

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

The Awareness and Advocacy Committee, a sub-committee of RAHD, has been actively overseeing and providing input into this Guide. We wish to thank:

Linda Evans – Duncan United Church
Colleen Fuller – Cowichan Valley Food Basket
Rhoda Taylor – Island Health
Monica Finn – Vancouver Island Regional Library – Cowichan Branch
Sandra Costin – Concerned citizen
Barbara Sobon – Concerned citizen
Brian Crawford – Concerned citizen
Ann Matheson – formerly with VIERS, and
Joy Emmanuel, Regional Affordable Housing Coordinator

We would also like to extend special thanks to Angela McDiarmid, a 4th year student at Vancouver Island University for her work in gathering various resources and complying early drafts of this guide. We appreciate the ongoing support of Vancouver Island University anthropology professor Helene Demers. We are also grateful to Vancouver Island University Anthropology Department for providing us with a student intern.

Thanks to Kathleen Sheppard, Social Planning Cowichan, for assistance with layout.

Special thanks to:



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

Published: October 2014.

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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.jhsnr.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.nanaimoacl.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

Individuals 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-gear-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.

BC Ombudsperson

250-387-5855 or 1-800-665-1185

www.ombudsman.bc.ca

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

www.cmhc-schl.gc.ca/en/co/acho/index.cfm

Factsheets and guides on ways homes can be adapted to meet needs of residents

Canada Mortgage and Housing – Mould Prevention and Remediation Information

www.cmhc-schl.gc.ca/en/co/grho/moairpre/moairpre_002.cfm

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/community-action/kinpark-youth-urban-farm/
Kin Park Urban Family Farm Drop in

Program:

Fruitsave Program:

www.cowichangreencommunity.org/community-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

Warmland House

250-715-1132
7:30am-5:30pm
Washroom/Shower/Free Phone for local
calls

Cowichan Valley Basket Society

250-746-1566
10am-6pm
Washroom/Free Phone

Hiiye'yu Lelum - House of Friendship

250-748-2242
Mon, Wed, Fri: 6am-8:45am
As part of the Breakfast Club services –
Laundry and showers are available

Island Savings Centre

2687 James St
Washrooms - 6:30am-10pm

Train Station – Charles Hoey Park

Public washrooms – open daily

LAUNDRY

Hiiye'yu Lelum - House of Friendship

250-748-2242

#106 – 5462 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).

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.

Nanaimo Regional Office

250-739-6600

108 Richards St, Nanaimo

This office serves Saltair and Ladysmith.

Employment and Income Assistance programs.

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.

Service BC

250-746-1400

5785 Duncan Street

Mon-Fri: 8:30am-4:30pm

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)

Ladysmith

Community Health Centre

250-739-5777

#1111-4th Ave, Ladysmith

Mon-Sun: 7:30am-10:30pm

For urgent or emergency treatment, plus a range of other health services, such as: therapeutic treatments, diabetes education, nutrition counseling and more.

Family Practice Clinic

250-739-5784

#1111-4th Ave, Ladysmith

Primary Health Care services.

Mill Bay/Shawnigan Lake

Mill Bay Medical Centre

250-743-3211

#230-2720 Mill Bay Rd.

Mon-Fri: 8:30am-5pm

Sat & Stat Holidays: Bookings taken at 9am; appointments from 10am-12noon and 1pm to 3pm

Same day appointment with Doctor on Call. 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_o8.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

Ts'ewulhtun Health Centre
5768 Allenby Rd
Mon: 12pm

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

1839 T'zouhalem Rd.
Fri: 8pm

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

Mental Health and Substance Use Services - Island Health

250-709-3040
3088 Gibbins Road, Duncan
www.viha.ca/mhas/locations/cowichan/
Services for adults throughout the
Cowichan. Services cover crisis
intervention, acute, long-term and on-
going needs.

Mental Health and Addiction Services – Island Health

250-737-2007
71 Government Street
viha.ca/mhas/locations/cowichan/addiction.htm
Mon-Fri: 8:30am-4:30pm
Provides out-patient alcohol and drug
services for people whose lives have been
negatively affected by substance use.

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.

Tillicum 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.

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.

for job search and career transition support/advice. Global also works with the wage subsidy program, the self-employment programs and can provide information on training opportunities for eligible clients.

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.

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.

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

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 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.

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.

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 Justice Information and Support

www.justicebc.ca/en/fam/

Information on Family Crisis, Lawyer Referral Services, Victim Services and Legal Services Society

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

cowichanvictimservices.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.cvrld.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 statutory 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.

DIRECTORY

Abbeyfield House 250-748-1352	12	Community Health Centre 250-739-5777	20
Aboriginal Community Legal Worker	26	Community Options Society 250-748-0232	24, 27
Adult Community Support Services – Island Health 250-709-3040	24	Continuing Education - Adult Education 250-746-0277	23
AI-Anon Family Group	24	Cowichan Community Kitchens 250-748-2242 Ext 134	14
Alcohol and Drug Counselling Services – Island Health 250-737-2007	24	Cowichan Family Life Association 250-748-8281	24
Alcoholics Anonymous	22	Cowichan Family Life Thrift Store 250-597-1117	17
BC Housing Registry 1-800-257-7756	10	Cowichan Green Community 250-748-8506	14, 26
BC Housing Rental Assistance 1-800-257-7756	10	Cowichan Intercultural Society 250-748-3112	24, 27
BC Housing Subsidy 1-800-257-7756	10	Cowichan Lake Community Services 250-748-6822	15, 24
BC Ombudsperson 1-800-665-1185	11	Cowichan Library 250-746-7661	18
BC Transit	18	Cowichan Neighbourhood House – Chemainus 250-246-3203	27
Bethel Baptist Church 250-746-7432	13, 17	Cowichan Seniors Community Foundation 250-715-6481	19
Better at Home 250-748-1312	11	Cowichan Tribes – Sustainable Housing Department 250-715-3302	11
Beverly Medical Walk-in Clinic 250-597-3390	19	Cowichan Valley Arthritis Society 250-748-2481	20
Canada Mortgage and Housing	11	Cowichan Valley Basket Society 250-746-1566	13, 14, 15
Canadian Mental Health Association 250-715-1132	9, 10	Cowichan Valley Regional District (Youth Outreach) 250-746-0417	26
Caulfield House 250-746-5521 or 250-715-1132	9	Cowichan Valley Regional Transit System 250-746-9899	18
Chemainus Health Care Centre 250-737-2040	20	Cowichan Women Against Violence 250-748-7000	10, 24
Chemainus Library 250-346-9471	18	Credit Canada 1-800-267-2272	25
Chemainus Medical Clinic 250-246-3261	20	Credit Counselling Society of BC 1-888-527-8999	25
City of Duncan 250-746-6126	19, 29	Crescent House 250-716-3402	8
City of Duncan – Bylaw Enforcement 250-746-6126	29	CVRD - Emergency Preparedness Services	
CMS Food Bank Society 250-743-5242	15		
Coast Salish Employment and Training Society 250-746-0183	23		

250-746-2561	16	Inclusive Leadership Co-operative	
Disability Benefits		250-746-6141	27
250-746-6043	23	Island Health - Mental Health and Substance Use Services	
District of North Cowichan – Bylaw Enforcement		250-709-3040	12
250-746-2620	29	Island Savings Centre	15, 28
Duncan Christian Reformed Church		John Howard Society- Transitional Housing	
250-748-2122	13	250-754-1266	9
Duncan Family Justice Centre		Kiwanis Village	
250-741-5447	25	250-748-4135	12
Duncan Manor		Kwan Kwum Tthun Shqwaluwun – Youth Centre	
250-748-0521	12	250-746-0607	28
Duncan Needle Exchange		Ladysmith Area Food Bank	
250-510-3637	21	250-245-3079	15
Duncan United Church		Ladysmith Library	
250-746-6043	2, 10, 13, 17, 23, 24, 27	250-245-2322	18
Fair PharmaCare	16, 19	Lake Cowichan Food Bank	
Family Justice Information and Support	25	250-749-6822	15
Family Law in British Columbia	25	Lake Cowichan Library	
Family Practice Clinic		250-749-3431	18
250-739-5784	20	Lakeside Medical Clinic	
Friendship Lelum Aboriginal Youth Safe House		250-932-3011	20
250-753-8266	8, 27	Legal Service Society of BC	
Global Vocational Services		1-866-577-2525	25
250-748-9880	23	Literacy Now	
Good Food Box		250-597-1776	23
250-746-5521	14	M'akola Housing	
Good Neighbours Thrift Store		250-384-1423	12
250-748-1613	17	Margaret Moss Health Clinic	
Greyhound Bus		250-709-3050	19, 20, 21
250-746-4841	19	Meals on the Ground	
Growing Together Child and Parent Society		250-710-0351	13
250-748-9754	28	Mental Health and Addiction Services – Island Health	
Habitat Restore		250-737-2007	22
250-758-8743	11	Mental Health and Substance Use Services - Island Health	
Handy Dart		250-709-3040	22
250-748-1230	19	Mid-Island Legal Aid	
Harvest House Food Bank		250-753-5396	26
250-246-3455	15	Mill Bay Medical Centre	
Haven House		250-743-3211	20
250-756-2452	8	Mill Bay/Shawnigan Lake Library	
Hiiye'yu Lelum - House of Friendship		250-743-5436	18
250-748-2242	10, 13, 14, 15, 16	Ministry of Social Development	
Hope Farm		1-800-866-0800	16, 28
250-748-4479	12	Nanaimo Association for Community Living – Residential Program	
Hospital Auxiliaries Thrift Store			
250-597-1428	17		
Housing Adaptations for Independence			
1-800-668-2642	12		

250-741-0224 ext 29	9	250-748-3021	16
Nanaimo Community Dental Clinic		Service BC	
250-591-0771	21	250-746-1400	16
Nanaimo Youth Services Association		Sharon Apartments	
250-753-3212	9	250-746-7742	12
Narcotics Anonymous		Shelter Aid for Elderly Renters (SAFER)	
250-383-3553	22	1-800-257-7756	12
New Hope Centre		Somenos House	
250-714-1142	8, 9	250-748-8544	8
New Soup Kitchen	13	Sunridge Place	
North Cowichan Parks Regulation Bylaw		250-748-8048	12
250-746-3100	29	Tenants' Resource and Advisory Center	
Open Table Community Dinner		1-800-665-1185	11
250-245-5512	13	Tillicum LeLum Health Centre	
Providence Farm		250-755-7691	23
250-746-4204	17	Train Station – Charles Hoey Park	15
RCMP Victim Services		Ts'ewulhtun Health Centre	
250-746-2160	26	250-746-6184	14, 19, 21, 22, 28
Residential Tenancy Branch		U-Fix It BikeWorks and ArtWorks	
250-387-1602	11	250-746-5512	28
Safer Futures	25, 27	Vancouver Island Hair Dressing Program	
Salvation Army Family Services		250-746-3520	21
250-746-8669	14, 23, 26	Vancouver Island Regional Library	2, 18
Salvation Army Thrift Store		Vancouver Island University Dental Clinic	
250-746-8669	17	250-740-6240	21
Samaritan House		W.I.N.G.S. III	
250-753-1474	8	250-746-9906	17
Sassy Lion Thrift Shop		Warmland House	
250-746-4495	17	250-715-1132	8, 9, 10, 13, 15, 17
Sassy Lion Thrift Store		West Coast Men's Resource Society	
250-746-4495	14	1-855-636-9675	25
Seabreeze Laundry			