moss Health Clinic
250-709-3050
675 Canada Ave, Duncan
Mon-Fri: 8:30am-4:30pm
Needle and Pipe Exchange. Immunisation Clinic by Appointment for Diphtheria/Tetanus & Hep B. No medical coverage required.
**Alcoholics Anonymous**
To check meeting information times call: 1-866-233-5255 or check the website at: www.bcyukonaa.org/_pub/meetings/districts/district_08.php

Below is a sampling of meeting times and locations.

**Chemainus**
United Church, 9814 Willow St, at Alder
Wed: 7pm

**Cobble Hill**
3141 Cameron-Taggart Rd.
Fri: 8pm

**Crofton**
Seniors Centre (Suite B), 1507 Joan Ave.
Tue: 7:30pm

**Duncan**
201-107 Evans St.
Daily: 12:00pm Tue: 7:30pm; & Sat: 8pm

T'sewulhtun Health Centre
5768 Allenby Rd
Mon: 12pm

United Church, 246 Ingram St.
Thu: 7:30pm

1839 T'zouhalem Rd.
Fri: 8pm

**Mental Health and Substance Use Services - Island Health**
250-709-3040
3088 Gibbins Road, Duncan
www.viha.ca/mhas/locations/cowichan/

**WOMEN'S MEETING**
United Church, 246 Ingram St.
Sat: 10:30am

**Lake Cowichan**
Cowichan and Community Service, 120
Point Ideal Road
Mon: 7:30pm

**Narcotics Anonymous**
250-383-3553

- Awareness Program
  1059a Canada Avenue, Duncan
  Sun: 7:30pm

- Fresh Start
  107 Evans Street, Duncan
  Mon, Wed, Fri: 7:30pm

- Renewed Hope
  71 Government Street, Duncan
  Tue, Thu: 1:00pm

**Ts'ewulhtun Health Centre**
250-746-6184
5768 Allenby Road

Offering Aboriginal Health Services, including: Native Sobriety Group, Men's Support Group, Counselling, Hospital and Community Liaison Support.
**Tilicum LeLum Health Centre**  
250-755-7691  
602 Haliburton St., Nanaimo  
Offering Aboriginal Health Services, including: STD HIV/AIDS testing, substance abuse program, sexual abuse intervention, Aboriginal Recovery and Wellness Program, Hospital and Community Liaison Support.

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**SUPPORT WITH EMPLOYMENT & FORMS**

**Coast Salish Employment and Training Society**  
250-746-0183  
#201-5462 Trans-Canada Hwy. Duncan, www.csets.com  
The purpose of CSETS is to assist the member Nations to gain employment training or attain funding that will allow them to be employable. CSETS offers daycare programs, and adult and youth employment strategies.

**Continuing Education - Adult Education**  
250 746-0277  
756 Castle Place, Duncan  
www.studycowichan.ca  
Mon-Thu: 9am–3pm; Fri: 9am-12noon  
Offer a variety of programs designed to meet the needs of adult learners in the Cowichan Valley. Whether it is a path to graduation, general academic upgrading, specific skill training, or prerequisites for post-secondary education, they can help. Offer instruction in both structured class settings as well as self-paced.

**Global Vocational Services**  
250-748-9880  
#301-80 Station St., Duncan  
Provides information on employment services including: services for people with disabilities and immigrants, resume writing, cover letter writing, job search advice, employment counselling, computer access for job search and career transition support/advice. Global also works with the wage subsidy program, the self-employment programs and can provided information on training opportunities for eligible clients.

**Disability Benefits**  
250-746-6043  
246 Ingram St. Duncan United Church  
Bonnie Thompson - Can help fill out and send in forms for disability benefits.

**Literacy Now**  
250 597-1776  
# 213 - 80 Station St., Duncan  
Support for individuals to fill out forms, letter writing, support in filing out impact statements, and financial literacy support. Information on how to open a bank account.

**Help with Income Tax**

**Duncan United Church**  
250-746-5577  
246 Ingram St., Duncan  
Weekdays: 7:30am-8:30am  
Pat Hancock – willing to provide year-round assistance with Income Tax Returns.

**Salvation Army Family Services**  
250-746-8669  
280 Trans Canada Highway, Duncan  
Free income tax services for those in need.
COUNSELLING AND SUPPORT

Alcohol and Drug Counselling Services – Island Health
250-737-2007
71 Government St., Duncan
Outpatient alcohol and drug counseling services. Provides screening, assessment, referrals, individual and group treatment, education, hospital assessment and referral, alcohol and drug counselling.

Al-Anon Family Group
Duncan United Church, 246 Ingram St.
Mon: 12 noon-1pm; Wed: 7:30pm-9pm

Adult Community Support Services – Island Health
250-709-3040
3088 Gibbins Road, Duncan
Coordinates care of people with serious and persistent mental illness, including those with concurrent chemical use/dependency. Individuals are supported in accessing medical and psychiatric services and in all life-role functions. Limited to those 19+.

Community Options Society
250-748-0232
554 Trunk Rd., Duncan
Provides free counselling to youth 13 - 19 and young parents in the Cowichan Valley. Services for youth and their families to talk, to deal with overwhelming emotions, to learn new skills and to facilitate change.

Cowichan Lake Community Services
250-748-6822
#121 – Point Ideal Rd., Lake Cowichan
www.comserv.org/index.html
Provide a variety of education, prevention, recreation, counselling and support groups. Works with other service agencies in an integrated approach.

Cowichan Intercultural Society
250-748-3112
#205 – 394 Duncan St. Duncan
cis-iwc.org
CIS is a leading community resource for immigrant settlement services and for education and awareness in developing a welcoming, inclusive community. Provides a range of services including: Immigrant settlement services, classes in English as a Second Language, youth programs, employment aid and community outreach.

Cowichan Family Life Association
250-748-8281
#28 -127 Ingram St.
www.cowichanfamilylife.org/default.htm
Provides affordable peer counselling services and community groups, early learning and literacy for kids 0-5 and their families, and programs to support school aged children in their social and emotional development and well-being. Provides workshops on healing anger, self-esteem and more.

Cowichan Women Against Violence Society
250-748-7000
#103 - 255 Ingram Street, Duncan
Provides a range of programs addressing interpersonal violence including violence in relationships and sexualized abuse and assault.
Safer Futures
saferfutures.org/publications/
On-line resources include: safer community fact sheets, Women and Community Safety Manual, Cowichan Region Safe Needle Toolkit.

West Coast Men’s Resource Society
250-597-2801 or Toll Free 855-636-9675
80 Station Street - Suite 213, Duncan
www.westcoastmen.org/
Offer counselling, support, and referrals to men in the emotional, psychological, intellectual, and spiritual dimensions of their lives. Offer tools and strategies for the fostering healthy relationships with partners, families, and community. Support men in learning to communicate; help men with family court/divorce, separation, custody and access issues; support adolescent males ages 12-17 to have a strong sense of self; promote community awareness regarding men’s issues and advocate on men's behalf.

Credit Canada
1-800-267-2272
creditcanada.com
Mon-Fri: 8am-6pm; Sat: 8:30am-4:30pm
A non-profit charity offering free financial counselling services to help manage debt and help people improve their credit rating.

Credit Counselling Society of BC
1-888-527-8999
www.nomoredebts.org/canada/bc/credit-counselling.html
A non-profit, consumer and debt counselling society. Provides confidential assistance in resolving debt problems and wise use of credit. Counselling is free.

LEGAL SUPPORT AND ADVOCACY

Legal Service Society of BC
1-866-577-2525
www.lss.bc.ca
Online free publication for people in BC who receive or are applying for income assistance. Provides a useful overview of welfare rights and responsibilities for advocates and others helping people to navigate the welfare system.

Family Law in British Columbia
www.familylaw.lss.bc.ca/resources/fact_sheets
Provides fact sheets on child protection, Aboriginal child protection, abuse and family violence and various matters around family law.

Duncan Family Justice Centre
250-741-5447
Provides free legal service on family related matters. Make an appointment by calling the Nanaimo Family Justice office at the above number. After a phone interview, appointments are arranged with a lawyer who can meet with clients in Duncan.
Mid-Island Legal Aid
250-753-4396
210 Milton Street
Helps people with low income resolve their legal problems and facilitate access to justice.

Aboriginal Community Legal Worker
Donna Moon at: donna.moon@lss.bc.ca

Salvation Army Family Services
250-746-8669
280 Trans Canada Highway, Duncan
Can assist with arranging pro-bono legal services. Mostly family law but can address other issues as well.

Cowichan Valley Regional RCMP Victim Services
250-746-2160
cowichanvictimserices.ca
Mon-Fri: 8:30am-4:30pm
Victims Services is a police-based program that provides free and confidential support services to victims and witnesses of crime and traumatic events. Their goal is to empower victims and their families throughout their participation in the criminal justice system. They provide emotional and practical support services to clients in the North Cowichan/Duncan, Lake Cowichan, and Shawnigan Lake RCMP detachment areas.

North Cowichan/Duncan RCMP Victim Services
250-746-2160 or 250 746-2151
6060 Canada Avenue

Lake Cowichan RCMP Victim Services
250 749-6668 or 250 746-2160
70 Stanley Road

Shawnigan Lake RCMP Victim Services
250 743-5514 or 250 746-2160
2780 Shawnigan Lake Road

YOUTH

Cowichan Valley Regional District (Youth Outreach)
250-746-0417
2653 James St, Duncan, BC
www.cvr.d.bc.ca/index.aspx?NID=329
Provides info on recreation programs and free youth outreach services that are accessible to the public. Offers safe, supervised environments; provides resource information, and supports existing community organizations. Some programs that are available through the youth outreach program include: Youth Corner, Teen Cooking, Girl Sport and Movie Nights.

Youth Corner Drop-In Centre
Weekdays: 2:30-5:30 pm
Provides a safe space for kids to be in after school hours: pool table, video games, movies.

Cowichan Green Community
250-748-8506
360 Duncan St.
Has a variety of programs and workshops to help youth learn to grow food. See:
Kin Park Youth Urban Farm:
cowichangreencommunity.org/community-action/kinpark-youth-urban-farm/
Community Options Society
250-748-0232
554 Trunk Rd., Duncan
coscowichan.ca
Provides free counselling to youth and families in the Cowichan Valley. Some of the programs that are available include: youth counselling, family counselling, Gay Straight Alliance (GSA) group, Life Skills to Employment Program (for 15 to 30 year olds), parenting groups and other youth interest groups.

Cowichan Intercultural Society – Youth Programs
250-748-3112
cis-iwc.org/youth/
CIS has several programs for youth including a school engagement program, the Multicultural Youth Leadership Group, and Compassionate Leaders. The Multicultural Youth Leadership Group is a drop-in program where youth engage in topics important to them and provide helpful services back to the community. Meets on Thursday afternoons at Duncan United Church from 3pm-5:30pm.

Safer Futures
saferfutures.org/our-work/building-safer-communities-for-youth/
Youth program - Building Safer Communities for Youth - provides a summary of insights from youth dialogues around safety issues in the community and information on a program on fostering safety for young women and girls at the neighbourhood level.

Cowichan Neighbourhood House – Chemainus
250-246-3203
9796 Willow St.
Youth drop-in center – Mon-Fri: 3-5pm
Hosts youth night – Fri and Sat.
Offers various workshops for youth from Hip Hop and Baking to Teen Depressions and Suicide Prevention.

Inclusive Leadership Co-operative
250-746-6141
inclusiveleadershipco-op.org/
Provides workshops and training that is intergenerational but with a strong focus on mentoring youth leadership and creating inclusive community. Programs bring people together from diverse backgrounds to nurture and mentor inclusive leadership. Draws on principles of compassionate communication and many tools for building relations and for conflict resolution.

Friendship Lelum Aboriginal Youth Safe House
250-753-8266
Nanaimo
www.tillicumlelum.ca/programs/p16-friendship.html
Short-term emergency housing for at-risk youth. Provides short-term shelter for youth who are experiencing stressful experiences and have been identified as “at-risk”. Ages 12-18.
U-Fix It BikeWorks and ArtWorks
250-746-5512
51 Trunk Rd, Duncan
cowichanvalley.cmha.bc.ca/how-we-can-help/housing-income
Tue-Fri: 2:30pm-5:30pm; Sat: 12-4pm
Sponsored by Canadian Mental Health this is a youth outreach and drop in center open to all youth.
BikeWorks
Provides opportunities to learn about bike repairs and ongoing maintenance plus through sweat equity, youth can earn credit for their own set of wheels.
ArtWorks
Youth have the opportunity to participate in a variety of group and individual arts and craft projects.

Kwan Kwum Tthun Shqwaluwun – Youth Centre
250-746-0607
5526 River Road, Duncan, B.C.
www.cowichantribes.com/member-services/health/youth-services/
Tue-Sat: 3pm-8pm
Provides a safe and positive environment for Cowichan Tribes youth to hang out, have fun and learn.

Ts'ewulhtun Health Centre - Youth and Counselling Programs
250-746-6184
5768 Allenby Road
www.cowichantribes.com/member-services/health/counselling/
Youths counselling services, programs in suicide prevention, and Canoe Journey Life Journey – a semi-annual youth life skills program; and other relevant programs and services for youth.

Growing Together Child and Parent Society
250-748-9754
490 Cairnsmore, Duncan
Young Parent Program. Providing quality child care for infants to 3 years and mentorship for young parents returning to school to finish their basic education. Some community spaces may be available as well as special needs support with funding/referral from supported child development.

RECREATION GENERAL

Island Savings Centre
250-748-7529
2687 James St, Duncan
Mon-Fri: 6am-9:30pm; Sat: 7:30am-9:30pm; Sun: 11am-6pm
Closed on statuary holidays
Offers a Low Income Access Program for residents of the Cowichan Valley Regional District. Proof of residence and income or waiver from the Ministry for Children & Family Development or Ministry of Social Development or Community Living BC/ or Cowichan Tribes Social Development Department required.
BYLAWS

City of Duncan – Bylaw Enforcement
250-746-6126

District of North Cowichan – Bylaw Enforcement
250-746-2620

North Cowichan Parks Regulation Bylaw:
No person may camp, tent, or otherwise make overnight accommodation with or without equipment or vehicles, or remain between the hours of 10:00pm and 5:00am within a municipal park, beach, or access area.
Call 250-746-3100 to inquire about belongings that have been removed or to ask other bylaw questions.
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<td>Harvest House Food Bank</td>
<td>250-246-3455</td>
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<tr>
<td>Haven House</td>
<td>250-756-2452</td>
<td>8</td>
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<tr>
<td>Hiyi’yu Lelum - House of Friendship</td>
<td>250-748-2242</td>
<td>10, 13, 14, 15, 16</td>
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<td>Hope Farm</td>
<td>250-748-4479</td>
<td>12</td>
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<tr>
<td>Hospital Auxiliaries Thrift Store</td>
<td>250-597-1428</td>
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<tr>
<td>Housing Adaptations for Independence</td>
<td>1-800-668-2642</td>
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</tbody>
</table>

### Inclusive Leadership Co-operative
Phone: 250-746-6141

### Island Health - Mental Health and Substance Use Services
Phone: 250-709-3040

### Island Savings Centre
Phone: 250-754-1266

### John Howard Society- Transitional Housing
Phone: 250-748-4135

### Kiwanis Village
Phone: 250-746-0607

### Kwan Kwum Tthun Shqwaluwun – Youth Centre
Phone: 250-245-3079

### Ladysmith Area Food Bank
Phone: 250-245-3079

### Ladysmith Library
Phone: 250-749-6822

### Lake Cowichan Food Bank
Phone: 250-749-3431

### Lake Cowichan Library
Phone: 250-932-3011

### Lakeside Medical Clinic
Phone: 1-866-577-2525

### Legal Service Society of BC
Phone: 250-746-0607

### Meals on the Ground
Phone: 250-710-0351

### Mental Health and Addiction Services – Island Health
Phone: 250-737-2007

### Mental Health and Substance Use Services - Island Health
Phone: 250-709-3040

### Mid-Island Legal Aid
Phone: 250-753-5396

### Mill Bay Medical Centre
Phone: 250-743-3211

### Mill Bay/Shawnigan Lake Library
Phone: 250-743-5436

### Ministry of Social Development
Phone: 1-800-866-8000

### Nanaimo Association for Community Living – Residential Program
250-741-0224 ext 29  
Nanaimo Community Dental Clinic  
250-591-0771  
Nanaimo Youth Services Association  
250-753-3212  
Narcotics Anonymous  
250-383-3553  
New Hope Centre  
250-714-1142  
New Soup Kitchen  
250-746-3100  
North Cowichan Parks Regulation Bylaw  
Open Table Community Dinner  
250-245-5512  
Providence Farm  
250-746-4204  
RCMP Victim Services  
250-746-2160  
Residential Tenancy Branch  
250-387-1602  
Safer Futures  
250-746-8669  
Salvation Army Family Services  
250-746-8669  
Salvation Army Thrift Store  
250-746-8669  
Samaritan House  
250-753-1474  
Sassy Lion Thrift Shop  
250-746-4495  
Sassy Lion Thrift Store  
250-746-4495  
Seabreeze Laundry  
250-748-3021  
Service BC  
250-746-1400  
Sharon Apartments  
250-746-7742  
Shelter Aid for Elderly Renters (SAFER)  
1-800-257-7756  
Somenos House  
250-748-8544  
Sunridge Place  
250-748-8048  
Tenants' Resource and Advisory Center  
1-800-665-1185  
Tillicum LeLum Health Centre  
250-755-7691  
Train Station – Charles Hoey Park  
Ts'eulhtun Health Centre  
250-746-6184  
U-Fix It BikeWorks and ArtWorks  
250-746-5512  
Vancouver Island Hair Dressing Program  
250-746-3520  
Vancouver Island Regional Library  
Vancouver Island University Dental Clinic  
250-740-6240  
W.I.N.G.S. III  
250-746-9906  
Warmland House  
250-715-1132  
West Coast Men's Resource Society  
1-855-636-9675