

# SURVIVING IN NANAIMO

*A GUIDE TO LOCAL RESOURCES*



# What's in here...

This guide has information and contacts for low-cost and free resources available for individuals living in Nanaimo. Use it to find shelter, clothing, water, food, medical clinics, counselling services and more. Where resources may not be available in Nanaimo call 2-1-1 for help, 24 hours a day, 7 days a week (text services available from 8 am - 11 pm).

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Can't find the service you're looking for? Hit the link here

The materials presented in this guide are for informational purposes only and do not represent endorsement of any agency or service. If you have any questions about the Surviving in Nanaimo Guide or wish to provide updates please contact [socialplanning@nanaimo.ca](mailto:socialplanning@nanaimo.ca)



## Emergency



## Crisis lines

IN AN EMERGENCY CALL  
911

### 1800SUICIDE

Phone 1-800-784-2433

Hours 24/7

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

### BC211

Phone 211

Hours 24/7

Services Navigators are available 24/7 and can access an interpreter in over 150 languages to help facilitate inquiries.

Email [W@bc211.ca](mailto:W@bc211.ca)



Website [www.bc211.ca](http://www.bc211.ca)

### CIRCLE OF CARE: KUU-US FIRST NATIONS AND ABORIGINAL CRISIS LINE SUPPORT

Phone 24 hour crisis line: 1-800-588-8717

Services Help comes in various forms, from a listening, supportive ear, with an opportunity to problem solve, through to a risk assessment to determine the level of help that is needed or the opportunity to have a worker or band member sit with the individual in person if that is wanted.


Website [www.fnha.ca](http://www.fnha.ca)

Social  

### HAVEN SOCIETY TRANSITION HOUSE - CRISIS LINE

Phone 1-888-756-0616 or 250-756-0616

Hours 24/7

Social  

### MENTAL HEALTH SUPPORT

Phone 250-310-6789

Hours 24/7

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

Website [www.heretohelp.bc.ca](http://www.heretohelp.bc.ca)


Social 


### VANCOUVER ISLAND CRISIS SOCIETY - CRISIS LINE

Phone 1-888-494-3888

Text 1-250-800-3806

Hours 24/7

Social 

 Shelters

### CEDAR WOMAN HOUSE

Phone 250-591-5580 or 250-268-4922  
Hours 24/7  
Services Cedar Woman has 10 beds and offers 24/7 staffed, safe transition housing for women and their dependent children who have experienced or who are at risk of violence, on a short term basis. Cedar Woman House is designed around Indigenous values, and programming. Services are available to women and children of any cultural background.  
Email [cwh@xpey.ca](mailto:cwh@xpey.ca)  
Website [www.cedarwomanhouse.org](http://www.cedarwomanhouse.org)

### HAVEN SOCIETY TRANSITION HOUSE

Phone 250-756-2452  
Hours 24/7  
Services The Transition House provides temporary shelter and support for women and children who have experienced violence and are seeking safety. The House and the Crisis Line are available 24/7. Services include individual and group support and referral to community resources. All programs and services are confidential and available at no cost.  
Email [haven@havensociety.com](mailto:haven@havensociety.com)  
Website [www.viccrisis.ca](http://www.viccrisis.ca)  
Social 

### FRIENDSHIP LELUM YOUTH SAFE HOUSE


Phone 250-753-8266  
Services Friendship Lelum provides 24/7 short-term shelter for youth aged 12 - 18 years who are experiencing stressful experiences and have been identified as "at-risk". Their staff work to promote a safe, secure, stable and nurturing environment for the youth who stay. They provide counselling, advocacy, referrals and support.  
Website [www.tillicumlelum.ca](http://www.tillicumlelum.ca)

### ISLAND CRISIS CARE SOCIETY SAMARITAN PLACE



Phone 250-753-1474  
Address [702 Nicol Street](#)  
Hours 24/7  
Services Shelter space available for 14 women, plus an additional 5 overflow spaces in extreme weather conditions. Residents will have wraparound support services including meals, laundry services and access to mental health and wellness.  
Bus Route #7, #70, #78  
Social  

### ST. PETER'S COLD WEATHER SHELTER

Phone 1-778-269-3212  
Address [301 Machleary Street](#)  
Hours 7 days a week 8 pm - 7:30 am  
Services Has 34 shelter beds for men and women. Shelter services are provided November - March 31. Guests are asked to enter from the back laneway.  
Bus Route #25, #40

 Shelters

### THE SALVATION ARMY NEW HOPE CENTRE

Phone 250-714-1142  
Address [19 Nicol Street](#)  
Hours 24/7  
Services New Hope Centre offers 35 beds for emergency shelter (first come first serve basis) and 10 beds for transitional housing. Three meals, showers, laundry, and support services are available to residents. Meals: Breakfast and Dinner meals are distributed through community partners at various locations.  
Website [www.salvationist.ca](http://www.salvationist.ca)  
Bus Route #1, #5, #6, #7, #20, #20A, #25, #30, #40, #50, #70  
Social  

### TILLICUM LELUM ABORIGINAL FRIENDSHIP CENTRE - ABORIGINAL YOUTH SAFE HOUSE

Phone 250-753-8266  
Services Friendship Lelum provides short-term shelter for youth aged 12 - 18 years who are experiencing stressful experiences and have been identified as "at-risk". Our staff works to promote a safe, secure, stable and nurturing environment for the youth who stay with us. We provide counselling, advocacy, referrals and support.  
Website [www.tillicumlelum.ca](http://www.tillicumlelum.ca)

### UNITARIAN SHELTER

Phone 250-754-3720  
Address [595 Townsite Road](#)  
Hours 7 days a week 5 pm - 7:30 am  
Services Has 27 emergency shelter beds for men and women. To check bed availability, please call 250-754-3720 or arrive after 5 pm. You can email [shelter@ufon.ca](mailto:shelter@ufon.ca)  
Website [www.ufon.ca](http://www.ufon.ca)  
Email [shelteroutreach@ufon.ca](mailto:shelteroutreach@ufon.ca)  
Bus Route #1  
Social 



**Check out what the City is doing to address homelessness.**

 Clothing

### FRIENDS OF HAVEN THRIFT SHOP

Phone 250-754-3687  
Address [451 Albert Street](#)  
Hours Tuesday - Saturday 9:30 am - 5 pm  
Services Clothing and accessories for your whole family.  
Website [www.friendsofhaven.ca](http://www.friendsofhaven.ca)  
Email [info@friendsofhaven.ca](mailto:info@friendsofhaven.ca)  
Bus Route #5, #6  
Social 

### NANAIMO HOSPICE SHOPPE

Phone 250-585-0885  
Address [35 - 1925 Bowen Road](#)  
Hours Tues - Sat 9:30 am - 4:30 pm  
Services Gently used clothing and jewelry.  
Website [www.nanaimohospice.com](http://www.nanaimohospice.com)  
Email [shop2@nanaimohospice.com](mailto:shop2@nanaimohospice.com)  
Bus Route #30

### ST. ANDREW'S THRIFT STORE

Phone 250-753-1924  
Address [315 Fitzwilliam Street](#)  
Hours Monday, Wednesday & Friday 9:30 am - 3 pm  
Services Gently used women's, men's and children's clothes.  
Website [www.standrewsunitednanaimo.com](http://www.standrewsunitednanaimo.com)  
Email [office.stauc@shaw.ca](mailto:office.stauc@shaw.ca)  
Bus Route #25, #40  
Social 

### ST. PAUL'S ANGLICAN CHURCH

Phone 250-753-2523  
Address [100 Chapel Street](#)  
Hours Monday - Friday 9:30 am - 12:30 pm  
Services Limited emergency assistance with clothing.  
Website [www.stpaulsnanaimo.ca](http://www.stpaulsnanaimo.ca)  
Email [admin@stpaulsnanaimo.ca](mailto:admin@stpaulsnanaimo.ca)  
Bus Route #1, #5, #6, #7, #20, #20A, #25, #30, #40, #50, #70  
Social 

### THE SALVATION ARMY THRIFT STORE

Phone 250-754-9340  
Address [1613 Bowen Road](#)  
Hours Tuesday - Saturday 10 am - 5 pm  
Services Quality clothing at an affordable price for varied incomes.  
Website [www.nanaimosa.ca](http://www.nanaimosa.ca)  
Email [CCNanaimo.GivingHope@salvationarmy.ca](mailto:CCNanaimo.GivingHope@salvationarmy.ca)  
Bus Route #30, #40

### THE SALVATION ARMY THRIFT STORE

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



 Food

### 7-10 CLUB SOCIETY

Phone 250-797-0531  
 Hours Monday - Saturday  
 Services Bagged lunches delivered to the shower program at Caledonia around 7:45 am as well as through outreach in the Downtown area.

### DOWNTOWN HOPE

Phone 250-734-1862  
 Address [St. Andrews Church, 315 Fitzwilliam Street](#)  
 Services Every Saturday dinner is offered from 4:30 - 7:30pm, seating capacity up to 40 people at a time.  
 Email [office.stauc@shaw.ca](mailto:office.stauc@shaw.ca)  
 Bus Route #25, #40  
 Social 

### MEALS ON WHEELS



Phone 250-753-1300  
 Hours 9:00 to noon Monday to Friday  
 Address [1233 Kiwanis Crescent](#)  
 Services Delivers hot meals to people's homes for a small fee. Must be referred by another person.  
 Website [www.kiwanisvillage.ca](http://www.kiwanisvillage.ca)  
 Email [mownanaimo@shaw.ca](mailto:mownanaimo@shaw.ca)  
 Bus Route #30  
 Social 



### HOW TO ACCESS FOOD BANKS

Visit any of the Food Bank locations with a piece of government issued ID for each person in your group or household. The person picking up food for the household must present Government Issued ID each time they pick up. Every 6 months you will be asked to register again. This is to make sure they have current information for all people in your group or household.

### LOAVES & FISHES COMMUNITY FOOD BANKS

Phone 250-754-8347  
 Services Food is provided, free of charge, directly to people through food bank depots. ID for everyone in the household and recent piece of official mail required for registration. Regular hampers picked up bi-weekly. Food 4U Hampers every Monday, Wednesday, Thursday, Friday & Saturday.  
 Website [www.viloavesandfishes.org](http://www.viloavesandfishes.org)  
 Social    
 Address

<a href="#">1009 Farquhar Street</a>	Bus Route #7
<a href="#">2020 Estevan Road</a>	#1, #20, #25
<a href="#">1300 Princess Avenue</a>	#1
<a href="#">6553 Portsmouth Road</a>	#11, #15, #15A, #20, #20A, #25, #30, #40, #50, #90
<a href="#">1609 Meredith Road</a>	#30
<a href="#">505 Eighth Street</a>	#6, #8
<a href="#">4235 Departure Bay</a>	#1, #20, #20A, #25, #30, #40, #50
<a href="#">394 Shepherd Ave</a>	#6, #8, #25, #40
<a href="#">4951 Rutherford Road</a>	#40

 Food

### NANAIMO COMMUNITY KITCHENS SOCIETY

Phone 250-753-7470

Address [271 Pine Street](#)

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

Website [www.nanaimocommunitykitchens.org](http://www.nanaimocommunitykitchens.org)

Email [nanaimocommunitykitchens@gmail.com](mailto:nanaimocommunitykitchens@gmail.com)

Bus Route #5, #25, #40

Social 

### NANAIMO FOODSHARE SOCIETY

Phone 250-753-9393

Hours Monday - Friday, 10 am - 2 pm (Drop in)

Address [271 Pine Street](#)

Services Provides referrals to food resources including food banks and community kitchens. Provides a variety of food related programs including fruit gleaning, Good Food Box, Employment programs, School and Summer, Food Provision, Farmer's Market Coupon program, Cooking and food growing programs for kids and adults.

Website [www.nanaimofoodshare.ca](http://www.nanaimofoodshare.ca)

Email [info@nanaimofoodshare.ca](mailto:info@nanaimofoodshare.ca)

Bus Route #5, #25, #40

Social  

### NANAIMO FOOD SHARE - MONDAY LUNCH

Phone 250-753-9393

Address St. Paul's Anglican Church, 100 Chapel Street

Hours Monday from 12 - 1 pm

Services Nutritious lunches are available to community members from all walks of life. Meals are served and prepared by members of Nanaimo Foodshare employment programs. Donations are appreciated but not required.

Email [info@nanaimofoodshare.ca](mailto:info@nanaimofoodshare.ca)

### ON EAGLES WINGS CHURCH

Phone 250-390-2152

Address 6553 Portsmouth Road

Hours Sundays at 5pm

Services The doors open at 4:30pm every Sunday afternoon when hot and cold refreshments and healthy snacks are available. We usually have live music from 4:30-6:00pm. At 5:00pm, a brief word of encouragement is shared before a hot spaghetti meal is served. Before and during the meal, our hosts connect with the guests, offering friendship, support, and encouragement.



Food

SELBY STREET MISSION

Phone 250-753-3446
Address 382 Selby Street
Services Sandwiches and BBQ lunch provided Mondays and Thursdays from 12 pm to 3 pm.
Bus Route #5, #6, #25, #40

ST. PAUL'S ANGLICAN CHURCH & NANAIMO FOOD SHARE SOCIETY

Phone 250-753-2523
Hours 3rd Tuesday of the month 9 am
Address 100 Chapel Street
Services To-go meals provided by Nanaimo Foodshare are provided on the 3rd Tuesday of every month along with grocery cards, clothing, and bus passes. Program starts at 9 am and continues until grocery cards run out.
Bus Route #1, #20, #30, #50

ST. VINCENT DE PAUL

Phone 250-753-8500
Address 1150 Terminal Avenue
Services Provides emergency food assistance for those in need who qualify, and who are unable to get help from other sources. (The above # is an answering machine - an attempt will be made to return the call within a few days).
Bus Route #1

WISTERIA COMMUNITY ASSOCIATION

Phone 250-591-6443
Hours 7 Days a week 5:30pm - 8:30pm
Address Mobile Service
Services Stone Soup provides a brown bag lunch to go that is served by community volunteers to those in need during the hours of 5:30pm to 8:30pm, 7 days per week. All meals are offered at no charge.
Website www.wisteriacommunityassociation.com

Drinking Water



Check out the link above for an interactive map of water stations around the city.



# Meal Schedule - Drop in

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
BREAKFAST	Selby Street Mission 382 Selby St. <b>7:30 - 9:30 am</b>		Selby Street Mission 382 Selby St. <b>7:30 - 9:30 am</b>		Selby Street Mission 382 Selby St. <b>7:30 - 9:30 am</b>		
LUNCH	St. Paul's Anglican Church/ Nanaimo Foodshare 100 Chapel St. <b>12 - 1 pm</b>  Selby Street Mission 382 Selby St. <b>12 - 3 pm</b>			Selby Street Mission 382 Selby St. <b>12 - 3 pm</b>			
DINNER	Stone Soup/ Wisteria Community Association Mobile - various locations <b>5:30 - 8:30 pm</b>	Stone Soup/ Wisteria Community Association Mobile - various locations <b>5:30 - 8:30 pm</b>	Stone Soup/ Wisteria Community Association Mobile - various locations <b>5:30 - 8:30 pm</b>	Stone Soup/ Wisteria Community Association Mobile - various locations <b>5:30 - 8:30 pm</b>	Stone Soup/ Wisteria Community Association Mobile - various locations <b>5:30 - 8:30 pm</b>	Downtown Hope St. Andrew's United Church 315 Fitzwilliam St. <b>4:30 - 7:30 pm</b>  Stone Soup/ Wisteria Community Association Mobile - various locations <b>5:30 - 8:30 pm</b>	On Eagles Wings Church 6553 Portsmouth Road 5pm  Stone Soup/ Wisteria Community Association Mobile - various locations <b>5:30 - 8:30 pm</b>

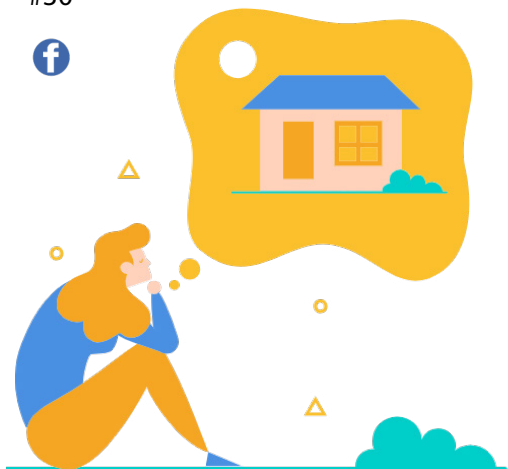
Housing

BC HOUSING - FIND HOUSING

Phone 1-800-257-7756
Services Information on housing programs and listings for all subsidized housing projects in Nanaimo can be found on BC Housing's website.
Website www.bchousing.org
Email vanislandregion@bchousing.org
Social [Facebook] [Twitter]

KIWANIS HOUSING

Phone 250-753-6471
Address 1233 Kiwanis Crescent
Services Offers unique housing options, from independent housing and living with home-care support, to 24-hour nursing care.
Email info@kiwanisvillage.ca
Bus Route #30
Social [Facebook]



M'AKOLA HOUSING SOCIETY


Phone 250-756-4217
Hours Tuesday - Thursday 9 am - 4 pm
Address 22 - 3201 Shenton Road
Services Information on Indigenous housing programs and listings for all subsidized housing projects in Nanaimo can be found on BC Housing's website.
Website www.makola.bc.ca
Bus Route #30
Social [Twitter]

BALLENAS HOUSING SOCIETY

Phone 250-755-1158
Services Develop and operate housing for people with low to moderate income.
Website www.ballenas.ca
Email info@ballenas.ca

WOODGROVE SENIOR CITIZENS HOUSING SOCIETY



Phone 250-741-8856
Address 1145 Seafield Crescent
Services Provide people 55 years of age and over and those with designated disabilities, according to the BC Government with affordable rental housing.
Website www.wschs.ca
Email info@wschs.ca
Bus Route #30

 Housing

### CONNECTIVE SUPPORT SOCIETY

Phone 604-872-5651  
Email [info@connective.ca](mailto:info@connective.ca)  
Services Offers semi-independent supportive living for individuals who have been found Not Criminally Responsible due to Mental Disorder (NCRMD), supports for those at risk of homelessness, temporary emergency housing, and more.  
Website [www.connective.ca](http://www.connective.ca)  
Social  



### HABITAT FOR HUMANITY

Phone 250-758-8078  
Address [#1 - 4128 Mostar Road](#)  
Services Promotes home ownership by building simple, decent, safe, and affordable homes for those who are unable to qualify for a conventional mortgage. Affordable because of an interest-free mortgage and no down payment required. Homes are built by volunteer labour and donated materials.  
Website [www.habitatmvi.org](http://www.habitatmvi.org)  
Email [info@habitatmvi.org](mailto:info@habitatmvi.org)  
Bus Route #15, #25, #30  
Social  

### ISLAND CRISIS CARE SOCIETY


Phone 250-585-5505  
Email [info@iccare.ca](mailto:info@iccare.ca)  
Address [#3 - 2025 Bowen Road](#)  
Services ICCS works with people who have experienced adversity and homelessness, providing housing alternatives and holistic support to their forward development, recovery and independence.  
Website [www.islandcrisiscaresociety.ca](http://www.islandcrisiscaresociety.ca)  
Bus Route #30, #40  
Social  

### PACIFICA HOUSING

Phone 250-933-1940  
Services A non-profit charitable organization that provides affordable housing for low-income families, persons with disabilities, and adults who are homeless or at risk of experiencing homelessness.  
Website [www.pacificahousing.ca](http://www.pacificahousing.ca)  
Social  

### TILLICUM LELUM ABORIGINAL FRIENDSHIP CENTRE - SALISH LELUM YOUTH & ELDER'S HOUSING

Phone 250-716-3438  
Services This is Tillicum Lelum's new housing complex at 479 Tenth Street for elders & youth. Building has laundry facilities, a computer lab, outdoor BBQ, patios and lots of common areas.  
Website [www.tillicumlelum.ca](http://www.tillicumlelum.ca)

 Hygiene

### BUSY BUBBLE LAUNDROMAT

Phone 250-390-1222  
Hours 9 am - 6 pm 7 days a week  
Address [6353 Hammond Bay Road](#)  
Bus Route #11, #20

### CRYSTAL CLEAN LAUNDROMAT

Phone 250-751-8111  
Hours Monday - Friday 9 am - 6 pm  
Saturday - Sunday 9 am - 4 pm  
Address [2220 Bowen Road](#)  
Bus Route #30, #40

### HAREWOOD LAUNDROMAT

Phone 250-753-6312  
Hours Wednesday - Monday 9 am - 5 pm  
Address [550 Fifth Street](#)  
Bus Route #6, #8, #40

### JINGLE POT LAUNDROMAT

Hours 9 am - 10 pm 7 days a week  
Address [2201 Jingle Pot Road](#)  
Bus Route #5, #15

### TERMINAL LAUNDROMAT

Phone 250-716-1956  
Hours 7 am - 11 pm 7 days a week  
Address [1050 Terminal Avenue North](#)  
Bus Route #1

### UNITARIAN SHOWER PROGRAM

Phone 250-755-4464  
Hours Monday - Friday 9:30 am - 12 pm  
Address [Caledonia Sports Field at 110 Wall Street](#)  
Bus Route #30

### VIU HAIRDRESSING PROGRAM

Phone 250-740-6115  
Hours Monday - Thursday 9 am - 4 pm  
Address [900 Fifth Street Building 164](#)  
Services Hairdressing by student hairdressers (with professional supervisor) at low prices.  
Website [www.tradesappliedtech.viu.ca](http://www.tradesappliedtech.viu.ca)  
Bus Route #6, #8, #15



Medical Clinics

AIDS VANCOUVER ISLAND

Phone 250-754-9111 or toll free at 1-877-311-7400

Hours Monday 9 am - 2 pm  
Tuesday - Thursday 9 am - 5 pm

Address [102 - 55 Victoria Road](#)

Services Provides integrated services such as education, advocacy, and client support to individuals with HIV/AIDS, Hepatitis C, and other communicable diseases. Provides education and harm reduction information to schools, the broader community, and target populations.

Website [www.avi.org](http://www.avi.org)

Bus Route #7, #70, #78


CANADIAN CANCER SOCIETY

Phone 1-888-939-3333

Email [info@cancer.ca](mailto:info@cancer.ca) (for information and support) or [connect@cancer.ca](mailto:connect@cancer.ca) (general inquiries)

Services Provides emotional and practical support and assistance to cancer patients, arranges out-of-town transport for cancer patients during treatment. Wigs, hats, scarves, bras, prosthesis, brochures, books, videos, and appointments for the wig and hair stylist are available at no cost. Register for the Look Good Feel Better Program online ([lookgoodfeelbetter.ca](http://lookgoodfeelbetter.ca)) or by telephone 1-800-914-5665.

Website [www.cancer.ca](http://www.cancer.ca)

Social 


CANADIAN DIABETES ASSOCIATION

Phone 1-800-226-8464

Hours Monday - Friday 10 am - 2 pm

Services Diabetes Canada is the nation's most trusted provider of diabetes education, research, resources, and services.

Website [www.diabetes.ca](http://www.diabetes.ca)

Social 

COMMUNICABLE DISEASE CLINIC

Phone 250-740-2615

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

Address [1665 Grant Avenue](#)

Services Counselling and treatment for sexually transmitted infections, testing and referral for communicable diseases and TB, and central island viral hepatitis service. Appointments required.

Bus Route #30





Medical Clinics

COMMUNITY OUTREACH DENTAL ENDEAVOUR (CODE)

Phone 250-591-0771  
 Email [nanaimoadmin@connective.ca](mailto:nanaimoadmin@connective.ca)  
 Address [101 - 489 Wallace Street](#)  
 Services Not for Profit Dental Clinic. Patients are asked to make a donation to the clinic for their treatments. Check website or call for hours of operation.  
 Website [www.connective.ca](http://www.connective.ca)  
 Bus Route #5, #6

HEALTH INSURANCE BC

Phone 1-800-663-7100  
 Services General information about the Medical Services Plan and PharmaCare benefits and services  
 Website [www2.gov.bc.ca](http://www2.gov.bc.ca)

HEALTH LINK BC

Phone 811  
 Services Free-of-charge provincial health information and advice phone line available in British Columbia  
 Website [www.healthlinkbc.ca](http://www.healthlinkbc.ca)

HEALTH MATTERS CLINIC

Phone 250-753-6759  
 Hours Monday - Friday 9:30 am - 5 pm  
 Address [103 - 1450 Waddington Road](#)  
 Services Provides free and confidential STI, Hep C, and Rapid HIV testing and treatment. The clinic is located on the main floor at the end of the hall on your left side in suite #103 Call or Text: 250-753-6759 for an appointment.  
 Bus Route #30

MOBILE HEALTH OUTREACH

Phone Toll free 1-844-482-4239 or text 250-510-3637  
 Hours Wednesday 4 pm - 8:30 pm  
 Friday 1:30 - 9:30 pm  
 Saturday 1:30 pm - 9:30 pm  
 Address [201 - 170 Wallace Street](#)  
 Services Free and confidential safer sex and drug use supplies, HIV testing, referral, overdose prevention and harm reduction. Mobile Health Outreach provides harm reduction supplies, information and referral on a confidential basis in the Cowichan Lake, Duncan, Ladysmith, Nanaimo and Parksville areas.  
 Website [www.narsf.org](http://www.narsf.org)  
 Bus Route #1, #20, #30, #50



Medical Clinics



NANAIMO HEALTH UNIT

Hours	Monday - Friday 8:30 am - 4:30 pm	
Address	<a href="#">1665 Grant Avenue</a>	
Bus Route	#30	
Service	Public Health Nursing	250-755-3388
	Immunization Appointments	250-755-3342
	Adult & Youth Health Clinic	250-755-3345
	Infant, Child & Family Intake	250-755-3388
	Postpartum Depression Support	250-755-3388
	Hearing Services Appointment	250-755-6269
	Speech Services	250-739-6827
	Dental Health Program	250-739-5845
	Nutrition Services	250-739-5845

NANAIMO REGIONAL GENERAL HOSPITAL

Phone	250-755-7694
Hours	24/7
Address	<a href="#">1200 Dufferin Crescent</a>
Website	<a href="http://www.islandhealth.ca">www.islandhealth.ca</a>
Bus Route	#30
Social	 

OPTIONS FOR SEXUAL HEALTH

Phone	250-753-9511
Hours	Monday - Wednesday 5 pm - 8 pm
Address	<a href="#">#8 - 1599 Dufferin Crescent</a>
Services	Reproductive health services including birth control information and supplies, fertility awareness, pregnancy testing information and counselling, sexually transmitted infections testing and treatment. Appointments preferred.
Bus Route	#30
Social	 

BC CANCER SCREENING

Phone	250-176-5904
Hours	Monday - Thursday 8:30 am - 4 pm Friday 8:30 am - 3:30 pm Every Second Saturday 8:30 am - 12:35 pm
Address	<a href="#">1804B Bowen Road</a>
Website	<a href="http://www.bccancer.bc.ca">www.bccancer.bc.ca</a>
Bus Route	#30

VIU DENTAL CLINIC

Phone	250-740-6240
Services	All treatment is provided by dental students who are supervised by licensed faculty and dentists.
Address	<a href="#">900 Fifth Street</a>
Bus Route	#5, #6, #8, #15, #15A, #25, #40



Substance Use & Addictions

AL-ANON

Phone 1-888-425-2666
Services Support for friends and families of alcoholics.
Website www.bcyukon-al-anon.org

ALCOHOLICS ANONYMOUS

Phone 1-833-753-7513
Email nanaimoaa@shaw.ca
Website www.nanaimoaa.org

ARC ADDICTIONS AND RECOVERY CLINIC

Phone 250-591-1000
Hours Monday - Friday 8:30 am - 5 pm
Address #200 - 55 Victoria Road
Services Addiction Medical Clinic which provides outpatient Opiate Agonist Therapy (OAT) programs to support people struggling with Opiate Addiction. ARC Clinic is a low barrier clinic facilitating same or next day intake by self referral or health practitioner referral. As part of their commitment to low-barrier services, there are no private clinic fees.
Website www.arcclinic.ca
Bus Route #7, #70, #78

AVI HEALTH CENTRE

Phone 250-754-9111
Email info@avi.org
Hours Monday - Thursday 9 am - 5 pm
Address #102 - 55 Victoria Road
Services Provides methadone maintenance for opiate addiction through a holistic and integrated not-for-profit model, provides substance abuse counselling, nursing, Hepatitis C and HIV/AIDS counselling, support and treatment.
Website www.avi.org
Bus Route #7, #70, #78

BC ALCOHOL & DRUG INFO & REFERRAL LINE

Phone 1-800-663-1441
Hours 24/7
Services Alcohol & Drug Information Referral Service (ADIRS) provides free, confidential information and referral services to British Columbians in need of support with any kind of substance use issue (alcohol or other drugs). Referral to community substance use treatment services is available for all ages. Information available from ADIRS includes prevention resources, support groups, and addiction related topics such as fetal alcohol syndrome.
Website www.healthlinkbc.ca



Substance Use & Addictions

CENTRAL VANCOUVER ISLAND AREA NARCOTICS ANONYMOUS

Phone 1-800-494-2404

Hours 24/7

Services Membership is open to all addicts, regardless of the particular drug or combination of drugs used. Narcotics Anonymous provides a recovery process and peer support network that are linked together.

Website [www.cviana.ca](http://www.cviana.ca)

CMHA SOCIAL CENTRE

Phone 250-244-4042

Hours Tuesday, Thursday - Saturday 10 am - 4 pm & Wednesday 1 pm - 7 pm

Address [290 Bastion Street](#)

Services A social, recreational, and vocational program for adults living with mental health and/or substance use challenges. They offer support, community connection, resource information, and access to employment program.

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

DISCOVERY YOUTH & FAMILY SUBSTANCE USE SERVICES

Phone 250-739-5790

Email [discovery@islandhealth.ca](mailto:discovery@islandhealth.ca)

Hours Monday - Friday 8:30 am - 5 pm

Address [#206 - 96 Cavan Street](#)

Services Free community-based counselling services, access to residential care and treatment for youth struggling with substance use. They assist youth and/or their families to reduce the harms associated with substance use and related issues.

Website [www.islandhealth.ca](http://www.islandhealth.ca)

Bus Route #1, #5, #6, #20, #30, #50

EATING DISORDERS PROGRAM

Phone 250-754-2773

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

Address [#201 - 190 Wallace Street](#)

Services Provides a complementary pairing of prevention and treatment services to lessen the impact of harm associated with persistent and serious eating patterns for referred youth and families in the Nanaimo/Ladysmith area.

Website [www.narsf.org](http://www.narsf.org)

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



Substance Use & Addictions

MENTAL HEALTH & SUBSTANCE USE SERVICES WALK-IN CRISIS COUNSELLING CLINIC

Phone 1-250-739-5710 or 1-888-885-8824

Hours Crisis Response Team is available:  
Monday - Friday 7 am - 10 pm  
Saturday & Sunday 8 am - 10 pm  
Walk-in Clinic is open:  
Monday - Friday 10 am - 5:15 pm

Address [#203 - 2000 Island Highway](#)

Services Offers community-based crisis response and counselling to all age groups including children, youth and families. The service includes in-person and mobile crisis response, walk-in single session counselling, and referral to mental health and substance use hospital and community treatment and recovery services.

Bus Route #1, #20

NANAIMO MENTAL HEALTH AND SUBSTANCE USE ADVISORY COMMITTEE

Email [nmhaac2017@gmail.com](mailto:nmhaac2017@gmail.com)

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

NANAIMO SOBERING AND ASSESSMENT CENTRE

Phone 250-824-3333

Email [nsac@vimhs.org](mailto:nsac@vimhs.org)

Hours 24/7

Address [126 Haliburton Street](#)

Services A program run in collaboration with CMHA Mid-Island and Vancouver Island Mental Health Society. A safe place to sleep up to 24 hours while substance affected. Anyone can access the centre by coming to the door and buzzing the intercom.

Bus Route #7

NAR-ANON

Phone 250-739-9010 or 250-618-5036

Hours Mondays 7 - 8 pm (Virtual over Zoom)  
Wednesdays 7 pm at [6553 Portsmouth Road](#)  
Thursdays 1 pm at [6553 Portsmouth Road](#)

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

Bus Route #20, #25, #50



Substance Use & Addictions

NEEDLE DISPOSAL BOX LOCATIONS

[Beban Park at 2300 Bowen Road](#)

[Bowen Park Recreation Centre at 500 Bowen Road](#)

[Deverill Square Park at 200 Irwin Street](#)

[Harewood Centennial Park at 740 Howard Drive](#)

[Kinsmen Park at 2730 Departure Bay Road](#)

[Maffeo Sutton Park at 100 Comox Road](#)

[Nanaimo Aquatic Centre at 741 Third Street](#)

[Nanaimo Ice Centre at 750 Third Street](#)

[Northfield Tourist Centre at 2450 Northfield Road](#)

[Oliver Woods Community Centre at 6000 Oliver Road](#)

[Parks Yard at 69 Prideaux Street](#)

[Westwood Lake Park at 381 Westwood Road](#)

[Wharf Street Loo \(Diana Krall Plaza\) at 51 Gordon Street](#)

NEEDLE DISPOSAL BOX HOURS

8 am - 8 pm

8 am - 6 pm

8 am - 9 pm

10 am - 5 pm

8 am - 9 pm

6 am - 8 pm

6 am - 8 pm

6 am - 8 pm

6 am - 8 pm

8 am - 8 pm

7 am - 5 pm

6 am - 11 pm (Spring/Summer) & 7 am - 9 pm (Fall/Winter)

24/7





Substance Use & Addictions

NARSF PROGRAMS LTD.

Phone 250-754-2773  
 Email [admin@narsf.org](mailto:admin@narsf.org)  
 Hours Monday - Friday 9 am - 5 pm  
 Address [#201 - 170 Wallace Street](#)  
 Services Services and programs for families, those experiencing violence, addictions, and more. Drop-in pre/post HIV testing is available.  
 Website [www.narsf.org](http://www.narsf.org)  
 Bus Route #1, #20, #30, #50



OVERDOSE PREVENTION SITE

Phone 250-244-4042  
 Hours 7 days a week from 11 am - 8:30 pm  
 Address [250 Albert Street](#)  
 Services This site operates as a lifeguard station for drug consumption, providing a welcoming and culturally safe environment, harm reduction supplies, sterile environments for safer drug consumption, lifeguards to witness consumption, best practices education for drug consumption, and low-barrier employment opportunities for community members.  
 Website [www.cmhamidisland.ca](http://www.cmhamidisland.ca)  
 Bus Route #5, #6, #25, #40

QUIT NOW BY PHONE SMOKERS HELPLINE

Phone 1-877-455-2233  
 Services A helpline offering evidence-based support - like counseling, referrals to local programs, and free medication - to people who want to quit tobacco.  
 Website [www.cdc.gov](http://www.cdc.gov)

SMART RECOVERY MEETINGS

Hours Meetings are online and in person. Times vary.  
 Services SMART stands for Self-Management and Recovery Training.  
 Website [www.smartrecoverybc.com](http://www.smartrecoverybc.com)  
 Social  

SUBSTANCE USE SERVICES OUTREACH

Phone 250-713-5118  
 Hours Monday - Friday 10 am - 6:15 pm  
 Address [#203 - 2000 Island Highway North](#)  
 Services Team of nurses, clinicians, and support workers. Supports include overdose follow up, treatment referrals, home withdrawal management, linkages to primary care and OAT physicians, support to sobering and assessment beds, supportive recovery beds, and crisis/stabilization beds. Team also case manages individuals with intensive substance use challenges.  
 Bus Route #1, #20



Mental Health

ABORIGINAL CHILD & YOUTH MENTAL HEALTH

Phone 250-741-5701

Hours Monday - Friday 8:30 am - 4:30 pm (walk-ins are available Wednesday & Thursday from 9 am - 12 pm and 1 pm - 3pm)

Address [#301 - 190 Wallace Street](#)

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

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

CANADIAN MENTAL HEALTH ASSOCIATION

Phone 250-244-4042



Hours Monday - Friday 10 am - 6:15 pm

Address [437 Wesley Street](#)

Services Dedicated to the promotion and improvement of mental health and quality of life in the community, through effective services, advocacy, awareness and education, resource generation, and partnerships.

Website [www.cmhamidisland.ca](#)

Bus Route #5, #6

Social  

MENTAL HEALTH RECOVERY PARTNERS - CENTRAL ISLAND

Phone 250-760-6031


Hours Tuesday - Thursday 12:30 pm - 4 pm (by appointment only)

Address [2353 Rosstown Road](#)

Services Provides support for the caregivers of those suffering from mental illness. They offer family-to-family education programs to equip loved ones, as well as a bi-weekly support group.

Website [mhrpci.com](#)

Bus Route #30

Social 

VANCOUVER ISLAND MENTAL HEALTH SOCIETY

Phone 250-758-8711

Email [info@vimhs.org](mailto:info@vimhs.org)

Address [2356 Rosstown Road](#)

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

Website [www.vancouverislandmentalhealthsociety.org](#)

Bus Route #30

Social  



Counselling Services

CREDIT COUNSELLING SOCIETY

Phone 250-741-8558 or toll free at 1-888-527-8999

Email [info@nomoredebts.org](mailto:info@nomoredebts.org)

Hours Monday - Thursday 5:30 am - 8 pm, Friday 5:30 am - 4:30 pm and Saturday 7:30 am - 3 pm

Address [#203 - 335 Wesley Street](#)

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

Website [www.nomoredebts.org](http://www.nomoredebts.org)

Bus Route #25, #40

CROSSROADS PREGNANCY CENTRE

Phone 250-716-1633

Email [info@cpcnanaimo.com](mailto:info@cpcnanaimo.com)



Hours Monday - Thursday 9 am - 4:30 pm

Address [1717 Kerrisdale Road](#)

Services Non-profit service offering free pregnancy tests, options counselling, post abortion recovery, pregnancy loss support, practical help, maternity & baby clothing, gear, diapers, formula, and pregnancy/parenting classes. All services are free & confidential.

Website [www.cpcnanaimo.com](http://www.cpcnanaimo.com)

Bus Route #40

Social  

GAMBLING HELPLINE

Phone Toll free at 1-888-795-6111

Hours 24/7

Services If you suspect that you or someone you love needs support or treatment for the negative impacts of gambling products, you can request support online or contact the multilingual Gambling Support Line (24/7 toll free): 1-888-795-6111.

Website [www2.gov.bc.ca](http://www2.gov.bc.ca)

HAVEN SOCIETY - STOPPING THE VIOLENCE

Phone 250-756-2452 ext 302 or Haven Society Crisis line at 1-888-756-0616

Email [haven@havensociety.com](mailto:haven@havensociety.com)

Hours Monday - Friday 1 - 3 pm

Address [2270 Labieux Road](#)

Services Provides individual and group counselling to women who have experienced domestic violence or abuse, sexual assault, and/or childhood abuse. All programs and services are confidential and available at no cost.

Website [www.havensociety.com](http://www.havensociety.com)

Bus Route #30, #40



Counselling Services

ISLAND COMMUNITY COUNSELLING

Phone 250-716-8888

Email [office@icc.care](mailto:office@icc.care)

Hours Counsellors work variable hours, including evenings and weekends, to meet client needs.

Address [#406 & #207 - 235 Bastion Street](#)

Services A non-profit agency striving to provide affordable therapeutic counselling for individuals, couples, families, and group therapy.

Website [www.islandcommunitycounselling.ca](http://www.islandcommunitycounselling.ca)

Bus Route #40

Social 

NANAIMO COMMUNITY HOSPICE - CHILD/YOUTH PROGRAM

Phone 250-591-8811

Email [info@nanaimohospice.com](mailto:info@nanaimohospice.com)

Hours Monday - Friday 9 am - 4 pm

Address [1080 St. George Crescent](#)

Services Nanaimo Community Hospice provides one to one grief support for children and youth aged 3-18 years old. The children and youth program utilizes expressive play therapy tools to support individuals understanding and coping with grief. The program is an open referral.

Website [www.nanaimohospice.com](http://www.nanaimohospice.com)

Bus Route #30

NANAIMO COMMUNITY HOSPICE

Phone 250-591-8811

Email [info@nanaimohospice.com](mailto:info@nanaimohospice.com)

Hours Monday - Friday 9 am - 4 pm

Address [1080 St. George Crescent](#)

Services Offers professional grief counselling, groups, peer support and wellness programs to all residents of Nanaimo, Lantzville and Cedar, free of charge.

Website [www.nanaimohospice.com](http://www.nanaimohospice.com)

Bus Route #30

NANAIMO FAMILY LIFE ASSOCIATION

Phone 250-754-3331

Email [reception@nflabc.org](mailto:reception@nflabc.org)

Hours Monday - Thursday 9 am - 4 pm

Address [1070 Townsite Road](#)

Services Provides affordable individual, relationship, youth, and senior's counselling.

Website [www.nflabc.org](http://www.nflabc.org)

Bus Route #30

Social  



Counselling Services

NANAIMO FAMILY LIFE - SENIOR PEER COUNSELLING

Phone 250-754-3331  
 Email [reception@nflabc.org](mailto:reception@nflabc.org)  
 Hours Monday - Thursday 9 am - 4 pm  
 Address [1070 Townsite Road](#)  
 Services Provides counselling and support to alleviate loneliness and isolation of seniors who are age 55+. The service is offered in the home, the office and community.  
 Website [www.nflabc.org](http://www.nflabc.org)  
 Bus Route #30

NARSF PROGRAMS LTD. - LIVING IN FAMILIES WITH TEENS (LIFT)

Phone 250-754-9285  
 Hours Monday - Friday 9 am - 5 pm  
 Address [#201 - 170 Wallace Street](#)  
 Services An open referral program that supports parents and teens that are experiencing relationship difficulties to the extent that the teen's placement in the home is in jeopardy.  
 Website [www.narsf.org](http://www.narsf.org)  
 Bus Route #1, #20, #30, #50

NARSF PROGRAMS LTD. - SEXUAL ABUSE INTERVENTION

Phone 250-754-2773  
 Address [#201 - 190 Wallace Street](#)  
 Services An open community referral program for children, teens, and families who have disclosed sexual abuse or are at risk for sexual exploitation.  
 Website [www.narsf.org](http://www.narsf.org)  
 Bus Route #1, #20, #30, #50

THE RESTORATIVE WELLNESS PROJECT LTD. (RWP)

Phone 250-619-0901  
 Email [intake@restwp.com](mailto:intake@restwp.com)  
 Address [2371 Arbot Road](#)  
 Services Offers rapid response mental health stabilization services using a culturally enriched group model with Elders from a variety of Nations.  
 Website [www.restorativecounselling.com](http://www.restorativecounselling.com)  
 Bus Route #5

THE MEN'S CENTRE

Phone 250-716-1551  
 Hours Tuesday - Thursday 10 am - 12 pm and 1 - 3 pm  
 Email [info@themenscentre.ca](mailto:info@themenscentre.ca)  
 Address [418D Fitzwilliam Street](#)  
 Services Individual counselling support. "Dealing with the Dragon," a course on managing the emotional landscape and violence prevention, is for men only.  
 Website [www.themenscentre.ca](http://www.themenscentre.ca)  
 Bus Route #25, #40



First Nations

M'AKOLA HOUSING SOCIETY

Phone 250-756-4217 or  
After Hours Emergencies: 1-877-384-1423 EXT. 2

Hours Tuesday - Thursday 9 am - 4 pm

Email [info@makola.bc.ca](mailto:info@makola.bc.ca)

Address [#22 - 3201 Shenton Road](#) (Nanaimo Regional Office)

Services Provides homes primarily for indigenous people where they can feel connected to traditional values and community.

Website [www.makola.bc.ca](http://www.makola.bc.ca)

Bus Route #30

MID-ISLAND METIS NATION

Phone 250-585-7441

Hours Tuesday - Friday 10 am - 4 pm

Email [office.mimn@shaw.ca](mailto:office.mimn@shaw.ca)

Address [#26 - 1708 Bowen Road](#)

Services Protects and promotes Métis culture through developing and implementing training, cultural programming, education, and economic opportunities while ensuring effective communication to all members on Central Vancouver Island.

Website [www.midislandmetis.com](http://www.midislandmetis.com)

Bus Route #40

Social 

ABORIGINAL CHILD & FAMILY SERVICES

Phone 250-741-5734 or Toll Free: 1-866-722-2235

Hours Monday - Friday 9 am - 4 pm (closed from 12 - 1 pm)

Address [#301 - 190 Wallace Street](#)

Services Services offered include family service team, investigations into claims of abuse and neglect, child and youth special needs.

Website [www2.gov.bc.ca](http://www2.gov.bc.ca)

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

NANAIMO ABORIGINAL CENTRE

Phone 250-585-0947

Email [info@nanaimoaboriginalcentre.ca](mailto:info@nanaimoaboriginalcentre.ca)

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

Address [#300 - 1585 Bowen Road](#)

Services Offers a variety of education programs/schooling services for students in grades K-12. Operates one housing complex Nuutsumuut Lelum (1406 Bowen Road). Programs/services/community activities are open to all Nanaimo residents and visitors. Aboriginal Family Night Second Tuesday of every month at 5:30 pm at NDSS

Website [www.nanaimoaboriginalcentre.ca](http://www.nanaimoaboriginalcentre.ca)

Bus Route #30, #40





First Nations

SNUNEYMUXW FIRST NATION - HEAD OFFICE

Phone 250-740-2300 or Toll free 1-888-636-8789

Email [mail@snuneymuxw.ca](mailto:mail@snuneymuxw.ca)

Hours Monday - Friday 8 am - 4 pm (closed 12 - 1 pm)

Address [668A Centre Street](#)

Services Offer many services and programs including social assistance, family based programs, training, housing and more.

Website [www.snuneymuxw.ca](http://www.snuneymuxw.ca)

Bus Route #7

SNUNEYMUXW FIRST NATION - TRADITIONAL MEDICINES CLINIC

Phone 250-740-2323

Hours Monday - Thursday 9 am - 12 pm and 1 - 4 pm

Address [1984 Woodbank Road](#)

Services Offering traditional treatments for maternal and child health issues, sleep, anxiety, physical pain and depression.

Website [www.snuneymuxw.ca](http://www.snuneymuxw.ca)

Bus Route #8

TILICUM LELUM ABORIGINAL FRIENDSHIP CENTRE

Phone 250-753-4417

Services Promotes justice, fairness, and equality for aboriginal people through a holistic approach to programming and services.

Website [www.tillicumlelum.ca](http://www.tillicumlelum.ca)

TILICUM LELUM ABORIGINAL FRIENDSHIP CENTRE - EDUCATION CENTRE

Phone 250-753-8291

Hours Monday - Friday 9 am - 5 pm

Address [927 Haliburton Street](#)

Bus Route #7

TILICUM LELUM ABORIGINAL FRIENDSHIP CENTRE - HEALTH CENTRE

Phone 250-753-6578

Hours Monday - Friday 9 am - 5 pm

Address [602 Haliburton Street](#)

Bus Route #7



Services for People with Diverse Abilities

ANGLING LICENSE FEE REDUCTION

Phone 250-741-3636

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

Address [460 Selby Street](#)

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

Website [www2.gov.bc.ca](http://www2.gov.bc.ca)

Bus Route #5, #6

COMMUNITY LIVING BC

Phone 250-390-7200

Email [clbcnanaimo@gov.bc.ca](mailto:clbcnanaimo@gov.bc.ca)



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

Address [6531 Metral Drive](#)

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

Website [www.communitylivingbc.ca](http://www.communitylivingbc.ca)

Bus Route #15, #30

Social  

ISLAND DEAF & HARD OF HEARING CENTRE

Phone 250-753-0999

Email [nanaimo@idhhc.ca](mailto:nanaimo@idhhc.ca)


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

Address [#102 – 6588 Applecross Road](#)

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

Website [www.idhhc.ca](http://www.idhhc.ca)

Bus Routes #11, #20

Social 

NANAIMO ASSOCIATION FOR COMMUNITY LIVING

Phone 250-741-0224

Email [info@nanaimoacl.com](mailto:info@nanaimoacl.com)



Hours Monday - Friday 8:30 am - 4 pm

Address [#201 - 96 Cavan Street](#)

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

Website [www.nanaimoacl.com](http://www.nanaimoacl.com)

Bus Route #1, #5, #6, #20, #30, #50

Social  



Services for People with Diverse Abilities

NANAIMO BRAIN INJURY SOCIETY

Phone 250-753-5600 or Text Line: 250-268-3959

Email [info@nbis.ca](mailto:info@nbis.ca)



Hours Monday - Thursday 9 am - 4 pm (closed 12 - 1 pm)

Address [235 Bastion Street](#)

Services Provides assistance to persons with an acquired brain injury, their families and/or caregivers through education, advocacy, and community rehabilitation support.

Website [www.nbis.ca](http://www.nbis.ca)

Bus Route #40

Social  

NANAIMO DISABILITY RESOURCE CENTRE (NDRC)

Phone 250-758-5547

Email [info@ndrc.info](mailto:info@ndrc.info)


Hours Monday - Friday 9 am - 12 pm & 12:30 - 3:30 pm

Address [#2 - 4166 Departure Bay Road](#)

Services Provides support, resources, and opportunities for empowerment, which allow people living with disabilities and seniors to make informed choices about their lives.

Website [www.ndrc.info](http://www.ndrc.info)

Bus Route #1, #20

Social 

NANAIMO SUPPORTIVE LIFESTYLES PROGRAM

Phone 250-753-0332

Email [supportstaff@nanaimosl.ca](mailto:supportstaff@nanaimosl.ca)

Hours Monday - Friday 9 am - 5 pm

Address [#2 - 1601 Bowen Road](#)

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

Bus Route #30, #40

SEMI-INDEPENDENT LIVING PROGRAM

Phone 250-754-5015

Hours Monday - Friday 9 am - 4:30 pm

Address [#307 - 235 Bastion Street](#)

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

Bus Route #40



Services for People with Diverse Abilities

SPECIAL OLYMPICS BC - NANAIMO

Phone 250-208-5402 or 1-888-854-2276

Email [so.nanaimo.local.coordinator@gmail.com](mailto:so.nanaimo.local.coordinator@gmail.com)

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

Website [www.specialolympics.bc.ca](http://www.specialolympics.bc.ca)

SUPPORTING ADVOCATES IN LEADERSHIP

Phone 250-753-1907

Hours Monday - Friday 9 am - 5 pm

Address [271 Pine Street](#)

Services Supports adults with diverse abilities to have their voices heard, look for solutions, take positive actions, learn, educate others and raise awareness to help create a more inclusive society for all, funded by Community Living BC.

Bus Route #5, #25, #40

VANCOUVER ISLAND VOCATIONAL & REHABILITATION SERVICES

Phone 250-753-4225

Email [office@vivrs.ca](mailto:office@vivrs.ca)

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

Address [#101 - 155 Skinner Street](#)

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

Website [www.vivrs.ca](http://www.vivrs.ca)

Bus Route #40





Youth

BGC CENTRAL VANCOUVER SLAND

Phone 250-758-5547  
 Email [youth@bgccvi.com](mailto:youth@bgccvi.com)  
 Hours Monday - Friday 9 am - 5 pm  
 Address [2290 Bowen Road](#)  
 Services We offer a variety of youth programs for ages 11+.  
 Website [www.bgccvi.com](http://www.bgccvi.com)  
 Bus Route #30, #40  
 Social

BIG BROTHERS & BIG SISTERS

Phone 250-756-2447  
 Email [admin@bigscvi.ca](mailto:admin@bigscvi.ca)  
 Hours Monday - Friday 9 am - 5 pm  
 Address [2030 Northfield Road](#)  
 Services Provides children and youth the highest quality volunteer-based mentoring programs  
 Website [www.cvi.bigbrothersbigsisters.ca](http://www.cvi.bigbrothersbigsisters.ca)  
 Bus Route #30, #40  
 Social

CHILD DEVELOPMENT CENTRE

Phone 250-753-0251  
 Email [info@nanaimocdc.com](mailto:info@nanaimocdc.com)  
 Hours Monday - Friday 8:30 am - 4:30 pm  
 Address [1135 Nelson Street](#)  
 Services Provides individualized services for children up to age 19 and their families that promote optimum child development. Most programs and services are available at no cost except for preschool. Programs include infant development, family support services, supported child development, physiotherapy, occupational therapy and speech/language therapy.  
 Website [info@nanaimocdc.com](mailto:info@nanaimocdc.com)  
 Bus Route #30  
 Social

GIRL GUIDES OF CANADA

Phone 1-800-565-8111  
 Email [info@girlguides.ca](mailto:info@girlguides.ca)  
 Services Provides girls age 5-17 with the opportunity to try new experiences, challenge themselves and build their confidence, all within a safe environment. Volunteers help deliver a unique program that encourages girls to build life skills in outdoor adventure, financial literacy, mental health, advocacy and more.  
 Website [www.girlguides.ca](http://www.girlguides.ca)  
 Social



Youth

HAVEN SOCIETY - PEACE PROGRAM FOR CHILDREN AND YOUTH EXPERIENCING VIOLENCE

Phone 250-756-2452 ext 301

Email [haven@havensociety.com](mailto:haven@havensociety.com)

Services An intervention/prevention counselling program created by the BC Society of Transition Houses to address the needs of children and youth ages 3-18 who have been exposed to domestic violence or experienced intimate partner violence. Our Team provides safety planning, individual and group counselling, and community education to children, youth and their caregivers. The goal of the PEACE Program is to interrupt and break the cycle of intergenerational violence and abuse. All programs and services are confidential and available at no cost.

Website [www.havensociety.com](http://www.havensociety.com)

KIDS HELP PHONE

Phone Toll free 1-800-668-6868 or text 'TALK' to 686868

Email [info@kidshelpphone.ca](mailto:info@kidshelpphone.ca)

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

Website [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

Social  

MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

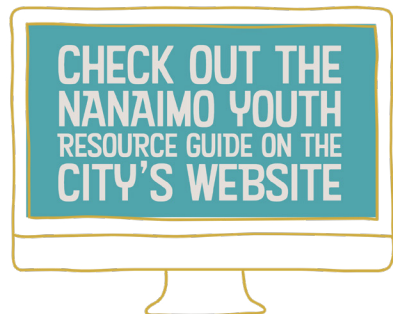
Phone 250-741-5444

Address [488 Albert Street](http://488 Albert Street)

Services Investigates claims of abuse and neglect. Adoptions. Child and youth special needs and mental health. FASD key workers. Also provide children's resources, foster parenting, youth probation program and youth services.

Website [www2.gov.bc.ca](http://www2.gov.bc.ca)

Bus Routes #5, #6



[WWW.NANAIMO.CA](http://WWW.NANAIMO.CA)







Youth

MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

Phone 250-741-5734

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

Address [#201 - 190 Wallace Street](#)

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

Website [www2.gov.bc.ca](http://www2.gov.bc.ca)

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

NANAIMO INDIGENOUS CHILD & YOUTH MENTAL HEALTH (SNUNEYMUXW, SNA NAW AS AND STZ'UMINUS)

Phone 250-741-5701

Hours Wednesday & Thursday 9 am - 12 pm & 1 - 3 pm

Address [#301 - 190 Wallace Street](#)

Services Provides confidential, free outreach services for aboriginal children, youth and families who may be experiencing difficulties with thoughts, feelings or behaviours. Provides info, workshops & referrals to other community partners. FASD Key Workers: Supports any families and caregivers of children & youth who are living with FASD by providing resources and info tailored to meet individual needs.

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

NANAIMO YOUTH SERVICES ASSOCIATION

Phone 250-754-1989

Email [reception@nysa.bc.ca](mailto:reception@nysa.bc.ca)

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

Address [290 Bastion Street](#)

Services Services include job training, supports for mental, physical and emotional health and housing.

Website [www.nysa.bc.ca](http://www.nysa.bc.ca)

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

Social Media

NANAIMO YOUTH WELLNESS CENTRE

Phone 250-755-3333 or 250-619-0651

Hours Tuesday and Thursday 10 am - 4 pm  
Wednesday 3 - 6 pm

Address [741 Third Street \(Nanaimo Aquatic Centre\)](#)

Services Youth (up to 25 years) has access to Physicians, Counsellors and Public Health Nurses. Confidential services include:

- Low Cost Birth Control
- Relationship Support
- Counselling
- STI Screening
- Pregnancy Testing
- Mental Health Support
- Healthy Lifestyle
- Emergency Contraception Pill (ECP)
- Sexual Decision Making
- Gender Identity Support
- Family Support

Website [www.islandhealth.ca](http://www.islandhealth.ca)

Social



Youth

NARSF - SEXUAL ABUSE INTERVENTION

Phone 250-754-2773

Address [#201 - 190 Wallace Street](#)

Services Open referral program for children, teens and families who have disclosed sexual abuse or are at risk for sexual exploitation.

Website [www.narsf.org](http://www.narsf.org)

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

NARSF - TRANSITIONS WITHDRAWAL MANAGEMENT & SUPPORTIVE RESIDENTIAL PROGRAM

Phone 250-754-2773

Address [190 Wallace Street](#)

Services A NARSF Program. Referral through Discovery Youth and Family Addictions (VIHA) for youth with problematic drug and alcohol use to achieve their goal of abstinence or reduction of harmful consequences of substance use.

Website [www.narsf.org](http://www.narsf.org)

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

PACIFICCARE

Phone 250-752-2022 or Toll free 1-888-480-2273

Email [mailbox@pacific-care.bc.ca](mailto:mailbox@pacific-care.bc.ca)

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

Address [#101 - 3156 Barons Road](#)

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

Website [www.pacificcare.ca](http://www.pacificcare.ca)

Bus Routes #1, #20

RAINBOWS NANAIMO

Phone 250-751-7888

Email [rainbowsnanaimo@gmail.com](mailto:rainbowsnanaimo@gmail.com)

Address [2221 Bowen Road](#)

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

Website [www.rainbowsnanaimo.ca](http://www.rainbowsnanaimo.ca)

Bus Routes #30, #40

Social



Youth

SALVATION ARMY - KIDS & YOUTH

Phone 250-753-8834 EXT. 408

Services Summer camps, art groups, 'kids in the kitchen', family playgroup, Sunday School.

Website [www.nanaimosa.ca](http://www.nanaimosa.ca)


Social  

SCOUTS CANADA

Phone 1-888-855-3336

Services Scouts Canada is the country's leading co-ed youth organization, offering programming for children and youth aged 5-26. Through a variety of fun experiences, outdoor adventures and contributions to their community, Scouts builds resilience and skills that set them up for life.

Website [www.scouts.ca](http://www.scouts.ca)

Social  

SIDESCHOOL

Phone 250-802-7699

Services Sideschool offers 1-on-1 and group tutoring services for youth, based on their needs and interests. They also offer resources and workshops for parents and people who work with youth.

Website [sideschool.ca](http://sideschool.ca)

TILLICUM LELUM ABORIGINAL FRIENDSHIP CENTRE

Phone 250-753-4417

Services Essential services for the urban aboriginal population in the Nanaimo area. The Centre includes programs for adults, children, Elders, families, and more. See a full list of programs on their website.


Website [www.tillicumlelum.ca](http://www.tillicumlelum.ca)

VOLUNTEER NANAIMO

Phone 250-758-7121

Services Volunteer Nanaimo offers the following programs: Income Tax Program, Watchdog Computer Services, YouthNetwork/Youth 2020 Can, Angel Network, Computers On Site, Autism Library and Hand in Hand Intergenerational Storytelling program.

Website [www.volunteernanaimo.ca](http://www.volunteernanaimo.ca)

Social 

YOUTH AGAINST VIOLENCE

Phone 1-800-680-4264

Services Call if you're in any way concerned about your safety or the safety of others. Confidential and 24/7.

Website [www.youthagainstviolenceline.com](http://www.youthagainstviolenceline.com)



Seniors

ALZHEIMER SOCIETY RESOURCE CENTRE

Phone 250-734-4170 or toll free 1-800-462-2833

Email [info.nanaimo@alzheimerbc.org](mailto:info.nanaimo@alzheimerbc.org)



Hours 8:30 a.m. and 4:30 p.m. Monday to Friday, or call the First Link Dementia Helpline at 1-800-936-6033 for support in English between 9 a.m. and 8 p.m. Monday to Friday.

Address [#4 - 4488 Wellington Road](#)

Services Resources for those suffering from Alzheimer's and Dementia.

Website [www.alzheimer.ca](http://www.alzheimer.ca)

Bus Routes #25, #30, #50

Social  

BC BLIND SPORTS SENIOR FITNESS PROGRAM

Phone 1-877-604-8638

Email [susan@bcblindsport.bcca](mailto:susan@bcblindsport.bcca)

Services Fitness Programs for Adults of all ages who are blind or partially sighted individuals living in Nanaimo. This is a low impact fitness program with emphasis on balance, flexibility and muscle strength. To participate you must be a member of BC Blind Sports (application form available online).

Website [www.bcblindsports.bc.ca](http://www.bcblindsports.bc.ca)

FIRST LINK DEMENTIA HELP LINE



Phone 1-800-936-6033

Email [info@alzheimerbc.org](mailto:info@alzheimerbc.org)

Hours Monday - Friday 9 am - 8 pm

Services The First Link® Dementia Helpline is for anyone affected by dementia, whether professionally or personally. Get the support you need, when you need it.

Website [www.alzheimerbc.org](http://www.alzheimerbc.org)

Social  

GRIEF SUPPORT FOR SENIORS

Phone 250-591-8811

Email [info@nanaimohospice.com](mailto:info@nanaimohospice.com)


Hours Monday - Friday 9 am - 4 pm

Address [1080 St. George Crescent](#)

Services Offers information sessions, individual counselling and group support for seniors dealing with caregiving and loss.

Website [www.nanaimohospice.com](http://www.nanaimohospice.com)

Bus Route #30

Social 



Seniors

HOME & COMMUNITY CARE CENTRAL ISLAND

Phone 250-739-5749

Hours Monday - Friday 8 am - 4 pm

Address [1665 Grant Avenue](#)

Services Services include assisted living and residential care, rehabilitation services, home nursing, case management, community nutrition, home support, adult day services, hospice and palliative care, social work, and respite.

Bus Routes #30

NANAIMO FAMILY LIFE ASSOCIATION - SENIORS HOUSING INFORMATION & NAVIGATION EASE PROGRAM (SHINE)

Phone 250-754-3331 (EXT. 205 & 212)

Email [reception@nflabc.org](mailto:reception@nflabc.org)

Hours Monday - Thursday 9 am - 4 pm

Address [1070 Townsite Road](#)

Services The Nanaimo Family Life Association provides information on housing options for seniors (60+). We are not a housing provider nor are we able to provide housing placements; however, our Seniors Housing Navigator can provide information that will help Nanaimo seniors find and maintain safe and appropriate housing.

Website [www.nflabc.org](http://www.nflabc.org)

Bus Routes #30

NANAIMO HARBOUR CITY SENIORS

Phone 250-755-7501

Email [info@nanaimoharbourcityseniors.com](mailto:info@nanaimoharbourcityseniors.com)

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

Address [Bowen Park Complex at 500 Bowen Road](#)

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

Website [www.nanaimo.ca](http://www.nanaimo.ca)

Bus Routes #30

NANAIMO LIFELINE PROGRAM

Phone 250-739-5770

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

Address [#102 - 1801 Bowen Road](#)

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

Website [www.nanaimolifeline.ca](http://www.nanaimolifeline.ca)

Bus Routes #40



Seniors

SENDIAL PROGRAM (THRIFTY FOODS)

Phone 250-544-1234 or Toll free 1-866-948-0196

Hours Monday - Friday 8 am - 6 pm  
Saturday, Sunday and Holidays 8 am - 4 pm

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

Website [www.thriftyfoods.com](http://www.thriftyfoods.com)

Social  

VANCOUVER ISLAND UNIVERSITY CENTRE FOR CONTINUING STUDIES - ELDER COLLEGE

Phone 1-866-734-6252

Address [900 Fifth Street](#)

Services Courses offered at preferential rates for people age 50+

Website [www.viu.ca/eldercollege](http://www.viu.ca/eldercollege)

Bus Route #6, #8, #15

Social  

SENIORS OUTREACH TEAM (SORT)

Phone 250-755-3301

Hours Monday - Friday 9 am - 5 pm

Address [1665 Grant Avenue](#)

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

Bus Route #30





LGBTQ2SIA+

BGC - GENERATION Q

Phone 250-754-3215

Email [generationq@bgccvi.com](mailto:generationq@bgccvi.com)

Hours Thursday 6:30 - 8:30 pm

Address [20 Fifth Street](#)

Services Gen Q invites young people ages 12-18 who identify as LGBTQ2SIA+ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Two-Spirit, Intersex, Asexual/Aromantic/Agender, or another gender or sexual orientation minority) to meet every Thursday night for a variety of activities and conversations.

Bus Route #7

GENDER CREATIVE KIDS CANADA

Email [info@gendercreativekids.ca](mailto:info@gendercreativekids.ca)

Services For gender creative kids, their families, schools, and communities.



Website [www.gendercreativekids.com](http://www.gendercreativekids.com)

Social  

GENDER SPECTRUM

Services Resources for gender diverse families and teens, including navigating medical, legal, mental health, and educational systems.

Website [www.genderspectrum.org](http://www.genderspectrum.org)

Social  

NANAIMO FAMILY LIFE ASSOCIATION - GENDER JOURNEYS



Phone 250-754-3331 EXT. 170

Address [1070 Townsite Road](#)

Services Nanaimo-based peer support groups are for all gender identities: transgender, nonbinary, agender, genderfluid, gender nonconforming, Two-Spirit, etc – or gender questioning. The program offers a safe space to explore, learn, connect, and build community. They offer support groups for adults, youth, and their parents and caregivers.

Website [www.nflabc.org](http://www.nflabc.org)

Bus Route #30

Social  

NANAIMO PRIDE SOCIETY

Email [hello@nanaimopride.ca](mailto:hello@nanaimopride.ca)

Services Nanaimo Pride Society brings together members of the Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, and Non-Binary communities, their friends, allies, and supporters in celebration of the unique spirit and culture of the 2SLGBTQIA+ community by producing quality, inclusive events such as the Pride Parade, Pride Festival and much more.

Website [www.nanaimopride.ca](http://www.nanaimopride.ca)

Social  



LGBTQ2SIA+

SOGI123

Services SOGI 1 2 3 helps educators make schools inclusive and safe for students of all sexual orientations and gender identities (SOGI). Site includes curriculum supports and policies.

Website [www.bc.sogieducation.org](http://www.bc.sogieducation.org)

TRANS CARE BC

Phone 1-866-999-1514

Email [transcareteam@phsa.ca](mailto:transcareteam@phsa.ca)

Services BC-wide information service and resource hub that includes information to access gender affirming health care and supports.

Website [www.phsa.ca](http://www.phsa.ca)

VANCOUVER ISLAND TRANS RESOURCES

Phone 250-721-7577

Email [transchair@viu.ca](mailto:transchair@viu.ca)

Services Resource and information site for trans and gender diverse people and their allies on Vancouver Island. Hosted by the Chair in Transgender Studies, UVic.







Furniture and Household Goods

FRIENDS OF HAVEN THRIFT SHOP

Phone 250-754-3687

Email [info@friendsofhaven.ca](mailto:info@friendsofhaven.ca)

Hours Tuesday - Saturday 9:30 am - 5 pm

Address [451 Albert Street](#)

Services At Friends of Haven Thrift Shop you will find everything you need for your home, from furniture, to fine art and collectibles, including a vast inventory of clothing and accessories for your whole family.

Website [www.friendsofhaven.ca](http://www.friendsofhaven.ca)

Bus Route #5, #6

Social

HABITAT RESTORE

Phone 250-758-8743

Email [restoremanager@habitatmvi.org](mailto:restoremanager@habitatmvi.org)

Hours Tuesday - Saturday 9 am - 5 pm

Address [#1 - 4128 Mostar Road](#)

Services Provides a wide variety of affordable new and gently used home furnishings, appliances, lighting, plumbing, hardware, building materials and supplies for sale to the general public.

Website [www.habitatmvi.org](http://www.habitatmvi.org)

Bus Route #15, #25, #30

Social

NANAIMO HOSPICE THRIFT SHOPPE

Phone 250-585-0885

Email [shop2@nanaimohospice.com](mailto:shop2@nanaimohospice.com)

Hours Tuesday - Saturday 9:30 am - 4:30 pm

Address [#35 - 1925 Bowen Road](#)

Services Volunteer, shop, or donate gently used clothing, jewelry, collectables, books, household tools, items, and furniture.

Website [www.nanaimohospice.com](http://www.nanaimohospice.com)

Bus Route #40

Social

ST. ANDREW'S THRIFT STORE

Phone 250-753-1924

Email [office.stauc@shaw.ca](mailto:office.stauc@shaw.ca)

Hours Monday, Wednesday & Friday 9:30 am - 3 pm

Address [315 Fitzwilliam Street](#)

Services The Thrift Store sells gently used women's, men's and children's clothes, books and small kitchen and household items.

Website [www.standrewsunitiednanaimo.com](http://www.standrewsunitiednanaimo.com)



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

Social



Transportation

AC TAXI

Phone 250-753-1231  
 Email [actaxinanaimo@gmail.com](mailto:actaxinanaimo@gmail.com)  
 Hours 24/7  
 Address [835 Old Victoria Road \(main office\)](#)  
 Services 24/7 door-to-door transportation service.  
 Website [www.actaxi.ca](http://www.actaxi.ca)  
 Bus Route #7  
 Social  



BC BUS PASS PROGRAM

Phone 1-866-866-0800  
 Email [BCBusPassProgram@gov.bc.ca](mailto:BCBusPassProgram@gov.bc.ca)  
 Hours Monday - Friday 9 am - 4 pm  
 Services Annual bus pass for low-income seniors and persons with disabilities on restricted incomes. Allows unlimited travel on the Regional transit system.  
 Website [www2.gov.bc.ca](http://www2.gov.bc.ca)

BC FERRIES (HEAD OFFICE)

Phone 1-888-223-3779  
 Hours Monday - Friday 7 am - 10 pm  
 Saturday & Sunday 7 am - 7 pm  
 Address [#500 - 1321 Blanshard Street, Victoria](#)  
 Services Provides passenger and vehicles ferry service for coastal and island communities.  
 Website <https://www.bcferries.com/>  
 Social  

BC FERRIES (DEPARTURE BAY TERMINAL)

Phone 250-758-1728  
 Address [680 Trans-Canada Highway](#)  
 Services Departure Bay is a major ferry terminal owned and operated by BC Ferries that provides ferry service across the Strait of Georgia to Horseshoe Bay in West Vancouver. Departure Bay Ferry to Horseshoe bay travels 30 nautical miles and takes 1 hour and 40 minutes to cross.  
 Website [www.bcferries.com](http://www.bcferries.com)  
 Bus Route #20, #25  
 Social  



Transportation

BC FERRIES (DUKE POINT TERMINAL)

Phone 1-888-223-3779

Address [400 Duke Point Highway](#)

Services Duke Point is a major ferry terminal owned and operated by BC Ferries that provides ferry service across the Strait of Georgia to Tsawwassen. The ferry terminal is located at Duke Point in Nanaimo and is the only major terminal in the BC Ferries system without a public transit connection.

Website [www.bcferrries.com](http://www.bcferrries.com)

Social  

BC FERRIES (GABRIOLA TERMINAL)



Phone 1-888-223-3779

Address [160 Front Street](#)

Services Nanaimo Harbour terminal is located in downtown Nanaimo on the east coast of Vancouver Island. Sailings departing from Nanaimo Harbour terminal provide service to Gabriola Island.

Website [www.bcferrries.com](http://www.bcferrries.com)

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

Social  

HANDY DART



Phone 250-390-3000

Hours Monday - Friday 9 am - 4:30 pm  
Bus Service Hours: Monday - Friday 7 am - 9 pm & Saturday 9 am - 6 pm

Address [6300 Hammond Bay Road](#)

Services handyDART is an accessible, door-to-door shared transit service for people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person. handyDART picks you up at your accessible door and drops you off at the accessible door of your destination. You must first register at no charge.

Website [www.rdn.bc.ca](http://www.rdn.bc.ca)

Social  

NANAIMO REGIONAL TRANSIT SYSTEM

Phone 250-390-4531

Services Provides conventional bus services within Nanaimo and offers a variety of fare options and kids under age 5 ride free. The "Kids Ride Free" program allows a paying family member or guardian to bring 2 children (age 14 and younger) on board for free travel between 5 pm Friday to the end of service Sunday.

Website [www.bctransit.com](http://www.bctransit.com)

Social  



Transportation

WHERE TO BUY

Vendor	Address
Academy of Learning	1702 Bowen Road
49th Parallel Grocery	1824 Cedar Road
Bowen Park Seniors	500 Bowen Road
Bowen Road General Store	1702 Bowen Road
Central Drugs	#16 - 2220 Bowen Road
Circle K	4286 Departure Bay Road
Country Grocer	1800 Dufferin Crescent
Fairway Markets	#103 - 4750 Rutherford Road
Discovery College	495 Dunsmuir Street
Jingle Pot General Store	2201 Jingle Pot Road
Kiwanis House	1233 Kiwanis Crescent
London Drugs	4750 Rutherford & 650 Terminal Avenue
Mac's Convenience Stores	#1 - 4286 Departure Bay Road
Man Lee Oriental Foods	385 Terminal Avenue S.
The Medicine Shoppe	Terminal Park Plaza
Mid Island Co-op	Any location

For more vendor locations see [www.bctransit.com](http://www.bctransit.com)

BUS FARES - ADULTS

Cash Fare	\$2.50
10 Tickets	\$22.50
Day Pass	\$5.00
Monthly Pass	\$65.00
Monthly Pass (Post Secondary Students)	\$50.00
University Semester Pass (Post Secondary Students)	\$170.00

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

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

BUS FARES - HANDYDART

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

BUS FARES - 70 NCX NANAIMO - COWICHAN EXPRESS

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



Personal Identification (I.D)

ICBC DRIVER LICENSING

Phone 1-800-950-1498



Hours Monday, Tuesday, Thursday & Friday 8:30 am - 4:30 pm and Wednesday 9 am - 4:30 pm

Address [6475 Metral Drive](#)

Services Where you go to get your drivers license, ID, car registration and insurance and make a claim if you've been in a car accident.

Website [www.icbc.com](http://www.icbc.com)

Bus Routes #15, #25, #30, #50

Social  

SERVICE BC CENTRE NANAIMO

Phone 250-741-3636

Hours Monday - Friday 9 am - 4:30 pm

Address [460 Selby Road](#)

Services ICBC driver licensing, ID verification, marriage licence, changing name, birth services, hunting and fishing, Provincial government payments, landlord and tenant relations and more.

Website [www2.gov.bc.ca](http://www2.gov.bc.ca)

Bus Route #5, #6



Employment

SERVICE CANADA CENTRE

Phone 1-800-622-6232

Hours Monday - Friday 8:30 am - 4 pm

Address [#201 - 60 Front Street](#)

Services Service Canada provides Canadians with a single point of access to a wide range of government services and benefits, including passport services.

website [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

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

WORK BC - EMPLOYMENT CENTRE

Phone 1-844-453-5506

Email [centre-nanaimo@workbc.ca](mailto:centre-nanaimo@workbc.ca)

Hours 8:30 am to 4:30 pm Monday - Wednesday, 8:30 am to 7:30 pm Thursday, 10 am to 3 pm Friday

Address [#101 - 155 Skinner Street](#)

Services WorkBC connects job seekers and employers – helping people find jobs, explore career options and improve their skills, and helping employers find the right talent and grow their businesses.

website [www.workbc.ca](http://www.workbc.ca)

Bus Route #40



Legal

CANADA REVENUE AGENCY (INCOME TAX)

General Inquiries 1-800-959-8281  
Child Tax & Childcare Benefits 1-800-387-1193  
Tele-refund 1-800-959-1956

DIAL-A-LAW PROGRAM

Phone 1-800-656-5297  
Services General information on the law as it applies in BC.  
Website [www.dialalaw.org](http://www.dialalaw.org)  
Social

EMPLOYMENT STANDARDS BRANCH

Phone 1-833-236-3700  
Hours Monday - Friday 8:30 am - 4:30 pm  
Address [#200 - 6475 Metral Drive](#)  
Services Enforces the Employment Standards Act.  
Website [www.gov.bc.ca](http://www.gov.bc.ca)  
Bus Route #15, #25, #30, #50

JUSTICE ACCESS CENTRE

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

LEGAL SERVICES SOCIETY

Phone 1-866-577-2525  
Hours Monday, Tuesday, Thursday & Friday 9 am - 4 pm  
Wednesday 9 am - 2:30 pm  
Services Provides legal aid in BC.  
Website [www.lss.bc.ca](http://www.lss.bc.ca)  
Social

RESIDENTIAL TENANCY BRANCH INFO LINE

Phone 1-800-665-8779  
Website [www.gov.bc.ca](http://www.gov.bc.ca)

TOGETHER AGAINST POVERTY SOCIETY (TAPS)

Phone 250-713-9800 or 250-713-4282  
Services Offering legal advocacy services for Provincial Persons with Disability (PWD) Applications, Canada Pension Plan Disability (CPP-D) Applications, and Income assistance and Provincial Disability (PWD) matters.  
Website [www.tapsbc.ca](http://www.tapsbc.ca)

TENANT RESOURCE & ADVISORY CENTRE (TRAC)

Phone 1-800-665-1185  
Hours Monday - Friday 9 am - 5 pm  
Services Provides legal education and information about residential tenancy matters.  
Website [www.tenants.bc.ca](http://www.tenants.bc.ca)



Family Services

CENTRAL VANCOUVER ISLAND MULTICULTURAL SOCIETY

Phone 250-753-6911



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

Address [#101 - 319 Selby Street](#)

Services Find help getting settled in Nanaimo, learn English, or finding a job. The Employment Centre is available to all unemployed individuals eligible to work in Canada. The HIPPY program is available to help parents help their preschool aged kids.

Website [www.cvims.org](http://www.cvims.org)

Bus Route #25, #40

Social  

SALVATION ARMY - FAMILY SERVICES

Phone 250-753-8834 EXT. 409

Hours Monday - Thursday 9am - 1pm

Address [505 - Eighth Street](#)

Services Family supports and networks, upstream programs and services around housing loss prevention, access to free pet food, taxes, assistance with applications and forms, support groups and workshops.

Website [www.nanaimosa.ca](http://www.nanaimosa.ca)

Bus Route #5, #6

Social  

CROSSROADS PREGNANCY CENTRE

Phone 250-716-1633

Email [info@cpcnanaimo.com](mailto:info@cpcnanaimo.com)

Hours Monday - Thursday 9 am - 4:30 pm

Address [1717 Kerrisdale Road](#)

Services Non-profit service offering free pregnancy tests, options counselling, post abortion recovery, pregnancy loss support, practical help, maternity & baby clothing, gear, diapers, formula, and pregnancy/parenting classes. All services are free & confidential.

Website [www.cpcnanaimo.com](http://www.cpcnanaimo.com)

Bus Route #40

Social  