

Creative Employment Access Society

Comox Valley Community Directory

Last update: October 2022

TABLE OF CONTENTS			
TIPS FOR USING THE DIRECTORY			2
QUICK REFERENCES:			
Emergency	3	Health	16
Aboriginal Organizations	4	Housing	18
Addictions	5	Legal	19
Advocacy	6	Men	21
Children	7	Parent Support	22
Community Halls & Centres	9	Seniors	23
Community Info (Civic/Regional)	10	Support Groups	24
Education	11	Thrift Stores (Non-Profit)	25
Employment Search	12	Transportation	26
Financial Assistance	13	Women	27
Food	14	Youth	28
Gay, Lesbian, Transsexual & Bisexual Support	15		
DIRECTORY LISTINGS:			
Section A	30	Section M	135
Section B	44	Section N	145
Section C	58	Section O	152
Section D	91	Section P	156
Section E	93	Section Q	164
Section F	96	Section R	165
Section G	101	Section S	169
Section H	103	Section T	182
Section I	113	Section U	188
Section J	121	Section V	190
Section K	124	Section W	199
Section L	127	Section Y	203
INDEX			205

TIPS FOR USING THE DIRECTORY

This Directory is intended to provide easy access to services and to be user friendly. Below are some tips for easy access:

1. **Quick References** are a compilation of categories divided into themes. Only the listing name and phone number are given and occasionally a brief description.
2. The Directory lists services in alphabetical order and is divided by letters of the alphabet starting with Section A and ending with Section Y. To help in searching for listings, the Index lists all services found in the Directory.
3. All listings beginning with **Comox Valley, BC, Canadian** and **The** will be listed according to the next word after. For example Comox Valley Aboriginal Head Start Program will be listed in Section A as Aboriginal Head Start Program, Comox Valley. The **exception** has been made to those companies, organizations and businesses that have expressed the wish to be listed by their appropriate name.
4. All toll free numbers start with 1.
5. **TDD/TTY Definition:** a special device that allows people who are deaf, hard of hearing or speech-impaired to use the phone to communicate, by allowing them to type text messages.

QUICK REFERENCE

EMERGENCY

Police	Ambulance	Fire	911
Community Based Victim Services Comox Valley Family Services Association			250-338-7575 Crisis Text line: 250-800-3806
Crisis Intervention Nurse Access Vancouver Island Crisis Line			1-888-494-3888
Emergency Support Services, Comox Valley			250-334-6000
Helpline for Children (to report child abuse)			310-1234 no area code needed
Lilli House Transition Society, Comox Valley (emergency shelter for abused women and 24 hour crisis line)			250-338-1227
North Island Hospital – Comox Valley			250-331-5900
Nurseline, BC (registered nurse available 24 hours)			811
Poison Control Centre			1-800-567-8911
RCMP Victim Services (information, referral and support to victims of crime and tragedy)			250-334-5979
Salvation Army Emergency Shelter (for men and women, 19+ years of age)			250-338-2533
Suicide Hotline			1-800-784-2433
Vancouver Island Crisis Line			1-888-494-3888
North Island Hospital Comox Valley			250-331-5900

QUICK REFERENCE

ABORIGINAL ORGANIZATIONS

LISTED RESOURCES	PHONE
Aboriginal Head Start Program, Comox Valley Upper Island Women of Native Ancestry	250-334-2477
Indian Residential School Survivors Society (survivors line)	1-800-721-0066
Indigenous Education	250-331-4040
First Nation Health	250-339-6591
Laichwiltach Family Life Society (located in Campbell River, BC)	1-877-777-8222
M'Akola Housing – Courtenay and Campbell River BC Housing (low cost housing for people of First Nations status)	Victoria Head Office 250-590-0204 CR – 250-923-4145 Ctny – 250-703-0357
Miki'siw Métis Association	250-871-7353
Native Courtworker & Counselling Association of BC	250-895-9557
Upper Island Women of Native Ancestry	250-334-9591
Wachiay Friendship Centre	250-338-7793

QUICK REFERENCE

ADDICTIONS

LISTED RESOURCES	PHONE
AIDS Vancouver Island (needle exchange)	250-338-7400
Alano Club	250-338-0041
Alcohol & Drug Information and Referral Service (BC211)	211 or 1-800-663-1441
Alcoholics Anonymous	250-338-8042
Mental Health & Substance Use Services North Island	250-331-8524
Mental Health Info Line – “Here to Help”	310-6789
Nar-Anon Family Group	250-338-5466
Narcotics Anonymous	1-844-484-6772
Problem Gambling Information and Referral Service	1-888-795-6111
Recovery Centre, Comox Valley	250-338-7144 1-866-708-2872
Sex Addicts Anonymous	1-800-477-8191
Sexaholics Anonymous	1-888-357-8104
Smoker’s Helpline BC Lung Foundation	1-877-455-2233
Vancouver Detox	1-866-658-1221
Youth and Family Substance Use Services John Howard Society - Foundry	250-338-7341

QUICK REFERENCE

ADVOCACY

LISTED RESOURCES	PHONE
Advocacy Access Program BC Coalition of People with Disabilities	1-800-663-1278
AIDS Vancouver Island (people affected by HIV, AIDS and Hep C)	250-338-7400
Confederation of Parent Advisory Councils, BC	1-866-529-4397
Eureka Support Society (for adults who have a persistent mental illness)	250-334-4035
Head Injury Society, Comox Valley	250-334-9225
Island Deaf & Hard-of-Hearing Centre	1-877-424-3323
Public Interest Advocacy Centre, BC	604-687-3063
Representative for Children and Youth	1-250-356-6710
Salvation Army Community & Family Services	250-338-5133
SENIORS FIRST BC (formerly the BC Centre for Elder and Advocacy Support)	604-688-1927
Senior Support Society, Comox Valley	250-871-5940
Spinal Cord Injury BC	1-800-689-2477
Wachiay Advocacy Centre	250-338-7793

QUICK REFERENCE

CHILDREN

LISTED RESOURCES	PHONE
Boys & Girls Clubs of Central Vancouver Island	250-338-7582
Child & Adolescent Outreach: Suicide Prevention	250-702-6880
Affordable Child Care Benefit	1-888-338-6622
Child Development Association, Comox Valley	250-338-4288
Child Find, BC	1-888-689-3463
Children Who Witness Abuse Counselling Transition Society, Comox Valley	250-897-0511
Comox Valley Family Services Association	250-338-7575
Healthy Kids Program, BC Ministry of Social Development & Social Innovation	1-866-866-0800
Helpline For Children Ministry of Children and Family Development	310-1234 no area code needed
Hornby and Denman Community Health Care Society	250-335-2885
John Howard Society	250-338-7341

QUICK REFERENCE

CHILDREN

LISTED RESOURCES	PHONE
Kids Help Phone	1-800-668-6868
Kidstart Program John Howard Society	250-338-7341 (CV) 250-286-0611 (CR)
Ministry of Children & Family Development	250-334-5820
Pacific Care (daycare referral)	250-338-4288
Public Health Nursing – Island Health	250-331-8520
Rainbows - Nanaimo (support for grieving children, ages 4+)	250-751-7888
Representative for Children & Youth	1-250-356-6710
Salvation Army Parent Child Resource Centre – CV Community Church	250-338-8221
Salvation Army Community & Family Services - Cornerstone	250-338-6200
Sexual Abuse Intervention Program (SAIP) Comox Valley Family Services Association	250-338-7575
Scouts Canada	250-339-2424
Today N Tomorrow Learning Society	250-338-8445
Wachiay Friendship Centre	250-338-7793
YANA: You Are Not Alone	250-871-0343

QUICK REFERENCE

COMMUNITY HALLS & CENTRES

LISTED RESOURCES	PHONE
Black Creek Community Centre	250-337-5190
Comox Community Centre	250-339-2255
Courtenay Recreation	250-338-5371
Cumberland Recreation Centre	250-336-2231
Comox Valley Sports & Aquatic Centres	250-334-9622 ext. 222
Union Bay Community Club	250-335-2500

QUICK REFERENCE

COMMUNITY INFO (CIVIC/REGIONAL)
--

LISTED RESOURCES	PHONE
Chamber of Commerce, Comox Valley	250-334-3234
City of Courtenay	250-334-4441
Comox Valley Regional District	250-334-6000
MLA – Ronna-Rae Leonard Provincial Member of the Legislative Assembly	250-703-2410
Town of Comox	250-339-2202
Vancouver Island Visitor Centre, Comox Valley	1-855-400-2882
Village of Cumberland	250-336-2291
Comox Valley Neighbourhood Welcome	1-778-585-1509

EDUCATION

LISTED RESOURCES	PHONE
Indigenous Education Service School District 71	250-331-4040
Life Long Learning Centre Comox Valley Life	250-338-9906
Community Policing & Media Relations RCMP Courtenay Detachment	250-338-1321
Glacier View Secondary Centre School District 71	250-338-2752
Nala'atsi Alternate Program	250-331-4040
Navigate (North Island Distance Education School)	250-337-5300 1-800-663-7925
North Island College (NIC)	250-334-5000
Open Learning Agency	1-877-664-4094
School District No. 71, Comox Valley	250-334-5500

QUICK REFERENCE

EMPLOYMENT SEARCH

LISTED RESOURCES	PHONE
ETHOS Career Management Group DigitalWORKS, QmunityWORKS, Island Ops, Rise Up, Ready to Rise	1-877-223-8467
Skilled Trades Employment Program (STEP)	250-585-0575
Vancouver Island Vocational and Rehabilitation Service Ltd. (VIVRS)	250-896-3311 1-888-753-4225
Work BC Employment Services Centre Creative Employment Access Society	250-334-3119

QUICK REFERENCE

FINANCIAL ASSISTANCE

LISTED RESOURCES	PHONE
Bus Pass Program Ministry of Social Development & Social Innovation	1-866-866-0800
Canada Pension Plan (CPP) Service Canada – Courtenay	1-800-277-9914
Affordable Child Care Benefit Ministry of Children & Family Development	1-888-338-6622
Compassionate Care Benefits Service Canada – Courtenay	1-800-206-7218
Credit Counselling Society	1-888-527-8999
Crime Victim Assistance Program, The	1-866-660-3888
Crisis Supplement Ministry of Social Development & Social Innovation	1-866-866-0800
Employment Insurance Service Canada – Courtenay	1-800-206-7218
Income Security Program Service Canada – Courtenay	1-800-277-9914
Ministry of Social Development & Social Innovation	1-866-866-0800
Ministry of Social Development & Social Innovation Emergency Social Services After Hours: 4:30pm – 12:30am 12:30am – 8:00am	1-866-660-3194 1-800-663-9122
Service Canada Centre, Comox Valley	1-800-622-6232
Shelter Aid For Elderly Renters (SAFER) BC Housing	1-800-257-7756
Special Transportation Subsidy Ministry of Social Development & Social Innovation	1-866-866-0800

QUICK REFERENCE

FOOD

LISTED RESOURCES	PHONE
AIDS Vancouver Island (Monday – Friday Bagged lunches)	250-338-7400
Food Bank, Comox Valley	250-338-0615
Lush Valley Food Action Society	250-331-0152
Sendial – Grocery shopping and Delivery program Thrifty Foods	1-800-663-9203
Sonshine Lunch Club St. George's United Church (soup kitchen 5 days per week)	250-334-4961
St. Vincent De Paul Society (emergency food)	250-334-0070
Valley Home Meals (for seniors or housebound individuals)	250-339-2625 1-866-216-2655
Wachiay Helping Hands	250-338-7793

QUICK REFERENCE

GAY, LESBIAN, TRANSSEXUAL AND BISEXUAL SUPPORT

LISTED RESOURCES	PHONE
Qmunity: BC's Queer Resource Centre - reception@community.ca	604-684-5307

QUICK REFERENCE

HEALTH

LISTED RESOURCES	PHONE
AIDS Vancouver Island	250-338-7400
Arthritis Answers Line, The	1-800-321-1433
Canadian Mental Health Association, Mid-Island	250-244-4042
Canadian Red Cross	250-334-1557
Care-A-Van: Mobile Health Clinic	250-331-1413
Clinical Prevention Services – STI Control – Disease Control	604-707-5603
College of Physicians & Surgeons of BC	1-800-461-3008
Comox Valley Diabetes Education Centre Comox Valley Hospital	250-331-5964
Cumberland Health Centre/Cumberland Lodge	250-331-8505
HealthLink BC	811
Healthy Kids Program, BC Ministry of Housing & Social Development	1-866-866-0800
Home & Community Care Island Health	250-331-8522
Hornby and Denman Community Health Care Society	250-335-2885
Hospice Society, Comox Valley	250-339-5533
Kelty Mental Health Resource Centre (virtual resource centre for adults with eating disorders and all ages mental health and addictions)	1-800-665-1822
K'omoks Health Centre	250-339-6591
Medic-Alert Foundation, Canadian	1-800-668-1507

QUICK REFERENCE

HEALTH

LISTED RESOURCES	PHONE
Medical Services Plan Subscriber Information	1-800-663-7100
Mental Health & Substance Use Services North Island	250-331-8524
Mental Health Info Line "Here to Help - Mental Health & Substance use information you can trust"	310-6789 No area code
Newborn-Mother Hotline – Public Health Nursing Comox Valley	250-331-8520 (midweek) 250-218-1388 (weekend)
North Island Regional Eating Disorder Program	250-331-5900 ext.65324
Nurseline, BC	811
Nursing Centre, Comox Valley Island Health	250-331-8502
Canadian Red Cross	250-334-1557
Options for Sexual Health Comox Valley Community Health Centre: Island Health	250-331-8572
PharmaCare	1-800-663-7100
Poison Control Centre	1-800-567-8911
Positive Wellness North Island, Liver Services & HIV Services	250-850-2605
Public Health Nursing – Island Health	250-331-8520
Screening Mammography Program Booking Line	1-800-663-9203 (Local 250-331-5949)
CV Mental Health & Substance Use Outreach Office	250-331-8515
St. Joseph's Hospital – The Views Long-Term Care	250-339-2242

QUICK REFERENCE

HOUSING

LISTED RESOURCES	PHONE
BC Housing – Vancouver Island Region	1-800-787-2807
D'Esterre Gardens (low cost housing for seniors and adults with disabilities)	250-339-5133
Habitat For Humanity	250-334-3777
Kiwanis Village (low cost housing for seniors and adults with disabilities)	250-338-8651
Lilli House Crisis Line - 24 hours Transition Society, Comox Valley (shelter for abused women)	250-338-1227
CV Affordable Housing - Lions Valley View Estates (low cost housing)	250-334-3340
M'Akola Housing (low cost housing for people of First Nations status)	Regional Office CR 250-923-4145 Ctny 250-703-0357
Rental Assistance Program	1-800-257-7756
Residential Tenancy Office	1-800-665-8779
Salvation Army Shelter (access to) daytime hours after hours, weekends and holidays	250-338-2533 1-866-660-3194
Shelter Aid For Elderly Renters (SAFER) – BC Housing	1-800-257-7756
Tenants Resource & Advisory Centre (TRAC) – call back only basis	1-800-665-1185
Wachiay Homeless Street Outreach	250-703-1583

QUICK REFERENCE

LEGAL

LISTED RESOURCES	PHONE
Access Pro Bono Society of BC	1-877-762-6664
Citizens On Patrol Society, Comox Valley (COPS)	250-897-1443
Clicklaw	www.clicklaw.bc.ca
Community Based Victim Services Comox Valley Family Services Association	250-338-7575
Community Justice Centre	250-334-8101
Courtenay Community Corrections, Adult Probation	250-334-1125
Courthouse	250-334-1115
Crime Stoppers Tips Line	1-800-222-8477
Crime Victim Assistance Program	1-866-660-3888
Criminal Duty Counsel	www.clicklaw.bc.ca
Dial-A-Law	1-800-565-5297
Family Duty Counsel – Courtenay Supreme Court	250-334-1115
Family Justice Services BC Access Centre	250-897-7556
Family Maintenance Enforcement Program	1-800-663-3455
Human Rights Tribunal, BC	1-888-440-8844
Lawyer Referral Service Canadian Bar Association	1-800-663-1919

LEGAL

LISTED RESOURCES	PHONE
Legal Aid Legal Services Society	250-897-1400
Legal Information for Women Transition Society, Comox Valley	250-897-0511
Legal Aid BC	1-866-577-2525
Native Courtworkers & Counselling Association of BC	250-287-2328
Office of the Ombudsperson	1-800-567-3247
Public Guardian & Trustee	1-800-663-7867
RCMP – Comox Valley Detachment	250-338-1321
RCMP Comox Valley Victim Services	250-334-5979
Representative for Children & Youth	1-250-356-6710
Salvation Army Community and Family Services	250-338-5133
Tenant Resource & Advisory Centre (TRAC)	1-800-665-1185
VictimLink	1-800-563-0808
Wachiay Advocacy Centre	250-338-7793 ext 229
Youth Probation Services Ministry of Children and Family Development	250-334-5820

MEN

LISTED RESOURCES	PHONE
BC Society For Male Survivors of Sexual Abuse	1-888-682-6482
Men's Support Group Comox Valley Nursing Centre: VIHA	250-331-8502 msg
Men's Therapy Centre – Supporting Survivors of Trauma (located in Victoria, BC)	250-381-6367
Prostate Cancer Support Canada	1-877-840-9173
Salvation Army Shelter (access to) daytime hours after hours, weekends and holidays	250-338-2533 1-866-660-3194

PARENT SUPPORT

LISTED RESOURCES	PHONE
Adoptive Families Association of BC	604-320-7330
Comox Military Family Resource Centre	250-339-8290 1-888-246-0222
Comox Valley Family Services Association	250-338-7575
Compassionate Friends of Canada (for family members bereaved by children)	1-866-823-0141
Confederation of Parent Advisory Councils, BC	1-866-529-4397
Family Support Institute	1-800-441-5403
Foster Parent Support Services Society – Comox Valley	250-898-4488
Hornby and Denman Community Health Care Society	250-335-2885
Parent Support Services (located in Victoria, BC)	1-877-345-9777
Parent Teen Mediation	250-335-2343
Parentline BGC Central Vancouver Island (formerly Boys and Girls Club)	250-338-7141
Parents Together BGC Central Vancouver Island (Boys and Girls Club)	250-338-7141
Salvation Army Parent Child Resource Centre	250-338-6200
Wachiay FASD Keyworker Program	250-338-7793
YANA: You Are Not Alone	250-871-0343

QUICK REFERENCE

SENIORS

LISTED RESOURCES	PHONE
Alzheimer's Society of BC	1-800-462-2833
Arthritis Answers Line, The	1-800-321-1433
Bus Pass Program Ministry of Social Development & Social Innovation	1-866-866-0800
Comox Seniors Centre at d'Esterre House	250-339-5133
Comox Valley Seniors Village Island Health	250-331-1183
Cumberland Lodge Island Health	250-331-8505
Evergreen Seniors Club	250-338-1000
The Views – St. Joseph's Hospital Island Health	778-431-0280
Glacier View Lodge Island Health	250-338-1451home
Home & Community Care Island Health	250-331-8522
Hornby and Denman Community Health Care Society	250-335-2885
Income Security Programs	1-800-277-9914
SENIORS FIRST BC (formerly the BC Centre for Elder and Advocacy Support)	1-866-437-1940
Senior Support Society, Comox Valley	250-871-5940
Shelter Aid For Elderly Renters (SAFER) BC Housing	1-800-257-7756
Volunteer Connector, Comox Valley	250-871-4581
Wachiay Elder Support Worker	250-338-7793

SUPPORT GROUPS

LISTED RESOURCES	PHONE
Al-Anon	250-338-2947
Alcoholics Anonymous (AA)	250-338-8042
Canadian Cancer Society Support Program	1-888-939-3333
Canadian Council of the Blind – Comox Valley Chapter	250-339-3904
Caregivers Support Group	250-871-5940
Chronic Pain Society, Comox Valley	250-331-8502
Compassionate Friends of Canada	250-923-2485
Epilepsy Support Group	250-331-8502
Eureka Support Society	250-334-4035
Grandparents Raising Grandchildren Transition Centre, Comox Valley	250-897-0511
Hospice Society, Comox Valley	250-339-5533
Men's Support Group	250-331-8502
Multiple Sclerosis Support Group	1-844-859-6789
Narcotics Anonymous (NA)	1-844-484-6772
North Island Regional Eating Disorder Program	250-331-5900 ext.65324
Parents Together	250-338-7582
Prostate Cancer Support Group Canadian Cancer Society	250-338-5454
Stroke Recovery Club	250-871-0553
Take Off Pounds Sensibly (TOPS)	www.tops.org
Wachiay FASD Parent to Parent Support Group	250-338-7793

QUICK REFERENCE

THRIFT STORES NON PROFIT

LISTED RESOURCES	PHONE
ReStore Habitat for Humanity Vancouver Island North (1755 13 th Street, Courtenay)	250-334-3784
Salvation Army Thrift Store (1671 Ryan Rd E., Comox)	250-941-7715
Salvation Army Thrift Store (2966 Kilpatrick Avenue, Courtenay)	250-338-8151
St. Joseph's Hospital Cottage Thrift Shop (behind St. Joseph's Hospital, Comox)	250-339-8655
Too Good To Be Threw Thrift Store Transition Society, Comox Valley (239 Puntledge Rd & 6 th Street location re-opening soon!)	250-338-0601

QUICK REFERENCE

TRANSPORTATION

LISTED RESOURCES	PHONE
Angel Flight (only for cancer patients)	250-818-0288
Bus Pass Program Ministry of Social Development & Social Innovation	1-866-866-0800
Canadian Cancer Society (for cancer patients)	250-338-5454
HandyDART, Comox Valley	250-339-5442
Special Transportation Subsidy Ministry of Social Development & Social Innovation	1-800-866-0800
Transit System, Comox Valley	250-339-5453
Wheels for Wellness Society	250-338-0196

QUICK REFERENCE

WOMEN

LISTED RESOURCES	PHONE
Ann Elmore Transition House Campbell River Transition Society	1-800-667-2188
Breast Cancer Support Program Canadian Cancer Society	250-338-5454
Haven Transition House Haven Society (located in Nanaimo, BC)	1-888-756-0616
Lilli House Shelter & 24 Hour Crisis Line Comox Valley Transition Society	250-338-1227
Newborn-Mother Hotline – Public Health Nursing Comox Valley	250-331-8520 (week day) 250-218-1388 (weekend)
Pregnancy Care Centre, Comox Valley	250-334-0058
Salvation Army Shelter (access to) daytime hours after hours, weekends and holidays	250-338-2533 1-866-660-3194
Transition Society, Comox Valley	250-897-0511
Upper Island Women of Native Ancestry	250-334-9591
Women's Drop In Transition Society, Comox Valley	250-897-0511
Women's Outreach Counselling/Support Group Transition Society, Comox Valley	250-897-0511

QUICK REFERENCE

YOUTH

LISTED RESOURCES	PHONE
Alateen	250-383-4020
BGC Central Vancouver Island (formerly Boys and Girls Club)	250-338-7582
Child & Adolescent Outreach: Suicide Prevention David Hex – St. Joseph's Hospital	250-702-6880
Grad "Class" Special Attire for your Special Day (provides graduation suits and gowns)	250-338-9262
Community Justice Centre	250-334-8101
Comox Military Family Resource Centre	250-339-8290 1-888-246-0222
Comox Valley Family Services Association Child & Youth Anxiety/Sexuality	250-338-7575
Girl Guides of Canada Comox Valley District	778-585-0593 wajguides@gmail.com
Helpline for Children Ministry of Children & Family Development	310-1234 no area code needed
Hornby and Denman Community Health Care Society	250-335-2885
John Howard Society Youth & Family Alcohol/Drug Services	250-338-7341
Kids Help Phone	1-800-668-6868
Kidstart Program John Howard Society	250-338-7341 (CV) 250-286-0611 (CR)
Operation Come Home	1-800-668-4663
Options For Sexual Health Comox Valley Community Health Centre: Island Health	250-331-8572

YOUTH

LISTED RESOURCES	PHONE
Parent Teen Mediation	250-335-2343
Pregnancy Care Centre, Comox Valley	250-334-0058
Representative for Children & Youth	1-250-356-6710
Scouts Canada, Comox Valley District	250-339-2424
The Linc Youth Centre Courtenay Recreation	250-334-8138
Wachiay Youth Legacy Programs <i>"Eagles (13-19)" & "Bears(7-12)". It is sign up and no longer drop in.</i>	250-338-7793
Youth Against Violence Line	1-800-680-4264
Youth Probation Services Ministry of Children & Family Development	250-334-5820

SECTION A

ABORIGINAL HEAD START PROGRAM (Licensed pre-school), COMOX VALLEY

Upper Island Women of Native Ancestry

956 Grieve Avenue, Courtenay BC V9N 2T9

Phone: 250-334-2477 Fax: 250-334-2419

Email: info@uiwona.ca

<https://uiwona.ca/comox-valley-aboriginal-head-start/>

“Our Child, Our Future”

Aboriginal Head Start offers two programs a day from Monday to Thursday at 9 am – 11:15 am or 12:45 pm – 3:30 pm. This is a licensed preschool that for children ages 3 to 5 years (must be 3 by December 31st).

This program focuses on Aboriginal Culture, has qualified Early Childhood Educators and provides transportation and meals. The registration is always open and has no charge.

The overall goal of the Comox Valley Aboriginal Head Start program is to foster the early childhood development of Aboriginal children in conjunction with plans and methods designed by Aboriginal people for aboriginal people.

Program Goals:

- To foster the spiritual, emotional, intellectual and physical growth of the children.
- To foster a desire for lifelong learning.
- To support parents, guardians, and extended family as the primary teachers and caregivers of their children.
- To foster a holistic approach to learning and living based on the values of Aboriginal peoples.
- To foster the preservation of Aboriginal culture.
- To ensure the efficient and effective management of all aspects of the program.

The Program Integrates Six Components:

- Culture & Language
- Education
- Health Promotion
- Nutrition
- Social support
- Parental & family involvement

SECTION A

ACCESS PRO BONO SOCIETY OF BRITISH COLUMBIA

300-845 Cambie Street, Vancouver, BC, V6B 4Z9

Business Phone: 604-482-3195 Fax: 604-893-8934

Toll-free: 1-877-762-6664

Client Phone: 604-878-7400

Email: help@accessprobono.ca Website: www.accessprobono.ca

Mission

To promote access to justice in British Columbia by providing and fostering quality pro bono legal services for people and non-profit organizations of limited means.

Objectives

1. To relieve poverty by fostering, organizing and providing quality pro bono legal services to individuals and organizations of limited means.
2. To facilitate access to justice by persons and organizations of limited means and to promote and strengthen the provision of pro bono legal services in British Columbia by:
 - (i) improving the quality and capacity of existing pro bono and other legal service programs;
 - (ii) developing and operating, or assisting in the development and operation of, programs that enhance access to justice and to legal services in communities throughout British Columbia, including pro bono programs and community clinics offering free legal advice and assistance; and
 - (iii) assisting organizations to establish pro bono or volunteer components to their services and programs.
3. To provide training, resources and information to individuals and organizations facilitating access to justice or providing pro bono legal services;
4. To conduct research into issues which relate to access to justice, the provision of pro bono legal services and volunteerism in the legal sector.

Principles

1. Pro bono legal services are those legal services that are provided to people and non-profit organizations of limited means without expectation of a fee.
2. Pro bono legal services should be designed and provided according to the changing social and legal needs of the people and non-profit organizations of limited means for whom they are intended.
3. Pro bono legal services should be provided to people and organizations of limited means according to the same standards of dedication, excellence, and professional ethics as paid legal services.
4. Pro bono legal services should serve to complement and not replace government-funded programs advancing access to justice; a collaborative pro bono system should not substitute for a properly funded legal aid system

Programs & Services

We offer several programs serving the critical legal needs of BC's individuals and non-profit organizations of limited means, ranging from summary legal advice clinics to full legal representation services.

SECTION A

ACCESS PRO BONO SOCIETY OF BRITISH COLUMBIA cont'd

Summary Advice Program

APB operates an extensive network of summary legal advice clinics throughout the province. Clients can make appointments through our Vancouver office and, in some instances, directly through the local clinic. Our volunteer lawyers provide up to a half-hour of free legal advice to clients, and additional appointments may be available.

Programs & Services

Civil Chambers Program

The Civil Chambers Program provides legal assistance and representation services to low- and modest-income individuals engaged in civil (non-family) chambers litigation matters before the Supreme Court and the Court of Appeal in Vancouver.

Roster Program

The Roster Program provides pro bono representation services for particular case types to qualifying individuals and non-profit organizations. Client applications are screened by APB staff and volunteer coordinators, and then sent to a number of lawyers for their consideration. If a lawyer responds to the particular case, they choose the scope of their services. Insurance and disbursement coverage is made available to roster lawyers.

Mental Health Program

The Mental Health Program provides pro bono representation services to individuals contesting their involuntary detainment under the BC Mental Health Act.

Residential Tenancy Program

APB has worked with Community Legal Assistance Society (CLAS) and the Tenancy Resource and Advocacy Center (TRAC) to launch a program designed to represent low-income individuals (qualifying tenants and landlords) appearing before the Residential Tenancy Branch.

Solicitors' Program

The Solicitors' Program is designed to facilitate the provision of pro bono legal services to charitable and non-profit community organizations of limited means.

Paralegal Program

APB has partnered with the Vancouver Justice Access Centre and the Law Courts Center to provide support for self-represented litigants who need assistance in preparing court documents. The Program operates as a weekly evening clinic at the Vancouver Justice Access Centre at the downtown Vancouver courthouse.

Wills Clinic

APB, in partnership with the federal Department of Justice and the provincial Ministry of Justice, operates a weekly Will and Representation Agreement preparation clinic at the Vancouver Justice Access Centre for low-income seniors (ages 55+) and people with terminal illnesses.

SECTION A

ACCESSIBILITY COMMITTEE, COMOX VALLEY

Contact: (use contact form on website)

Website: <https://cvsocialplanning.ca/accessibility-committee/>

Email: comoxvalleysocialplanning@gmail.com

Contact: Christopher Bate, Social Planning and Accessibility Assistant

Programs & Services:

The Comox Valley Accessibility Committee's purpose is to promote equity and social inclusion within the Comox Valley by making recommendations to the appropriate body (e.g. local government, businesses, organizations) to ensure that the Comox Valley is inclusive and accommodating to community members of all ages, abilities and walks of life. This is done by Identifying barriers to inclusion and accessibility, Identifying best practices in other communities, participating in review of local government draft plans, policies, and procedures to prevent the creation of barriers in the future, engaging with the community on issues related to accessibility and inclusiveness and promoting public awareness on issues related to accessibility and inclusion for all community members.

ADAPTED PROGRAMS FOR ADULTS WITH DISABILITIES

Courtenay Recreation Lewis Centre

489 Old Island Highway, Courtenay, BC V9N 3P5

Phone: 250-338-5371

Fax: 250-338-8600

Email: lmcgrath@courtenay.ca

Website: www.courtenay.ca/adapted

Contact: Laura McGrath

Programs & Services:

- A variety of recreation programs offered to adults 18+ with a physical or developmental disability
- Leisure counselling
- Some fees may apply for some programs – financial help may be available
- Inclusion programs for children and youth

ADOPTION REUNION REGISTRY

Ministry of Children & Family Development

PO Box 9705 Prov Govt, Victoria BC V8W 9S1

Phone: 250-387-3660

Toll Free: 1-877-387-3660

Fax: 250-356-1864

Website: <https://www2.gov.bc.ca/gov/content/life-events/birth-adoption/adoptions/adoption-reunions-registries/adoption-reunion-registry>

SECTION A

ADOPTION REUNION REGISTRY Cont'd

Programs & Services:

Reunion services are only for adults (19 years +) who were involved in an adoption that took place in B.C. (to find people adopted outside of B.C., contact the province where the adoption was finalized).

Adopted adults can search for:

- Birth parent
- Siblings adopted into another family
- Siblings born to a birth parent, who is since deceased

Birth parents who placed a child for adoption can start searching for them as soon as they are 19 years of age.

Programs & Services:

Siblings of a child who was placed for adoption can search for an adult sibling only if the birth parent they share is deceased.

Children or grandchildren of an adopted adult who is deceased can search for:

- The adopted adult's birth parents
- Adopted siblings of the adopted adult
- Non-adopted siblings, if the parent of the adoptee is also deceased

ADOPTIVE FAMILIES ASSOCIATION OF BC

200 – 7342 Winston Street, Burnaby BC V5A 2H1

Office: 604-320-7330

Website: www.bcadoption.com

Facebook: www.facebook.com/bcadopt

Instagram: www.instagram.com/bcadopt/

Adopt BC Kids information line: 1-877-ADOPT-07 (1-877-236-7807)

Email: adoptbckids@bcadoption.com

Programs & Services:

- Providing up-to-date information through our website, social media, and provincial office
- Promoting adoption and permanency as a means of building family
- Providing virtual support groups for every step in the adoption process
- Educating parents, waiting parents, and community members through the Adoption Education Program, on-demand webinars, and online workshops

SECTION A

ADVOCACY ACCESS PROGRAM

Disability Alliance BC (DABC)

1450-605 Robson St, Vancouver BC V6B 5J3

Phone: 604-872-1278 TTY: 604-875-8835 Fax: 604-875-9227

Toll Free: 1-800-663-1278

Email: advocacy@disabilityalliancebc.org Website: <https://disabilityalliancebc.org/>

Hours: Monday to Friday 8:30am – 4:30pm (by appointment only - please note that our office is currently closed to the public due to COVID-19)

Programs & Services:

Our program works to secure the necessary income supports for low-income people with disabilities to live with dignity. Our program assists clients to:

- Apply for and appeal the denial of provincial and federal benefits,
- Obtain the health goods and services attached to disability benefits,
- Understand the rules about asset and earnings exemptions,
- Obtain information on subsidized housing and issues related to disability rights,
- Provides general information and referrals and conducts education sessions

Access RDSP

Email: rdsp@disabilityalliancebc.org Website: <https://disabilityalliancebc.org/>

Hours: Monday to Friday 8:30am – 4:30pm (by appointment only - please note that our office is currently closed to the public due to COVID-19)

Through this partnership with Plan Institute and BCANDS, DABC advocates provide direct service by:

- Helping people who are eligible for the RDSP to apply for the Disability Tax Credit (DTC), a pre-requisite for the RDSP. To make applying easier, Access RDSP has created an interactive tax credit tool. Try out the tool here.
- Going to the bank or credit union to help individuals open an RDSP
- Connecting individuals who have the DTC to Plan Institute or BCANDS who will help people open an RDSP.

Programs & Services:

Disability Law Clinic

Email: lawclinic@disabilityalliancebc.org Website: <https://disabilityalliancebc.org/>

Hours: Monday to Friday 8:30am – 4:30pm (by appointment only - please note that our office is currently closed to the public due to COVID-19)

DABC's Disability Law Clinic is able to provide free legal advice to people with disabilities about human rights and discrimination. We can also provide advice to people having problems with their disability benefits.

SECTION A

ADVOCACY ACCESS PROGRAM Cont'd

Programs & Services:

- **Tax Aid DABC**

Email: taxaid@disabilityalliancebc.org Website: <https://disabilityalliancebc.org/>

Hours: Monday to Friday 8:30am – 4:30pm (by appointment only - please note that our office is currently closed to the public due to COVID-19)

Through this program, we assist British Columbians with disabilities living on low incomes with simple income tax filings and information/referrals.

AFFORDABLE CHILD CARE BENEFIT (was: Child Care Subsidy Service Centre)

Ministry of Children & Family Development

PO Box 9953 Stn Prov Govt, Victoria BC V9W 9R3

Toll Free: 1-888-338-6622 Fax: 1-877-544-0699

Website: <https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit>

Hours: Monday to Friday 8:30am – 4:30pm PT, excluding statutory holidays

Programs & Services:

- This benefit is a monthly payment that assists eligible BC families with the cost of child care
- Forms are also on the internet (<https://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care-funding/child-care-benefit/forms-resources>) or at local offices such as:
 - Local Child Care Resource & Referral Office
 - Service BC – Government Agent Office
 - Immigrant Settlement Service Agencies

AFTER HOURS EMERGENCY FINANCIAL HELPLINE

Ministry of Social Development and Poverty Reduction

Toll Free: 1-866-866-0800

Fax 1-855-771-8778

Website: www.gov.bc.ca/sdpr

Hours: Monday to Friday 9:00am 4:00pm Closed between 12 - 1, except for cheque issue days

Programs & Services

- Income Assistance (welfare) and Disability Assistance
- Employment Programs, referral to job placement programs, job training and specialized programs which support persons with disabilities and with persistent multiple
- Supplementary Assistance provides health and other supports such as health services for people with disabilities, bus passes and fees for continuing care and alcohol and drug facilities

SECTION A

AFTER HOURS EMERGENCY FINANCIAL HELPLINE Cont'd

Emergency Social Services After-Hours:

4:30pm— 12:30am: 1-866-660-3194

12:30am- 8am: 1-800-663-9122

Programs & Services:

Crisis Supplement: If you receive income assistance, you may be able to get a crisis supplement from MSDPR in exceptional circumstances.

This benefit is available if:

- An unexpected purchase is needed (example - furnace that requires replacement)
- Failure to obtain an item that will cause imminent danger to physical health
- Items needed that are not a health-care good or service
- There is no other way (cash on hand or funds in bank) to get the item

AFTER HOURS CHILD PROTECTION CONCERNS

Ministry of Children and Family Development

Child protection concerns contact Toll Free: 1-800-663-9122 (24 hours)

AHERO (AD HOC EMERGENCY RESOURCE ORGANIZATION)

Contact: Email: comoxvalleyahero@gmail.com or aheroresourceguide@gmail.com

AHERO's aim is to identify the need for emergency services, encourage their development and help coordinate their delivery.

Programs & Services:

- AHERO is a committee of community agencies, groups and churches who meet monthly to update each other on new or changed services, to discuss significant gaps in service, and to collectively address the needs of our clients to the best of our ability. Part of AHERO's role is to educate its participants and the public about emergency services, as well as to advocate for continuing community development. If you would like to receive regular emails, minutes and meeting invites, all you have to do is email the AHERO email address and ask to be added!

SECTION A

AIDS VANCOUVER ISLAND - Health and Community Services

355 6th Street, Courtenay BC V9N 1M2

Phone: 250-338-7400 Fax: 250-334-8224

Toll Free Info Line: 1-800-665-2437

Email: Ashley.Irwin@avi.org Website: www.avi.org

Hours:

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

Fridays 11am - 3pm

Mission Statement

To promote health, dignity, and well-being for all people affected by HIV, HCV, and substance use by delivering sex-positive and harm reduction based education, prevention, and support services.

AVI envisions a community where all people affected by HIV, HCV, or substance use have equitable access to the support and services necessary to experience optimal health and well-being.

Programs & Services:

- Support, counselling and advocacy to those living with HIV/AIDS and/or Hepatitis C, their partners, families and friends
- Harm reduction program to prevent the spread of HIV/AIDS and Hepatitis C including access to injection supplies, safer smoking supplies, safe disposal of used syringes and condom distribution
- Naloxone distribution and training
- Educational presentations to schools, community groups and workplaces
- Extensive information resources for free distribution
- Services are provided free of charge

ALANO CLUB

543 6th Street, Courtenay BC V9N 1M5

Phone: 250-338-0041

Email: crtnyalanoclub@telus.net

Website: <https://alanoclubofcourtenay.com/>

Hours: Monday to Friday - 8am to 1:30 pm

Programs & Services:

- Alcohol and drug-free social club
- Information about drug/alcohol services, volunteer opportunities, community hours, etc.
- Restaurant – homemade baking, soups, etc - healthy choices/reasonably priced!
- 12 step meetings
- Meeting room rentals available

SECTION A

AL-ANON / ALATEEN FAMILY GROUPS

Information Service Office

2 – 2020 Douglas Street, Victoria BC V8T 4L1

Phone: 250-383-4020

Email: alanonvictoria@gmail.com

Office Hours: Call the office or email for opening hours

BC / YUKON WEBSITE: bcyukon-al-anon.org/index.html

WORLD SERVICE WEBSITE: al-anon.org/

ALCOHOL & DRUG INFORMATION AND REFERRAL SERVICE (BC211)

In partnership with United Way

Mailing address: c/o BC211, 330-111 West Hastings Street, Vancouver BC V6B 1H4

Website: www.bc211.ca

Program Phone Lines:

Lower Mainland (24hr) 1-604-660-9382

Elsewhere in BC (24hr) 1-800-663-1441

Fax: 1-604-660-9415

Text: 211

E-mail: help@bc211.ca

Provides free, confidential, multilingual, information and referral regarding community resources for people in BC dealing with substance use and addiction issues. Provides information about detox, counselling, treatment programs, recovery homes, and support groups. Also covers education and prevention resources, and other concerns such as harm reduction and fetal alcohol and drug effects. Telephone assistance is available 24 hours a day, seven days a week. Funded by Ministry of Health (MOH).

ALCOHOLICS ANONYMOUS (AA)

Box 1337, Comox, BC V9M 7Z8

Phone: 250-338-8042

Local AA Website: <https://comoxvalleyaa.ca/home>

Provincial Website: bcyukonaa.org

Mission Statement:

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

Programs & Services:

- 24 hour answering service provides times and places for AA meetings - 250-338-8042. Information also available from the Alano Club at 250-338-0041.

SECTION A

ALZHEIMER SOCIETY OF BC

North & Central Vancouver Island Resource Centre

4488 Wellington Road, Unit 4

Nanaimo, BC, V9T 2H3

Toll Free: 1-800-462-2833 Fax: 250-734-4173

Email: info.nanaimo@alzheimerbc.org

Local webpage: <https://alzheimer.ca/bc/en/help-support/find-support-bc/vancouver-island>

Website: www.alzheimerbc.org

Contact: info.nanaimo@alzheimerbc.org

Mission Statement:

The Alzheimer Society of BC exists to alleviate the personal and social consequences of Alzheimer's disease and related dementias, to promote public awareness and to search for the causes and the cures.

Programs & Services:

- Information and resource centre on Alzheimer's disease and other dementias
- Referrals to local support groups and services
- **Dementia Helpline:** 1-800-936-6033
- Education programs
- First Link: early intervention, information and referral service

AMBULANCE BILLING SERVICE

Toll Free: 1-800-665-7199 (within BC)

Phone: 250-356-0052

Fax: 250-356-0581

Mail: PO Box 9676 Station Provincial Government, Victoria, BC V8W 9P7

Email: billing@bcehs.ca

Website: <http://www.bcehs.ca/about/billing/fees> (for fees and appeal)

Hours: Monday to Friday 9am – 4pm (except Statutory Holidays)

Programs & Services:

- Provides information on ambulance billing and costs

AMYOTROPHIC LATERAL SCLEROSIS (ALS) SOCIETY OF BC

North Central Island Chapter

1228-13351 Commerce Parkway, Richmond, BC V6V 2X7

Phone: 604-278-2257

Fax: 604-278-4257

Toll Free: 1-800-708-3228

Email: info@alsbc.ca Website: www.alsbc.ca

Contact: Gianpiero Denomme (President) - info@alsbc.ca

SECTION A

AMYOTROPHIC LATERAL SCLEROSIS (ALS) SOCIETY OF BC Cont'd

Mission Statement:

The ALS Society of British Columbia is dedicated to providing direct support to ALS patients, along with their families and caregivers, to ensure the best quality of life possible while living with ALS. This includes access to an equipment loan program. By funding research, we are committed to find the cause of, and cure for Amyotrophic Lateral Sclerosis (ALS). Our goal is to end ALS through creating a world class ALS Centre at UBC.

Programs & Services:

- Provides equipment loans, support groups, caregivers workshops, and resource library to people with ALS

ANGEL FLIGHT OF BC

PO Box 2623, Sidney BC V8L 4C1

Phone: 250-818-0288 Fax: 250-655-0247

778-677-8920 (To request flight)

Email: angel@angelflight.ca

Website: www.angelflight.ca

Programs & Services:

- Angel Flight of BC is a charitable organization that comprises a team of pilots who volunteer their time to provide free, accessible air transportation for adult cancer patients who are fully ambulatory and for children with any medical condition, who have to travel for surgery or treatments on Vancouver Island, the Lower Mainland and the Sunshine Coast.
- Angel Flight will also carry a traveling companion such as a friend, parent or spouse
- Funds are raised through corporate, and private, donations.

ANN ELMORE TRANSITION HOUSE (CAMPBELL RIVER)

Campbell River & North Island Transition Society

101 - 1116 Dogwood Street, Campbell River, B.C. Canada V9W 3A2

Help Line: 250-286-3666 Phone: 250-287-7384 (office) Fax: 250-287-1139

Toll Free: 1-800-667-2188

Email: aeh@annelmorehouse.ca Website: www.annelmorehouse.ca

The Ann Elmore House is operated by the Campbell River and North Island Transition Society, a non-profit, registered charity. "The Campbell River and North Island Transition Society works, with a feminist perspective, to achieve a balance of power in society. We provide safe shelter and access to community based resources for women and children."

SECTION A

ANN ELMORE TRANSITION HOUSE (CAMPBELL RIVER) Cont'd

Programs & Services:

For any of the services listed below please call 250-286-3666.

SAFETY BEDS

Ann Elmore house provides shelter for women and their children in need of safety from all forms of abuse. Women can expect from their stay in a Safety Bed at Ann Elmore House...

- Confidentiality, respect, acceptance, and understanding
- A comfortable environment, food, and their basic personal needs met
- Information, support, counselling, and referrals
- Support groups
- An on-site Child and Youth Support Worker
- 24-hour staffing
- Wheelchair access

For non-resident women and their children there is a 24-hour help line (250-286-3666), support groups, information, and referrals.

RECOVERY PROGRAM at Ann Elmore House

Quick Response Beds:

Ann Elmore House offers non-medical substance withdrawal and/or stabilization of psychiatric distress symptoms in the form of Quick Response Beds. A woman can stay in a Quick Response Bed for a maximum of 14 days with a referral from a Campbell River Mental Health and Substance Use Counsellor or a Crisis Nurse at Campbell River General Hospital.

Supportive Recovery Program:

Ann Elmore House also provides a safe, supportive environment for the early stages of a woman's recovery from substance misuse in what is called their Supportive Recovery Program. A woman can stay in the Supportive Recovery Program for a maximum of 60 days with a referral from a Campbell River Mental Health and Substance Use Counsellor.

ARTHRITIS ANSWERS LINE, THE

Toll Free: 1-800-321-1433

Email: info@bc.arthritis.ca Website: www.arthritis.ca

Hours: Monday to Friday 8.30 am – 5 pm

Programs & Services:

- Trained volunteers with arthritis, or knowledge of arthritis, answer calls
- Languages available - English, French, Cantonese, Mandarin & Punjabi
- General information about arthritis
- Emotional support
- Assistance to locate community resources
- Guidance to access the health care system
- Mail outs of literature

SECTION A

ASSOCIATION OF CLINICAL COUNSELLORS, BC

#204 – 780 Tolmie Avenue

Victoria, BC, Canada V8X 3W4

Phone: 250-595-4448 Fax: 250-595-2926 Toll Free: 1-800-909-6303

Email: hoffice@bcacc.ca Website: www.bcacc.ca

Hours: Monday to Friday 9am – 4:30pm

Programs & Services:

- Members of the Association must meet rigorous academic training (Masters – level equivalency), clinical experience and supervision requirements as part of BCACC's entry criteria. Prospective members are also reviewed through a criminal record check and must submit references from recognized mental health practitioners.
- BCACC permits members to identify themselves as "Registered Clinical Counsellors" (R.C.C.) and holds them accountable to the Association and to the public through our Code of Ethical Conduct and Standards of Clinical Practice and its complaints, investigation and discipline procedures.

AUTISM SOCIETY OF BRITISH COLUMBIA

Phone: 604-434-0880

Toll Free: 1-888-437-0880

Website: www.autismbc.ca

Contact: Sarah Taylor – Vancouver Island Representative (ext. 106)

Email: staylor@autismbc.ca

Programs & Services:

ASBC provides support through:

- Information, referral and self-help
- Advocacy for parents and professionals
- Online support to valuable free on-demand information and discussion forums
- A network of Community Groups throughout BC, facilitated online
- Promoting community autism acceptance and awareness

SECTION B

BABY'S Breath Canada

PO Box 5005, St. Catharines ON, L2R 7T4

Toll Free: 1-800-END-SIDS (1-800-363-7437)

Email: info@babysbreathcanada.ca

Website: <https://www.babysbreathcanada.ca/>

Baby's Breath is Canada's only national foundation focused on SIDS, and more recently also dedicated to reducing all sudden and unexpected infant deaths including stillbirths.

Vision:

To end all sudden unexpected infant deaths and stillbirths.

Mission:

Advocate for and encourage research, share information and provide bereavement support to families.

Programs & Services:

Advocate for and encourage research

Share information

Provide bereavement support to families

BC ABORIGINAL NETWORK ON DISABILITY SOCIETY/INDIGENOUS DISABILITY CANADA

#6 – 1610 Island Highway, Victoria BC V9B 1H8

Phone: 250-381-7303 Fax: 250-381-7312

Toll Free: 1-888-815-5511 (TTY accessible)

Email: bcands@bcands.bc.ca Website: www.bcands.bc.ca

Video Conferencing IP: 184.69.111.226

Mission:

"Advancing the unique disability and health priorities of Indigenous persons through collaboration, consultation, and the delivery of comprehensive client services"

Programs & Services:

Provides a variety of disability and health related information, support services and resources to Aboriginal communities, organizations and Aboriginal persons living with a disability.

SECTION B

BC BEREAVEMENT HELPLINE

Box 20095, RPO Fairview, Vancouver BC V5Z 0C1

Phone: 604-738-9950, Toll Free: 1-877-779-2223

Email: contact@bcbh.ca Website: www.bcbh.ca

Programs & Services:

- Helpline for anyone grieving a loss of any kind
- volunteer based telephone support and referrals to community -based bereavement resources
- resource directory of over 300 bereavement support groups/agencies in BC
- educational brochures available upon request, including multi-lingual and loss-specific brochures
- support groups for survivors of a homicide loss or suicide loss - call for more information
- Traumatic Loss Facilitator Training program
- informative website
- educational livestreams and presentations

BC COALITION OF PEOPLE WITH DISABILITIES

204 – 456 West Broadway, Vancouver BC V5Y 1R3

Phone: 604-875-0188 Fax: 604-875-9227

Toll Free: 1-800-663-1278 TTY: 604-875-8835

Email: feedback@bccpd.bc.ca Website: www.bccpd.bc.ca

Hours: Monday to Friday 8:30am – 4:30pm

Membership fee: \$15.00 per year

Mission Statement:

For over 35 years, the BC Coalition of People with Disabilities (BCCPD) has been a provincial, cross-disability voice in the community.

Our mission is to support people, regardless of their disability, to live with dignity, independence and as equal and full participants in society.

We champion issues impacting the lives of people with disabilities through our direct services, community partnerships, advocacy, research and publications.

Programs & Services:

- **Advocacy Access Program:**

BC Coalition of People with Disabilities, #204 – 456 West Broadway, Vancouver, BC V5Y 1R3

Phone: 604-872-1278 TTY: 604-875-8835 Fax: 604-875-9227

Toll Free: 1-800-663-1278 Email: feedback@bccpd.bc.ca Website: www.bccpd.bc.ca

Hours: Monday to Friday 8:30am – 4:30pm

SECTION B

BC COALITION OF PEOPLE WITH DISABILITIES Cont'd

Programs & Services:

Our program works to secure the necessary income supports for people with disabilities to live with dignity and independence. Our program assists clients to:

- Apply for and appeal the denial of provincial and federal (CPP-D) benefits
- Obtain the health goods and services attached to disability benefits
- Understand the rules about asset and earnings exemptions
- Access and obtain information on subsidized housing

We also:

- Provide information and referrals and workshops on disability benefits
- Facilitate 2 pro bono legal clinics and a pro bono social worker who visits our office at least once a week

▪ **AIDS and Disability Action Program (ADAP):**

An education program that reaches out to all disability communities. The program provides specialized educational materials on HIV/AIDS for people with a variety of disabilities, raises awareness about AIDS as a disability and works in collaboration with HIV/AIDS organizations on issues of common concern. Under ADAP, there are two other initiatives:

▪ **Wellness and Disability Initiative (WDI):**

WDI offers health and wellness information in plain language and alternative formats. Our Resource Centre helps people to learn how to live well, prevent illness and manage health issues. Services include a research and reference service, an in-house library and a web site.

▪ **Health Literacy Network (HLN):**

HLN links disability and other community groups, individuals and health care workers to raise awareness and increase access to health information.

▪ **Community and Residents Mentors Association Project (CARMA):**

CARMA works with residents and staff of the George Pearson Centre. Through peer support it provides opportunities for collaboration between people with disabilities and service providers, and evaluates and conducts research on the impact of peer mentoring on clients' quality of life.

▪ **Transition Magazine:** Yearly subscription: \$15.00 (4 issues)

Transition is an informative publication covering a broad range of issues of interest to people with disabilities, their families and caregivers, professionals and the general public.

▪ **Farmers on 57th:**

Farmers on 57th is an urban farm project at a long-term care facility for people with disabilities. The gardens promote health, beauty, community connection and provide organic food for residents.

SECTION B

BC COALITION OF PEOPLE WITH DISABILITIES Cont'd

Programs & Services:

- **Emergency Preparedness Program**

Our Emergency Preparedness Project works collaboratively with a broad network of disability organizations, people with disabilities, and the emergency management sector. We publish reports, present workshops, and are working on a national project with volunteer Canada.

BC CONFEDERATION OF PARENT ADVISORY COUNCIL (BCCPAC)

2288 Elgin Avenue, Suite C, Port Coquitlam, BC V3C 2B2

Phone: 604-474-0524

Toll Free: 1-866-529-4397

Email: info@bccpac.bc.ca Website: www.bccpac.bc.ca

Hours: Monday to Friday 9am – 4:00pm

Programs & Services:

The BC Confederation of Parent Advisory Councils (BCCPAC) is a charitable non-profit organization that advocates for the best possible public education for all children in BC through the active involvement of parents. Our membership includes Parent Advisory Councils (PACs) and District Parent Advisory Councils (DPACs) in BC.

BC EPILEPSY SOCIETY

#610- 4180 Lougheed Highway

Burnaby, BC V5C 4B3

Phone: 604-875-6704 Fax: 604-875-0617

Email: info@bcepilepsy.com Website: www.bcepilepsy.com

Hours: Monday to Friday 9 AM to 4 PM

The BC Epilepsy Society is a provincially incorporated non-profit organization and a federally registered charitable organization dedicated to providing client support, education, information, resources and community support to the over 50,000 people living with epilepsy and their families. We empower, educate, and support British Columbians living with epilepsy and their families, and fund research to find a cure. We provide client support services, seizure education in schools and workplaces, hospital clinic support services, our in-person Speaking of Epilepsy Lecture Series, our Epilepsy Expert Webinar Series as well as a newsletter and resource library. Through resource development, we are able to provide support groups and our camp subsidy and bursary program for children and youth. There are no barriers to accessing our programs and services as they are free of charge and available in our offices, within community spaces, at epilepsy clinics at hospitals throughout BC and by phone, email and online via Zoom.

SECTION B

BC EPILEPSY SOCIETY Cont'd

Programs & Services:

- **Connecting with Others:** The BC Epilepsy Society offers people living with epilepsy and their families, friends, and loved ones the opportunity to meet other inspirational people who truly understand life with epilepsy. Whether we are laughing together or sharing tips and tricks we have learned along the way, connecting with others makes the journey much more fun! Groups include our In-Person Peer Group, our Online Peer Group, our Family Peer Group, our Young Adults Peer Group, our Epilepsy Friends Forever (EFF) program, and our BC Epilepsy Parents Network (BCEPN) program. Groups are offered via both online and in-person means. Visit <http://bcepilepsy.com/programs/connecting-with-others> for more information.
- **Project UPLIFT:** Project UPLIFT (Using Practice and Learning to Increase Favourable Thoughts) is an 8-week program that uses cognitive behavioural therapy (CBT) and mindfulness to teach people living with epilepsy a valuable skill set that may reduce depression and improve quality of life in people living with epilepsy. Visit <http://bcepilepsy.com/programs/project-uplift> for more information.
- **New Diagnosis Group:** The BC Epilepsy Society's New Diagnosis Group offers participants an interactive opportunity to learn about their epilepsy and the practical matters they will need to know. The New Diagnosis Group combines medical information with practical recommendations from the real-life experiences of facilitators living with epilepsy. Visit <http://bcepilepsy.com/programs/new-diagnosis-group-new-program> for more information.
- **Epilepsy Surgery Peer Connection:** Through this program, individuals who have had epilepsy surgery are able to meet with individuals considering epilepsy surgery to share their experiences and answer questions. Visit <http://bcepilepsy.com/programs/epilepsy-surgery-peer-connection> for more information.
- **Clinic Support Services:** Staff meet with families attending the Neurology Clinics at BC Children's Hospital, Vancouver General Hospital and the Jim Pattison Outpatient Care and Surgery Centre in Surrey to provide epilepsy resources and assistance with community services. As well, we provide resources to other hospitals and health clinics across the province. Please visit <http://bcepilepsy.com/programs/clinic-support-services> for more information.

SECTION B

BC EPILEPSY SOCIETY Cont'd

Programs & Services:

- **Partners in Teaching:** Through this program, we provide free workshops on epilepsy awareness and seizure first aid and safety at schools, workplaces, and other organizations across the province of BC. Please visit <http://www.bcepilepsy.com/programs/partners-in-teaching> for more information.
- **Lecture Series & Educational Events:** The BC Epilepsy Society hosts both in-person and online lecture series and educational events on a wide variety of epilepsy-related topics and the BC Epilepsy Society website is a host to a number of videos and presentations by experts in the field of epilepsy, allowing the uptake of up-to-date and accurate information on various topics related to epilepsy. Visit <http://www.bcepilepsy.com/programs/lecture-series-educational-events> for more information.
- **Epilepsy Expert Webinar Series:** Through the Epilepsy Expert Webinar Series, professionals in the field of epilepsy provide presentations via Zoom Webinars on a variety of topics that impact the daily lives of people living with epilepsy (ex. health, law, employment, etc.). This allows people living with epilepsy and their loved ones to get up-to-date and accurate information. Please visit <http://bcepilepsy.com/programs/epilepsy-expert-webinar-series> for more information.
- **Women in Mind:** Women and girls with epilepsy have unique health concerns. As a result of these differences, women with epilepsy can face special challenges such as reproductive health, hormonal and menstrual cycles, contraception, bone health, parenting, menopause, and the usage of certain anti-epileptic medications. This program includes resource kits which contain information specifically for women and girls living with epilepsy. Also hosts lectures and highlight new developments and research about women's health and epilepsy. A list of related Information Sheets, lectures, news alerts, research findings, and other useful sources of information are found at <http://www.bcepilepsy.com/programs/women-in-mind>.
- **Bursary Program:** We provide bursaries for people living with epilepsy in BC to attend post-secondary education. Visit <http://bcepilepsy.com/donations/who-we-fund/bursaries> for more information

SECTION B

BC EPILEPSY SOCIETY Cont'd

Programs & Services:

- **Camp Subsidy Program:** We provide subsidies for children and youth living with epilepsy in BC to attend accessible summer camp programs. Visit <http://bcepilepsy.com/donations/who-we-fund/camp-subsidies> for more information.
- **Resources:** Our resources includes our international I AM A VOICE for Epilepsy Awareness™ campaign that educates the public about epilepsy and increases epilepsy awareness; our media projects, including our Voice Epilepsy™ podcast series; our robust website with information reviewed by our Professional Advisory Committee (PAC) made up of some of BC's top neurologists; and our lending library, brochures, newsletters, and medical information sheets.

BC MYALGIC ENCEPHALOMYELITIS / FIBROMYALGIA SOCIETY (MEFM)

Mailing address: ME/FM Society of BC, PO BOX 46879 STN D, Vancouver, BC V6J 5M4

Email: info@mefm.bc.ca

Website: www.mefm.bc.ca

The Society's primary goals are to:

- Educate, inform and increase awareness of Myalgic Encephalomyelitis (ME) and Fibromyalgia (FM).
- Provide information and education to physicians, other medical professionals and the community at large, to increase public awareness of ME and Fibromyalgia.
- Champion issues impacting the lives of people with ME and FM through community partnerships and advocacy with local, provincial and federal stakeholders and decision-makers.
- Build an inclusive organization which will reasonably accommodate and allow the participation of ME and FM patients, as well as their caregivers and families, to the extent they are willing and able.
- Promote and fundraise for ongoing medical research to encourage early, accurate diagnosis and effective treatments for ME and Fibromyalgia.
- Liaise with other individuals, groups and organizations to achieve the goals of our Society.

BC HOUSING

Suite 201 - 3440 Douglas Street, Victoria BC V8Z 3L5

Phone: 250-475-7550

Toll Free: 1-800-787-2807 Fax: 250-475-7551

Email: vicmail@bchousing.org Website: www.bchousing.org

Mission Statement:

Our mandate is to develop, manage and administer provincial and federal - provincial housing and properties. BC Housing works with non-profit housing providers, co-ops, the private sector and government and health authorities to build and administer subsidized housing. We also provide services to tenants who currently live in public housing.

SECTION B

BC HOUSING Cont'd

Population Served:

Social housing provides shelter for low to moderate income seniors (including frail seniors), individuals with disabilities or special needs, women and children leaving transition homes, families, lower-income urban single adults (Vancouver), and those at risk of homelessness.

Programs & Services:

- **M'Akola Housing - 2060 Laketrail Road, Courtenay BC**
Open only to people of First Nations status.
To apply call: 250-923-4145
- **Lions Valley View Estates - 1547 Dingwall Road, Courtenay BC**
To apply call: 250-334-3340
- **d'Esterre Gardens - 1584 Balmoral Avenue, Comox BC**
Open only to seniors and adults with disabilities.
To apply call: 250-339-5011 Monday to Friday 9am - 11am
- **Quadra Gardens - 1742 Beaufort Avenue, Comox BC**
Open only to seniors and adults with disabilities.
To apply call: 250-339-5011 Monday to Friday 9am - 11am
- **Kiwanis Village - 635 Pidcock Avenue, Courtenay BC**
Open only to seniors and adults with disabilities.
To apply call: 250-338-8651 Monday to Friday 9am - 11am
- **Independent Living BC (ILBC)**
A housing-for-health program, for seniors and people with disabilities who require some care, but do not need 24-hour facility care.
- **Shelter Aid For Elderly Renters (SAFER) 1-800-257-7756**

Monthly payment to low-income seniors, to help with the costs of renting. Eligibility criteria apply.
- **Rental Assistance Program (RAP) 1-800-257-7756**
Monthly payment to low-income working families, to help with the costs of renting in the private market. Eligibility criteria apply. Call for more information.

SECTION B

BC SOCIETY FOR MALE SURVIVORS OF SEXUAL ABUSE

Head Office

3126 W. Broadway, Vancouver BC V6K 2H3

Phone: 604-682-6482 Toll Free: 1-888-682-6482 Fax: 604-684-8883

Email: bcsmsa@hotmail.com Website: www.bc-malesurvivors.com

Services available Monday to Saturday 9 am to 5 pm

Programs & Services:

- Individual therapy for male survivors of sexual abuse or male victims of domestic violence
- Educational outreach
- Residential Historical Abuse program and Crime Victim Assistance compensation available.
- Services are also open to transgender individuals, regardless of whether they are male-to-female or female-to-male transgender

BC SPCA COMOX VALLEY & DISTRICT BRANCH

Address: 1668 Ryan Road East, Comox BC

Mailing address: PO Box 1284, Comox BC V9M 7Z8

Phone: 250-339-7722 Fax: (250) 339-0421

Email: comoxvalley@spca.bc.ca Website: www.spca.bc.ca

Hours: Tuesday to Saturday 10.30 am to 3 pm

The BC SPCA is a non-profit organization dedicated to protecting and enhancing the quality of life for domestic, farm and wild animals in British Columbia.

Programs & Services:

- Cruelty investigations and protection for farm animals
- Sheltering and adoptions
- Emergency rescue and treatment
- Lost and found pets
- Pet food bank (mostly cat and dogs)

BEAUFORT ASSOCIATION FOR INCLUSION IN ACTION

495 6th Street, Courtenay, BC V9N 6V4

www.beaufortassociation.ca

Quest and Options Community Inclusion Programs

Beaufort Association Day Programs are based on the following core values;

Choice –

We view choice as the expression of growing autonomy in both small, everyday decisions and large life-defining matters. Personal choice defines and expresses individual ability. Valuable activities increase the variety and significance of the choices a person makes.

SECTION B

BEAUFORT ASSOCIATION FOR INCLUSION IN ACTION Cont'd

Competence –

Developing competence through the experience of growing abilities and skills in the performance of functional and meaningful activities, with whatever assistance is required. Valued activities will increase a person's power to define and pursue objectives which are personally and socially important to them.

Respect –

Respect is the experience of having a valued place among a network of people and valued roles in community life. Valuable activities will challenge limited, negative stereotypes about a person and provide access to valued roles.

Community Presence –

We make opportunities to share the varied and ordinary places that define community life. Valuable activities increase the number and variety of ordinary places that a person knows and can use.

Experiential learning provides the individual with a concrete example that can be used to review, reflect and derive conclusions about the activity. This also creates an 'experience base' for future choices. Program planning involves the opportunity to experience a wide variety of activities, that can be used to connect to others in our community. Having first hand knowledge to share, enhances our profile and increases our perceived value.

Having 'experiences' often requires money that is not always readily available. This is the impetus for supporting individuals to have paid work. This, in turn, helps to impress the value of money and what it will buy, and so budgeting becomes an important skill, spending choices need to be made, priorities established.

BEAUFORT ASSOCIATION PET TREAT BAKERY

Pet Treat Bakery is wholly owned by the Beaufort Association and is operated as a Social Enterprise business. It's purposes are three-fold:

- to manufacture and sell high quality, all natural pet treats
- to operate in an environmentally sustainable way, supporting local farms and food producers, and
- to provide customized, paid employment for adults who live with a developmental or other disability

ABOUT OUR PEOPLE...

Employees of Pet Treat Bakery are people who live with the challenge of disability. They are skilled people who are highly motivated, hard working and committed to producing a high quality, healthy product. They are pet lovers, too.

SECTION B

BEAUFORT ASSOCIATION Cont'd

PET TREAT BAKERY - ABOUT OUR PRODUCTS...

We use only high quality Canada Grade A meats for our dehydration products. Our chicken product is sourced from the Fraser Valley, and only grain fed, free run chicken is used. Our pork products, liver and ears, are from 'high health' pigs of Tannadice Farms in the Comox Valley as available. Beef and Bison products are made from locally raised animals (Vancouver Island) whenever available, before going to wider markets in British Columbia. We are committed to developing and using locally produced raw products and continually review suppliers for the highest quality meats available.

Litterbusters: an environmental cleanup service that contracts with municipal and regional government. We contract with local municipal government to provide roadside and trail maintenance. Our paid crew members comb the highways and byways to clear debris and recyclables helping to maintain a clean and safe environment for everyone.

BETTER BUSINESS BUREAU OF VANCOUVER ISLAND (BBB)

220 – 1175 Cook Street, Victoria BC V8V 4A1

Toll Free: 1-877-826-4222 Local: 250-386-6348

Website: <https://www.bbb.org/>

Hours: Monday to Friday 9am - 4pm

Programs & Services:

- Consumer information centre
- Information on businesses
- Business practice complaints

BLACK CREEK COMMUNITY CENTRE

2001 Black Creek Road, Black Creek BC

Phone: 250-337-5190 Fax: 250-337-5192

Email: info@blackcreek-cc.com Website: www.blackcreek-cc.com

Hours: Monday to Saturday 9am – 1pm

Monday to Thursday 4 – 8pm

Programs & Services:

- Fitness Centre: fully-equipped and newly expanded gym with everything you need
- Spacious hall opening onto covered deck with BBQ area. Stunning, rustic venue for your special event.
- Fully licensed commercial kitchen with bar area
- Surrounded by ten acres of field and forested trails, complimentary local roosters sounds
- Children programs and Pumpkin Patch Preschool
- Fitness programs for all ages & abilities

SECTION B

BLACK CREEK COMMUNITY CENTRE Cont'd

Programs & Services:

- Outdoor courts: baseball field, basketball court, double-wide tennis courts with pickleball lines
- Nature trail with a StoryWalk (story boards with a children's story)
- Disc Golf course
- Educational workshops on everything from yogurt-making and tree-pruning, to stained glass making and gluten-free baking.
- Special Events with a strong community focus such as the Annual Outdoor Woodland Egg Hunt, the Winter Holiday Craft Fair, and the hugely popular Black Creek Fall Fair.

BOUNCE BACK Reclaim Your Health

Phone: 1-250-746-5521

Toll Free: 1-866-639-0522 Fax: 1-877-748-2606

Email: bounceback@cmha.bc.ca Website: <https://bouncebackbc.ca/>

BounceBack® is a free skill-building program designed to help adults and youth 15+ manage low mood, mild to moderate depression, anxiety, stress or worry. Delivered online or over the phone with a coach, you will get access to tools that will support you on your path to mental wellness.

BOYS & GIRLS CLUBS OF CENTRAL VANCOUVER ISLAND COMOX VALLEY CLUB

367 11th Street, Courtenay BC V9N 1S4

Phone: 250-338-7582 Fax: 250-338-7592

Email: comoxvalley@bgccvi.com Website: www.bgccvi.com

Contacts: Ian Kalina (Executive Director)

Robin Smart (Director, Human Resources, Information Technology and Manager of Programs, Comox Valley)

Michelle Carty, Area Coordinator

Cheryl Johnson, Human Resources Coordinator

Karen Jeffrey, Office Coordinator

Hours: Monday to Thursday 9am - 2pm

Mission Statement:

To provide a safe, supportive place where children, youth and families can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

SECTION B

BOYS & GIRLS CLUBS OF CENTRAL VANCOUVER ISLAND COMOX VALLEY CLUB Cont'd

Programs & Services:

Affordable programs to support healthy youth and healthy families (sponsorships available: please inquire)

- **Parenting Without Power Struggles:** an education and group support program for parents of pre-teens ages 9-13
- **Parents Together Program:** an education and group support program for parents experiencing parent/teen conflict or concerned with their teen's behavior. **Both parent programs require participants to attend an orientation to ensure the program will meet their needs.** Email: mrockwell@bgccvi.com

BOYS & GIRLS CLUBS OF CENTRAL VANCOUVER ISLAND Cont'd

- **Parentline:** (250-338-7141) Confidential support and resource referral for parents.
- **Day Camps:** Affordable day camps for children ages 5-12 years. Each camp includes out trips around our Island as well as crafts, games and sports. Offered during school holidays and Pro D days.
- **Before and After School Program:** At Aspen Park Elementary & Brooklyn Elementary. These licensed programs include activities such as arts and crafts, cooking, field trips and indoor and outdoor games.
- **Youth Leadership:** This program includes the OneSmartWorld program while offering both activities and discussion on topics that the youth decide on. Participants will be involved in brainstorming, debate, making presentations, outdoor activities and challenges, games, and much more.

BREASTFEEDING DROP-IN CLINIC

Public Health Nursing: Island Health

961 England Avenue, Courtenay BC V9N 2N7

Phone: 250-331-8520 Fax: 250-331-8521

Webpage: <https://www.islandhealth.ca/our-locations/health-unit-locations/comox-valley-health-unit>

Hours: Monday to Friday 8.30am – 4.30pm (closed on Statutory Holidays)

Programs & Services:

- Breastfeeding support available
Courtenay – Public Health Nursing Centre: Thursdays 10:00 – 12:00

SECTION B

BUS PASS PROGRAM

Box 9985 Stn Prov Govt, Victoria BC V8W 9R6

Fax: 1-855-771-8788

Toll Free: 1-866-866-0800

Email: BCBusPassProgram@gov.bc.ca (general inquiries)

Website: <https://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass>

Programs and Services:

Persons with Disabilities can [receive a bus pass as part of their disability assistance](#).

Low-income seniors and other eligible people can [access the program at a reduced cost](#).

A BC Bus Pass is a Compass Card pass that can be used on both BC Transit and TransLink systems throughout the province. HandyDart is not included in this program.

SECTION C

CANADA PENSION PLAN (CPP)

Service Canada

CLICK Website: <https://www.canada.ca/en/services/benefits/publicpensions.html>
CALL Canada Pension Plan 1-800-277-9914
VISIT 130 19th Street, Courtenay BC V9N 8S1
Hours: Monday to Friday 8:30 am – 4:00 pm

Programs & Services:

Your contributions to the Canada Pension Plan (CPP) provide you with a stable and dependable pension you can build on for retirement. Your contributions also provide you and your dependents with basic financial protection if you become disabled or die. There are several types of benefits, depending upon the situation:

- Children's Benefits for Students aged 18 to 25
- Credit Splitting Upon Divorce or Separation
- Disability Benefits
- Retirement Pension
- Survivor Benefits (death, survivor & -18 children's benefits)

CANADIAN AIDS TREATMENT INFORMATION EXCHANGE (CATIE)

505 – 555 Richmond Street West, Toronto Ontario M5V 3B1
Toll Free: 1-800-263-1638 Fax: 416-203-8284
Email: info@catie.ca Website: www.catie.ca

Hours: Monday - Thursday 10am – 6pm (EST)

CATIE is Canada's source for up-to-date, unbiased information about HIV and hepatitis C. We connect people living with HIV or hepatitis C, at-risk communities, healthcare providers and community organizations with knowledge, resources and expertise to reduce transmission and improve quality of life. For more details, please visit www.catie.ca or call 1-800-263-1638.

Programs & Services:

- Workshops for HIV and hepatitis C frontline service providers
- Free subscription publications and membership program
- Access through the Ordering Centre to hundreds of HIV and hepatitis C resources produced by organizations across the country
- CATIE offers free services in print, online, and by phone in English and in French

CANADIAN ANTI-FRAUD CENTRE

Mailing Address: PO Box 686 North Bay, Ontario P1B 8J8
Toll Free: 1-888-495-8501 Fax: 1-888-654-9426, Monday – Friday, 9am – 4:45pm EST
Website: www.antifraudcentre.ca

Programs & Services:

- Information regarding scams and identity theft
- For reporting a fraud

SECTION C

CANADIAN CANCER SOCIETY

Toll-free: **1-888-939-3333**

TTY: **1-866-786-3934**

Donate: **1-800-268-8874**

National Privacy Officer

Toll-Free: **1-888-575-7645**

www.cancer.ca

info@cancer.ca

Our purpose: To unite and inspire all Canadians to take control of cancer.

Our mission: In trusted partnership with donors and volunteers, we improve the lives of all those affected by cancer through world-class research, transformative advocacy and compassionate support

Our Priorities:

- Primary Prevention
- Advocacy
- Research
- Information
- Support for people living with cancer

Programs & Services

- Emotional support programs
- Homecare
- How to get to your cancer treatment
- Where to find a wig or prosthesis

Support Groups:

- **Breast Cancer Support Program:** Counselling, support group and hospital/home visiting for people who have, or have had, breast cancer (Comox Valley 250-339-6970)
- **Screening Mammography Program of BC:** 1-800-663-9203
- **L&L Support Group (Leukemia & Living with Cancer):** Counselling / support for people with cancer, in hospital or at home
- **Ovarian Cancer and Support Group:** Support and information for people who have, or have had ovarian cancer
- **Prostate Cancer Support Group:** Support and information for people who have, or have had prostate cancer

SECTION C

CANADIAN COUNCIL OF THE BLIND – COMOX VALLEY CHAPTER (previously called White Cane Club)

Phone: 250-339-3904 – please call any time

Contact: Pat Chicquen (President)

Meetings: 1st Tuesday of each month from September to June at 1:00pm at the Berwick (all ages welcome!) in Comox - 1700 Comox Ave, Comox, BC V9M 4H4. Each meeting is followed by a social, and many social events are held throughout the year.

Programs & Services:

- Support group for visually impaired and blind people in the Comox Valley.
- Fun, welcoming group

CANADIAN DIABETES ASSOCIATION, THE

360-1385 West 8th Avenue, Vancouver, BC V6H 3V9

Phone: 604.732.1331 Toll-free: 1.800.665.6526 Fax: 604.732.8444

1400-522 University Ave, Toronto, ON M5G 2R5

Toll Free: 1-800-BANTING (1-800-226-8464)

Email: info@diabetes.ca Website: www.diabetes.ca

Programs & Services:

- Provides diabetes programs and services, hosts events and offers a variety of fundraising and volunteer opportunities for the people in their community living with diabetes or prediabetes.
- For all clothing donation inquiries contact 1-800-505-5525.

CANADIAN HERITAGE

351 Abbott Street, Suite 205, Vancouver, BC, V6B 0G6

Toll Free: 1-866-811-0055 TTY: 1-888-997-3123

Email: bro-wro@pch.bc.ca Website: <https://www.canada.ca/en/canadian-heritage.html>

Mission

- Canadian Heritage promotes an environment in which all Canadians take full advantage of dynamic cultural experiences, celebrating our history and heritage, and participating in building creative communities.

SECTION C

CANADIAN MENTAL HEALTH ASSOCIATION, MID-ISLAND

437 Wesley Street, Nanaimo, BC V9R 2T8

Phone: 250-244-4042

Email: jason.harrison@cmha.bc.ca Website: www.cmhamidisland.ca

Mission:

As the nationwide leader and champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness.

Comox Valley Programs:

- **Housing:** CMHA Mid-Island strives to break the cycle of homelessness by supporting people to find a good place to call home. We proudly operate three buildings that provide housing and a variety of supports for those who were homeless or at risk of homelessness.

CANADIAN PROFESSIONAL COUNSELLORS ASSOCIATION

PO Box 907, Vernon, BC V1T 6M8

Phone: 250-558-3323 Fax: 250-558-3369

Toll-Free: 1-888-945-2722

Email: info@thecpca.ca Website: www.cPCA-rpc.ca

Programs & Services

The purpose and objectives of the CPCA are as follows:

- To provide protection for the public seeking help, through a complaint process involving the possible misconduct of members.
- To establish and uphold standards of practice and ethics for the counselling and psychotherapy profession.
- To provide information to the public on issues related to counselling and psychotherapy process and practice.

CANADIAN RED CROSS

10 - 2683 Moray Ave, Courtenay BC V9N 8M9

Phone: 250-334-1557 Fax: 250-334-3974

Website: www.redcross.ca

Hours: 9:30-1:00 Monday to Friday

Mission Statement: To improve the lives of vulnerable people by mobilizing the power of humanity in Canada and around the world.

SECTION C

CANADIAN RED CROSS Cont'd

Programs & Services:

- **For all Red Cross Courses, call Toll-Free 1-800-418-1111**
- **Volunteer Info:** www.redcross.ca/volunteer
- Courtenay Office Advanced Equipment Program
 - **A referral from a Healthcare Professional as identified by the Health Authority or**
 - **Health Organization is required.**

Advanced Short Term Program – formerly HELP Plus provides a range of advanced equipment (such as hospital beds, specialty mattresses and patient lifts) to British Columbians in participating regions. This service includes delivery and installation for most advanced equipment items. This service is only available through the Medical Equipment Provision Program. **Please contact your local Health Authority Home Health / Home and Community Care office for more information.**
- **Courtenay Office Short Term Loan Program**
 - The Red Cross Basic Health Equipment Short Term Program alleviates the pressures that come along with injury or illness, assists people with mobility issues, allows people to return home from hospital earlier, and supports those in palliative care who wish to spend their final days in the comfort of their own home. Access to the program is available in two ways:
 - Through the Medical Equipment Provision Program with a Health Authority Referral, or
 - Through the Red Cross program from a private community care provider such as a family physician, chiropractor or physical therapist.

CAREER PATHS FOR SKILLED IMMIGRANTS

Tel: 604-575-3800

Email: info@careerpaths.ca

6651 Elmbridge Way #110, Richmond, BC V7C 5C2

7525 King George Blvd, Surrey, BC V3W 5A8

If you are a new Immigrant looking for a job that matches your knowledge and skills, you will benefit from Career Paths for Skilled Immigrants. This free program will prepare you for the Canadian job market, using your past education and experience. Career Paths provides connections to help you find a career in your line of work.

SECTION C

CAREER PATHS FOR SKILLED IMMIGRANTS Cont'd

Many Immigrants looking for work have the following challenges:

- Lack of Canadian credentials
- Lack of Canadian work experience
- Limited knowledge of Canadian workplace culture
- Lack of recognition of international credentials
- Limited industry-specific knowledge and network

If you experience any of these limitations, Back in Motion's Career Advisors and Job Search Advisors will work with you to help you reach your employment goals.

If you are not sure if this program is for you, contact us to schedule an appointment with a Career Advisor.

CARE-A-VAN: MOBILE HEALTH CLINIC

Comox Bay Care Society

Web: www.cvcareavan.ca

Phone: 250-331-1413

Email: sabina.comoxbaycaresociety@gmail.com

Mailing Address

2800 Cliffe Avenue

Courtenay, B.C. V9N-2L7

Hours: please refer to the website listed above for current hours and locations of operation

Programs & Services:

- Free healthcare services by professionals, hygiene supplies, health information and referral
- All services are confidential and you do not need a health care card

CHAMBER OF COMMERCE, COMOX VALLEY

2040 Cliffe Avenue, Courtenay BC V9N 2L3

Phone: 250-334-3234 Fax: 250-334-4908

Email: admin@comoxvalleychamber.com Website: www.comoxvalleychamber.com

Hours: Monday to Friday 9am – 4:30pm

Mission Statement:

The Comox Valley Chamber of Commerce provides member businesses with a strong, common voice in dealing with issues that affect the local business environment. It also provides relevant networking opportunities to help generate sales, create alliances and provide programs that will enhance the effectiveness of member businesses. The Chamber of Commerce provides comprehensive information on local member businesses for visiting tourists, residents, and investors.

SECTION C

CHAMBER OF COMMERCE, COMOX VALLEY Cont'd

Programs & Services:

- The Comox Valley Chamber of Commerce has been serving the business community of Courtenay, Comox, Cumberland and the outlying areas since 1919. It is a not-for-profit organization that helps businesses save money, promote themselves, and network with other members of the local business community.

CHILD & ADOLESCENT OUTREACH: SUICIDE PREVENTION

Phone: 250-702-6880 (leave a message)

Contact: David Hext

Programs & Services:

- Short-term counselling and referral service, for children and youth, up to the age of 19, who experience suicidal feelings, depression, loss, and social isolation. Visits can be at home, or in a community setting.

COMOX VALLEY CHILD DEVELOPMENT ASSOCIATION

237 3rd Street, Courtenay BC V9N 1E1

Phone: 250-338-4288 Fax: 250-338-9326

Email: info@cvcda.ca Website: www.cvcda.ca

Hours: Monday to Friday 8:30am – 4:30pm

Mission Statement:

The Comox Valley Child Development Association (CVCDA) is committed to the support of children, youth and young adults, their families, and caregivers so that the lives of children, parents, staff and the child care community are enriched educationally, emotionally, socially and physically.

Population Served: Children from birth to 19 years, and young adults, residing from Mud Bay to Oyster River.

- **The Aboriginal Supported Child Development Program (ASCDP)**
Helps each child involved in the program to successfully participate in the childcare setting of their family's choice while ensuring cultural safety and cultural sensitivity for First Nations, Metis, and Inuit children and families.
- **The Autism Program**
Provides services to children and youth with autism and their families - individualized intervention, behavioural plans and strategies – small groups and one on one.

SECTION C

COMOX VALLEY CHILD DEVELOPMENT ASSOCIATION Cont'd

- **The CYSN Family Support Program**

Provides individualized support to families that have children or youth with disabilities. A CYSN Family Support Worker meets with families in their homes and in the community and provides assistance in the form of information, advocacy, planning, guidance, and problem-solving. This program uses a family-centered, strengths-based approach and aims to increase the well-being of families.

- **Community Integration Program**

For youth with special needs - offers afterschool and evening social and recreational activities.

- **Early Years Community Outreach**

The goal of our program is to make it easier for Comox Valley families with young children (0-6yrs) to access information, resources and supports.

- **Early Years Wellness Program**

Aims to help families encourage good mental health and wellness in their children. We support parent-child relationships while providing positive parenting tools. Funding for our services are covered through the A Pathway to Hope initiative.

- **Early Intervention Therapy Program**

Occupational therapy, physiotherapy and speech-language pathology provides assessment, treatment and intervention strategies for children from birth to school age who need extra support.

Join Our Community Support Groups!

Webpage: <https://www.cvcda.ca/groups/>

For Parent Support -

Mothers for Recovery Group
Island Dads Group
Grandparents Raising Grandchildren
Touchpoints Parenting Program
Circle Of Security Parenting Series
Premie Support Group

For Early Years:

Infant Massage Group
Infant Playgroup

Comox Valley Autism Support Groups

<http://www.comoxvalleyautism.ca/sunday-social-groups>

Playgroup for children with Down Syndrome

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

SECTION C

CHILD FIND, BC

Phone: 250-382-7311

Email: childfindvictoria@gmail.com Website: www.childfindbc.com

Contact: Crystal Donahue (President)

Programs & Services:

- Child Find is established across Canada as a network of charitable, non-profit organizations that deliver services to families whose children go missing unexpectedly. It is recognized by the RCMP National Missing Children's Services in Ottawa and is recognized by the National Centre for Missing and Exploited Children in Arlington VA USA and has the endorsement of the Chiefs of Police of Canada.

COMOX VALLEY LIFELONG LEARNING CENTRE

Comox Valley Community Adult Literacy and Learning Society (CALLS)

1507A McPhee Avenue, Courtenay BC V9N 3A6

Phone: 250-338-9906

Email: info@cvllc.ca Website: www.cvllc.ca

Hours: 9:00am to 3:00pm Monday through Thursday (flexible hours by appointment)

Programs & Services:

- Community literacy programs for adult (19+) learners who wish to improve their reading, writing, math and computer skills. Support is offered through small group instruction or one-to-one tutoring by trained volunteer tutors.
- Drop-in computer literacy tutoring (Monday and Wednesday 1-3PM)
- English as a Second Language Conversation Group (Tuesday 1-3PM)
- Group classes and presentations on Online Safety, Google Docs and Microsoft Word for Adults.

All programs are free and instruction is delivered onsite or in community settings.

COMOX VALLEY TRANSITION SOCIETY

PEACE PROGRAM

625 England Avenue, Courtenay, B.C., V9N 2N5

Phone: 250-897-0511 (Business/Counselling office) Fax: 250-897-0595

Email: peace@cvts.ca

The program offers:

- Support for children and youth, aged 3 to 18, who have experienced and/or witnessed abuse.
- Individual counselling for children and youth;

SECTION C

- Group counselling for children and youth;
- Presentations to the community on the effects of exposure to abuse.
- Children & youth can self-refer. Referrals are also accepted from parents, caregivers, educators and other services providers.

CONNECT WARMING CENTRE

685 Cliffe Avenue in Courtenay
Tel: 250-218-3975(24 Hour Crisis Line 250-338-1227)
Hours: Monday-Saturday 10am-5pm
Email: info@cvts.ca
<https://cvts.ca/connect-warming-centre/>

Provides a safe, welcoming space for vulnerable individuals experiencing or at-risk of experiencing homelessness. It is a space where people can escape inclement weather, access bathrooms, enjoy light refreshments, access wifi and be connected to other supports. The goal of CONNECT is to help reduce homelessness by providing support and resources to individuals that may assist them in obtaining and maintaining housing.

CVTS partners with Comox Valley Coalition to End Homelessness to operate CONNECT. The centre aims to improve self-sufficiency by providing assisted access to housing opportunities, social connection, literacy and education or volunteer opportunities, referrals to community social service agencies, as well as food and other living supports.

CVTS is a founding member of the Comox Valley Coalition To End Homelessness, which is was established for community partners to work as a collective to plan, coordinate, recommend and implement community responses to homelessness.

**Showers are available at the Lewis Centre, 489 Old Island Highway, Monday, Wednesday & Friday, from 9am-1pm.*

CHRONIC PAIN RESOURCES, COMOX VALLEY

Comox Valley Nursing Centre; VIHA
615 10th Street, Courtenay BC V9N 1R2
Phone: 250-331-8502 Fax: 250-331-8503
Website: www.viha.ca/comox_valley_nursing_centre

Drop in Hours: Monday, Tuesday, Wednesday, Thursday and Friday 9am – 4.30m

Programs & Services:

- **Individual Health Consultations:** call for information or drop in at the Nursing Centre
- **Chronic Pain Support Group:** meets the 3rd Tuesday of each month from 1:30 – 3:30pm
- **Therapeutic Relaxation Groups:** meet every Thursday from 1:15 – 2:30pm

SECTION C

CHRONIC PAIN RESOURCES, COMOX VALLEY Cont'd

- **Library Resources:** numerous books and videos on chronic pain and internet access for health related information
- **Educational programs** are held several times a year for those with chronic pain and an exercise program for those who are de-conditioned due to illness. Call for information or drop-in to the Centre.

CHRONIC PAIN SUPPORT GROUP – PEOPLE IN PAIN NETWORK

This support group aims to help people living with chronic pain improve their lives through education, encouragement and fellowship. This meeting is co-facilitated by Heather Devine- People in Pain Network and Gayle Timmons RN on the third Tuesday of every month from 1:30 to 3:30 p.m. Drop In- No registration required

GOOD VIBRATIONS - RELAXATION THERAPY

Facilitated by a Registered Clinical Therapist this open class meets weekly for 60 minutes to learn and practice relaxation skills. Thursdays 1:15PM to 2:15PM. Drop In- No registration required

CHRONIC PAIN EDUCATIONAL SERIES

A 5 week consecutive program (2hrs at each session) designed to assist people in exploring self-management strategies to enhance the quality of their lives. Chronic Pain Management Team members lead session(s), dedicated to their respective area. This program is run three (3) times per year. To register call: 250-331-8502

SUPER 6 EXERCISE PROGRAM

A six week consecutive program with the focus on increasing strength, endurance and general fitness level. The Super 6 Exercise Program is run by a kinesiologist to re-introduce chronic pain clients to exercise. To register call: 250-331-8502

APPOINTMENTS WITH A PRIMARY CARE RN

If you are interested in a comprehensive health/chronic pain assessment you can access this service by:

- Coming to our DROP IN on a Monday- Wednesday –Friday 1-4PM to self-refer
- Having your family physician or other health care provider refer you to the Chronic Pain Program
- This comprehensive assessment will take an average of 3 to 4 one hour appointments. We encourage clients to take personal responsibility for their health through shared discussion, goal setting and problem solving. We support their decisions about their health and lifestyle by providing information and helping people find other resources in the community.

SECTION C

CHRONIC PAIN RESOURCES, COMOX VALLEY Cont'd

In order to access the CHRONIC PAIN MANAGEMENT TEAM the client will have completed a health/chronic pain assessment with a Primary Care RN

MULTIDISCIPLINARY CHRONIC PAIN MANGEMENT TEAM

- Nursing
- Physiotherapy
- Kinesiology
- Pharmacy
- Dietician
- Mental Health
- GP Pain Consultants

Working in partnership with family MD. The goals of this team have been to provide a multidisciplinary framework to assess, treat and to educate people experiencing chronic pain, and their families, as well as to increase our own knowledge and other health care professionals in this community. We have used existing community resources to provide a coordinated, multidisciplinary, and client centered approach.

CHILDREN'S HEALTH FOUNDATION OF VANCOUVER ISLAND

(Formerly Queen Alexandra Foundation for Children)

345 Wale Road

Victoria, BC, V9B 6X2 Canada

Phone: 250 940 4950

E: info@islandkidsfirst.com

Website: <https://islandkidsfirst.com/>

Local Contact: Anita Brassard

Telephone: 1-250-940-4950 ext. 105

Email: Anita.Brassard@islandkidsfirst.com

Our vision is for all Island kids to have access to the health care they need. The Foundation is a registered charity raising funds and supporting and providing services and programs to support the health and well-being of children and youth, between 0 (pre-natal) and 24, living on Vancouver Island the surrounding Islands.

Programs & Services:

- **Homes away from home.** We know that health outcomes are improved when families are able to stay together. The Foundation owns two homes away from home, Jeneece Place adjacent to Victoria General Hospital, and Qwalayu House next door to North Island Hospital in Campbell River. The homes provide a safe, welcoming and compassionate

SECTION C

place for families who need to travel outside their home community to access pediatric or maternal health care.

- **Bear Essentials.** Our family support program assists with the costs of health-related travel and equipment for Island kids. ***Bear Essentials is a program accessed through referral only.*** A health care professional familiar with a child's needs and family circumstances can complete the online application on their behalf, with the consent of the applicant's parent or primary guardian.

CITY OF COURTENAY

830 Cliffe Avenue, Courtenay BC V9N 2J7

Phone: 250-334-4441 Fax: 250-334-4241

Email: info@courtenay.ca Website: www.courtenay.ca

CLICKLAW

Email: editor@clicklaw.bc.ca Website: www.clicklaw.bc.ca/

Mission Statement:

To provide equitable access to quality legal information, education and help for British Columbians.

Programs & Services:

- Practical information about legal rights & responsibilities and options to solve legal problems
- Locate those who can help with legal problems, using the Clicklaw HelpMap: <https://www.clicklaw.bc.ca/content/findhelp>
- Access resources that teach about the laws that affect British Columbians and how the legal system works
- Access resources that feature reform & research of laws and legal innovations in British Columbia

CLINICAL PREVENTION SERVICES – STI CONTROL

Moved to Courtenay Options for Sexual Health Clinic

Website: www.optionsforsexualhealth.org

COLLEGE OF PHYSICIANS AND SURGEONS OF BC

300 –669 Howe Street, Vancouver BC V6C 0B4

Phone: 604-733-7758 Fax: 604-733-3503

Toll Free: 1-800-461-3008

Website: www.cpsbc.ca

Programs & Services:

- This toll free number is for any communication regarding physicians and their patients

SECTION C

COMMUNITY FUTURES STRATHCONA

760B Island Highway Campbell River BC V9W 2C3

Phone: 250-830-0999

Email: info@cfstrathcona.ca Website: www.cfstrathcona.ca

Hours: Monday to Friday 9am – 4:30pm (closed 12 – 1pm)

Mission Statement:

Growing communities one idea at a time and supporting the development and growth of new and existing businesses.

Programs & Services:

- Lend money to new and existing businesses where growth potential is demonstrated
- Encourage people to become self-employed entrepreneurs
- Support community led economic development projects

COMPLEX REGIONAL PAIN SYNDROME

(formerly known as Reflex Sympathetic Dystrophy, RSD)

PARC: Promoting Awareness of RSD and CRPS in Canada

PO Box 20032, St. Catharines, Ontario L2M 7W7

Website: www.rsdcanada.org/parc

Mission:

Our mission is to support, educate and inform persons with Complex Regional Pain Syndrome (CRPS), the community and the medical professionals treating CRPS, about the importance of early diagnosis and treatment. The suffering of persons with this disease must also be recognized.

Programs & Services:

- Give support, information, encouragement to RSD/CRPS patients, their families and friends
- Promote awareness of RSD/CRPS through education, disseminating information
- Provide referrals to health care professionals who have treated and managed CRPS
- Support research into the causes, controls and cures for RSD/CRPS

SECTION C

COMMUNITY JUSTICE CENTRE

Suite C-2 Eighth Street, Courtenay BC V9N 1N5

Phone: 250-334-8101 Fax: 250-334-8102

Email: cjc@shawbiz.ca Website: www.cjc-comoxvalley.com

Hours: Monday to Friday 9am – 12pm

Conferences: Monday to Friday at 4:30pm

Population Served:

Youth and adults mainly referred by RCMP. The Centre also accepts referrals from individuals where both the complainant and respondent are willing to refer - as well as cases referred by shops, ICBC, Fisheries and Oceans Canada, municipal by-laws officers and non-profit organizations.

As well, the Centre co-ordinates the Critical Incident Response Protocol for addressing incidents of racism, homophobia and hate activity.

Eligibility Criteria:

As a restorative justice programme, those accepted must: participate voluntarily, acknowledge that they have hurt others and the community by their actions, and want to engage in making things right with those they hurt and the community at large.

Mission Statement:

- To promote, advance and implement the principles of restorative justice in the Comox Valley
- To educate, engage and involve residents in activities and processes that achieve non-violent solutions to criminal and other hurtful conduct.
- To develop safe, neutral and contextually sensitive environments and processes in which all parties to disputes can meet to:
 - Discuss the unacceptable behaviour and understand its real impacts on the individuals, their families and supporters, and the community as a whole
 - Respond to the emotional, physical, financial and other needs experienced by those hurt
 - Assist those causing the hurt to accept responsibility and accountability for their behaviour and to undertake those actions which may prevent a recurrence
 - Assist those involved to participate in healing themselves and the divisions between them.

Programs & Services:

- Resolution conferences are facilitated for first time offenders who have caused physical/emotional harm to people, property or the community. The respondents are held accountable to repair the damage, encourage healing through prevention and improve relationships for a safer community. Resolution conferences are organized to include offender (respondent) and victim (complainant) and their supporters and community panel members with a trained facilitator at the Community Justice Centre, usually within a month of the case being referred. A mutual agreement is acceptable to both parties and the terms of the agreement are monitored by our case co-ordinators to ensure that it is carried out. Non-compliance can result in the file being returned to the RCMP for possible legal recourse.

SECTION C

COMMUNITY LEGAL ASSISTANCE SOCIETY

300 – 1140 West Pender Street, Vancouver BC V6E 4G1

Phone: 604-685-3425 Fax: 604-685-7611

Toll Free: 1-888-685-6222

Email: contact@clasbc.net

Website: www.clasbc.net

Programs & Services

Provides free legal assistance for low-income people in BC. Services include information, referral, summary advice, and full representation. Practice areas include sexual harassment/gender discrimination in the workplace, human rights cases before the Human Rights Tribunal, and representation of people detained under the Mental Health Act or subject to the mental disorder provisions of the Criminal Code. Also reviews final decisions by administrative bodies in the areas of workers' rights, income security, housing, mental health and human rights; includes the Residential Tenancy Branch, Employment and Assistance Appeal Tribunal, Employment Standards Branch, Workers' Compensation Appeal Tribunal, and the Social Security Tribunal. Also does systemic advocacy about related legal issues.

How to make a complaint: <https://clasbc.net/about-clas/complaints/>

Non profit society. No fees. Collect calls are accepted.

COMMUNITY LIVING BRITISH COLUMBIA (CLBC)

Suite 107 – 1742 Cliffe Avenue, Courtenay BC V9N 2K8

Phone: 250-334-1370 Fax: 250-334-1455 Toll Free: 1-877-334-1370

Website: www.communitylivingbc.ca

Mission Statement:

In partnership with our stakeholders, CLBC facilitates and manages a responsive and sustainable network of supports and services that assists adults with developmental disabilities to be full participants in their communities.

Programs & Services:

- CLBC staff provide information and support in assisting eligible individuals to make connections in their community.
- CLBC funds supports and services that adults with developmental disabilities and their families can access through individualized funding, contracted service providers and other specialized support agencies.

Adult Services:

- Family support, including respite and homemaker services
- Helping to find housing options that encourage independence while meeting a person's unique needs
- Connections with community services, including assessment and consultation, to support individuals, families or caregivers
- Community inclusion supports to help adults with developmental disabilities find work, and build social networks and life skills

SECTION C

COMMUNITY POLICING AND MEDIA RELATIONS

RCMP Comox Valley Detachment

800 Ryan Road, Courtenay BC V9N 7T1

Phone: 250-338-1321 Fax: 250-338-6781

Contact: Constable Monika Terragni

Programs & Services:

- Monika is the local detachment's liaison for speaking engagements at schools, or for groups and organizations in relation to public safety issues. She is also the liaison for any media related issues or questions.

COMOX COMMUNITY CENTRE

1855 Noel Avenue, Comox, BC V9M 2H4

Phone: 250-339-2255 Fax: 250-339-0814

Email: info@comox.ca Website: www.comox.ca/recreation

Hours: Monday to Friday 6:00am – 9:30pm and Saturday & Sunday 8:00am – 4:00pm

Programs & Services:

- A variety of recreational activities for children, youth, adults, seniors and families
- Some recreation and social activities for mentally challenged adults and children
- **Comox Recreation Centre Subsidy** available for low income families and individuals of the Comox Valley; contact the Comox Community Centre for more information.

COMOX SENIORS CENTRE AT D'ESTERRE HOUSE

1801 Beaufort Avenue, Comox BC V9M 1R9

Phone: 250-339-5133 Website: www.comoxseniors.ca

Email: comoxseniors@shaw.ca

Hours: Monday to Friday 8am – 3pm

Office Hours: Monday to Friday 10am – 1pm

Programs & Services:

- Seniors 50+ Social Centre
- Arts and crafts, painting, ceramics, ballroom dancing, exercise programs, games & special events
- Lunches served Monday to Friday from 8am to 12:30pm at Dei's Cafe
- Membership \$35.00 per year

SECTION C

COMOX MILITARY FAMILY RESOURCE CENTRE

1575 Military Row, 19 Wing Fitness & Community Centre

PO Box 310, Lazo BC V0R 2K0

Phone: 250-339-8290 Fax: 250-339-8199 Toll Free: 1-888-246-0222

Email: info@comoxmfrfc.ca Website: www.cafconnection.ca/comox

Facebook: www.facebook.com/comoxmfrfc

Instagram: @comoxmfrfc

Youtube: @comoxmfrfc

Other Resources:

19 Wing Mental Health Department: 250-339-8148

19 Wing Financial Counsellor (SISIP Financial Services): 250-339-5942

19 Wing Chaplains: 250-339-8211: Protestant – local 8273 / Catholic – local 8274

After hours the Duty Chaplain can be paged through Wing Ops at 250-339-8231

Military Police: 250-339-8218

DND Help Line (harassment & sexual assault): 1-800-290-1019

Ligne de secours du DND: 1-800-290-0893

Mission Statement:

To support the unique lifestyle of the modern military family.

Population Served:

19 Wing military members and their families. A limited number of Comox MFRC workshops are open to the general public on a space-available basis.

Programs & Services:

Kinnikinnik Licensed Childcare Centre

250-339-8211 local 7232

childcare@comoxmfrfc.ca

Kinnikinnik Childcare Centre and 19 Wing Family Centre provides childcare for children from infancy to age 5. Full-time spaces are offered in Infant and Toddler Care (4 months–35 months) and the Early Learning Program (30 months–5 years).

Counselling Services

250-339-8211 local 7128

psi.flo@comoxmfrfc.ca

Comox MFRC Counselling Services provides crisis and short-term counselling, assessment and referral, along with prevention programs for the military family. Free and confidential.

SECTION C

COMOX MILITARY FAMILY RESOURCE CENTRE Cont'd

Emergency Family Care Assistance

Emergencies can happen at any time and leave military families in a crisis situation. In times of crisis, normal levels of support may not be sufficient. The Emergency Family Care Assistance (EFCA) policy aims to provide families with an avenue of support for when emergencies strike.

If you are experiencing an emergency situation and require support (e.g. emergency child care, mental health support, family care, etc.), contact either the Family Information Line (FIL) at **1-800-866-4546** or your local MFRC and speak to one of our representatives.

To arrange emergency family care **Monday to Friday 8am – 4pm**, ask to speak to the **Emergency Child Care Coordinator 250-339-8211 local 7239**. **After hours and holidays call Wing Operations at 250-339-8231 and ask them to page the Duty Chaplin.**

Family Liaison Officer
250-339-8211 local 7128
psi.flo@comoxmfr.ca

The Family Liaison Officer (FLO) provides counselling and support services to families of CAF personnel coping with illness, injury and/or exceptional needs. The FLO also supports families in times of grief due to the death of the military member. Co-located at the MFRC and CAF Transition Centre in Comox, the FLO supports the family by responding to family needs, advocating on their behalf and assisting in the navigation of, and access to, relevant programs and services. The FLO offers supportive counselling to family members in crisis, short-term counselling, navigating the transition into civilian life, psycho-educational programming and acts as a referral agent.

Family Separation and Reunion (Deployment) Services

250-339-8211 local 8310

deploymentservices@comoxmfr.ca

We provide a variety of services and activities to assist CAF families coping with the impact of work-related separations. We can offer support to whoever the member designates or individual family members who self-identify. This support extends to immediate family living in the local area, as well as those who may reside elsewhere in Canada. Our services are voluntary and confidential.

Second Language Training

The Second Language Services department offers a variety of formal and informal training, designed to help military families integrate into their new surroundings by either learning the local language or increasing their proficiency. Study options include online self-directed study, tutor-led courses, Conversation Clubs, Homework Help, as well as access to a Second Language Training Resource Lending Library.

SECTION C

COMOX MILITARY FAMILY RESOURCE CENTRE Cont'd

Second Language Programs

250-339-8211 local 6656

français.french@comoxmfr.ca

Other programs and services include FrancoFUN, a monthly activity offered in French, as well as a lending library of printed material, games and puzzles, for children and adults alike, in both English and French.

Family Information Line:

1-800-866-4546 (bilingual service)

Loved ones of Canadian Forces members can contact the Family Information Line (FIL) for any support your family may need as a result of the unique nature of military life. The FIL offers confidential, personal and bilingual assistance. Counsellors can help your family obtain information, and provide reassurance, support, and referral to the various services offered to CF families.

CF Member Assistance Program

1-800-268-7708 (bilingual service)

This is a 24-hour confidential hotline for military members & their families. The counsellors are there to assist people in distress and to offer counselling. Everything discussed with a counsellor is confidential. If required they can also refer to counsellors and/or other services in the local area.

CAFKIDS crisis texting service for kids of CAF families

Text CAFKIDS to 686868

Kids Help Phone with enhanced understanding of the military family lifestyle.

Strongest Families Institute

www.strongestfamilies.com

1-866-470-7111

info@strongestfamilies.com

CAF members, Veterans and their immediate family can access free, bilingual, programs for children, youth, adults and their caregivers via telephone and video coaching.

Family Navigator Website (for Military Families with special needs and responsibilities).

The national 'Family Navigator' website (www.familynavigator.ca) provides local, regional and national service information to families caring for children with a variety of special needs, supporting or caring for an elderly or unwell parent, and those who are health planning with a military spouse who has a complex health concern. This website is designed to assist those who require extra support.

SECTION C

COMOX ROTARY CLUB

D'Esterre House, 1801 Beaufort Avenue, Comox, V9M 1R9

Email: info@comoxrotary.ca

Website: comoxrotary.ca

The vision of Comox Rotary is to take the basic principle of the worldwide Rotary movement, "Service Above Self", and have a good time doing it. If you would like to attend a Rotary meeting and if you are interested in becoming a member of the Comox Rotary club, please contact us at info@comoxrotary.ca.

We meet Thursdays at 6pm, D'Esterre House, 1801 Beaufort Avenue, Comox, V9M 1R9. Please visit our website comoxrotary.ca for more information.

COMOX VALLEY CHILD DEVELOPMENT ASSOCIATION

237 3rd Street, Courtenay BC V9N 1E1

Phone: 250-338-4288 Fax: 250-338-9326

Email: info@cvcda.ca Website: www.cvcda.ca

Hours: Monday to Friday 8:30am – 4:30pm

Mission Statement:

The Comox Valley Child Development Association (CVCDA) is committed to the support of children, youth and young adults, their families, and caregivers so that the lives of children, parents, staff and the child care community are enriched educationally, emotionally, socially and physically.

Population Served: Children from birth to 19 years, and young adults, residing from Mud Bay to Oyster River.

- **The Aboriginal Supported Child Development Program (ASCDP)**
Helps each child involved in the program to successfully participate in the childcare setting of their family's choice while ensuring cultural safety and cultural sensitivity for First Nations, Metis, and Inuit children and families.
- **The Autism Program**
Provides services to children and youth with autism and their families - individualized intervention, behavioural plans and strategies – small groups and one on one.
- **The CYSN Family Support Program**
Provides individualized support to families that have children or youth with disabilities. A CYSN Family Support Worker meets with families in their homes and in the community and provides assistance in the form of information, advocacy, planning, guidance, and problem-solving. This program uses a family-centered, strengths-based approach and aims to increase the well-being of families.

SECTION C

COMOX VALLEY CHILD DEVELOPMENT ASSOCIATION Cont'd

- **Community Integration Program**
For youth with special needs - offers afterschool and evening social and recreational activities.
- **Early Years Community Outreach**
The goal of our program is to make it easier for Comox Valley families with young children (0-6yrs) to access information, resources and supports.
- **Early Years Wellness Program**
Aims to help families encourage good mental health and wellness in their children. We support parent-child relationships while providing positive parenting tools. Funding for our services are covered through the A Pathway to Hope initiative.
- **Early Intervention Therapy Program**
Occupational therapy, physiotherapy and speech-language pathology provides assessment, treatment and intervention strategies for children from birth to school age who need extra support.
- **Infant Development Program**
A home-based program which offers support to families with infants, from birth to 3 years who have or who are at risk for a developmental delay.
- **Pathways to Healing Partnership (PTHP)**
A team which works to support the needs of vulnerable moms and families who have a history of adversity/toxic stress, and may be pregnant or currently caring for young children who are living with the outcomes of developmental trauma.
- **Pacific Child Care Resource and Referral Program**
Assists parents in finding child care and provides support and education to caregivers to promote quality care of children.
- **JumpStart Preschool**
Licensed Preschool for 3 to 5 year olds at Courtenay Elementary School - a partnership with School District 71.
- **Project Inclusion**
Supporting young adults living with a disability to pursue individual goals for learning, working, socializing and community living.
- **Friendship Project**
Helping young adults with diverse abilities to achieve their goal of forming and keeping friends with community members living without disability.

Join Our Community Support Groups!

Webpage: <https://www.cvcda.ca/groups/>

SECTION C

COMOX VALLEY CHILD DEVELOPMENT ASSOCIATION Cont'd

For Parent Support -

Mothers for Recovery Group
Island Dads Group
Grandparents Raising Grandchildren
Touchpoints Parenting Program
Circle Of Security Parenting Series
Premie Support Group

For Early Years:

Infant Massage Group
Infant Playgroup

Comox Valley Autism Support Groups

<http://www.comoxvalleyautism.ca/sunday-social-groups>

Playgroup for children with Down Syndrome

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

COMOX VALLEY CITIZENS ON PATROL SOCIETY

PO Box 3075, Courtenay BC V9N 5N3
Phone: 250-897-1443 Email: cvcops@telus.net

Mission Statement:

The Comox Valley Citizens On Patrol Society has been implemented to enable citizens to volunteer to patrol designated areas of their community and to act as additional "eyes and ears" of the police, thus assisting the RCMP Detachment in their efforts to combat crime. The CVCOPS is a registered non-profit society. It is comprised of concerned citizens who volunteer their time and resources to assist RCMP in the community.

COMOX VALLEY DIABETES EDUCATION CENTRE

101 Lerwick Road, Courtenay, BC, V9N 0B9

Phone: 250-331-5964 **Fax:** 250-331-5903

Email: cvhdiabetes@viha.ca

Hours: Monday, Tuesday & Wednesday from 8:30am – 4:00pm.

Patient Care – Diabetes

The Diabetes Education Centre offers a range of services to assist people living with diabetes. Classes, drop-ins and in-person appointments may be on hold due to COVID 19 – please call or email for more information.

Individual virtual appointments (45 minutes) are available with a physician's referral.

All programs are held in the Diabetes Education Centre. **For information,** please call 339-1568.

SECTION C

COMOX VALLEY FAMILY SERVICES ASSOCIATION

1415 Cliffe Avenue, Courtenay BC V9N 2K6

Phone: 250-338-7575 Fax: 250-338-2343

Email: info@cvfesa.org Website: www.comoxvalleyfamilyservices.com

Contact: Executive Director 250-338-7575 ext.227

Hours: Administration/ Main Office: Monday to Friday: 9:00 am – 4:00pm

Closed over lunch 12-1 and on Stats

Program times vary – please contact program for more information

Mission Statement:

Comox Valley Family Services Association builds on individual and family strengths which support growth and healthy lifestyles.

Programs & Services:

Healthy Families Programs

Program Manager 250-871-7577

Offices at 1507C McPhee, Courtenay. Groups are held at various locations.

The Healthy Families Program is an accredited B.C. Family Resource Program which supports pregnant women, parents and caregivers to provide children (birth up to 3rd year) with a strong foundation in life.

No cost. Open to the community & self-referrals. Please contact 250-871-7577 in case there are any referral requirements for any of the programming aspects.

Various programming – check out our website for further information.

Two examples are:

Community Action Program for Children (CAPC) (including Stay N' Play and Toddler Time)

- For parents with children birth to 3rd year
- Weekly drop-in program providing parent education on care-taking, safety and injury prevention, nutrition and infant/child development
- Transportation, lunch and childcare provided
- Open referral and no cost

Healthy Babies Prenatal Nutrition Program

- Pregnancy outreach program for pregnant women up to 6 months postpartum
- One on one outreach counselling
- Weekly group support, free vitamins, \$10 food voucher
- Assist with breastfeeding concerns
- Diet and networking opportunities.
- Transportation and lunch provided.
- Open referral and no cost

Funders: Public Health Agency of Canada, United Way Central and Northern Vancouver Island, BC Gaming

SECTION C

COMOX VALLEY FAMILY SERVICES ASSOCIATION Cont'd

Family Development Program (FDP)

Program Manager at 250-338-7575

No cost. Referrals only from Ministry of Children and Family Development (MCFD). Family development program helps to develop positive family relations, teach positive parenting, life skills, communication and behaviour management strategies; and assist families in accessing appropriate and available community resources. Families are referred by social workers with MCFD. Services provided may include one-on-one work, youth work, family work and/or group work to meet Ministry of Children and Family Development (MCFD) service delivery needs. For parents and/or custodians of children/youth aged birth to under 19 years of age.

Sexual Abuse Intervention Program (SAIP)

No cost. Open to the community & self-referrals: 250-338-7575. Therapy and education offered for children, youth and families

Community-based program which provides specialized assessment and therapeutic treatment services to children and youth under age 19 who have been sexually abused, and their families. SAIP also provides specialized assessment, treatment and consultation services for children under 12 years of age who have sexual behaviour problems, and their caregivers.

Funder: Ministry of Children and Family Development - Child and Youth Mental Health.

- 1) Monday – Wednesday: Sarah ext. 222
- 2) Wednesday – Friday: Leslie ext. 223

SAIP has two distinct parts:

1. Children under 12 with sexual behaviour problems
2. Children and youth 3 to under 19 years of age who have experienced sexual abuse

Child and Youth Sexuality Information/Consult

No cost. Open to the community & self-referrals. Ph.: 250-338-7575 ext. 222 or ext. 223

- Free information, education and/or referral
- Open to anyone in the community with children under the age of 19, with concerns about childhood sexuality, normal sexual development, problematic sexual behaviours, recognizing and disclosing sexual abuse and dealing with the aftermath of sexual abuse

SECTION C

COMOX VALLEY FAMILY SERVICES ASSOCIATION Cont'd

Child and Youth Anxiety Group: 'Creating Calm'

No cost. Open to the community & self-referrals Ph.:250-338-7575 ext. 223

Funder: Child and Youth Mental Health (MCFD), First Credit Union

The key activities in each 8-10 week program involved physical relaxation techniques, increased awareness of negative thought patterns, methods to challenge worried thoughts, positive self-talk and social skills.

Parental involvement is an essential part of the group format. The group is run 4 times a year.

Wednesdays in an after school time period with two facilitators. It does not run over the summer period.

- For children with anxiety challenges and their families
- Groups are by age: 7-9 and 10-12 Group size is 6-8 children. There is a required parental component **Community Based Victim Services Program (CBVS)**

No cost. Open to the community & self-referrals. In order to access our services, you may or may not have reported an offense to the police. If in need of immediate assistance call 9-1-1 or Crisis Line 1-888-494-3888

Program provides information, community referrals, emotional, practical and court support to victims, their families and witnesses.

a) Victim of sexual assault and abuse – Isabel 250-338-7575 ext. 224 b) Victim of domestic violence, stalking or harassment - Melissa 250-338-7575 ext. 226

Funder: Ministry of Justice – Victim Service and Crime Prevention

Collaborative Planning Program

Coordinator: April 250- 334-5877

No cost. Referrals only from Ministry of Children and Family Development (MCFD).

Co-coordinator facilitates Family Case Planning Conferences (FCPC) and Family Group Conferences (FGC). Also may offer Youth Transition Conferences (YTC) to youth ages 16, 17, and 18 that are either on youth agreements, independent living or aging out of permanent care. The purpose is to identify a support system for a child; with specific goals and brainstorming on how to achieve them. Coordinator role in all 3 aspects is to help facilitate meetings that involve family members to be a part of the planning for children in their family.

COMOX VALLEY REGIONAL DISTRICT

770 Harmston Avenue, Courtenay, BC V9N 0G8

Phone: 250-334-6000 Toll Free: 1-800-331-6007 Fax: 250-334-4358

Website: www.comoxvalleyrd.ca

Email: administration@comoxvalleyrd.ca

Business hours: Monday to Friday 8.30 am to 4.30 pm

Programs & Services:

- Community parks and recreation facilities
- Building inspection
- Land use planning
- Water supply and distribution
- Sewer
- Solid waste management
- Recycling
- Transit

SECTION C

COMPASSIONATE CARE BENEFITS (EI)

Service Canada

CLICK Website: <https://www.canada.ca/en/services/benefits/ei.html>
CALL Employment Insurance 1-800-206-7218
VISIT 130 19th Street, Courtenay BC V9N 8S1
Hours: Monday to Friday 8:30 am – 4:00 pm

Programs & Services:

Employment Insurance provides Compassionate Care Benefits for workers and the self-employed who meet the eligibility criteria when they have to be away from work temporarily to provide care or support to a family member who is gravely ill with a significant risk of death.

COMPASSIONATE FRIENDS OF CANADA, THE

Phone: 250-923-2485 Email: ComoxValley@TCFCanada.net Website: www.tcfcanada.net
Contacts: Judy Dowd at 1-250-923-2485 / Cell: (250)202-2593

The Compassionate Friends is an international, non-profit, non-denominational, self-help organization offering friendship, understanding, grief education and hope for the future to all families who have experienced the death of a child at any age, from any cause.

Meetings: 2nd Monday of each month at 7:00pm

Programs & Services:

- Meetings are open to all bereaved parents, siblings and grandparents

CONSUMER PROTECTION BC

321 - 3600 Uptown Blvd, Victoria, BC V8Z 0B9 (not open for drop-ins)
Toll Free: 1-888-564-9963 Fax: 250-920-7181
Email: Info@Consumerprotectionbc.ca Website: www.consumerprotectionbc.ca
HOURS: 8:30 am – 4:30 pm (PST), Monday to Friday

Consumer Protection BC's mandate is to:

- Deliver consumer protection services throughout British Columbia;
- Promote fairness and understanding in the marketplace; and
- Enforce consumer protection laws in BC

Programs & Services:

Consumer Protection BC delivers consumer protection service throughout BC by:

- Responding to inquiries and complaints from BC consumers and businesses
- Educating consumers and businesses about their rights and responsibilities
- Licensing specific industries
- Inspecting these licensed industries to ensure they are in accordance with BC's consumer protection laws.
- Investigating alleged violations of consumer protection laws and following up with progressive enforcement action
- Providing recommendations to government regarding enhancements to BC's consumer protection laws

SECTION C

COURTENAY COMMUNITY CORRECTIONS

Adult Probation

118 – 420 Cumberland Road, Courtenay BC V9N 5M6

Phone: 250-334-1125 Fax: 250-334-1440

Toll free: 1-800-561-4611

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

Service Description:

Facilitates offender programs, supervises court orders, and supports offenders to make positive changes in their behaviour and attitudes. Also prepares reports and assessments about adult offenders, victims, and sentencing options for the court. Serves Black Creek, Bowser, Comox, Courtenay, Cumberland, Denman Island, Fanny Bay, Hornby Island, Merville, Royston, and Union Bay.

COURTENAY COMMUNITY RESPONSE NETWORK

Network Coordinator: Christopher Bate

Phone: (250) 871-5940

The Courtenay Community Response Network is part of the BC Association of Community Response Networks. The goal is to develop a community network of organizations and individuals who deal with vulnerable adults. The network helps to disseminate information into the community about adult abuse and to address root causes. It also provides a forum for sharing information that is not confidential, to help reduce abuse of vulnerable adults. Meetings are 4 times a year, plus an event around June 15th to mark World Elder Abuse Awareness Day (WEADD) and are open to the public and to all organizations that interface with vulnerable adults. For more information call or email.

COURTENAY OPTIONS FOR SEXUAL HEALTH CLINIC

Comox Valley Health Unit

961 England Avenue, Courtenay BC V9N 2N7

Phone: 250-331-8572 Toll free: 1-800-739-7367

Website: www.optionsforsexualhealth.org

Live Support Hours:

Drop-in: Tuesdays from 5 pm to 8 pm

Programs & Services:

- Offers information about sexually transmitted diseases, HIV, AIDS and sexual health
- Provides information regarding signs and symptoms, testing, treatment and prevention

SECTION C

COURTENAY RECREATION

Lewis Centre

489 Old Island Highway, Courtenay BC V9N 3P5

Phone: 250-338-5371 Fax: 250-338-8600

Email: lewis@courtenay.ca Website: www.courtenay.ca/recreation.aspx

Florence Filberg Centre

411 Anderton Avenue, Courtenay BC V9N 6C6

Phone: 250-338-1000 Fax: 250-338-0303

Email: filberg@courtenay.ca Website: www.courtenay.ca/recreation.aspx

Programs & Services:

- A variety of recreational activities for children, youth, adults, seniors and families
- Rental facilities for a variety of community functions
- Special Needs Program
- ACCESS Pass – for low income families and individuals residing in the City of Courtenay; for more information: 250-338-5371
 - The program is designed for individuals and families who are working low income, on BC Benefits and/or gross family income cannot exceed the National Council of Welfare Estimates. This amount will be found on the application form.
 - Apply at Courtenay Recreation's Lewis Centre or Filberg Centre offices and bring in proof of residency with the application (eg: driver's license, recent utility bill with current address) and BC Care Cards for you and all your dependents (REQUIRED)
 - Post-Secondary students and Special Needs participants are not eligible where a reduction already applies (eg: weight room membership)
 - Coupon Book good for one calendar year, and you receive one per family member
 - Adult Coupon Books are to be given only to adults present at the recreation centre.
Any other adult listed on the form needs to come in for his/her coupon book and verify Courtenay residency and care card number.
 - Receive a coupon book offering up to 75% off programs in the seasonal Recreation Guide & some free access to programs.
 - Applications need to be made once per year.

The LINC Youth Centre

300 Old Island Highway, Courtenay BC

Phone: 250-334-8138

Programs & Services:

- Indoor skate park, computer lab, youth drop-in, structured programs, leadership training, special events and more
- The LINC (ages 11 – 18)
- Skate park (all ages)

SECTION C

COURTHOUSE

420 Cumberland Road, Courtenay BC V9N 2C4
Phone: 250-334-1115 Fax: 250-334-1191

COURTHOUSE LIBRARY, BC

420 Cumberland Road, Courtenay BC V9N 2C4
Second Floor

Phone: 250-334-1124 Toll Free (Vancouver): 1-800-665-2570

Website: <http://www.courthouselibrary.ca/about/libraries/courtenay.aspx?LibId=f6f061c8-1747-449c-b542-ebf229589acd>

Hours: Tuesdays, 9:00 am – 3:30 pm

CREATIVE EMPLOYMENT ACCESS SOCIETY

103 – 555 4th Street, Courtenay, BC V9N 1H3

Phone: 250-334-3119 Fax: 250-338-7594

Email: contact@ceas.ca Website: www.ceas.ca

SEE: WORK BC EMPLOYMENT SERVICES CENTRE

CREDIT COUNSELLING SOCIETY – NANAIMO

Phone: 250-741-8558

Toll Free: 1-888-527-8999

Email: info@nomoredebts.org Website: www.nomoredebts.org

Hours:

Our hours of operation are as follows:

Monday – Thursday 5:30am-8pm PT

Friday 5:30am- 4:30pm PT

Saturday 7:30am-3pm PT

We are federally registered as a Canadian Charitable Organization. We are also an accredited member of Credit Counselling Canada, a national association of non-profit credit counselling services, as well as a nationally accredited charity with the Better Business Bureau.

Mission:

We Help. We Educate. We Give Hope. CCS helps individuals and families achieve financial well-being through objective counselling, debt repayment alternatives, and education related to personal money management and the wise use of credit.

Programs & Services:

- Confidential and free credit counselling services
- Credit education
- Debt management programs
- Budgeting assistance

SECTION C

CRIME STOPPERS TIPS LINE

Toll Free: 1-800-222-TIPS (1-800-222-8477)

Website: www.comoxvalleycrimestoppers.bc.ca

Programs & Services:

- Phone above number to leave tips (anonymously) on crimes witnessed or other information in relation to crimes. For emergencies call RCMP at 9-1-1.

CRIME VICTIM ASSISTANCE PROGRAM, THE

PO Box 5550 Station Terminal, Vancouver BC V6B 1H1

Phone: 604-660-3888

Toll Free: 1-866-660-3888

Email: cvap@gov.bc.ca

Website: www.gov.bc.ca/crimevictimassistance

Program & Services:

This program is governed by the Crime Victim Assistance Act and the Regulations. Under the Act, victims injured as a result of certain crimes, immediate family members of an injured or deceased victim and some witnesses may be eligible for financial assistance or benefits, such as

- Medical & dental care
- Prescription drug expenses
- Vocational services
- Disability aids
- Income support
- Lost earning capacity
- Homemaker, childcare or personal care
- Home or vehicle modification and related expenses
- Counselling
- Repair or replacement of some damaged or destroyed personal property items
- Protective measures (such as changed locks or home security systems)
- Transportation or travel expenses
- Funeral expenses
- Loss of parental guidance for a minor child
- Loss of earnings due to bereavement leave
- Crime scene cleaning

CRISIS INTERVENTION NURSE

Comox Valley Hospital

Phone: available by calling the Crisis Line at 1-888-494-3888

SECTION C

CRISIS LINES, VANCOUVER ISLAND LISTINGS

KUU-US Crisis Line Society*

Toll free: 1-800-588-8717

Adults/Elders Line: 250-723-4050

Youth Line: 250-723-2040

Métis Crisis Line: 1-833-MétisBC (1-833-638-4722)

Box 294, 4589 Adelaide St, Port Alberni BC V9Y 7M7

Email: kuu-uscrisisresponse@shaw.ca Website: www.kuu-uscrisisline.ca

*For Aboriginal Callers

Port Hardy Crisis Line: 250-949-6033

North Island Crisis and Counselling Centre

7095 Thunderbird Road, Port Hardy BC V0N 2N0

Email: reception@nicccs.org Website: www.nicccs.org

Vancouver Island Crisis Line: 1-888-494-3888 (24/7)

PO Box 1118, Nanaimo, BC V9R 6E7

Crisis Chat: www.vicrisis.ca; Crisis Text: 250-800-3806 (both nightly from 6-10 pm)

Email: info@vicrisis.ca Website: www.vicrisis.ca

1800Suicide: 1-800-784-2433 (BC wide) - operates 24/7

Canada Suicide Prevention Service: 1-833-456-4566 – operates 24/7

310Mental Health Support Line: 310-6789 (BC wide) - operates 24/7

Crisis Chat: Online emotional support provided everyday between the hours of 6pm-10pm.
Access through website www.vicrisis.ca.

CRISIS SUPPLEMENT (for Recipients of Income Assistance)

Ministry of Social Development and Poverty Reduction

730 Grant Avenue, Courtenay BC V9N 2T3

Toll Free: 1-866-866-0800 Fax: 250-703-2421

Website: <https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/general-supplements-and-programs/crisis-supplement>

Hours: Monday to Friday 9:00am – 4:00pm by phone

Office Hours: Monday to Friday 9:00am – 4:00pm (Closed for lunch between 12:00pm to 1:00pm)

Programs & Services:

If you receive income assistance, you may be able to get a crisis supplement from MSD in exceptional circumstances. This supplement is available if:

- An unexpected purchase is needed – example: a furnace that requires replacement
- Failure to obtain an item that will cause imminent danger to physical health
- Items needed that are not a health-care good or service
- There is no other resources available to get the item

SECTION C

CROHN'S AND COLITIS CANADA

BC/YK Region Office:

Contact: Teri McGeachie

Phone: Toll Free: 1-800-513-8202

Website: www.crohnsandcolitis.ca

Email: tmcgeachie@crohnsandcolitis.ca

Promise

To cure Crohn's disease and ulcerative colitis and improve the lives of children and adults affected by these chronic diseases.

Mission

Crohn's and Colitis Canada will raise funds to:

- Invest in Crohn's and colitis research to foster advances in prevention, treatments, cures and health policy
- Educate patients, families, industry and governments about Crohn's and colitis, and improve the quality of life of those affected by these chronic diseases
- Increase public awareness of these chronic diseases and our organization
- Advocate to governments and stakeholders on behalf of those affected by Crohn's and colitis

CUMBERLAND HEALTH CENTRE

PO Box 400, 2696 Windermere Avenue, Cumberland BC V0R 1S0

Phone: 250-331-8577

Hours: CLOSED UNTIL FURTHER NOTICE

Programs & Services:

- Renal dialysis unit
- Lab & pharmacy
- Respite care
- Complex Care
- Special Care Unit
- Adult Day Program

CUMBERLAND RECREATION CENTRE

2665 Dunsmuir Avenue, Cumberland BC V0R 1S0

Phone: 250-336-2231 Fax: 250-336-2321

Email: recreation@cumberland.ca

Programs & Services:

- A variety of recreational activities for children, youth, adults, seniors and families

SECTION D

DAWN TO DAWN

Unit 6C-821 Shamrock Place, Comox, BC v9M 4G4

Phone: 250-218-3136 Website: dawntodawn.org

Email: info@dawntodawn.org

Non Profit Residential Housing Program that makes transitional housing possible in the Comox Valley.

Programs & Services

We provide homeless individuals and families with access to housing that gets them (or keeps them) off the streets

DEPARTMENT OF FISHERIES AND OCEANS - DFO

Pacific Region - Recreational Fishing

DFO Recreational Fishing – Campbell River

940 Alder Street Suite 315, Campbell River, BC V9W 2P8

Campbell River DFO Office: 250-850-5701

Toll Free: 1-866-431-FISH (1-866-431-3474)

Email: opscentre@pac.dfo-mpo.gc.ca (inquiries)

Website: www.pac.dfo-mpo.gc.ca/index-eng.html

Hours: Mon – Fri: 8:00am - 4:00pm (closed between 12:00 – 1:00)

Programs & Services:

- Go to the internet site to view up-to-date fisheries openings and closings, with dates and locations listed for our local areas

DIAL-A-LAW

The Canadian Bar Association, BC Branch

Toll Free: 1-800-565-5297

Website: www.dialalaw.org

Dial-A-Law is a library of legal information prepared by lawyers. It offers general information on a variety of topics on law in British Columbia. Dial-A-Law is a free service that is available in English, Chinese and Punjabi by telephone and on the Internet. Dial-A-Law is funded by the Law Foundation of British Columbia and is operated by the Canadian Bar Association British Columbia Branch (CBABC).

Programs & Services:

Call Dial-A-Law if you:

- think you may have a legal problem and want practical information on the law involved
- want to find out about your legal rights and responsibilities
- want to learn more about the law and the legal system in British Columbia

Dial-A-Law is available 24 hours a day, 7 days a week.

SECTION D

DRUG REHAB SERVICES

Toll Free: 1-877-254-3348

Website: www.drugrehab.ca

Drug Rehab Services' philosophy is to refer you to the best possible drug rehabilitation center to meet your specific treatment needs. We want you to achieve a 100% drug free life without the use of substitute medications

Programs & Services:

- Free referrals to a drug rehabilitation program that does not use drugs of any kind
- Can help you find private treatment facilities as well as low or no cost programs
- Information regarding the costs for the different types of treatment

SECTION E

EMERGENCY SUPPORT SERVICES, COMOX VALLEY (ESS)

Comox Valley Emergency Program

Comox Valley Regional District

770 Harmston Avenue, Courtenay, BC V9N 0G8

Phone: 250-334-6000

Email: cvess@comoxvalleyep.ca

Contact: Cari McIntyre or Howie Siemens

Programs & Services:

- Emergency Support Services (ESS) provides short-term basic support to people impacted by disasters.
- The program is financed by Emergency Management BC (EMBC) and administered by Indigenous communities and local governments.
- Supports provided to those eligible are determined by a case-by-case basis. Services may be available for an extended period depending on the emergency and the circumstances of an evacuation.

EMPLOYMENT INSURANCE (EI)

Service Canada

CLICK

Website: <https://www.canada.ca/en/services/benefits/ei.html>

CALL

Employment Insurance 1-800-206-7218

VISIT

130 19th Street, Courtenay BC V9N 8S1

Hours: Monday to Friday 8:30 am – 4:00 pm

Programs & Services:

Temporary wage loss insurance for workers and the self-employed who meet the eligibility criteria. There are several types of benefits, depending upon the situation:

- Employment Insurance Regular Benefits
- Employment Insurance Maternity and Parental Benefits
- Employment Insurance Sickness Benefits
- Employment insurance Compassionate Care Benefits
- Employment insurance Fishing Benefits
- Employment Insurance Self Employment Benefits

EMPLOYMENT STANDARDS BRANCH

Ministry of Labour

2nd Floor – 6475 Metral Drive, Nanaimo BC V9T 2L9

Phone: 1-833-236-3700 Text: 604-660-2421 Fax: 1-855-490-0476

Website: www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards

Programs & Services:

- The Employment Standards Branch Administers the Employment Standards Act and Regulation, which set minimum standards of wages and working conditions in most work places
- The law in B.C. sets standards for payment, compensation and working conditions in most workplaces. The standards promote open communication, fair treatment and work-life balance for employees.
- For information related to non-union issues and problems in the workplace

SECTION E

ETHOS Career Management Group

Virtual Employment Services

202-155 Skinner Street, Nanaimo, BC V9R 5E8

Toll Free: 1-877-223-8467 Phone: 250-741-8116 Fax: 250-741-8117

Website: <https://www.ethoscmg.com/what-we-do>

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

Programs & Services:

- DigitalWORKS – Digital workplace skills for young adults
 - Toll Free: 1-877-714-0471 ext. 21 digitalworks@ethoscmg.com
- QmunityWORKS - Supporting the LGBTQ2S+ and ally community in gaining secure employment
 - Toll Free: 1-877-714-0471 qmunityworks@ethoscmg.com
- Island Ops – Employment services for persons with disabilities.
 - Toll Free: 1-877-714-0471 islandops@ethoscmg.com
- RiseUp! - Pathways to employment for women with disabilities.
 - Toll Free: 1-877-714-0471 riseup@ethoscmg.com

EUREKA SUPPORT SOCIETY

280 4th Street, Courtenay BC V9N 1G6

Phone: 250-334-4035 Fax: 250-871-0025

Email: eureka.ed@shaw.ca

Hours: Monday to Friday 9am – 3pm

Programs & Services:

- Eureka Support Society is a multi-faceted resource for members with persistent mental health challenges. It provides educational, vocational, recreational and social activities on a daily basis according to the needs and interests of its members. All activities are provided in a welcoming environment where members feel safe, secure and valued. Membership can be considered by referral or by special consideration, contact the Executive Director with any questions.
- Facility rentals and additional groups take place during evenings and weekends and can be established through contacting the Eureka office.

SECTION E

EVERGREEN CLUB

411 Anderton Avenue, Courtenay BC V9N 6C6

Phone: 250-338-1000 Fax: 250-338-0303

Email: info@evergreenclub.ca

Website: www.evergreenclub.ca

Contact: Janet Hutchison Executive Director

Hours: Food Service Typically Monday to Friday 8 am to 3 pm (July/Aug shorter hours)

Mission Statement:

To provide recreation and leisure activities for people age 55 plus.

Programs & Services:

- Social and leisure recreation activities, including over 45 activity clubs
- Drop-in activities
- Special events, day trips and travel opportunities.
- Activities run weekdays, plus some evening & weekend activities
- Evergreen Lounge Food Service Monday to Friday typically 8:30 am to 3 pm (July/Aug shorter hours)
- Evergreen Club Membership 2022 \$27
- Monthly members' newsletter

EXTREME WEATHER SHELTER

- **Salvation Army** has 18 regular beds + 12 mats available for overnight stays. Funding is currently available until March 2023, with hopes of an extension. (Phone #250-338-2533)
- **Connect Warming Centre** is putting mats in place for overnight stays, this is anticipated to be open starting November 1, 2023. (Phone #250-897-0511)

SECTION F

FAMILY DUTY COUNSEL

Courtenay Courthouse

100 – 420 Cumberland Road, Courtenay BC V9N 2C4

Phone: 250-334-1115

Website: www.familylaw.lss.bc.ca

Wednesday 9:00am – 1:00pm

Family duty counsel can help you with Provincial Court family law matters, including child protection issues (if the Ministry of Children and Family Development becomes involved with your family). Duty counsel can give you advice and speak on your behalf in court on simple matters. However, they will not take on your whole case and will not represent you at a trial. People are helped on a first come, first served basis. Note that the lawyers must first help people who have matters in court that day, but can assist others once they are not needed in court.

FAMILY JUSTICE SERVICES CENTRE, COURTENAY

Ministry of Justice – Service BC

45 – 2500 Cliffe Avenue, Courtenay BC V9N 5M6

Phone: 250-897-7556 Fax: 250-897-7560

Toll Free: 1-800-371-0799

Website: <http://www.gov.bc.ca/familyjustice>

Programs & Services:

- Mediation of disputes around custody, access and maintenance, as well as the creation of parenting plans
- Preparation of custody and access reports for Provincial and Supreme courts
- Assistance with applications for custody, access and maintenance

FAMILY MAINTENANCE ENFORCEMENT PROGRAM, BC

Ministry of the Attorney General

Victoria Client Office

Box 9216, Victoria, BC V8W 9J1

Phone: 250-220-4040 Fax: 250-220-4050

Toll Free (Client Office): 1-800-663-3455

Website: www.fmep.gov.bc.ca

Programs & Services:

- We help families and children entitled to maintenance (child support and spousal support) under maintenance orders or agreements.
- We receive payments from the person required to pay maintenance (the payor) and send the money to the person entitled to maintenance (the recipient).
- In many cases, the payor makes payments voluntarily, but FMEP will take steps to collect the outstanding maintenance if necessary.
- Monitors and enforces child support orders and filed divorce or separation agreements. To enroll, call, write (the above address) or visit the website. If you are on Social Assistance, the Ministry of Social Development will help you enroll.

SECTION F

FAMILY STORYTIME

Vancouver Island Regional Library – Courtenay Branch

300 6th Street, Courtenay BC V9N 9V9

Phone: 250-334-3369 Website: www.virl.bc.ca

Programs & Services:

- Pre-school story times offered throughout the year – free. Strengthen early literacy with songs, rhymes, stories and more! Suitable for ages 0-5. Check for upcoming sessions.

FAMILY SUPPORT INSTITUTE

227 6th Street, New Westminster BC V3L 3A5

Phone: 604-540-8374 ext 523 Fax: 604-540-9374

Toll Free: 1-800-441-5403

Email: fsi@fsibc.com

Website: www.familysupportbc.com

The Family Support Institute is a province-wide organization whose purpose is to strengthen and support families faced with the extraordinary circumstances that come with having a family member who has a disability. We believe that families are the best resource available to support one another. At the Family Support Institute we support all families with a child of any age, any disability, anywhere in BC.

Programs & Services:

- A province-wide network of resource volunteers with family members with disabilities
- Free networking to assist families and their communities
- Provide information
- Community education
- Workshops (<https://familysupportbc.com/get-informed/#workshops>)
- Publications (<https://familysupportbc.com/get-informed/#download>)
- Free support groups and events calendar (<https://familysupportbc.com/calendar-fsievents/>)
- findsupportBC (www.findsupportbc.com) - comprehensive and searchable online disability resource database.
- Online transition orientation/timeline (www.findsupportbc.com/timeline) - supports youth and their families as they navigate transition - related planning for their youth with disabilities.
- Wayfinders (<https://wayfindersbc.ca/>) - To offer personalized conversations and resources to families that empower people with disabilities to find their direction towards fuller, richer lives in their community.
- Support Worker Central (www.supportworkercentral.ca) Connecting individuals with disabilities and support workers

SECTION F

FERTILITY MATTERS CANADA

Mailing address: PO Box 25077 RPO Mountain Road, Moncton, NB E1C 9M4

Phone: 506-853-4401

Email: info@fertilitymatters.ca Website: www.fertilitymatters.ca

Fertility Matters Canada (FMC) is the national organization that empowers Canadians to help reach their reproductive health goals by providing support, awareness, information and education; and promoting equal access to fertility treatments. We are Canada's fertility resource.

Programs & Services:

- **FMC Support Groups:** FMC provides FREE in-person and online support groups across Canada. Groups are peer-led by patients who have, or have had, fertility challenges. Find a support group near you: <http://fertilitymatters.ca/find-a-support-group/>
- Information on **IVF Clinics:** these clinics partner with FMC to provide information on the factors that are important when trying to conceive and to show you how to maximize your chances of success. A doctor will discuss the advantages and disadvantages of the available treatment options with you.
- Information on **Complementary Services:** many fertility patients have found it helpful to seek complementary and alternative medicine treatments. These include a broad and diverse range of health care theories, practices and products that are not presently considered to be part of conventional medicine.
- Information on **Counselling:** counselling interventions can improve patients overall quality of life, as well as their response to the treatment process. IAAC highly recommends counselling before, during and after assisted reproduction treatment.

FISHERIES & WILDLIFE REPORTING

Conservation Officer Service: Ministry of Environment

PO Box 9376 Stn Prov Govt, Victoria BC V9W 9M1

Tel: 250-356-9234 Fax: 250-356-9197

Email: Conservation.Officer.Service@gov.bc.ca Website: www.env.gov.bc.ca/cos/

Programs & Services:

The Report All Poachers and Polluters (RAPP) program is a toll free tip-line and web-based service that allows you to report known or suspected **violations of fisheries, wildlife, or environmental protection laws** – anonymously and without risk of confronting the offender.

Available 24/7, RAPP is simple, safe and effective. It is based on the principle that someone other than the criminal has information that can solve the crime. Just like the police use Crimestoppers, the B.C. Conservation Officer Service needs your help in catching poachers and polluters.

- **If you have just witnessed a serious violation**, call 1-877-952-7277 (RAPP) or #7277 on the TELUS Mobility Network.

SECTION F

FISHERIES & WILDLIFE REPORTING Cont'd Programs & Services:

- **If the situation is not an emergency** , report the incident <http://www.env.gov.bc.ca/cos/rapp/form.htm> or contact the nearest Conservation Officer Service district office
- **For fisheries violations related to salmon**, contact Fisheries and Oceans Canada (DFO) at 1-800-465-4336.

The RAPP hotline should also be used to report wildlife-human interactions where public safety may be at risk.

FOOD BANK, COMOX VALLEY

Mailing Address: Box 3028 Courtenay, BC V9N 5N3

Physical Address: Unit #1, 1491 McPhee Ave, Courtenay, BC

Phone: 250-338-0615

Email: administration@comoxvalleyfoodbank.ca

Website: <https://comoxvalleyfoodbank.ca/>

Hours: Monday - Friday 9:30am – 12pm
Closed Saturday, Sunday and Holidays

Programs & Services:

- **BRING YOUR OWN BAGS PLEASE**
- Emergency food (and perishables) may be available during office hours
- Drop In Service for fruit, vegetables or bread to help you get by for the week
- Monthly Household Hamper Pick Up
- The Home Delivery Program delivers a hamper to clients with mobility issues every 4 weeks
- The Healthy Families Program supports pregnant women, parents and caregivers to provide children (ages birth up to 6th year) with a strong foundation in life. The overall goal of this program is to contribute to the healthy development of children and families, who may be faced with challenging life circumstances and who could benefit from support.

SECTION F

FOSTER PARENT SUPPORT SERVICES SOCIETY

Home Based Office in Comox Valley: 250-898-4488 or cvcoord@fpsss.com

Home Based Office in Campbell River: 250-204-1566 or uicoord@fpsss.com

Regional Office: 145-735 Goldstream Avenue, Victoria, BC V9Z 0Y5

Toll Free: 1-888-922-8437

Website: www.fpsss.com or www.fosterhope.com

Regional Office Hours: Monday to Thursday 8:30am – 4:00pm and Fridays 8:30am – 1pm

The FPSS Society is a CARF-accredited grass roots organization committed to providing meaningful and accessible support, education and networking services which will enhance the skills and abilities of Foster Parents to deliver the best care possible to the children in their homes.

Working cooperatively with the BC Ministry of Children and Family Development (MCFD) and Foster Parents on Vancouver Island, the FPSS Society provides meaningful education, support and networking opportunities to caregivers in our fostering community.

Programs & Services:

- On-going Training: opportunities for foster parents to enhance their skills and knowledge development.
- Peer Support Groups: opportunities for Foster Parents to network with one another.
- The Island Connection: a newsletter mailed directly to foster parents five times a year.
- Parenting Resource Library: this library consists of books, cassettes and videos available to foster parents. We focus on providing practical information and strategies to solve parenting problems, issues and concerns.
- Area Coordinators: to assist foster parents in obtaining current and accurate information and to provide support services including training, development and peer support.
- Investigation and Support Team Program: supports caregivers involved in investigation process.

SECTION G

GIRL GUIDES OF CANADA

Comox Valley District

Website: www.girlguides.ca

Contact: Wendy Jackson

Email: wajguides@gmail.com

Tel: 250-778-585-0593

Girl Guides of Canada-Guides du Canada, the organization of choice for girls and women, makes a positive difference in the life of every girl and woman who experiences Guiding so she can contribute responsibly to her community. Through camping, leadership development, community participation and fostering of personal interests, Guiding encourages girls to have fun while preparing themselves for responsible citizenship.

Programs & Services:

Guides Canada welcomes girls, ages 5 – 18, and women over 19 to be part of the following:

- **Sparks:** ages 5 – 6
- **Brownies:** ages 7 – 8
- **Guides:** ages 9 – 11
- **Pathfinders:** ages 12 – 14
- **Rangers:** ages 15 – 18
- **Adults:** welcomed as leaders, mentors, advisers, team members and more

GRAD “CLASS” SPECIAL ATTIRE FOR YOUR SPECIAL DAY

To book a fitting, contact G.P. Vanier Secondary office 250-338-9262 or 250-338-2110.

Alternatively, send a message via email to: kelley.giorgianni@sd71.bc.ca

Programs & Services:

- A free service provided to teens in need who are graduating from High School in the Comox Valley. Gowns, tuxedos, shoes and purses are available and whatever else to make the outfit complete.
- Registration is done through school counsellor or principal
- Confidentiality is assured
- Appointments are arranged in April/May for clients to view the dresses & tuxedos with seamstresses available if alterations are required.
- Donations welcome all year

SECTION G

GLACIER VIEW SECONDARY CENTRE

School District #71 (Comox Valley)
241 Beecher Place, Courtenay BC V9N 3Y4
Phone: 250-338-2752 Fax: 250-338-6132

Principal: Karma Taiji
Sr. Administrative Assistant: Marey Petersen
Youth and Family Worker: Shaleah Priebe
Counsellor: Kelsea Lochhead

Programs:

1. **Bridgeway Program and Junior Alternate** - Grades 7-9 (under 16 years of age)

Stephen Hoelzley – Teacher
Carlie Johns – Behavioural Resources EA

2. **Senior Alternate Program** - Grades 10-12 (16-19 years of age)

Jeniffer March – Teacher
Shannon Pickering – Teacher
Craig Olson - Teacher
Lita Mulligan – Educational Assistant

3. **Middle Alternate Program** – Grades 8-10

Dave Lantaigne – Teacher
Jeff Henson – Educational Assistant

GOOD SAMARITAN MINISTRIES

Northgate Foursquare Church
1640 Burgess Road, Courtenay BC V9N 5W8
Phone: 250-334-2727 Fax: 250-334-2877
Email: info@ngate.ca Website: www.ngate.ca

Programs & Services:

- Soup & sandwich served to the public on Saturday 11:30am – 1pm
- Free store - Clothing provided Tuesday 10:00am – 2pm

SECTION H

HABITAT FOR HUMANITY VANCOUVER ISLAND NORTH

877 5th St, Courtenay, BC V9N 1K8

Phone: 250-334-3777 Fax: 250-334-2528

Email: info@habitatnorthisland.com Website: www.habitatnorthisland.com

Contact: Jeff West, Executive Director

Habitat for Humanity Vancouver Island North's mission is to bring communities together to help families build strength, stability, and self-reliance through affordable homeownership.

Our Vision is a world where everyone has a safe and decent place to live.

Our Values

- Housing for All: Access to safe, decent and affordable housing is a basic human right that should be available to everyone.
- Human Dignity: We believe in the worth and dignity of every human being, We respect the people we serve and those who help us in this effort. People are our greatest resource.
- Partnership: We can best achieve our mission through meaningful and mutually beneficial partnerships with others.
- Volunteerism: Achieving everything we set out to do is reliant on the positive spirit and contributions of volunteers.
- Diversity and Inclusiveness: There is a role for everyone committed to our vision, mission and values. We seek to enrich our organization through diversity.

Programs & Services:

- With the help of volunteers and generous donors, Habitat for Humanity Vancouver Island North builds decent and affordable homes that provide a solid foundation for local families to build better, healthier lives.

Affiliate Hours: 9:00am – 5:00pm Monday through Friday

- Habitat for Humanity ReStores are home and building supply stores that accept and resell quality new and used furniture, housewares, and building materials. Shopping at Habitat ReStore is a socially conscious decision, as funds generated are used to fund local Habitat for Humanity homebuilding projects. It's also an environmentally conscious decision, as much of what is sold is product that is new, gently used or customer returns that would otherwise end up in a landfill.

ReStore Hours: 9:00am to 4:30pm Monday through Saturday

ReStore Donation drop-off: 10am to 3pm Monday through Saturday

SECTION H

HANDYDART, COMOX VALLEY

Comox Valley Transit System

Box 100, Lazo BC V0R 2K0

Phone: 250-339-5442 Fax: 250-339-2797

Website: www.bctransit.com/comox-valley/riderinfo/handydart

Hours: Monday to Friday 8am – 4pm

Individuals must pre-register in order to use the service. Minimum requirement is 48 hours notice.

Programs & 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.

HAVEN SOCIETY & TRANSITION HOUSE (NANAIMO)

2270 Labieux Rd., Nanaimo, BC

24 Hour Crisis Line: 1-888-756-0616

Business Line: 250-756-0616 Fax: 250-756- 2414

Email: haven@havensociety.com Website: www.havensociety.com

Programs & Services:

- **Transition House:** Provides temporary shelter, crisis support & information for women & children who have experienced violence & are seeking safety while exploring their options.
- **Community Based Victim Services:** Nanaimo & Oceanside: Provides justice-related support services, information & emotional support for individuals &/or families who are survivors of abuse & violence, including sexual assault. Engages in the identification of risk factors & the development of safety plans.
- **Outreach:** Provides non-judgemental support to marginalized women in the community who are at risk of violence and homelessness. Based on harm reduction, meeting immediate needs & promoting healthy choices.
- **Women's Counselling:** For women who have been impacted by physical, sexual &/or psychological violence their lives. A range of services are available from intake to crisis support and longer term healing work through groups and individual counselling.
- **Children & Youth Who Witness Abuse:** An intervention/prevention program created by the BC Society of Transition Houses to address the needs of children and youth 3-18 who have been exposed to violence at home. The goal of the program is to interrupt/break the cycle of inter-generational abuse. Provided individually and in groups.

SECTION H

HEAD INJURY SOCIETY, COMOX VALLEY

102 - 254 Simms Street, Courtenay BC, V9N 5W1

Phone: 250-334-9225 Fax: 250-334-9269

Email: info.cvhis@gmail.com Website: www.cvhis.org

Hours: Monday, Tuesday, Wednesday, Thursday 10:00am – 3:00pm

Mission: The Comox Valley Head Injury Society provides programs and services to acquired brain injury survivors, their families and caregivers in the Comox Valley. We promote the health and well-being of our participants through Advocacy, Education, Skill Development, Community Reintegration, and we work to reduce incidences of brain injury in our community through prevention-based education.

CVHIS's programs and services include:

- Education and Awareness – presentations, events, workshops, brain injury ID cards
- Individual Support/Case Management – application assistance for disability, housing, CPP, income tax, referrals
- Counselling – free 1 on 1 counselling sessions with a registered clinical counsellor
- Survivors Support Group and Caregivers Support Groups
- Food program – weekly lunch, bi-monthly dinners, food pantry
- Employment/Volunteer Programs – volunteer incentive program and peer support
- Wellness Activities – music and art therapy, yoga, mindfulness, seasonal activities

HEALTHLINKBC

Phone: 8-1-1

Email: HealthLinkBC@gov.bc.ca Website: www.HealthLinkBC.ca

HealthLink BC provides free 24/7 access to non-emergency health information and advice in British Columbia via telephone, a website, a mobile app, and a collection of printable resources, including the HealthLinkBC.

Programs & Services:

- **8-1-1:** easy-to-remember number for all BC residents to access non-emergency health information, advice and navigation services. Residents of British Columbia can call 8-1-1 (7-1-1 for hearing impaired) from anywhere in the province to speak to a health service representative and registered nurse any time of the day or night, registered dietitian and qualified exercise professionals (available 9am to 5pm, Monday to Friday), or a licensed pharmacist (available 5pm to 9am daily). Translation services are available in more than 130 languages upon request.
- **HealthLinkBC.ca:** a comprehensive public website that provides medically-approved information on more than 5,000 health topics, symptoms and over-the-counter and prescription drugs and offers tips for maintaining a healthy lifestyle. It also offers an integrated search and mapping function to more than 6,000 health services to help British Columbians find health services close to their home communities.

SECTION H

HEALTHLINKBC Cont'd

- **BC Health Service Locator App:** a mobile app that helps citizens locate the types of health services they may need when they are on the go. The app provides a subset of the information available in the [HealthLinkBC Directory](#).
- **The HealthLinkBC Files:** easy to read fact sheets on public health and safety topics including common illnesses, vaccinations, environmental health concerns and health tips. The HealthLinkBC Files are available as downloadable PDFs at www.HealthLinkBC.ca. All HealthLinkBC Files are available in English, with most topics translated into other languages including Chinese, Farsi, French, Korean, Punjabi, Spanish and Vietnamese.

HEALTHY KIDS PROGRAM, BC

Ministry of Social Development and Social Innovation

<https://www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual/health-supplements-and-programs/healthy-kids>

9950 Stn Prov Govt, Victoria BC V8W 9R6

Toll Free: 1-866-866-0800 Press 4 and then 2

The BC Healthy Kids Program helps low income families with the costs of basic dental care, prescription eyewear and hearing assistance for their children. Eligible clients include children under 19 years of age who have coverage for Medical Services Plan (MSP) supplementary benefits through the Ministry of Health.

Once a family has been approved for premium assistance by MSP, their dependent children will automatically be registered with the Healthy Kids Program at the beginning of the following month. For information on how to apply for premium assistance, contact MSP directly at 1-800-663-7100.

Programs & Services:

<https://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/organizational-structure/ministries-organizations/social-development-poverty-reduction/healthy-kids.pdf>

HEART AND STROKE FOUNDATION – VANCOUVER ISLAND, POWELL RIVER & GULF ISLANDS

885 Dunsmuir Street suite #200, Vancouver BC, V6C 1N5

Phone: 1-778-372-8000, Monday to Friday 9 am to 4 pm

Toll Free: 1-888-754-5274, Monday to Friday 8.30 am to 5 pm

Website: www.heartandstroke.bc.ca

SECTION H

HEART AND STROKE FOUNDATION – VANCOUVER ISLAND, POWELL RIVER & GULF ISLANDS Cont'd

Our mission:

- **Prevent disease**
 - Give children and youth the best start for a long, healthy life
 - Empower Canadians to live healthy lives
- **Save lives**
 - Enable faster, better cardiac emergency response and treatment
 - Enable faster, better stroke response and treatment
- **Promote recovery**
 - Enhance support for survivors, families and caregivers

Programs & Services:

- Please call the office toll free number or check our website

HELP FILL A DREAM

Unit D 4085 Quadra Street, Victoria, BC, V8X 1K5

Phone: 250-382-3135 Fax: 250-382-2711

Toll Free: 1-866-382-2711

Email: contact@helpfilladream.com Website: www.helpfilladream.com

Help Fill A Dream

We often come into the life of a family when things are at their worst. When a child is diagnosed with a life-threatening / critical condition a family's focus becomes their child, their medical appointments and treatment; there's no time for anything else. Since 1986 Help Fill a Dream Foundation has been supporting those families from Vancouver Island and the Gulf Islands whose lives have suddenly changed due to their child's diagnosis with a medical condition or severe health challenge.

Support comes in all sorts of ways. When families are in survival mode the Family Assistance program provides a lifeline. We try to pick up the practical and financial worry, allowing parents to focus on the most important thing: the health of their child. We provide medical equipment such as insulin pumps, orthotics and wheelchairs as well as home and vehicle accessibility modifications, travel expenses and accommodation. In addition to practical support we strive to improve the child's quality of life.

HELPLINE FOR CHILDREN

Ministry of Children & Family Development

2455 Mansfield Drive, Courtenay BC, V9N 2M2

Phone: 250-334-5820

Hours: Monday – Friday 9am – 12pm and 1pm to 4pm

Child Helpline Phone: 310-1234 (24 hours, no area code needed) TDD: 1-866-660-0505

24 Hrs Hours Line: 1-800-663-9122 / 310-1234

Website: www.youthinbc.com or www.gov.bc.ca/mcf/

SECTION H

HELPLINE FOR CHILDREN Cont'd

Mission Statement:

All children are entitled to: protection from abuse, protection from neglect, protection from harm and protection from the threat of harm.

If you think a child or youth, aged 19 or under, is being abused or neglected, you have the legal duty to report your concern to a child welfare worker.

Programs & Services:

- **Helpline for Children: 310-1234** (no area code required)
when it concerns abuse, anyone can call the Helpline for Children – 24 hours
- **Child Abuse:** a child is anyone under the age of 19. Abuse can be physical, emotional or sexual. Abuse can be abandonment, desertion, neglect, ill-treatment, or failure to meet the physical, emotional or medical needs of a child. Abuse can be stopped.
- **Parents** who are afraid they might hurt their child can call for help
- **Suicide Prevention**
- **Mental Health Support**
- **Community Members:** if you know a family where a child is being abused, call the Helpline. You can remain anonymous.
- **You Are Responsible:** if you are aware of a possible case of child abuse, you are required by provincial law to contact the Ministry of Children and Family Development. As long as your report is made in good faith, you are not liable for any loss or damage.

For more information, contact the **Ministry of Children and Family Development** office at **250-334-5820. Toll-free 1-866-823-5377.**

Home and Community Care – See Community Health Services, under Island Health

HORNBY AND DENMAN COMMUNITY HEALTH CARE SOCIETY

Website: www.hornbydenmanhealth.com

Main Office: 1965 Sollans Rd., Hornby Island BC V0R 1Z0

Phone: 250-335-2885 Fax: 250-335-2883

By appointment only: 3351 Piercy Rd., Denman Island BC V0R 1T0

Phone: 250-335-9112

Email: info@hornbydenmanhealth.com

Hours: Monday to Friday 9 am to 4 pm

SECTION H

HORNBY AND DENMAN COMMUNITY HEALTH CARE SOCIETY Cont'd

Programs & Services:

Home Support and Home Assist Services

Contact: Home Care Supervisor at 250-792-5889

- Home Support and Home Assist services enable elderly persons to remain at home, reduce the length of stay in hospital, provide physical and psychological support and help keep families together. We can help with personal care, meal preparation and palliative care.
- Anyone can purchase Home Assist services at an hourly rate. However, the majority of our clients are eligible for full or partial home support coverage by Island Health.
- Contact your family doctor, Island Health Community Health Services ([250-331-8570](tel:250-331-8570)) or call us for more information.

Home Care Equipment Loan

- Short-term loans of home care equipment are free of charge to residents of both islands. Our inventory includes canes, crutches, walkers, wheelchairs, commodes and more.

Comox Valley Better at Home

Contact: Kris Anderson, Program Coordinator at [250 871-1165](tel:250-871-1165)

- Provides non-medical supports such as housekeeping, yard work, driving, and minor home repairs to assist elders to remain living in their homes. The program is delivered in the Comox Valley region including Denman and Hornby Islands. Some services are free of charge and delivered by volunteers, others have a fee.

Children, Youth and Family Counselling & Support

Contact: Mike Nestor (Child, Youth & Family Mental Health Counsellor) and/or Meredith McEvoy (Family Support Worker) at [250-898-0247](tel:250-898-0247) Facebook: Hornby & Denman Parenting

- Provides free confidential help for Denman and Hornby families, teens and children. We offer one-on-one and family counselling as well as parent education and support groups. Issues may include helping manage family challenges and conflicts, increasing communication or problem solving skills and addressing childhood emotional or behavioural concerns. We also provide public education around island challenges as well as offer a comprehensive referral service to a wide variety of community resources for islanders.

SECTION H

HORNBY AND DENMAN COMMUNITY HEALTH CARE SOCIETY Cont'd

Youth Outreach & Support Services

Contact: Lanna or Matta (Youth & Family Outreach & Support workers) at 250-218-6521

Facebook: Youthoutreach Hornby Denman

- The outreach workers use a harm reduction model. Provide free youth support and advocacy, information and education on alcohol/drug use, Party Safe information, community education, sexual health information, healthy relationships and awareness on sexual exploitation issues. Support youth who are struggling with school or relationship challenges and connect youth to community resources and healthy activities.

Programs & Services:

Adult Counselling Services

Island Health Mental Health and Substance Use Services

Contact: Intake Clinician at 250-331-8524

- Confidential counselling is available for individuals coping with stress, depression, grief, addictions (referrals provided), interpersonal conflict and other mental health concerns. The Clinician may also help facilitate access to information, diagnosis, referrals, rehab services, self-help / support groups and other services. Provided at our offices by Island Health.

Community Self-Help and Support Groups

- A number of community groups use the offices on both islands for meetings and workshops. These include AA/NA, Al-Anon, and Over-Eaters Anonymous. For more information, call 250-335-2885

Lending Library

- Pamphlets, books and audio and video tapes on parenting, health and self-help are available free or on loan at both offices.

HOSPICE SOCIETY, COMOX VALLEY

At Ocean Front Village - 2900 Cliffe Avenue Courtenay BC V9N 2L7

Phone: 250-339-5533 Fax: 250-871-5063

Email: reception@comoxhospice.com Website: www.comoxhospice.com

Hours: Monday to Friday 9am – 4pm

Palliative Care Services

- People diagnosed with a life-limiting illness or who are deemed palliative by their physician can access services for emotional and psycho-spiritual support. This may include anticipatory grief counsellors or trained hospice volunteers who provide emotional support, companionship, energy work, and respite to individuals living with a life limiting, life ending illness and/or families caring for a dying family member, whether at home, in hospital or care facility. Information about palliative care resources is available through an extensive lending library and referrals to related care agencies can be made.

SECTION H

HOSPICE SOCIETY, COMOX VALLEY Cont'd

Bereavement Care Program

- Family members and caregivers of CVHS palliative clients are able to access emotional support for grief after the death of a loved one. A CVHS counsellor provides an assessment and makes recommendations for supports which may include a mail outreach program, lending library, volunteer companionship, support groups, self-led nature walks, mobile apps, and limited counselling. CVHS also provides one time support for others in the community who have experienced a loss which includes a grief package with information about what to expect during the bereavement process, a list of helpful resources, as well as online grief support mobile phone apps.

Grief support groups offered as needed including:

- Caregiver Support Groups
- Yoga for Grieving Hearts
- Gentle Walks for Grieving Hearts
- Adhoc Grief Support Groups

Community Education

- The staff and Members of the Board welcome opportunities to speak with community groups about Hospice Palliative Care as well as Advance Care Planning. Requests can be made by email reception@comoxhospice.com.

Self Care Clinic:

- The Self Care Clinic is offered by a team of trained CVHS volunteers who have been trained in Reiki and Healing Touch modalities to promote relaxation and healing. Energy work sessions are available by request to CVHS clients who are palliative, their caregivers, and family.

Volunteer Training

- A 30-hour course on hospice palliative care and the volunteer role is required for those interested in working directly with clients.
- An advanced bereavement training program is offered for those who are interested and have the necessary skills.

SECTION H

HUMAN RIGHTS TRIBUNAL, BC

1270 – 605 Robson Street, Vancouver BC V6B 5J3

Phone: 604-775-2000 TTY: 604-775-2021 Fax: 604-775-2020

Toll Free: 1-888-440-8844

Email: BCHumanRightsTribunal@gov.bc.ca Website: www.bchrt.bc.ca

Programs & Services:

The B.C. Human Rights Tribunal is an independent, quasi-judicial body created by the B.C. Human Rights Code to resolve complaints of discrimination under the Code. The Tribunal is responsible for receiving, screening, mediating and adjudicating human rights complaints. It does not investigate complaints. The Tribunal offers the parties to a complaint the opportunity to try to resolve the complaint through mediation. If the parties don't resolve the complaint, the Tribunal holds a hearing.

The Tribunal deals with human rights complaints that arise in British Columbia and are covered by the BC Human Rights Code. The Tribunal cannot deal with any other type of discrimination outside of this jurisdiction. For more information about the Tribunal, see the Tribunal's website for a discussion of your human rights and duties.

SECTION I

INDIGENOUS EDUCATION

(formerly known as Aboriginal Education Services)

School District #71

665 16th Street, Courtenay, V9N 1X6 (located behind Courtenay Elementary School)

Phone: 250-331-4040 Fax: 250-331-4041

Email: bruce.carlos@sd71.bc.ca

Website: <https://www.comoxvalleyschools.ca/indigenous-education/>

Contact: Bruce Carlos, District Principal, Indigenous Education

Sue Cambrey, Senior Administrative Assistant, Indigenous Education

Our vision for Indigenous students is to have a balance between academic performance and Indigenous culture and identity that will foster the value of lifelong learning.

Programs & Services:

- Indigenous Education District Staff
- Indigenous K/1 Program
- Indigenous Student Graduation Celebration
- Indigenous Support Workers
- Cultural Presenters
- Curriculum Implementation
- K'ómoks First Nation Big House Experience
- Nala'atsi Alternate Program
- Recognition Ceremony
- Student Leadership
- Transitions

IMMIGRANT WELCOME CENTRE OF THE COMOX VALLEY

407-A 5th Street, Courtenay, BC V9N 1J7

Phone: 250-338-6359 Fax: 250-331-9032

Email: admin@immigrantwelcome.ca

Website: www.immigrantwelcome.ca

Population Served:

Immigrant newcomers to the Comox Valley

Programs & Services:

Assistance with services such as:

- Immigrant Documents
- Citizenship Classes
- Employment Services
- Community Connections
- Interpreter Services
- Social Support
- Life Skills Programs
- Language instruction for Newcomers (LINC)

SECTION I

INCOME SECURITY PROGRAM

Service Canada

CLICK www2.gov.bc.ca/gov/content/family-social-supports/seniors/financial-legal-matters/income-security-programs

CALL Canada Pension Plan Old Age Security 1-800-277-9914

VISIT 130 19th Street, Courtenay BC V9N 8S1

Hours: Monday to Friday 8:30 am – 4:00 pm

Programs & Services:

The Canada Pension Plan (CPP) provides contributors and their families with partial replacement of earnings in the case of retirement, disability or death. Almost all individuals who work in Canada outside Quebec contribute to the CPP. There are several types of benefits, depending upon the situation:

- Children's Benefits
- Disability Benefits
- Retirement Pension
- Post-retirement Benefit
- Survivor's Pension
- Death Benefit
- Pension Sharing Provision
- Credit splitting for divorced or separated couples provision
- Child rearing provision

The Old Age Security program is the Government of Canada's largest pension program. It is funded out of the general revenues of the Government of Canada, which means that you do not pay into it directly.

Programs & Services:

The Old Age Security (OAS) pension is a monthly payment available to seniors aged 65 and older who meet the Canadian legal status and residence requirements. You may need to apply to receive it.

In addition to the OAS pension, there are three types of OAS benefits:

- Guaranteed Income Supplement
- Allowance
- Allowance for the Survivor

SECTION I

INDIAN RESIDENTIAL SCHOOL SURVIVORS SOCIETY

413 West Esplanade, North Vancouver BC, V7M 1A6

Phone: 604-985-4464 Fax: 604-985-0023

Toll Free Survivors Line: 1-800-721-0066

Email: reception@irsss.ca Website: www.irsss.ca

Mission:

We at Indian Residential School Survivor Society (IRSSS) strive to provide physical, emotional, intellectual and spiritual growth, development and healing through culturally based values and guiding principles for Survivors, Families and Communities.

Mandate Of IRSSS:

To assist First Nation Peoples in British Columbia to recognize and be holistically empowered from the primary and generational effect of the residential schools by supporting research, education, awareness, establishing partnerships and advocating for justice and healing. The Society assists survivors with counselling, court support, information, referrals, workshops and more.

Programs & Services:

- **Supports survivors:** crisis counselling, court support, information, referrals
- **Assists communities to help survivors:** partnerships, training & education workshops
- **Raises awareness of residential school issues:** contact with the media; conferences
- **Supports & conducts research:** history and effects of residential schools
- **Advocates for justice and healing:** traditional and non-aboriginal forms
- Services for Survivors and Intergenerational Survivors:
 - Grief and Loss counselling
 - Crisis counselling
 - Trauma counseling
 - Clinical Therapy
 - Art Therapy
 - Alternative healing therapy
 - Energy Healing
 - Emotional support for people in the settlement process
 - Family and Group counseling
 - Basic Life Skills Coach
 - Educational workshops on a broad range of health issues
 - Traditional Healing Methods & Medicines
 - Traditional Foods Sourcing & Preparation

SECTION I

INDIAN RESIDENTIAL SCHOOL SURVIVORS SOCIETY Cont'd

- Resolution Health Support Worker Services:
 - Preparation & Support for Claim Hearings
 - Emotional Support to Claimants Through Hearing Process
 - Emotional Support at TRC & Regional Events
 - Assistance with Self-care Preparation
 - Educational Seminars & Workshops to raise awareness about the History and continuing Issues from Residential School.
 - Community based workshops on Grief & Loss, Suicide Prevention etc.
 - Truth and Reconciliation Events –support
- Elders Cultural Support Team Services:
 - Smudging
 - Language
 - Sweat Lodges
 - Arts & Crafts
 - Long House
 - Translating
 - Traditional Medicines & Therapies
 - Traditions & Protocol
 - Healing & Sharing Circles
 - Holistic Wellness Plans
 - Elders Support Network: In addition to the spiritual and cultural workshops and counseling services provided by our elders support team, they are active in the community providing guidance and support to clients who are involved in the IAP and NSP processes.

INDUSTRY TRAINING AUTHORITY BC

#800 – 8100 Grandville Avenue

Richmond BC, V6Y 3T6

Phone: 778-328-8700

Toll Free in BC: 1-866-660-6011

Fax: 778-328-8701

Hours of operation: Monday to Friday 8 am to 4.30 pm

Email: customerservice@itabc.ca

Website: <https://www.itabc.ca/>

Indigenous Initiatives:

Andrew George, Director, Indigenous Initiatives

ageorge@itabc.ca

604-376-6681

Programs and services:

Trades and training skills matching, training advisor, skilled trades certification, apprenticeship registration and support, employer resources and support, funding opportunities.

SECTION I

INTERNATIONAL SERVICE ORGANIZATION OF SEX ADDICTS ANONYMOUS (SAA)

P. O. Box 70949, Houston, Texas 77270 USA

Phone Toll Free: 1-800-477-8191

Email: info@saa-recovery.org

Website: <http://www.saa-recovery.org>

Programs & Services:

- The International Service Organization of Sex Addicts Anonymous (SAA), Inc. offers referrals to 12-step recovery meetings for people who have a desire to recover from sexually compulsive or addictive behavior. Meetings are located all over the world with the majority being in North America. Meetings are held seven days a week at all times of the day. Meeting formats include face-to-face, telephone, and web-based options. The ISO does NOT offer telephone counseling nor is it a "hotline." Interested parties will be referred to a meeting in his/her area or a telephone/web-based meeting for assistance.
- Membership requirement is a desire to stop one's addictive sexual behaviour.

ISLAND DEAF AND HARD OF HEARING CENTRE

102-6588 Applecross Road, Nanaimo BC V9V 0A4

Phone: 1-250-753-0999 TTY: 1-250-753-0977 Fax: 250-753-9601

Toll Free: 1-877-424-3323

Email: nanaimo@idhhc.ca Website: www.idhhc.ca

Programs & Services:

- **Hearing Loss Resource Program:** Consulting Audiologist and assistants are on staff. This program demonstrates, loans, and sells Assistive Listening and Alerting devices.
- **Employment Program:** Our employment services assist Deaf and hard of hearing adults to secure and maintain employment. Trained staff provides a variety of services dealing with employment, vocational and career counselling, and job accommodation.
- **Family and Community Program:** This program offers a range of family and individual support services. These include counselling, individual advocacy, home-based sign language training, support groups, educational resources and workshops.
- **Interpreting Services:** Sign language interpreters, oral interpreters, deaf relay interpreters and live captionists are available through the referral service at IDHHC on a cost-recovery basis.

SECTION I

ISLAND HEALTH

Executive Office -1952 Bay Street, Victoria BC V8R 1J8

Phone: 250-370-8699 Fax: 250-370-8750 Toll Free: 1-877-370-8699

Email: info@islandhealth.ca Website: www.islandhealth.ca

Mission Statement:

Excellent health and care for everyone, everywhere, every time.

Programs & Services:

Nursing Centre, Comox Valley

615 10th Street, Courtenay BC V9N 1R2 – corner of Grieve

Phone: 250-331-8502

Website: <https://www.islandhealth.ca/our-locations/nursing-centre-locations/comox-valley-nursing-centre>

Hours: Monday to Friday 9 am – 4:30 pm (closed between 12 – 1pm for lunch)

Drop-in Clinic: Monday, Wednesday and Friday 1 pm – 4pm

Programs & Services:

- **Chronic Pain** Get help dealing with chronic pain. The centre offers access to consultations, education, support, physiotherapy, and exercise programs.
- **Eating Disorders** Support and treatment for people experiencing anorexia, bulimia, and compulsive/binge eating. See: North Island Regional Eating Disorders Program
- **Men's Health** Supportive counselling for men dealing with health and life transition challenges. See: men's health
- **Street Outreach** The Comox Valley Nursing Centre provides outreach for those who are homeless or at risk of homelessness and serves as a one stop drop-in to connect with community services. See: street outreach
- **Health Library** Books, videos, and internet access are available in our health library.
- **Support Groups** To help clients cope with health issues, the centre hosts and/or facilitates support groups.
- **Workshops** The centre offers a variety of workshops and educational sessions.
- **Nurse Practitioner** The Nurse Practitioner at the Comox Nursing Centre is a member of the Positive Wellness North Island program. The Nurse Practitioner provides primary care services to unattached or underserved patients with a focus on the management of clients with complex chronic disease and high risk medical/social situations. Specifically, the NP is seeking to support clients who are marginalized, living with Hepatitis C and/or HIV/AIDS or are street involved. Learn more about the Nurse Practitioner role from the BC Nurse Practitioners Association.
- **North Island Liver Services** The North Island Liver Services (NILS) offers a weekly clinic in the Comox Valley for their clients. This offers easier access for those living in the Comox Valley or areas south. Clinics are held at the Comox Valley Nursing Centre on Wednesdays. Appointments must be booked or cancelled through the NILS office in Campbell River (toll free at 250-286-7152).

SECTION I

ISLAND HEALTH Cont'd

Programs & Services:

- **Practice Support Program** The Comox Valley Nursing Centre is home to other related programs and services. This includes 1) The Practice Support Program, an initiative that supports primary care physicians and 2) The Primary Health Care Developer. Learn more about the Practice Support Program

Health Protection and Environmental Services

355 11th Street, Courtenay BC V9N 1S4

Phone: 250-331-8518 Fax: 250-331-8596

- Conducts inspectional services for community waterworks systems, commercial food services, swim pools and hot tubs, personal services facilities, schools and subdivisions. Also handles applications and sewage complaints for subdivisions.
- Conducts investigations for food and water-borne illnesses.

Extended Care / Intermediate & Affiliates

- **The Views:** 250-339-2242
St. Joseph's Hospital 2137 Comox Ave, Comox BC V9M 1P2
- **Cumberland Lodge:** 250-331-8505 x 68321
2696 Windermere Avenue, Cumberland BC V0R 1S0
- **Glacier View Lodge:** 250-338-1451
2450 Back Road, Courtenay BC V9N 9G8
Website: www.glacierviewlodge.ca
- **Comox Valley Seniors Village:** 250-331-1183
4640 Headquarters Road, Courtenay BC V9N 7J3

Mental Health & Substance Use Services

941C England Avenue, Courtenay BC

Phone: 250-331-8524 Fax: 250-331-8525

Hours: Monday to Friday 8:30 a.m. – 4:30 p.m. (closed 12-1 p.m. for lunch)

- Treatment and referral for adults (19+) with moderate to severe emotional, psychological, and/or mental health difficulties who need help urgently, and/or who are at risk of suicide
- Community support and education for people with significant psychiatric illnesses
- Self-referrals will be accepted as well as those made by physicians and other health and/or social service providers

Community Health Services

941A England Avenue, Courtenay BC V9N 2N7

North Island Central Intake Phone: 250-331-8570 Toll Free: 1-866-928-4988

Nanaimo Community Access Centre (For Central Island) Phone: 250-739-5749 Toll Free: 1-877-734-4101

Website: www.islandhealth.ca

Hours: Monday to Friday 8:30am – 4:30pm

SECTION I

ISLAND HEALTH Cont'd

Programs & Services:

- Nursing
- Physiotherapy and occupational therapy
- Nutrition
- Social work
- Case management
- Home support
- End of life care
- Adult day programs
- Community clinics
- Assisted living
- Access to residential care facilities
- Short term residential care for caregiver relief
- Hospice care

Public Health Nursing, Comox Valley

961 England Avenue, Courtenay BC V9N 2N7

Phone: 250-331-8520 Fax: 250-331-8521

Public Health Nursing provides health promotion, disease prevention, and intervention and support services to women, children, youth and families. Services are provided to individuals, families, groups and communities in homes, schools, health units and community settings.

Public Health Nursing Programs & Services:

- Children and adult immunizations
- Free universal prenatal registration
- Free prenatal classes
- Information, testing and referrals for STDs, Hepatitis and HIV
- TB (Tuberculosis) testing and follow-up
- Information for families on newborn and young children's health, nutrition, growth and development, baby blues and postpartum depression, community resources and referrals
- School and youth health programs and health promotion activities
- Newborn/Mother Helpline: 250-331-8520 (mid-week) 250-218-1388 (weekend) 8-1-1 (24hrs) Questions answered on Mother & baby's health & breastfeeding
- Breastfeeding Drop-in Clinics:
- Thursdays from 10:00 am – 12:00 pm at the Comox Valley Public Health Nursing

Travel Health and Immunization Services: call 250-331-8571 or Toll Free 1-877-233-3346

Speech, Hearing and Nutrition Services: #104 – 501 4th Street or call 250-331-8526

Dental Services: call 250-331-8520

Communicable disease information, prevention and follow-up: located at 355 11th Street or call 250-331-8555

For more information please visit the Island Health Website: www.islandhealth.ca

SECTION J

JOHN HOWARD SOCIETY OF NORTH ISLAND

575 10th St., Courtenay BC V9N 1P9

Phone: 250-338-7341 Fax: 250-338-6568

Email: mail@jhsni.bc.ca Website: www.jhsni.bc.ca

Hours: Monday to Friday 9 am– 6 pm (closed noon – 1pm for lunch)

Mission Statement:

The John Howard Society of North Island is a charitable organization whose mission is to provide programs and support to help children, youth, adults, and families lead safer and healthier lives.

Programs & Services

Counselling & Support Services:

- **Foundry Comox Valley:** Website: www.foundrybc.ca/comoxvalley
 - Free and confidential services for youth and adults ages 12 to 24. Offers a range of services around topics including health care, mental health, sexual health, substance use, youth outreach, housing support, youth to adult transitions, employment support, Elders and cultural support, free support groups and courses, LGBTQ2S+ support, Aboriginal youth navigator, peer support, and youth and family conflict resolution. Services are free. Drop-in service is from 9 am to 12 pm and 1 pm to 4:30 pm Monday, 1 pm to 6 pm Tuesday, 1 pm to 4:30 pm Wednesday, 1 pm to 6 pm Thursday, and no drop-in Friday.

Programs & Services:

- **Youth and Family Substance Use Services:** Provides alcohol and drug counselling services for youth. Includes assessment; treatment; individual, group, and family counselling; and follow-up support. Accepts self-referrals.
- **Alcohol & Drug Prevention & Early Intervention:** Provides alcohol and drug services within designated School District #71 schools. Assists youth in early identification and access to services, including education, counselling, referrals, and groups. Provides information and education on substance misuse to youth, families, caregivers, educators, and community service.
- **180 Degrees Detox and Supportive Recovery Program:** The 180° Detox and Supportive Recovery Program provides young people ages 13-19 with a comfortable, home-based setting to withdraw from harmful substances and transition to a healthier lifestyle. Youth reside in John Howard Society Family Care Homes. Youth can self refer. They can also be referred by family, friends, social workers, probation officers, schools, or community agencies.

SECTION J

- **Level UP @ The Station:** a supportive recovery program operating within a youth independent living facility. Youth ages 16- 19 reside in one of 10 individual suites in a facility with 24-hour staffing.
- **Behavioral Consultant:** Provides behavioural consultation support to foster parents referred by the Ministry of Children and Family Development.
- **Youth Forensic Psychiatric Services:** Provides psychological assessment and treatment for court-ordered youth and their families. Coordination of community treatment-release plans for youth in conflict with the law.
- **Child & Family Mental Health Outreach Program:** Provides a team-based approach to support families whose children require intensive intervention strategies and interagency coordination. Referrals accepted from Child and Youth Mental Health.
- **Youth Justice Family Support:** Assists youth on probation to make healthier lifestyle choices through: short or long term individual/family support, advocacy, crisis intervention, case planning and management.
- **Intensive Support and Supervision:** provides support and supervision to assist youth referred by probation to develop healthy functioning in education, work, family and community settings.

Programs & Services:

Prevention & Support Services:

- **KidStart Mentoring Program:** Mentoring services for vulnerable children and youth delivered by carefully screened and trained volunteers. The mentor and buddy relationship is a recreationally-based friendship that connects caring adults one-to-one with kids ages 6 – 18.
- **Youth Outreach Program:** provides an outreach service to youth who may be at risk by misusing substances, vulnerable to sexual exploitation, and need to connect with resources and healthy activities. Offers a safe after hours contact for youth – cell number: 250-218-0483.

Housing Services

- **The Station** - Provides transitional housing for youth ages 17 to 22 who are homeless or at risk of homelessness. Youth are supported to assess their own life skills and develop a plan to acquire the skills necessary to live independently.
- **The Junction** - Provides 46 supportive housing units for adults ages 19+ who are experiencing chronic homelessness. Application and assessment process required for potential residents. Includes 24/7 staffing.

SECTION J

JUVENILE DIABETES RESEARCH FOUNDATION OF CANADA

Vancouver Office

2025 Willingdon Avenue – Suite 900

Burnaby BC, V5C 0J3

Phone: 604-320-1937

Toll Free: 1-877-320-1933

Email: general@jdrf.ca Website: www.jdrf.ca

JDRF National Office

235 Yorkland Blvd. Suite 600

Toronto, ON M2J 4Y8

TF: 1.877.287.3533

Fax: 416.491.2111

Email: general@jdrf.ca

Although the focus was and remains finding cures for type 1 diabetes; since then, JDRF has helped fund research that has led to innovation and evolution of treatments that improve the quality of life for people living with T1D.

Vision: A world without T1D

Mission: Improving lives today and tomorrow by accelerating life-changing breakthroughs to cure, prevent and treat T1D and its complications.

SECTION K

KELTY MENTAL HEALTH RESOURCE CENTRE

Mental Health Building Entrance #85: BC Children's Hospital Site
Room P3 302 (3rd floor) – 4500 Oak Street, Vancouver BC V6H 3N1
Phone: 604-875-2084 Fax: 604-875-3688

Toll Free: 1-800-665-1822

E-mail: kellycentre@cw.bc.ca Website: www.kellymentalhealth.ca

Hours: Monday and Friday 9:30am – 5pm

Programs & Services:

- The BC Children's Kelty Mental Health Resource Centre provides mental health and substance use information and resources, assistance navigating the mental health system, as well as free personalized support from parent peer support workers. Services are available to families across BC and Yukon with children and youth up to age 24, by phone, email, or a virtual meeting. Many online resources, educational events and webinars are also available for parents and caregivers, and school professionals.
- **Current resources available include:** addictions, anger management, anxiety, ADHD, concurrent disorders, depression, eating disorders, mood disorders, OCD, psychosis, schizophrenia, self help, self injury, stress management, suicide prevention and trauma and more.

KIDNEY FOUNDATION OF CANADA

BC Branch

200 – 4940 Canada Way, Burnaby BC V5G 4K6

Phone: 604-736-9775 Fax: 604-736-9703

Toll Free: 1-800-567-8112 Toll Free Fax: 1-800-667-8871

Email: info.bcy@kidney.ca Website: www.kidney.ca

Hours: Mond-Fri 8.30 am to 12 pm, and 1 pm to 4.30 pm

Mission Statement:

The Kidney Foundation of Canada is the national volunteer organization committed to reducing the burden of kidney disease through:

- Funding and stimulating innovative research
- Providing education and support
- Promoting access to high quality care
- Increasing public awareness and commitment to advancing kidney health and organ donation

Programs & Services:

- Literature on kidney disease and kidney transplants
- Referrals and education on kidney disease and kidney transplants
- Provides patient services, including telephone-based peer support
- Short term financial assistance
- Camp for children with kidney disease
- Kidney Suites for post-transplant patients needing to stay in Vancouver
- Family Kidney Suite for children needing hemodialysis in Vancouver
- Educational seminars regarding the importance of organ donation
- Publications 4 times a year about kidney health and kidney issues

SECTION K

KIDS HELP PHONE

BC Region

789 W Pender St #570, Vancouver, BC V6C 1H2

Phone: 1-778-379-5437

Help Line: 1-800-668-6868

Website: www.kidshelpphone.ca

What is Kids Help Phone?

Kids Help Phone is Canada's only national 24-hour, bilingual and anonymous phone counselling, web counselling and referral service for children and youth.

Our service is completely anonymous and confidential - we don't trace calls, we don't have call display. You don't even have to tell us your name if you don't want to. Find out more.

Whether by phone, mobile app or through our websites, you can connect with us whenever you want, however you want.

Programs & Services:

- A Canada-wide, bilingual telephone counselling/crisis line for children and youth
- Will put callers in contact with provincial or local resources if appropriate
- Open 24 hours per day, 365 days a year
- Staffed by paid professional counsellors

KIDSTART PROGRAM

The John Howard Society - 1455 Cliffe Avenue, Courtenay, BC V9N 2K6

201 – 140A 10th Avenue, Campbell River BC V9W 4E3

Phone (Courtenay): 250-338-7341

Phone (Campbell River): 250-286-0611 ext.113

Websites: www.kidstart.ca or www.jhsni.bc.ca

Contacts:

Lee Manson (Comox Valley Coordinator) lee.manson@jhsni.bc.ca

Jesse Herbach (Campbell River Coordinator) jesse.herbach@jhsni.bc.ca

The young people who benefit the most from participating in KidStart are those who are experiencing difficulties in their lives. Each child in KidStart has experiences that indicate their need for support. The loss of a family member, challenges at school, or stresses at home are all reasons that a child will be identified as needing a supportive adult friend.

Our Volunteers are recruited, screened, trained and supported by the KidStart Coordinators. The goal of our Volunteer Mentors is to develop a positive relationship with the youth and engage kids in one-to-one healthy recreational activities that promote success and achievement.

KidStart is a program for kids age 6+ that provides carefully screened and selected adult volunteers to mentor or “coach” vulnerable children and youth.

At KidStart we know from years of experience that everyone can benefit from a mentor.

SECTION K

KIDSTART PROGRAM Cont'd

Programs & Services:

- The KidStart Mentoring Program is a free program for children ages 6 – 18
- Mentors must be at least 19 years of age.
- Volunteer Mentors encourage young people to develop their own interests, support learning & skill-building and open doors for them to participate in community life. They model positive attitudes and values and are culturally diverse. Most importantly, they are honest, flexible, creative, patient, consistent and reliable and spend time developing a trusting friendship. KidStart mentor -mentee relationships are open ended and many remain active for years.

If you are interested in volunteering in the Comox Valley please call 250-338-7341; in Campbell River call 250-286-0611 or ; visit www.jhsni.bc.ca.

KITTY CAT P.A.L. SOCIETY

A Comox Valley Registered Charity
PO Box 3755, Courtenay, BC V9N 7P1
Website: www.kittycatpals.com
Email: kittycatpals@shaw.ca
Phone: 250-941-7257

Kitty Cat P.A.L. Society main focus is our Trap-Neuter-Return Program. To rescue cats & kittens born outdoors in the Comox Valley, Canada BC. Our mandate is in our name: Prevent A Litter.

We continue to operate mainly on donations from the community.

Our programs have grown to include Adopt-a-PAL, Foster Home Program, Semi-Social Barn Cat Rehoming, Socialization Program, Surrenders and The Ruby Fund.

K'omoks Health Centre

3320 Comox Road, Courtenay, BC V9N 3P8
Phone: 250-339-6591 Fax: 250-339-6593 Email: health.reception@komoks.ca

- Provides services for on reserve K'omox Band Members
- K'omoks Health Centre also provides nursing, home care, elders and youth programs
- No charge for services

SECTION L

L'ARCHE COMOX VALLEY

100-1465 Grieve Avenue, Courtenay, V9N 2W1

Phone: 250-334-8320 (Administrative offices)

250-871-6288 (I Belong Centre)

Fax: 250-334-8321

Email: office@larchecomoxvalley.org (Administrative Office)

orc@larchecomoxvalley.org (I Belong Centre)

Our Vision:

L'Arche is about people with and without developmental disabilities sharing life together. We celebrate the unique value of every person and recognize our need of one another. We have a unique vision that is more than inclusion. We create a community where relationships are at the heart of an intense life. In nearly 200 small homes and day settings across Canada, caregivers and volunteers from diverse cultures and backgrounds share deeply committed relationships with adults with developmental disabilities.

Programs & Services:

L'Arche Comox Valley has a home, "Jubilee House," where adults with developmental disabilities live with those who care for them. I Belong Suites are six residential suites for where people who wish to live in a supported independent living situation. L'Arche also has the I Belong Centre at 1465 Grieve Avenue in Courtenay where we provide a wide variety of activities for adults with developmental disabilities, their families and caregivers. Registration is required for most programs.

LAICHWILTACH FAMILY LIFE SOCIETY (CAMPBELL RIVER)

441 4th Avenue, Campbell River BC V9W 3W7

Phone: 250-286-3430 Fax: 250-286-3483

Toll Free: 1-877-777-8222

Website: www.lfls.ca

Email: lfls@shawbiz.ca

Vision:

To empower and promote healing and education in our communities from an Aboriginal perspective, nurturing and encouraging cultural awareness and self-sufficiency. We celebrate and envision a thriving, proud, respectful and inclusive community. Laichwiltach provides services in the following areas:

- Family Therapy
- Child & Youth Counselling
- Addictions Recovery
- Group Activities

SECTION L

LEGAL AID OFFICE

Legal Services Society

1625B McPhee Ave Courtenay BC V9N 3A6

Phone: 250-897-1400 Fax: 250-897-3261

Website: www.lss.bc.ca/legal_aid/

Hours: Tues & Wed 9am-4pm, Thur 11am-4pm (Intake Hrs)

Contact: Doug Marion (Barrister & Solicitor)

Programs & Services:

LSS has a range of free services that may help you. Priority is given to people with low incomes, but many services are available to all British Columbians.

They offer:

- **Information** provided by publications, the Family Law in British Columbia website, intake assistants, and, in some communities, legal information outreach workers and Aboriginal community legal workers.
- **Advice** from duty counsel lawyers or family advice lawyers.
- **Representation** if you qualify and have serious family, child protection matters or criminal law issues and for some immigration, mental health, and prison law issues.
- Bring proof of income, copy of Charge or Order / Agt.

You can apply for legal aid by phone or in person.

Legal Services Society – Courtenay Legal Aid Office

Hours: Tuesday and Wednesday: 9 am – 4 pm; Thursday: 11 am – 4 pm.

Thursday: 9 am – 10:30 am (Courtney Courthouse)

Contact: Local Agent, Doug Marion (Barrister & Solicitor)

Legal Services Society (LSS) is the organization that provides legal aid in BC. Legal aid includes representation by a lawyer, legal advice, and legal information. We give priority to people with low incomes, but many of our services are available to all British Columbians. You must meet financial eligibility requirements to be eligible for legal representation. If you don't qualify for representation by a legal aid lawyer, you may still be eligible for our legal advice services. Our legal information services are available to all British Columbians, regardless of income.

Programs & Services:

- Legal Aid
- Lawyer Referral Service (\$25 fee) Phone: 1-800-663-1919
- Access Pro Bono Services 1-877-762-6664

SECTION L

LEGAL SERVICES SOCIETY continued

Programs & Services:

- **Brydges Line 1-866-458-3300:** a province-wide toll free telephone service available 24 hours a day, 7 days a week. You can call to speak to a lawyer if you are: arrested, detained, or under active investigation by the police or another law enforcement agency for a criminal offence, but you are not yet charged, and you need emergency legal services.
- **Clicklaw** www.clicklaw.bc.ca a service that provides legal information, education and help.
- Family law website: <http://www.justicebc.ca/en/fam/index.html>

LEGAL AID BC (LABC)

Call Centre (legal aid applications):

1-866-577-2525 (call no charge)

Call Centre hours:

Monday, Tuesday, Thursday and Friday: 9 am – 4 pm

Wednesday: 9 am – 2:30 pm

Website: legalaidsbc.ca

Administration (general inquiries only):

604-601-6000 (Greater Vancouver)

Office hours:

Monday, Tuesday, Thursday and Friday: 8:30 am – 4:30 pm

Wednesday: 9 am – 2:30 pm

Address: 400 – 510 Burrard St., Vancouver, BC V6C 3A8

Legal Aid BC (LABC) is a non-profit organization that provides legal aid in British Columbia. LABC provides legal information, advice, and representation services for people with criminal law issues, serious family problems, child protection matters and immigration issues. Its priority is to serve people with low incomes, but many services are available to all British Columbians.

To qualify for legal representation, you must meet financial eligibility requirements. If you don't qualify, you may still be eligible for some legal advice services.

LABC also produces public legal education and information publications on a wide variety of subjects in English and many other languages. These free online and print publications are available to all British Columbians, regardless of income.

SECTION L

LEGAL AID BC (LABC) Cont'd

Legal Aid BC – Courtenay Legal Aid Office

Contact: Local Agent, Doug Marion (Barrister & Solicitor)

Address: 1625B McPhee Ave, Courtenay, BC V9N 3A6

Phone: 250-897-1400 **Fax:** 250-897-3261

Email: Intake.CampbellRiver.Courtenay@legalaid.bc.ca

Website: legalaid.bc.ca

Hours: Tuesday and Wednesday: 9 am – 4 pm; Thursday: 11 am – 4 pm.

Thursday: 9 am – 10:30 am (Courtney Courthouse)

LABC Programs & Services:

Legal information:

- Free publications in many languages
- Information services in person and over the phone
- Referrals to other services in your community
- Online legal information and self-help resources

Legal advice:

- Duty counsel (lawyers) provide family, child protection, or criminal advice, and may be able to help at some types of court appearances
- Family LawLINE provides free family and child protection advice over the phone from a family lawyer

Legal representation:

- A lawyer to take your case when you have a criminal, child protection, immigration, or serious family law issue

Important Phone Numbers by Area of Law:

Criminal law:

Brydges Line: 1-866-458-5500 (call no charge)

Brydges Line is a province-wide toll-free telephone service available 24 hours a day, 7 days a week. You can call to speak to a lawyer if you're:

- arrested
- detained; and
- under active investigation by the police or another law enforcement agency for a criminal offence and in custody, but you are not yet charged, and you need emergency legal services.

SECTION L

LEGAL AID BC (LABC) Cont'd

Family law:

Family LawLINE: 1-866-577-2525 (call no charge)

Hours: Monday, Tuesday, Thursday and Friday: 9 am – 3 pm; Wednesday: 9 am – 2:30 pm

If you live on a low income and are experiencing a family law issue, you may be eligible for free legal advice over the telephone from a family lawyer. When you call the toll-free number above, an intake worker will ask you questions about your financial situation and legal issue. If you qualify, you'll be transferred to the Family LawLINE service.

Child protection law:

Parents Legal Centres: 1-888-522-2752 (call no charge)

Parents Legal Centres (PLCs) help parents with child protection matters. If a social worker from the Ministry of Children and Family Development or a delegated Aboriginal agency contacts you or visits your home, you may be under investigation. You have the right to free legal advice. Call the toll-free number above immediately to find out if you qualify for a free lawyer and advocate.

Immigration and refugee law:

LABC's immigration line: 1-888-601-6076 (call no charge)

If you are in BC, you can get a lawyer to represent you in your immigration law case if:

- you are facing an immigration proceeding that may result in your removal from Canada, or
- you wish to claim refugee status.

If you wish to claim refugee status and you qualify, you can get a lawyer to:

- help you fill out forms
- help you prepare for a refugee claim hearing
- represent you at your hearing

If you're in detention, ask to speak to duty counsel or call the legal aid immigration line above.

More information:

For more information about LABC's programs and services, visit legalaidsbc.ca or one of LABC's other websites listed below.

Family Law in BC website:

Family.legalaidsbc.ca

Find answers to your family law issue.

Aboriginal Legal Aid in BC website:

Aboriginal.legalaidsbc.ca

Legal aid for Indigenous people in BC.

MyLawBC website:

Mylawbc.com

Free help for parenting and child support arrangements, separation and divorce, abuse and family violence, missed mortgage payments, wills, and planning for your future care.

SECTION L

LIFELINE SOCIETY, COMOX VALLEY

392 10th Street, Courtenay BC V9N 1P5

Phone: 250-338-4255 Fax: 250-338-4922 Toll Free: 1-866-205-6160

Email: ed@comoxvalleylifeline.com

Web: www.comoxvalleylifeline.com

Hours: Monday to Friday 9am – 4pm

Mission Statement:

Comox Valley Lifeline Society is dedicated to providing a quality of life for those who wish to continue living in the comfort of their own home.

Fee: \$35 per month

Programs & Services:

- Medical emergency response service for medically-at-risk people, who wish to remain independent but need to be able to summon immediate aid in an emergency.

LILLI HOUSE

Comox Valley Transition Society

625 England Avenue, Courtenay BC V9N 2N5

Business & Counselling Line: 250-897-0511

Lilli House Crisis Line (24 hours): 250-338-1227

Email: cvts@shaw.ca Website: www.cvts.ca

Programs & Services:

- 24 hour Crisis Line: 250-338-1227
- Emergency shelter for self-identified women and their children fleeing abuse
- In-house support for children in the shelter
- Free of charge

LINC YOUTH CENTRE, THE

300 Old Island Highway, Courtenay BC

Phone: 250-334-8138

Website: www.courtenay.ca/linc

About:

The LINC houses an indoor skateboard park, concession, games room, computer lab and meeting room. The skatepark is open to all ages (*except Tuesdays on Tween nights*) while the youth centre is reserved for ages 11 - 18 years for most of the week, 8 - 11 years only on Tuesdays.

Services & Features:

Low cost drop-in, registered recreation programs, out trips, nightly activities, arts programs, birthday parties, open mic nights, youth council, adults-only skate nights.

Skatepark bowl and street section, concession, full service kitchen, meeting room, big screen TV, youth-access computers, digital arts la, video gaming system, foosball, air hockey, ping pong and pool tables and basketball courts.

SECTION L

LINC YOUTH CENTRE, THE Cont'd

Hours:

Mondays (Adult Skate 16+yrs) 7pm-9pm | Tuesday (Tween Night 8-11yrs) 3pm-7pm,
Wednesday (8yrs+) 3pm-8pm, Thursday (11yrs+) 3pm-8pm, Friday (11yrs+) 3pm-11pm,
Saturday (11yrs+) 3pm-11pm.

Fees:

Drop-In: \$2.50 (Youth), \$4.00 (Adult – skatepark only)
11 Punch Cards: \$25 (Youth), \$40 (Adult)
Annual Membership (charged monthly): \$15 (Youth), \$20 (Adult)

LUSH VALLEY FOOD ACTION SOCIETY

LUSH Valley

2342 Rosewall Crst, Courtenay, BC V9N 8R9

Phone: 250-331-0152 Email: admin@lushvalley.org

Hours: Monday – Thursday 10am – 3pm

Website: www.lushvalley.org

FOOD SHARE HELPLINE: 250-207-4357 (HELP)

Mondays 10:00am – 2:00pm

Wednesdays 10:00am – 2:00pm

Contact: Alison Peill (Office Manager)

LUSH Valley is a charitable, non-profit organization focusing on food security – both at the kitchen table level and within the larger context of community. We support food-related projects that educate and empower the Comox Valley people towards personal wellness, community health and environmental stewardship. We are both a Good Food Organization with Community Food Centres Canada and a member of the Island Food Hubs. We provide leadership, support, resources and opportunities to the community while working directly with all levels of government.

Food Security exists when all community residents obtain a safe, culturally acceptable, nutritionally adequate diet through a sustainable food system that maximizes self-reliance and social justice. LUSH Valley supports local, sustainable food production. LUSH = Let Us Share the Harvest.

Programs & Services:

- Food Share: The Hot Meal and Good Food Box Program
- Urban Agriculture: Community, School & Social Housing Gardens
- Garden Education & Resources: Seed Library, *Grow Food Everywhere* Facebook Group, Online and In-Person Workshops

SECTION L

LUSH VALLEY FOOD ACTION SOCIETY Cont'd

Programs & Services:

- Healthy Student Meal Program: Meal Kits and Healthy Snacks delivered to schools in partnership with Indigenous Education
- Fruit Tree & Farm Gleaning Programs that utilize teams of volunteers to harvest and distribute fruit throughout the community
- Healthy Foods Programs that help people to gain knowledge, skills and empowerment around food
- FoodSafe Level 1 Courses
- Food Skills for Families: A free program using the BCCDC curriculum
- Advocacy, to ensure a food secure future for the Comox Valley

SECTION M

MAKE-A-WISH FOUNDATION

Make-A-Wish Foundation BC & Yukon

112 – 2025 West Broadway, Vancouver BC V6J 1Z6

Phone: 604-688-7944

Toll Free: 1-866-277-9474 Fax: 604-688-7990

Email: bcchapter@makeawish.ca Website: www.makeawish.ca

Mission:

Make-A-Wish creates life-changing wishes for children with critical illnesses. We are on a quest to bring every eligible child's wish to life, because a wish is an integral part of a child's treatment journey. Research shows children who have wishes granted can build the physical and emotional strength they need to fight a critical illness. Headquartered in Phoenix, Arizona, Make-A-Wish is the world's leading children's wish-granting organization, serving children in every community in Canada, and in more than 50 countries worldwide. Since 1983, Make-A-Wish Canada has granted over 36,000 wishes across the country, over 1,000 last year alone.

MARCH OF DIMES CANADA

Local Victoria Office: 4475 Viewmont Ave., Unit 200, Victoria, BC V8Z 6L8

Local Office Tel: 250-590-3805 Toll Free: 1-800-263-3463

Email: info@marchofdimes.ca Website: www.marchofdimes.ca

Who We Are:

March of Dimes Canada is a leading national charity committed to championing equity, empowering ability, and creating real change that will help the more than six million people living with disabilities across the country unlock the richness of their lives.

We serve, connect, and empower people living with disabilities to participate fully in life — on their own terms. Our work is grounded in the voices of the people we serve, built on a foundation of service, and backed by a 70-year history of success.

We've proven time and again our dedication to addressing the ongoing and urgent needs of people living with disabilities, as well as their families and caregivers. Born in the last great public health epidemic, we know that seemingly-impossible goals can be achieved and barriers can be broken. In the 1950s, March of Dimes Canada helped in the global effort to find a cure for polio. We've since evolved to become a recognized leader in disability service design and delivery, supporting people at home, work, and in their communities with unparalleled reach and impact.

Purpose:

Champion equity. Empower ability.

Vision:

An inclusive, barrier-free society for people with disabilities.

Mission:

To be Canada's leading service provider, resource and advocate, empowering people with disabilities to live and thrive in communities nationwide.

SECTION M

MARINE & AIRCRAFT EMERGENCY

Royal Canadian Marine Search and Rescue (RCMSAR)

For marine emergencies call the *Joint Rescue Coordination Centre*

Toll-free: 1-800-567-5111

Telephone or Cell: #727 or *16

VHF Marine Radio: Channel 16

RCMSAR Volunteer Services

Email: info@rcmsar.com

Website: <https://rcmsar.com/get-involved/>

Your Local Station: <https://www.unit60comox.ca/>

Toll-free: 1-800-665-4757

MEDIC - ALERT FOUNDATION, CANADIAN

800 – 2005 Sheppard Avenue East, Toronto ON M2J 5B4

Toll Free: 1-800-668-1507 Fax: 1-800-392-8422

Website: www.medicalert.ca

Open Mon-Fr 9am-8pm Eastern standard time

MEDICAL SERVICES PLAN

Health Insurance BC

Toll Free: 1-800-663-7100 (24 hours)

Programs & Services:

- Automated service providing enrolment and premium information and answers to frequently asked questions

MEMORIAL SOCIETY OF BC

Phone: 604-733-7705 Toll Free: 1-888-816-5902 (no fax)

949 West 49th Ave, Vancouver, BC V5Z 2T1

Email: assistant@memorialsocietybc.org

Website: www.memorialsocietybc.org

The Memorial Society of BC is a not-for-profit, consumer advocacy organization with over 240,000 members. Established in 1956, the Society helps people plan simple, dignified and affordable funerals. Membership gives peace of mind that your final wishes will be fulfilled, and reduces stress for family and friends during their time of loss.

Programs & Services:

- A lifetime of support for a one-time, low cost membership fee
- Preferred pricing on funeral costs with local, independent funeral providers governed by the MSBC ethical code
- A safe and secure place to store your Vital Statistics and arrangement forms
- Information and education on 'green' disposition practices
- Regular office hours: Monday – Friday, 10am-4pm.

SECTION M

MEN'S SUPPORT GROUP

Comox Valley Nursing Centre; VIHA
615 10th Street, Courtenay BC V9N 1R2

Contact: Mike at 250-331-8502 (leave a message)

Programs & Services:

- One on one peer support
- Anger management seminars offered 2–3 times per year

MEN'S TRAUMA CENTRE

102 – 1022 Pandora Avenue, Victoria BC V8V 3P5

Phone: 250-381-6367 Fax: 250-381-3679

Email: info@menstrauma.com Website: www.menstrauma.com

Facebook: @MensTraumaCentre Twitter: @menstrauma

Office hours: Monday 9.30-2.30 Wednesday 9.30- 2.30 Thursday 9.30- 12.30

Mission Statement

To provide psychological and practical support to all men ,sixteen years and older, who suffer from the effects of childhood and adult trauma/abuse in order to facilitate their emotional healing.

Programs & Services:

- Victim Services: Workers are here to offer you short-term emotional support and can give you information about reporting your abuse/assault to the police if you want to.
- Individual/Group therapy with registered clinical counsellors
- Outreach and Education: We reach out to the community by providing education, awareness raising and promoting the work of the Men's Trauma Centre in the community.

Programs & Services:

- Assisting other agencies, through educational outreach, to improve their responses to their own male clients who may also be survivors of trauma
- Crime Reduction Pilot: Criminal behaviour has been linked to the experience of abuse and trauma in childhood. Our clinic is looking at this connection and how trauma therapy/counselling may help to reduce further crime and involvement in the criminal justice system among young men aged 16-25.
- Professional Training: one day professional development training for staff in other agencies about understanding the impact of childhood sexual abuse on men.

SECTION M

MENTAL HEALTH & SUBSTANCE USE SERVICES (MHSUS), NORTH ISLAND

Vancouver Island Health Authority

941C England Avenue, Courtenay BC V9N 2N7

Phone: 250-331-8524 Fax: 250-331-8525

Intake - Screening and Referral Services

- Intake provides a timely, single point of assessment and access for individuals seeking help for Adult Mental Health and Substance Use Services.

Services Provided:

- Assessment
- Consultation and community resource information
- Connection of individuals with the most appropriate service MHSU team or community resource
- Connection to crisis services

Access Services:

- We accept referrals from self, family physicians and other health/social services professionals.
- Members of the public, community agencies or physicians can call for a consultation or fax a referral to make an appointment for an initial assessment (intake).
- Individuals who self-refer or who are referred for an Intake assessment will be offered the next available appointment time. A cancellation list is maintained and we ask to be advised if a person will not be attending their scheduled appointment. Individuals can request to be added to the cancellation list.
- Our drop in groups (Mental Health or Substance Use focused) are open to the public. A schedule of current groups is available on site or by telephoning our reception at the number above.

Not sure if Mental Health & Substance Use Services is the right service for you? Call to speak with an Intake Nurse at the number above who will be happy to answer your questions.

"HERE TO HELP" - Mental Health & Substance Use Information You can Trust

Phone # 310-6789 (no area code)

Email: bcpartners@heretohelp.bc.ca Website: www.heretohelp.bc.ca

Programs & Services:

Visit the website or phone for more information on the following:

- Provincial government mental health programs
- Schizophrenia and psychosis
- Depression
- Bipolar Disorder
- Alzheimer's
- Anxiety disorders, eating disorders
- Problem substance abuse

SECTION M

MIKI'SIW MÉTIS ASSOCIATION

#207 576 England Ave., Courtenay BC V9N 2N3

Phone: 250-871-7353

Email: comoxvalleymetisoffice@gmail.com

Website: www.comoxvalleymetis.com

Contact: Myrna Logan, Program Coordinator

A Métis Member/Citizen is a person who self-identifies as Métis, is of historic Métis Nation ancestry, is distinct from other Aboriginal Peoples and is accepted by the Métis Nation.

Programs & Services:-

- Membership through application
- Cultural Activities and Gatherings

MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

2455 Mansfield Drive, Courtenay BC V9N 2M2

Phone: 250-334-5820 Fax: 250-334-5844

Hours: Monday to Friday 9:00am – 4:00pm (closed 12-1)

Mission Statement:

This ministry works to ensure that some of our most vulnerable children and families have the best chances possible to succeed and thrive.

Programs & Services:

- **Emergency Child Protection:** 1-800-663-9122
After hours – Children's Helpline: 310-1234 (no area code needed)
- Services and referrals for families in crisis, where there is the possibility of family breakdown or risk to children
- Foster care
- Adoption

Programs & Services:

- Counselling and therapy for children and youth with moderate to severe emotional, psychological, and/or mental difficulties and/or who are at risk of suicide
- Youth probation services
- Children and youth with support needs

SECTION M

MINISTRY OF HEALTH

1515 Blanshard Street, Victoria BC V8W 3C8

Toll Free: 1-800-663-7867

MSP/Fair Pharmacare: 1-800-663-7100

Website: www.gov.bc.ca/health/

Minister of Health: Mr. Adrian Dix **Email:** EnquiryBC@gov.bc.ca

Hours: Monday to Friday from 8:00 a.m. to 4:30 p.m

Mission Statement:

To guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.

Programs & Services:

- **Medical Services Plan**
The Medical Services Plan (MSP) insures medically-required services provided by physicians and supplementary health-care practitioners, and diagnostic procedures.
- **PharmaCare**
BC PharmaCare helps B.C. residents with the cost of eligible prescription drugs, and certain medical supplies and pharmacy services.
- **HealthLink BC**
24 hours a day, 7 days a week HealthLink BC provides access to non-emergency health information and advice by phone, website, mobile app, and print.
- **Vital Statistics**
Information on births, marriages, deaths, legal changes of name, adoptions, order certificates & copies and extracts, online birth registration, will notices, and government identification.

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

730 Grant Avenue, Courtenay BC V9N 2T3

Ministry of Social Development and Poverty Reduction

Toll Free: 1-866-866-0800

Fax 1-855-771-8778

Website: www.gov.bc.ca/sdpr

Hours: Monday to Friday 9:00am 4:00pm Closed between 12 - 1, except for cheque issue days

Programs & Services

- Income Assistance (welfare) and Disability Assistance
- Employment Programs, referral to job placement programs, job training and specialized programs which support persons with disabilities and with persistent multiple
- Supplementary Assistance provides health and other supports such as health services for people with disabilities, bus passes and fees for continuing care and alcohol and drug facilities

SECTION M

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION Cont'd

Emergency Social Services After-Hours:

4:30pm— 12:30am: 1-866-660-3194

12:30am- 8am: 1-800-663-9122

Programs & Services:

Crisis Supplement: If you receive income assistance, you may be able to get a crisis supplement from MSDPR in exceptional circumstances.

This benefit is available if:

- An unexpected purchase is needed (example - furnace that requires replacement)
- Failure to obtain an item that will cause imminent danger to physical health
- Items needed that are not a health-care good or service
- There is no other way (cash on hand or funds in bank) to get the item

MLA, RONNA-RAE LEONARD (COMOX VALLEY)

Provincial Member of the Legislative Assembly

437 5th Street, Courtenay BC V9N 1J7

Phone: 250-703-2410 Fax: 250-703-2425

Email: Ronna-Rae.Leonard.MLA@leg.bc.ca Website: <https://ronnaraeleonard.ca/>

MOOD DISORDERS ASSOCIATION OF BC

Suite 480 789 West Pender Street Street, Vancouver, BC V6C 1H2

Phone: 604-873-0103 Fax: 604-873-3095

Email: info@mdabc.net Website: www.mdabc.net

Hours: Monday to Friday – 9 am to 4.30 pm

Mission Statement:

The MDABC is a nonprofit organization that provides treatment, support, education, and hope of recovery for people living with a mood disorder.

Programs & Services:

- The Mood Disorders Association of BC (MDA) provides support groups for those living with depression or bipolar mood disorders, and for their families and friends
- Meetings are held at the Vancouver office and at other locations throughout BC
- Psychiatric Clinic is open Monday – Friday 9:00AM to 4:30PM
- Counselling and Wellness Centre is open Tuesday – Thursday 12:00PM to 8:00PM and Friday & Saturday 9:00AM to 5:00PM

SECTION M

MOTHERS AGAINST DRUNK DRIVING (MADD Metro Vancouver Chapter)

12353 104 Avenue Surrey, BC V3B 3H2

Phone: 1-800-665-6233 ext.266

Victim Support Line: 1-866-461-4077

Email: maddvancouver@gmail.com Website: maddchapters.ca/vancouver/

Mission:

MADD Canada's mission is to stop impaired driving and to support victims of this violent crime.

Programs & Services:

MADD Canada's efforts are focused on five key areas:

- Youth Services
- Victim/Survivor Services
- Public Awareness and Education
- Public Policy
- Anti-Impaired Driving Technology

MOUNTAINEER AVIAN RESCUE SOCIETY (MARS)

1331 Williams Beach Road Merville, PO Box 415 BC V0R 2M0

Phone: Wildlife Hospital: 250-337-2021

Visitor Centre: 778-428-1990

Email: (form on website)

Website: www.marswildliferescue.com/

Mission: MARS is a charitable organization whose purpose is to:

- Rescue, transport, rehabilitate, and release ill, injured, orphaned or oiled wildlife.
- Educate the general public about wildlife issues through lectures, displays, workshops, reports and publications.
- Contribute to the knowledge and understanding of wildlife by participating in research, and sharing that information with wildlife organizations and the general public through meetings, seminars, conferences, reports, and publications.
- Conserve and protect wildlife and promote the conservation of wildlife habitat.

Programs & Services:

- Rescue, transport, rehabilitate, and release ill, injured, orphaned or oiled wildlife and birds
- Provide tours and educational wildlife programs to the general public, schools and clubs.

SECTION M

MULTIPLE SCLEROSIS SUPPORT GROUP: Comox Valley Day Trippers

MS SOCIETY OF CANADA

3301 Douglas Street, Suite 301

Victoria BC, V8Z 3L2

General information: 1-800-268-7582

Knowledge Network: 1-844-859-6789

Website: <https://mssociety.ca/>

Email: msnavigators@mssociety.ca

Meetings:

In person on the 2nd Thursday of each month at 11.30 am with the Comox Valley Day Trippers

Virtual meetings on the 2nd Wednesday of the month at 10 am.

Please contact an MS Navigator at 1-844-859-6789 or msnavigators@mssociety.ca with your full name, email address and phone number, then the group facilitator will be notified to contact you.

Mission Statement:

To connect and empower the MS community to create positive change.

Programs & Services:

- Information, education, advocacy and support for individuals living with or affected by MS
- 1:1 Peer Support, Self Help & Support Groups- applications & referral to appropriate groups or programs
- Quality of Life Grant: equipment funding information, eligibility and application
- Information and education on disability forms such as Canadian Pension Plan Disability
- Information on fundraising initiatives, like MS Walk or Bike, additional programs, services and events
- Research into the cause and cure of MS

MUSCULAR DYSTROPHY CANADA

Head Office: 40 Eglinton Ave East, Unit 500, Toronto, Ontario M4P 3A2

Phone: 604-732-8799 Fax: 604-731-6127

Toll Free: 1-800-567-2873

Email: info@muscle.ca Website: www.muscle.ca

BC Chapter Contact: Sharon Tomlinson 1-800-567-2873 ext 2108

Mission:

Muscular Dystrophy Canada's mission is to enhance the lives of those impacted with neuromuscular disorders by continually working to provide ongoing support and resources while relentlessly searching for a cure through well-funded research.

Vision:

To find a cure for neuromuscular disorders in our lifetime.

SECTION M

MUSCULAR DYSTROPHY CANADA Cont'd

Programs & Services:

- **Core Services:** provide a number of services to people registered with the organization including information and education, equipment, peer support, Chapter support, referral and social action.
- **General Services:** generate awareness and rallies support to contribute to the lives of people affected by neuromuscular disorders, their families, their friends, and their communities across Canada.
- **Social Action:** ensures that people with neuromuscular disorders can participate fully in all aspects of daily living.
- **Volunteering:** helps make muscles move. Through our offices, peer support programs and in the community, anyone can get involved and make a difference.

SECTION N

NALA'ATSI ALTERNATE PROGRAM

Indigenous Education Services

665 16th Street, Courtenay BC V9N 1X6

Phone: 250-331-4040 Email: bruce.carlos@sd71.bc.ca

Contacts:

Bruce Carlos (District Principal)

Sue Cambrey (Senior Administrative Assistant)

Rory McClure (Teacher)

Heather Scott (Family / Youth Care Worker)

Margo Douglas (Educational Assistant)

David Dawson (Indigenous Support Worker)

Hours: Monday to Thursday 9am – 3pm

Population Served:

Nala'atsi is a school for students with self-identified Indigenous ancestry in grades 10 to 12 that is located on the unceded traditional territory of the K'ómoks First Nation. Nala'atsi offers individualized support for students whose needs have not been met in a mainstream classroom setting, providing a sense of community and belonging, a safe and compassionate learning environment, as well as access to exciting cultural activities within the community and beyond. Nala'atsi offers full graduation options for students and is based in central Courtenay, BC. The Nala'atsi Program assists students to meet secondary school completion requirements through an individualized program of studies; or facilitates re-entry into the regular secondary system.

Programs & Services:

- A 10 month program offering group and individual instruction
- Focuses on completion of core academic subjects
- Career and Personal Planning 10, Portfolio 12, community based work experience and a limited selection of elective subjects are also available
- Offers cultural teachings with Elders and community

NAR-ANON FAMILY GROUP

Courtenay Contacts:

Clarice

Phone: 250-338-5466

Cell: 250-897-6833

Email: claricecoty8@gmail.com

Webpage for local meetings: <https://naranonbc.com/meetings-in-bc>

Meetings: 7:30pm every Wednesday at Comox United Church (250 Beach Drive, Comox)

Programs & Services:

- Provides support for families and friends of people who suffer with addiction.

SECTION N

NARCOTICS ANONYMOUS (NA)

Vancouver Island North and Powell River Area Helpline Number: 1-844-484-6772

Website: www.vinprana.ca

Meetings: Monday – 7pm at Elim Chapel 566 5th Street, Courtenay)

Tuesday – 7:30pm at the Halbe Hall (5388 Island Highway) in Black Creek

Wednesday – 12pm (Women ONLY) 625 England Ave, Courtenay

Wednesday – 7pm at Alano (543 6th Street), Courtenay

Thursday - 7pm at Elim Chapel 566 5th Street, Courtenay

Saturday – 7pm at Alano (543 6th Street, Courtenay)

Sunday - 7:30pm at 2688 Penrith Ave, Cumberland

Programs & Services:

- Support group for people with drug addictions, or people who are recovering from drug addictions (Thursday – 8pm at 280 4th Street, Courtenay)

NATIONAL EATING DISORDER INFORMATION CENTRE

200 Elizabeth Street, 7ES – 421, Toronto Ontario M5G 2C4

Toll Free Helpline: 1-866-NEDIC-20 (1-866-633-4220)

Fax: 416-340-4736

Email: nedic@uhn.ca Website: www.nedic.ca

Helpline Hours: Monday to Thursday 9am – 9pm (EST) and 9am – 5pm on Friday. Live chat services supported by our colleagues at BEAT are available 1pm-7pm Saturday-Sunday (EST).

NEDIC has a non-dieting, client-centred, feminist philosophy. We promote healthy lifestyles, including appropriate, enjoyable exercise and eating. NEDIC recognizes that the determinants of health are varied, and that weight is not an effective gauge of health, so we do not endorse dieting or diet centres.

NEDIC strives to make our materials and services accessible to all Canadians regardless of financial status, geography and other potential barriers. Our goal is to provide information and resources so that individuals are empowered to make the decision best suited to their personal circumstance.

Programs & Services:

- Develops and disseminates information and resources on eating disorders and food and weight preoccupation
- Helpline that provides information on treatment and support in Canada
- Runs workshops and presentations for schools, community groups and professional bodies on the prevention of disordered eating, promotion of positive body image, and healthy lifestyles
- Runs prevention and awareness campaigns – is the national sponsor of Eating Disorder Awareness Week
- Developed Beyond Images – a turnkey curriculum for grades 4 – 8 that fills a gap in media literacy nationally and explores concepts of male and female beauty and what it means to "fit in", helping students understand and develop resilience against negative messaging. For more information see www.beyondimages.ca

SECTION N

NATIVE COURTWORKER & COUNSELLING ASSOCIATION OF BC

207-1999 Marine Drive, North Vancouver, BC

Phone: 604-985-5355 Fax: 604-985-8933 Toll Free 1-877-811-1190

Website: <http://www.nccabc.ca/>

Email: nccabc@nccabc.net

NAVIGATE

(Formerly North Island Distance Education School (NIDES))

School District 71 – Comox Valley

2505 Smith Road, Courtenay BC V9J 1T6

Phone: 250-337-5300 Fax: 250-337-2310

Toll Free: 1-800-663-7925

Website: www.navigatenides.com

Hours: 8:30am – 4pm

Mission Statement:

To support successful learning by providing student-centered, teacher-directed, online learning services through the use of diverse technologies and community partnerships.

Programs & Services:

- Online courses for students from kindergarten to adult
- Courses are taught and facilitated by BC certified teachers
- Secure online classrooms not only provide dynamic curriculum delivery, but rich community interaction, such as clubs (photography, book, etc), student council, presentations and more
- Blended programs (Compass - Fine Arts eCademy) available in Courtenay and Nanaimo provides regular face-to-face student-teacher and student-student interaction

Navigate is an award winning school, recognized nationally and internationally for our innovative approach to blended learning. We've taken the lead in implementing the new BC curriculum, building unique and flexible learning options for every student that focus on each student's unique interests and abilities. This flexibility allows us to meet a diverse range of student needs, abilities, and learning styles including:

- Special Education
- High Performance Athletes
- Mental & Medical Health Supports
- Accelerated Learning

Navigate is both an online school and campus located in the Comox Valley in SD71. Our school offers the kind of custom education options you'd expect from a private school without expensive tuition fees. We provide a wide range of K-12 programs, international language courses, and adult education opportunities that are as unique as the families we work with. Whether you live in the Comox Valley, the lower mainland, or a remote coastal village, Navigate offers a learning path to a meaningful education.

SECTION N

NEWBORN – MOTHER HOTLINE

Public Health Nursing Comox Valley

Phone: 250-331-8520 (week day) 250-218-1388 (weekend)

811 – Health Advice Healthlink BC (24 hrs)

Programs & Services:

- 24 hour service to answer questions on mother and baby's health and breastfeeding

NORTH ISLAND COLLEGE (NIC)

2300 Ryan Road, Courtenay BC V9N 8N6

Phone: 250-334-5000 Fax: 250-334-5018

Email: questions@nic.bc.ca Website: www.nic.bc.ca

Hours: Monday, Tuesday, Thursday and Friday 9am – 4pm; Wednesday 9am – 6pm

Mission Statement:

North Island College is committed to meeting the education and training needs of adults within its service region by:

- Providing high quality, affordable higher education and skills training
- Collaborating with our partners to create pathways to learning
- Empowering individuals to achieve their full potential

Programs & Services:

- University Transfer, Dual and Guaranteed Admission to UVic, VIU, UBC and beyond
- Science Technology Engineering & Math
- Humanities & Social Sciences
- English & Modern Languages
- Upgrading
- Business & Applied Business Technology
- Fine Art & Design
- Interactive Media
- Health
- Human Services
- Tourism & Hospitality
- Adventure Guiding
- Trades & Technical
- Apprenticeship Training
- Accessible Learning
- Aboriginal Education
- Continuing Education and Training
- First Aid

SECTION N

NORTH ISLAND COLLEGE (NIC) Cont'd

Programs & Services:

- ElderCollege
- International Education

Have a question? NIC's educational advisors are here to help. Call 250-334-5000 or email questions@nic.bc.ca to book an appointment with an advisor.

NORTH ISLAND DISTANCE EDUCATION SCHOOL (NIDES) see NAVIGATE

NORTH ISLAND HOSPITAL

101 Lerwick Rd

Courtenay, B.C.

V9N 0B9

Tel: 250-331-5900

Emergency: 9-1-1

www.islandhealth.ca/our-locations/hospitals-health-centre-locations/north-island-hospital-comox-valley

Wellness Centre at the Comox Valley Hospital

Located at the North Island Hospital, Comox Valley campus, the Wellness Centre provides a variety of outpatient and chronic disease management services and classes.

Services:

- Indigenous liaison nurses
- Bone and joint clinic
- Cancer care program
- Diabetes education
- Hip and knee clinic
- Medical daycare
- Minor day procedures
- North island eating disorders
- Ophthalmology clinic
- Outpatient clinics
 - Kidney clinic
 - Physiatry
 - Haematology clinic
 - VICAN (Vancouver Island Children Assessment Network)
 - Rheumatology clinic
 - Palliative pain management clinic
- Psychiatric outpatients services
- Telehealth
- Wound care nurse

SECTION N

NORTH ISLAND REGIONAL EATING DISORDER PROGRAM

Wellness Centre, Comox Valley Hospital

101 Lerwick Rd, Courtenay BC V9N 1R2

Phone: 250-331-5900 ext.65324 (Monday – Wednesday mornings and all day Thursday)

Contact: Roberta (Bobi) Lineker, RDN, Nutritionist, Comox Valley: 250-331-5900 ext. 65324
Cell: 250-702-5612 Roberta.lineker@islandhealth.ca (Thursdays all day only)

Jolene Turney, Therapist, 250-331-5900 ext 65325 Jolene.Turney@islandhealth.ca
Monday-Thursday mornings

Online referral form: [Eating Disorders Treatment | Island Health](#)

Programs & Services:

The North Island Regional Eating Disorder Program provides direct client services in both the Comox Valley and in Campbell River. Clinical support through education and in-services to health care providers and other agencies are offered to the Mount Waddington area upon request.

Services include:

- individual therapy for adults (Comox Valley & Campbell River) and youth (Campbell River) experiencing eating disorders;
- support for parents of youth experiencing eating disorders;
- therapy groups
- nutrition counselling and support for youth and adults;
- community development, early intervention and prevention initiatives

This regional team includes a counsellor and a dietitian. We collaborate and work with other community agencies and professionals including physicians to provide the best possible co-ordination of services.

NORTH VANCOUVER ISLAND ABORIGINAL TRAINING SOCIETY

1211 Cypress Street,

Campbell, River, BC, V9W 2Z3

Phone: 250.286.3455 Fax: 250.286.3487

Programs/Services: North Vancouver Island Aboriginal Training Society (NVIATS) is a community-driven organization helping Aboriginal people achieve self-sufficiency by delivering high quality training and employment opportunities in the North Vancouver Island Region. We assist Aboriginal people in preparing for, acquiring, and maintaining successful long-term employment by providing demand-driven education, training, and employment opportunities.

SECTION N

NURSELINE, BC - 811

HealthLink BC

Toll Free (24 hours): 8-1-1 TTY: 7-1-1

Website: www.healthlinkbc.ca

Programs & Services:

8-1-1 is a free-of-charge provincial health information and advice phone line available in British Columbia. The **8-1-1** phone line is operated by HealthLink BC, which is part of the Ministry of Health. By calling **8-1-1**, you can speak to a health service navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist. Any one of these healthcare professionals will help you get the information you need to manage your health concerns, or those of your family.

NURSING CENTRE, COMOX VALLEY

Island Health

615 10th Street, Courtenay BC V9N 1R2 – corner of Grieve

Phone: 250-331-8502

Website: <https://www.islandhealth.ca/our-locations/nursing-centre-locations/comox-valley-nursing-centre>

Contacts: Evan Humphreys: evan.humphreys@islandhealth.ca

Best to phone Administration, they can direct from there - 250-334-8502

Hours: Monday to Friday 9am – 6:00pm (closed between 12 – 1pm for lunch)

Programs & Services *not by drop in, must be a client, call centre if interested:

- Free help and information regarding any health concern
- No referral needed
- Private health consultations with a Registered Nurse
- Information about traditional and complementary health services
- Referrals to other community agencies and health care resources
- Partnership with community agencies to develop better health services
- Family Nurse Practitioner services are available at the Comox Nursing Centre. The focus of this service will be to support unattached or underserved patients with complex chronic diseases and high risk medical/social situations.
- Social Worker services

Support Groups *not by drop in, must be a client, call centre if interested:

- Chronic Pain Support Group, including physiotherapy and social work: 3rd Tuesday of each month 1:30 – 3:30pm
- Men's Support Services
- Relaxation therapy for those with Chronic Pain or Chronic Illness

SECTION O

OFFICE OF THE OMBUDSPERSON

Mail: PO Box 9039 Stn Prov Govt, Victoria BC V8W 9A5

Site: 947 Fort Street, 2nd Floor, Victoria BC V8V 3K3

Phone: 250-387-5855 Fax: 250-387-0198

Toll Free: 1-800-567-3247

Email: info@bcombudsperson.ca

Website: <https://bcombudsperson.ca/>

Hours: Monday to Friday 8:30am – 4:30pm

An Ombudsperson is an officer of the provincial legislature, independent of government and political parties, and is responsible for making sure that the administrative practices and services of public agencies are fair, reasonable, appropriate and equitable.

Programs & Services:

- Provide information about what steps to take in dealing with a public agency
- Try to settle complaints through consultation
- Investigate complaints about administrative unfairness by a public agency
- Make recommendations to a public agency to resolve an unfairness
- Report to the provincial legislature
- Issue public reports

The Ombudsperson has jurisdiction over a wide range of public agencies, including:

- Provincial government ministries, including complaints regarding Income Assistance and the Family Maintenance Enforcement Program
- Crown corporations such as ICBC and BC Hydro
- Government boards such as WCB and the BC Human Rights Tribunal
- Hospitals, regional and local health agencies, and health-related government agencies such as Medical Services Plan and PharmaCare
- Schools and school districts
- Universities and colleges
- Municipal and regional governments
- Self-regulating professions such as the Law Society, the College of Physicians and Surgeons, and the Registered Nurses Association of British Columbia

SECTION O

OLD AGE SECURITY

Service Canada

Regional Office

PO Box 1177, Victoria BC V8W 2V2

Toll Free: 1-800-277-9914 TDD/TTY: 1-800-255-4786 French: 1-800-277-9915

Website: <https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html>

Programs & Services:

- **Old Age Security Pension:** qualifications include:
 - age 65 or over
 - have lived in Canada for a minimum of 10 years after turning 18
 - a Canadian citizen or legal resident
- **Guaranteed Income Supplement:** if you are a pensioner with little or no income, you may qualify. The amount depends on marital status and income.
- **Allowance and Allowance for the Survivor:** see website for eligibility information.

OPEN LEARNING AGENCY

Thompson Rivers University

Student Services, BC Centre for Open Learning, 4th Floor

805 TRU Way, Kamloops, BC V2C 0C8

Phone: 1-800-663-9711 / International: 1-250-852-7000 / Fax: 1-250-852-6405

Email: student@tru.ca

Website: www.truopen.ca

Study online with Open Learning

Reach your potential. Complete your degree. Change careers. Change your life. TRU supports students wherever they are and Open Learning provides flexible online and distance learning for everyone. Our courses and programs may be completed anytime, anywhere. Study part-time or full-time and get ahead.

Mission

- Strive to make post-secondary education available at a time and place and through delivery methods convenient to the learner.
- Expand the recognition and acceptance of credits earned at other national and international institutions through an established educational credit bank to broaden credential completion opportunities.
- Establish distance education as a viable complement to on-campus and classroom learning.
- Broaden participation in post-secondary education by developing programs that encourage and engage the learner.

SECTION O

OPERATION COME HOME

Mail: PO Box 71026 Laurier West Ottawa, ON K2P 2L9

Site: 150 Gloucester Rd, Ottawa ON K2P 0A6

Phone: 613-230-4663 Fax: 613-230-8223

Toll Free (24 hours): 1-800-668-4663

Email: info@operationcomehome.ca Website: www.operationcomehome.ca

Hours: Monday to Friday 8am – 4pm EST

Mission Statement:

Operation Come Home prevents homeless youth from becoming homeless adults. Operation Come Home accomplishes this mission by providing homeless youth ages 16-30 with a variety of unique programs and services. Today, Operation Come Home remains *the only organization* in Canada that reunites youth with their families.

Programs & Services:

- Travel arrangements to reunite youth with family (parent or legal guardian)
- Outreach and support services
- Liaison between youth and parents
- Crisis intervention to both parents and youths
- Referral services (local and national)
- Advocating on youth's behalf

OPERATIONAL STRESS INJURY SOCIAL SUPPORT PROGRAM - FOR MILITARY, RCMP SERVING AND RETIRED

IPSC Comox P.O. Box 1000 Station Main Lazo, BC V0R 1C0

Phone: 236-255-1037

Email: Todd.mckee@forces.gc.ca Website: www.osiss.ca

Programs & Services:

- Establish, develop and improve social support programs for Canadian Forces members, all Veterans and their families affected by operational stress
- Provide education and training to Canadian Forces and community groups to create an understanding and acceptance of operational stress injuries
- Conduct Peer Support Groups for those suffering from an operational stress injury

SECTION O

OPTIONS FOR SEXUAL HEALTH (OPT)

Comox Valley Community Health Centre: Island Health

961 England Avenue, Courtenay BC V9N 2N7

Phone: 250-331-8572 Fax: 250-338-9985

Website: www.optionsforsexualhealth.org

Hours: Tuesdays 5pm-8pm

Programs & Services:

- Confidential and anonymous services regarding reproductive health issues
- Emergency contraceptive pill
- Low cost birth control
- Pregnancy testing
- Abortion information
- AIDS testing, STD testing and treatment, Hepatitis B and C testing, Hepatitis B immunization
- **The Sex Line: 1-800-739-7367** (for more info, see the Sex Line listing)

OSTEOPOROSIS CANADA

National Toll Free: 1-800-463-6842 Mon – Fri 9am – 5pm ET

Website: www.osteoporosis.ca

Osteoporosis Canada works to educate, empower and support individuals and communities on bone health and in the risk-reduction of osteoporosis.

Programs & Services:

For Public Individuals

- Provides medically accurate information – a bilingual toll-free info line, virtual educational programs and support groups, webinars, online tools and resources and a website.

For Health Care Professionals

- Info on the latest prevention, diagnostic and treatment options
- Developed practice guidelines and standards for use by physicians in their clinical practice.

SECTION P

PACIFIC CARE

Head Office:

101-3156 Barons Road, Nanaimo BC V9T 4B5

Toll Free: 1-888-480-CARE (1-888-480-2273) Fax: 250-756-2021

Email: mailbox@pacific-care.bc.ca Website: www.pacific-care.bc.ca

Local Office:

237 3rd Street, Courtenay BC V9N 1E1

Contacts: Michelle Carty at 250-338-4288 ext. 236 or email: mcarty@pacific-care.bc.ca

Programs & Services:

- Child Care Resource and Referral: a registry of licensed and unlicensed child care facilities available on the Island. Quality child care referrals, resources and support to all child care providers and parents in over 400 communities across the Province of British Columbia
- Liability Insurance: the insurance is available to child care providers who reside in British Columbia and are linked with Child Care Resource and Referral Programs.
- Help with filling out the Affordable Child Care Benefit

PARENT FINDERS OF CANADA

Phone: 613-730-8305

Email: pfncr@yahoo.com

Website: www.parentfindersottawa.ca

Facebook: [Parent Finders Ottawa - Home | Facebook](#)

Fee: No fee, Donations accepted.

Programs & Services:

- Provides a support group for adult adoptees, birth relatives and adoptive parents to achieve a reunion
- Direction on where to obtain background information assistance in search\providing skilled intermediates, where requested, to make a discreet first contact to the party being sought

SECTION P

PARENT SUPPORT SERVICES SOCIETY OF BC

Central Island Office

Phone: 250-468-9658 Fax: 250-468-9668

Toll free: 1-877-345-9777

Email: sandi.halvorson@parentsupportbc.ca Website: www.parentsupportbc.ca

Contact: Sandi Halvorson

Mission Statement:

To protect the safety and wellbeing of children and promote the health of all families by partnering with those in a parenting role and their communities to build support, advocacy, education, research, and resources.

Programs & Services:

- We offer volunteer led peer support/mutual aid Parent Support Circle groups on Vancouver Island for parents of children 12 years old and under, who feel they would benefit from an opportunity to discuss parenting related issues with others.
- We also offer Grandparents Raising Grandchildren Support Circle groups for grandparents raising their grandchildren and other kinship care providers. (Toll free information and support line for Grandparents Raising Grandchildren 1-855-474-9777 – Line open Monday, Tuesday, Thursday and Friday, 10:00am to 2:00pm).

PARENT TEEN MEDIATION

Phone: 250-335-2343

Contact: Adrian Symonds

Email: adrianliveswell@gmail.com

<https://comox-valley.pathwaysbc.ca/programs/1186>

Programs & Services:

- Mediates conflicts between parents and their teenage children
- Handles crisis situations such as runaways
- 24 hour phone line
- Free & confidential
- Supported by the Ministry of Children and Family Development

SECTION P

PARENTS TOGETHER

BGC Central Vancouver Island – Comox Valley (formerly Boys and Girls Club)

877 5th Street, Courtenay BC V9N 1K8

Parentline: 250-338-7141

Contact: Ted Wilkie

Email: parentingprograms@bgccvi.com Website: www.bgccvi.com

Programs & Services:

- **Parents Together:** a parent education and support program for parents experiencing parent/teen conflict or concerned with their teen's behaviour
- **Parenting without Power Struggles:** a parent education and support program for parents of pre-teens
- **Parents in the Know:** A 10-week weekly education and group support program that helps parents of teens ages 13-18 explore ways to improve communication skills, resolve conflicts, and build positive relationships

PARKINSON SOCIETY BRITISH COLUMBIA

600 – 890 West Pender Street, Vancouver BC V6C 1J9

Phone: 604-662-3240 Fax: 604-687-1327

Toll Free: 1-800-668-3330 (BC only)

Email: info@parkinson.bc.ca Website: www.parkinson.bc.ca

Parkinson Society British Columbia is the voice of British Columbians living with Parkinson's. Our purpose is to ease the burden and find a cure for Parkinson's disease through advocacy, education, research and support services.

Programs & Services:

Our support services include:

- **One-on-one consultations** – available by phone, email or in-person.
- **Counselling** – free, short-term, confidential counselling with one of our clinical counsellors
- **Resources and community referrals** – available online and in print.
- **Support Groups** – join our network of over 50 support groups across British Columbia.
- **PDLink** – a peer program connecting individuals with Parkinson's and caregivers on a one-to-one basis for support.
- **Education events** – providing support and learning opportunities for people with Parkinson's and their carepartners.
- **Exercise programs**
- **Lending Library** – a collection of resources available to members of the Society for borrowing.
- **Education for health care professionals**
- **Toll-free information line** – contact us at 1.800.668.3330 to connect with one of our support services team members.

SECTION P

PHARMACARE

Ministry of Health, Government of BC

Fair PharmaCare Administration

PO Box 9655 Stn Prov Govt

Victoria BC V8W 9P2

Toll Free: 1-800-663-7100

Website: <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents>

Hours: Monday to Friday 8am – 8pm and Saturday 8am – 4pm

Programs & Services:

- PharmaCare subsidizes eligible prescription drugs and designated medical supplies, protecting British Columbians from high drug costs
- PharmaCare provides financial assistance to British Columbians under Fair PharmaCare and other specialty plans

POOL - COMOX VALLEY SPORTS & AQUATIC CENTRE

Phone: 250-334-9622 ext. 222

Website: www.comoxvalleyrd.ca

Program Description - Through our PLAY program we offer financial assistance to qualifying residents who would like to participate in CVRD recreational activities but find it difficult to do so due to financial limitations. The PLAY program provides a combination of free and discounted rates for admissions and registered programs.

Play Cards & Coupons - Scan cards and program coupons are valid for the calendar year, and can be used at the CVRD Sports and Aquatic Centres. Scan cards include 52 free facility admissions per year, per family member. Admissions do not include skate rentals for arena public programs. Program coupons will be issued for each family member and include 1 free registered program and 4 programs at 50% off per calendar year.

Eligibility - PLAY is for residents of Courtenay, Comox, Cumberland and the electoral areas of the Comox Valley Regional District who meet the following criteria:

- are low income
- receive BC Benefits and/or
- have a combined gross family income below Statistics Canada Low Income Guidelines

Application Process - Print and complete a PLAY application form or pick one up from the CVRD Sports or Aquatics Centres. Application to the PLAY program must be made every calendar year.

Completed applications are processed at the Comox Valley Sports Centre, located at 3001 Vanier Drive in Courtenay. Call 250-334-9622 (ext. 221) to make an appointment. Be sure to bring the required documentation, as listed on the PLAY application form, to your PLAY appointment.

SECTION P

POISON CONTROL CENTRE, BC

Room 0063 – BC Centre for Disease Control, 655 W-12th, Vancouver, BC V5Z 4R4
Admin Tel: 604-707-2789 Fax: 604-707-2807
24-HR Toll Free: 1-800-567-8911

Programs & Services:

- 24 hour phone line offering emergency advice and information on the treatment of poisoning or overdose of medications, chemicals, street drugs, or other hazardous or toxic substances

POSITIVE WELLNESS NORTH ISLAND, NORTH ISLAND LIVER SERVICES & HIV SERVICES

Campbell River Hospital: Island Health
375 2nd Avenue, Campbell River BC V9W 3V1
Phone: 250-286-7152 Fax: 250-850-2643

Comox Valley Nursing Centre
615 10th Street, Courtenay, BC V9N 1R2
Phone: 250-331-8502 Ext. 68468 Fax: 250-331-8503

Email: Sonja.Hartz@islandhealth.ca , Amy.Palumbo@islandhealth.ca or Megan.Tomlinson@islandhealth.ca

Positive Wellness North Island, North Island Liver Services & HIV Services has a team of nurse clinicians working in association with your family physician and local liver specialists. Our goal is to provide an integrated service of prevention, education, treatment and support related to viral hepatitis and HIV. We accept referrals/inquiries from physicians, agencies and individual clients.

Programs & Services:

- Treatment planning and support during treatment for viral hepatitis
- Assessment and education by nurse clinicians
- Viral hepatitis and HIV prevention and liver wellness programs
- A link with other community resources
- A place to receive accurate up to date information on the care of viral hepatitis and HIV
- A place where family and friends can have their questions answered regarding viral hepatitis and HIV
- Expert advice and support related to hepatitis and HIV for health and social service professionals

SECTION P

PREGNANCY CARE CENTRE, COMOX VALLEY

#4 – 204 Island Hwy, North Courtenay, V9N 3P1

Phone: 250-334-0058

Email: info@cvpregcare.ca Website: www.cvpregcare.ca

Programs & Services: All services are free and confidential.

- Options Support & Pregnancy tests
- Pregnancy Support Resources
- Grief Support Programs (pregnancy loss & other losses)
- Helping Children with Loss Program
- Resource Room: Diapers, wipes, formula, maternity clothes, children's clothing newborn-5T, breast pumps, grocery cards and more.

PROBLEM GAMBLING HELPLINE

Mailing address: c/o BC211, 330-111 West Hastings Street, Vancouver BC V6B 1H4

Phone: 1-888-795-6111

E-mail: pgghelp@bc211.ca Website: www.bcreponsiblegambling.ca

- The Problem Gambling Help Line provides help from trained professionals who can help work out ways to reduce the problems associated with gambling
- Free – multilingual - confidential

PSYCHOLOGICAL ASSOCIATION REFERRAL LINE, BC

505 – 1080 Howe St., Vancouver BC, V6Z 2T1

Tel: 604-730-0501

Website: www.psychologists.bc.ca

The BC Psychological Association offers free access to the **Referral Service**, a listing of Registered Psychologists and Registered Psychological Associates in your area. You can search by location, area of concern, therapy method, and other criteria.

PUBLIC GUARDIAN & TRUSTEE OF BC

700 – 808 West Hastings Street, Vancouver BC V6C 3L3

Phone: 604-660-4444 Fax: 604-775-0207 Toll Free: 1-800-663-7867

Email: mail@trustee.bc.ca Website: www.trustee.bc.ca

Programs & Services:

The PGT mandate is to serve:

- Children and youth under the age of 19 by protecting their legal and financial interests;
- Adults who require assistance in decision making through protection of their legal rights, financial interests and personal care interests; and
- Heirs and beneficiaries of deceased persons when there is no one willing or able to administer their estates, the estates of missing persons, and the beneficiaries of personal trusts.

SECTION P

PUBLIC HEALTH NURSING, COMOX VALLEY

Comox Valley Health Unit: Island Health

961 England Avenue, Courtenay BC V9N 2N7

Phone: 250-331-8520 Fax: 250-331-8521

Public Health Nursing provides health promotion, disease prevention, and intervention and support services to women, children, youth and families. Services are provided to individuals, families, groups and communities in homes, schools, health units and community settings.

Public Health Nursing Programs & Services:

- Children and adult immunizations
- Free universal prenatal registration
- Free prenatal classes
- Information, testing and referrals for STDs, Hepatitis and HIV
- TB (Tuberculosis) testing and follow-up
- Information for families on newborn and young children's health, nutrition, growth and development, baby blues and postpartum depression, community resources and referrals
- School and youth health programs and health promotion activities
- Newborn/Mother Helpline: 250-331-8520 (mid-week) 250-218-1388 (weekend) 8-1-1 (24rs) Questions answered on Mother & baby's health & breastfeeding
- Breastfeeding Drop-in Clinics:
Thursdays from 10:00 am – 12:00 pm at the Comox Valley Public Health Nursing

Travel Health and Immunization Services: call 250-331-8571 or Toll Free 1-877-233-3346

Speech, Hearing and Nutrition Services: located at #104 – 501 4th Street or call 250-331-8526

Dental Services: call 250-331-8520

Communicable disease information, prevention and follow-up: located at 355 11th Street or call 250-331-8555

For more information please visit the Island Health Website: www.islandhealth.ca

SECTION P

PUBLIC INTEREST ADVOCACY CENTRE, BC

803 – 470 Granville Street, Vancouver, BC V6C 1V5

Phone: 604-687-3063 Fax: 604-661-3303

Email: support@bcpiac.com Website: www.bcpiac.com

BC Public Interest Advocacy Centre (BCPIAC) is a not-for-profit law office located in Vancouver, Coast Salish Territories. Our mission is to promote equality, fairness and social inclusion by providing legal representation on systemic social and policy issues. Our current areas of focus are improving access to welfare and legal aid, addressing energy poverty and the cost of utility services, and legal issues arising at the intersection of racial discrimination and insecure legal status.

SECTION Q

QMUNITY – BC'S QUEER RESOURCE CENTRE

1170 Bute Street, Vancouver BC V6E 1Z6

Phone: 604-684-5307

Website: www.qmunity.ca Email: reception@qmunity.ca

Hours: Monday to Friday 10am – 6pm

Mission Statement:

QMUNITY is a non-profit organization based in Vancouver, BC that works to improve queer, trans, and Two-Spirit lives. We provide a safer space for LGBTQ/2S people and their allies to fully self-express while feeling welcome and included. Our building serves as a catalyst for community initiatives and collective strength.

Programs & Services:

- Youth one-on-one peer support
- 'Bra, breast forms, and binders' exchange program for youth
- Intergenerational mentorship sessions
- Friendly visitors program where volunteers visit isolated LGBTQ/2S seniors
- Free counselling
- Information and referrals from our comprehensive LGBTQ/2S-friendly directory
- Partnership with Bute Street Clinic (STI clinic)
- Partnership with Access Pro-Bono to provide free legal advice

SECTION R

RAINBOWS

Phone: 250-751-7888 Email: rainbowsnanaimo@gmail.com

Websites: www.rainbowsnanaimo.ca

Contact: Isabel VanGrootheest (Registered Director – Central Van. Island)

Local Contact: None as of yet.

Mission Statement:

Rainbows believes that grieving youth deserve supporting, is available to participants of all races and religions and serves as an advocate for youth who face life-altering crises.

When a change takes place in the family, whether by death, divorce, separation or abandonment, it has a profound effect on all members in a family. Grieving is a natural process which evolves from an emotional loss. A peer support group can help children and parents through this process. They learn that they are not alone, by meeting new friends who are going through similar circumstances. This often helps participants deal with their feelings in a healthy way and move towards acceptance of what has happened.

Programs & Services:

- For children 4 and up, plus parentgroups (Rainbows sites may be different, depending on what they can offer)
- Facilitated by trained volunteers
- 12 week programs conducted (registration needed - call for times, dates & location)
- No cost; donations welcome

RCMP (ROYAL CANADIAN MOUNTED POLICE)

800 Ryan Road, Courtenay BC V9N 7T1

Non – Emergency Phone: 250-338-1321 Fax: 250-338-6781

CrimeStoppers: 1-800-222-8477 Emergency: 911

Website: <http://www.rcmp.gc.ca/detach/en/d/174>

RCMP VICTIM SERVICES

Comox Valley RCMP Detachment

800 Ryan Road, Courtenay BC V9N 7T1

Phone: 250-334-5979 Fax: 250-338-6781

Email: sandra.watson@rcmp-grc.gc.ca

Programs & Services:

- Information, referral and support to victims of crime and trauma
- Information on police and court procedures
- Court preparation and accompaniment for victims and witnesses of crime
- Liaison between victims/witnesses and RCMP or Crown Counsel
- Information and support with Crime Victim Assistance Program applications
- Assistance with Victim Impact Statements and Restitution requests
- Information on peace bonds and restraining orders
- Critical incident response: providing emotional support and immediate assistance
- Referral to community resources and helping agencies

SECTION R

RECOVERY CENTRE, COMOX VALLEY

641 Menzies Avenue, Courtenay BC V9N 3C3

Phone: 250-338-7144 Fax: 250-338-6242

Toll Free: 1-866-708-CVRC (1-866-708-2872)

Email: cvrccourtenay@gmail.com Website: www.comoxvalleyrecoverycentre.ca

Mission Statement:

To aid in the recovery and rehabilitation of alcohol and drug-dependent people, to return them to a productive life.

Population Served:

Male clients 19 years and older – fully detoxed (72 hours) unless medical detox is required first

Fee: \$150 per day

It is responsibility of the clients to arrange funding prior to entry. Possible options for funding include: Mental Health and Substance Use Services (MHSU), First Nations Health Authority (FNHA), Employment Assistance (Union), Employment Insurance or privately.

Approach:

We are proud to offer a range of programs for men in all stages of recovery. CVRC continues to offer the 12-step program led by peer counselors. We also adhere to evidence based practices that helps participants understand addiction, recovery and gain coping strategies.

We strive to deliver a strengths based and self-determining program through healing and restoration of healthy relationships. We achieve this by supporting people's identify and their strengths, resilience, and values.

RENTAL ASSISTANCE PROGRAM

101-4555 Kingsway, Burnaby, BC V5H 4V8

Phone: 1-800-257-7756

Mission:

The Rental Assistance Program provides eligible low-income working families with cash assistance to help with their monthly rent payments.

Programs & Services:

- BC Home Owner Mortgage and Equity Partnership
- Subsidized housing options available in B.C.
- Rental Assistance & Financial Aid for Home Modifications
- Homelessness Services
- Find a shelter or outreach worker. Get information about the range of programs and services available in BC.
- Housing with Support. For low-income individuals or those who need assistance in order to live independently.
- Tenant Programs & Resources
- Help for women fleeing violence in B.C.

SECTION R

REPRESENTATIVE FOR CHILDREN & YOUTH

Suite 400, 1019 Wharf Street, Victoria, BC V8W 2Y9

Phone: 250-356-6710 Fax: 250-356-0837

Email: rcy@rcybc.ca Website: www.rcybc.ca

Vision:

An organization highly valued for championing the fundamental rights of vulnerable children and youth, and for promoting improvements in the delivery of services to children, youth and their families that result in better lives for children and youth.

Reviewable Services:

Reviewable services are services or programs under the [Child, Family and Community Service Act](#) and [Youth Justice Act](#) and include mental health and addictions services for children. The Representative's authority to initiate a review or investigation is limited to reviewable services.

Designated Services:

Designated services are government-funded services or programs for children and their families including but not limited to:

- family support
- child protection
- foster care
- adoption
- guardianship
- children and youth with disabilities
- early childhood development and child care services
- mental health and addiction services for children
- youth justice
- services for youth and young adults during their transition to adulthood
- [CLBC](#) services for young adults between their 19th and 24th birthdays

RESIDENTIAL TENANCY OFFICE

400 - 5021 Kingsway, Burnaby, BC V5H 4A5 – *Office is closed for in person visits*

Phone: 250-387-1602 Toll Free: 1-800-665-8779

Email: HSRTO@gov.bc.ca Website: <https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/contact-the-residential-tenancy-branch>

Hours: Monday – Friday 9am – 4pm*

**Closed from 9am to 11am on the last Wednesday of each month (including phone and email service). The office will be open from 11 a.m. to 4 p.m. (including phone and email service).*

Programs & Services:

- Provides landlords and tenants with information and dispute resolution services
- Provides information regarding rights and responsibilities under BC's Residential Tenancy Act and Manufactured Home Park Tenancy Act.
- Help and information also available through Service BC - located at 2500 Cliffe Avenue
Phone 250-897-7500

SECTION R

RESTORE

Habitat for Humanity Vancouver Island North

1755 13th Street, Courtenay BC V9N 7B6

Restore: 250-334-3784 Fax: 250-334-2528

Email: info@habitatnorthisland.com or resortorecv@habitatnorthisland.com

Website: www.habitatnorthisland.com

Contact: Jeff West, Executive Director

Email: jeff@habitatnorthisland.com

Hours: Monday – Saturday 9am – 4:30pm

Drop off open: Monday – Saturday 10am – 3:00pm

About:

We bring communities together to help families build strength, stability and self-reliance through affordable homeownership. With the help of volunteers and generous donors, we build decent and affordable homes that provide a solid foundation for local families to build better, healthier lives. Habitat homeowners volunteer up to 500 hours and pay an affordable mortgage – geared to their income – to buy their home. The affordable mortgage payments go into a revolving fund that allows Habitat for Humanity to build more homes and provide more people with affordable homeownership opportunities.

Mission:

Habitat for Humanity Vancouver Island North brings communities together to help families build strength, stability and self-reliance through affordable homeownership.

Habitat for Humanity ReStore:

Habitat for Humanity ReStores are home and building supply stores that accept and resell quality new and used furniture, housewares, and building materials. Shopping at a Habitat ReStore is a socially conscious decision, as funds generated are used to fund local Habitat for Humanity homebuilding projects. It's also an environmentally conscious decision, as much of what is sold is product that is new, gently used or customer returns that would otherwise end up in a landfill.

SECTION S

(THE) SALVATION ARMY CORNERSTONE COMMUNITY & FAMILY SERVICES

#9-468, 29th Street, Courtenay, V9N 7S7

Phone: 250-338-5133/250-338-6200 Fax: 250-334-2314

Email: comoxvalleybc@salvationarmy.ca

Hours: Monday to Thursday 9am – 4:30pm (closed between 12 – 1pm)

Programs & Services:

Emergency Assistance:

- Food, shelter, clothing, essential furniture or other goods for those with unexpected expenses
- No money available
- An appointment is required
- ID and proof of residence is required

Emergency Shelter: Pidcock House Emergency Shelter

- A 24/7 day a week emergency shelter for women and men (19+ years)
- Located at 632 Pidcock Avenue, Courtenay BC
- Shelter phone: 250-338-2533

Family Service Advocate

- Lay counselling, advocacy and life skills – appointment is necessary

New Discoveries Parent and Child Learning Centre

- Programs designed to better equip parents for life (childcare available)
- Call 250-338-6200 for upcoming program information

Tuesday Lunch Program:

- Free lunch provided from 11:30am – 1:00 pm provided by The Salvation Army at St. George's United Church

SALVATION ARMY THRIFT STORES

2966 Kilpatrick Ave, Courtenay BC

Phone: 250-338-8151

Email: comoxvalleybc@salvationarmy.ca

9:00 am – 5:00 pm Monday – Thursday

9:00 am – 8:00 pm Friday

9:00 am – 5:00 pm Saturday

Closed Sunday

1671 Ryan Rd. E, Courtenay BC

Phone: 250-941-7715

Email: comoxvalleybc@salvationarmy.ca

9:00 am – 5:00 pm Monday – Friday

9:00 am – 5:00 pm Saturday Closed Sunday

Programs & Services:

- Used saleable clothing, house wares, furniture, working appliances and other goods

SECTION S

THE SALVATION ARMY COMOX VALLEY COMMUNITY CHURCH

1580 Fitzgerald Avenue, Courtenay, V9N 2S2

Phone: 250-338-8221 Fax: 250-338-8209

Email: comoxvalleybc@salvationarmy.ca

Programs & Services:

Child and Youth Programs

- Age 5 and up
- Parent Child Resource Centre

SASAMANS SOCIETY

Head Office: 680 Head Start Crescent, Campbell River, BC V9H 1P9

Phone: 1-250-914-2212

Website: www.sasamans.ca

Email: reception@sasamans.ca – general inquiries

Hours: 8:30 – 4:30 Monday – Friday

Courtenay Location: 2435 Mansfield Dr, Courtenay, BC V9N 2M2

Phone: 1-250-334-7347

Hours: 8:30 – 4:30 Monday – Friday

Contacts: Cecilia Plecas and Kia Everson

Mission Statement:

"Strengthening our children and families, in a community driven and culturally appropriate manner."

Programs & Services:

- Outreach Family Navigator: Advocacy for Aboriginal families or Elders who may be involved or potentially involved with MCFD whose children/grandchildren are in MCFD care
- Free and voluntary (self referred by other agency with permission from family)
- Youth Navigator: offers support and guidance to Aboriginal youth involved with MCFD, youth transition planning, youth on probation, aging out and / or in government care.
- Cultural Connections Worker: assists MCFD social worker's to develop re-unification plans for a child returning to his/her family or community.
- Elder Committees: provide direction/guidance to MCFD regarding keeping children out of care.
- Parenting Support Worker: offering the Circle of Security parenting course, providing emotional support and advocacy

SECTION S

SCHOOL DISTRICT NO. 71 (COMOX VALLEY)

607 Cumberland Road, Courtenay BC V9N 7G5

Phone: 250-334-5500 Fax: 250-334-5552

Email: info@sd71.bc.ca Website: www.sd71.bc.ca

Contact: Tom Demeo, Superintendent of Schools

SCOUTS CANADA

Information Chris: 250-339-2424

For registration, please visit their website:

Website: www.scouts.ca Email: helpcentre@scouts.ca

Mission Statement:

To help develop well rounded youth, better prepared for success in the world.

Vision: Canadian youth making a meaningful contribution creating a better world.

The Scout Method: Scouts Canada engages youth, involving them throughout their formative years in a non-formal educational process, using a specific Method that makes each individual the principal agent of his or her development as a self-reliant, supportive, responsible and committed person. The Scout Method is an approach unique to Scouting throughout the world (World Association of the Scouting Movement's Scouting: An Educational System) and includes each of the following seven elements:

- Scout Law and Promise
- Learning by Doing
- The Team System
- A Symbolic Framework
- Nature
- Personal Progression
- Adult Support

Programs & Services:

- **Beaver Scouts:** girls and boys 5 – 7 years of age
- **Cub Scouts:** girls and boys 8 – 10 years of age
- **Scouts:** girls and boys 11 – 14 years of age (with option to remain until age 16)
- **Venturer Scouts:** young men and women 15 – 17 years of age
- **Rover Scouts:** men and women 18 – 26 years of age

SECTION S

SCREENING MAMMOGRAPHY PROGRAM BOOKING LINE

Toll Free: 1-800-663-9203

Comox Valley Clinic – North Island Hospital, Comox Valley

101 Lerwick Rd., Courtenay, BC V9N 0B9

Phone: 250-331-5949

Website: <http://www.bccancer.bc.ca/screening/breast/get-a-mammogram>

Please have your Care Card number available when you phone.

Programs & Services:

- BC Cancer Agency's Screening Mammography Program offers regular screening mammograms (breast x-rays) to eligible BC women to find early signs of breast cancer. About one in nine Canadian women will develop breast cancer in her lifetime.

SENIORS BC

Phone: 1-800-465-4911

Website: www.seniorsbc.ca

Programs & Services:

- Website with links to programs and services for BC Seniors along with online resources

SENIORS FIRST BC (formerly the BC Centre for Elder and Advocacy Support)

1281 W Georgia St #502, Vancouver, BC V6E 3J7

Phone: 604-688-1927

Fax: 604-437-1929

Email: info@seniorsfirstbc.ca Website: seniorsfirstbc.ca/

Formerly the BC Centre for Elder Advocacy and Support, Seniors First BC is a charitable non-profit society that provides information, advocacy, emotional support, and referrals to older adults across BC who are dealing with issues affecting their well-being or rights. Seniors First BC also assists those concerned about the welfare of an older adult who is dealing with abuse or mistreatment. Seniors First BC operates the Seniors Abuse and Information Line (SAIL), Victim Services Program, Legal Programs, and Public Education and Outreach Program.

Seniors Abuse and Information Line (SAIL)

Phone: 604-437-1940

Toll Free: 1-866-437-1940

Hours: 8:00 am to 8:00 pm, and 10 am to 5:30 pm on weekends, except statutory holidays.

Language interpretation is available Monday to Friday, 9:00 am to 4:00 pm.

The Seniors Abuse and Information Line (SAIL) is a province-wide, confidential telephone line that provides a safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated; to speak with a trained intake worker about issues that affect their well-being; or to learn about Seniors First BC's programs and services.

Call SAIL for referrals to the Victim Services Program and the Legal Programs.

Victim Services Program: Provides telephone-based, province-wide support to older adults aged 50+ who are victims of abuse, including family and sexual violence, and those who have witnessed the abuse of an older adult.

SECTION S

SENIORS FIRST BC Cont'd

Legal Programs: Provide legal services to people aged 55+ who have limited financial means or other barriers on wide range of legal matters, including residential tenancy/housing, pensions and benefits, debt, advance planning, and adult guardianship. To access the legal programs, call the Seniors Abuse and Information Line to speak with a trained intake worker.

Public Legal Information and Education: Raises awareness about elder abuse and provides older adults with strategies and resources to protect their rights. To inquire about or request a workshop, complete the online requests form at <https://seniorsfirstbc.ca/education-outreach/>

SENIOR SUPPORT SOCIETY, COMOX VALLEY

C1 - 450 Eighth Street, Courtenay, BC, V9N 1G9
250-871-5940

admin@comoxvalleyseniorsupport.ca
<https://comoxvalleyseniorsupport.ca/>

Programs & Services:

- Friendly Visiting Program – in person or by telephone/Zoom
- Senior Information and Access Support program
 - Help with forms and contracts
 - Advocacy
 - Groceries
 - Food Security assistance
- Information and referrals
- Caregiver Support

SENIORS HEALTH CLINIC

Comox Location: 101 Lerwick Road, Courtenay, BC V9N 0B9

Phone: 250-331-5965

Fax: 250 331-5983

Website: www.islandhealth.ca/learn-about-health/seniors/seniors-mental-health

Programs & Services:

The aim of the Seniors Outpatient Clinics is to improve your quality of life by optimizing ability and independence. A team that includes geriatric and psychiatry specialists provide assessments and recommend treatment plans. A physician referral is required.

If you or someone you know is having difficulty with falls, self-care, continence, multiple medications, confusion or depression, please talk to your family doctor about your concerns.

Seniors Clinic Handouts

For information regarding services and referrals and referral forms, call 250-755-6225 or 1-888-755-3301 (toll-free)

Fax completed referral forms to 250-739-5835 or 1-855-639-5835 (toll free)

SECTION S

SERVICE BC

In Vancouver: 1-604-660-2421

In Victoria: 1-250-387-6121

Toll Free (BC only): 1-800-663-7867

Outside BC: 1-604-660-2421

TTD in BC: 1-800-661-8773

TTD in Vancouver: 1-604-775-0303

Email: [Online form: https://forms.gov.bc.ca/](https://forms.gov.bc.ca/)

Hours: Monday to Friday 7:30am – 5pm

Programs & Services:

Service BC provides front line support for many of the hundreds of programs and services the provincial government offers to residents, businesses and visitors.

- Basic provincial government information
- Assistance in identifying the program or person that the caller needs to speak to
- Government program or government employee phone / fax numbers or addresses
- Assistance in identifying the level of government responsible for a program or services
- Toll-free transfer for callers who would otherwise incur a cost for obtaining information from or conducting business with the provincial government
- Service BC is also responsible for policy and guidelines regarding provincial government listings in the Province of British Columbia Blue Pages, in all 36 public telephone directories in the province
- The Service BC program is the front line in providing open, accessible government to all British Columbians

SERVICE BC – COURTENAY

2500 Cliffe Avenue, Courtenay BC V9N 5M6

Phone: 250-897-7500 Fax: 250-334-1209

Email: ServiceBC.Courtenay@gov.bc.ca

Website: <https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/citizens-services/servicebc/service-bc-location-courtenay>

Contact: Deborah Sullivan (Government Agent), Carrie Sanders (Government Agent)

Hours: Monday to Friday 9:00 am – 4:00 pm

Programs & Services:

- Address Change BC
- Ambulance Service Fee Payments
- B.C. Identification Card
- BC Online (Government Services Online)
- BC Services Card
- BC Transplant Registration
- BC Vitals Statistics Services (Birth/Marriage/Death Certificates, Marriage Licence Issuance)
- BCeID (ID for Online Government Services)
- Affordable Child Care Benefit Forms & General Information
- Commissioner for Taking Affidavits (limited authority)
- Community Access Terminals (Provincial Government Information)

SECTION S

SERVICE BC – COURTENAY Programs & Services Cont'd

- Consumer Tax
- Corporate Registry Services
- Exam Invigilation Services
- Fish and Wildlife
 - Freshwater Angling/Fishing & Hunting Licences
- ICBC – Driver Licence Services;
Knowledge Tests
 - Road test appointments book online at www.icbc.com
 - Get your driving record
- Liquor Licensing
- Manufactured Home Searches, Relocation Permits and Initial Registrations
- Medical Services Plan/Health Insurance BC
 - Apply, Premium Assistance, Pay
- Motor Vehicle Traffic Fine Payments
- Navigable Waters
- OneStop Business Registration
- Personal Property Registry
- Public Service Oath of Employment - Please call ahead to determine if an appointment is required or not
- Residential Tenancy Forms and Application Submission
- Rural Property Tax Services
 - Pay
 - Rural Home Owner Grant
- Seafood Industry Licensing
- Water License Payments

SERVICE CANADA CENTRE, COMOX VALLEY

Website: www.servicecanada.ca

Phone: 1 800 O-Canada (1-800-622-6232)

YYT: 1-800-926-9105

130 19th Street, Courtenay BC V9N 8S1

Hours: Monday to Friday 8:30 am – 4:00 pm

Provides in-person access to a wide range of federal government services and benefits. Many services are also offered online, by phone, or by mail. Services include topics related to employment, financial assistance, and personal identification, such as Canada Pension Plan (CPP), Old Age Security (OAS), Employment Insurance (EI), Social Insurance Numbers (SIN), Records of Employment (ROE). Also offers Veterans Affairs Canada (VAC) services for veterans and their families. As a Passport Receiving Agent, accepts standard passport applications and sends to the Passport Program for processing. Wheelchair accessible. Service offered in English and French, with telephone interpretation for many other languages.

SECTION S

SERVICE CANADA'S CALL CENTRE NETWORK

Government of Canada

Toll Free: 1-800-O-Canada (1-800-622-6232)

Website: www.canada.gc.ca

Programs & Services:

- **Phone Line:** bilingual service offering information, referrals, addresses and telephone numbers of federal programs and services
- **Website:** this site is the primary Internet portal for information on the Government of Canada, its programs, services, new initiatives and products, and for information about Canada. Among its features are three audience – based gateways that provide access to information and services for:
 - Canadians and Residents (Service Canada)
 - Non-Canadians
 - Canadian Business

SEX ADDICTS ANONYMOUS (SAA) see; INTERNATIONAL SERVICE ORGANIZATION OF SEX ADDICTS ANONYMOUS (SAA)

SEXAHOLICS ANONYMOUS (SA)

Toll Free: 1-866-424-8777

Fax: 1-615-370-0882

Email: saico@sa.org Website: www.sa.org

Programs & Services:

SA is fellowship of adults who share their experiences, strength, and hope in order to solve their common problem of sexually self-destructive thinking and behaviours.

- Principles of AA and adapted to the SA point of view
- 12 steps and 12 traditions and 12 concepts
- Provides BC – wide meeting information

SEXUAL ABUSE INTERVENTION PROGRAM (SAIP)

Comox Valley Family Services Association

1415 Cliffe Avenue, Courtenay BC V9N 2K6

Phone: 250-338-7575 ext. 223 **Fax:** 250-338-2343

Email: info@cvfsa.org

Website: <https://www.comoxvalleyfamilyservices.com/services-and-programs/sexual-abuse-intervention-program--6>

SECTION S

SEXUAL ABUSE INTERVENTION PROGRAM (SAIP) Cont'd

The Sexual Abuse Intervention Program (SAIP) is free and offers an intensive therapeutic and educative service.

Two part time counsellors provide a range of appropriate, timely and accessible assessment, treatment and/or support services for children ages 3-18 who have been sexually abused or assaulted. This program also serves children ages 3-12 with sexual behavior problems.

Treatment may include individual counselling and/or family support depending on the needs of the young person, to facilitate healing within the family system. Intervention methods are strength-based and child-focused, using a variety of expressive therapies and counselling approaches.

Art and play therapy may be used and children may be taught safety skills as necessary. We encourage healthy parent – child attachment. We support families in understanding the impact of sexual abuse on the child/youth.

Referrals: Children and youth under 19 can be referred to the program in many ways; i.e. Self-referral, Physicians, School Counsellors, Family, Vancouver Island Health Authority, and Ministry for Children & Family Development.

SAIP has two distinct parts: 1) Children under 12 with sexual behaviour problems 2) Children and youth 3 up to 19th year who have experienced sexual abuse.

No cost. Our therapists can be reached at 250-338-7575

SHELTER AID FOR ELDERLY RENTERS (SAFER)

BC Housing

101-4555 Kingsway, Burnaby, BC V5H 4V8

Toll Free: 1-800-257-7756

Phone: 1-604-433-2218

Fax: 1-604-439-4729

Website: <https://www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER>

Programs & Services:

The Shelter Aid for Elderly Renters (SAFER) program helps make rents affordable for BC seniors with low to moderate incomes. SAFER provides monthly cash payments to subsidize rents for eligible BC residents who are age 60 or over and who pay rent for their homes.

BC Housing provides SAFER subsidies to more than 17,000 senior households renting apartments in the private market, including singles, couples and people sharing a unit.

SECTION S

SKILLED TRADES EMPLOYMENT PROGRAM (STEP)

5 – 1850 Northfield Road, Nanaimo, BC V9S 3B3

Contact: Kelsey Botting, REPS

Phone: 250-585-0575

Email: kelsey.botting@bccassn.com **Website:** www.stepbc.ca

Since 2006, the Skilled Trades Employment Program (STEP) has connected motivated candidates with construction jobs in British Columbia

Programs & Services:

For Job Seekers*

- Creating an action plan to build your career in the skilled trades
- Connecting you to apprenticeships and opportunities with BC construction employers
- Providing extra financial supports and benefits to ensure you're job ready
- Following up with you after placement to ensure success

*STEP does have eligibility requirements. We encourage you to connect with us to learn more about the program and how we can help you.

SMOKER'S HELPLINE – QUIT NOW BY PHONE

Toll Free: 1-877-455-2233

Website: www.quitnow.ca

Programs and Services:

- Free over the phone coaching services for BC residents who wish to quit smoking or reduce tobacco consumption

SOCIAL WORKER ON CALL – for child protection services

Phone Ministry for Children & Family Development or Human Resources during the day at 250-334-5820 **"Social Worker on Call" is for AFTER HOURS ONLY at 310-1234**

Programs & Services:

- For child concerns or child protection:
Phone Toll Free: 310-1234 or 1 800-663-9122 (centralized screening or child protection)
After Hours: 4pm – 9am

SONSHINE LUNCH CLUB

St. George's United Church

505 6th Street, Courtenay BC V9N 1K2

Phone: 250-334-4961 Website: www.sonshinelunchclub.com

Contact: Kevin Elsasser (250) 898-9246

Hours: Monday to Friday 11:30am – 12:30pm

Programs & Services:

- Soup kitchen service and food provided through volunteers, churches and other organizations/businesses in the Valley

SECTION S

SPECIAL NEEDS RECREATION PROGRAM

Courtenay Recreation Lewis Centre - 489 Old Island Highway, Courtenay BC V9N 3P5

Phone: 250-338-5371 Fax: 250-338-8600

Email: specialneedsrecreation@courtenay.ca Website: www.courtenay.ca/specialneedsrec

Program & Services:

- A variety of recreation programs offered to anyone with a physical or developmental disability (children and adults)
- Leisure counselling
- Some fees may apply for some programs – financial help may be available

SPECIAL TRANSPORTATION SUBSIDY (STS)

Ministry of Social Development & Social Innovation

730 Grant Avenue, Courtenay BC V9N 2T3

Toll Free: 1-866-866-0800 (option 3 then option 4) Fax: 250-703-2421

Website: www.mhr.gov.bc.ca/programs/other.htm

Hours: Monday to Friday 9:00am – 4:00pm Closed between 12 - 1

Special Transportation Subsidy (STS) is provided to recipients of disability assistance who live in areas where the Bus Pass program is available, but are unable to use public transportation due to their disability or because it would make their disability worse.

Programs & Services:

To qualify for the STS, people must:

- be in receipt of disability assistance under the *Employment and Assistance for Persons with Disabilities Act*;
- reside in an area where the Bus Pass program is available; and
- provide certification from a physician verifying:
 - that they are unable to use the Bus Pass program or any other form of subsidized public transportation service (such as handyDART and Taxi Savers) due to their disability, or, that their disability would be aggravated by using public transportation; and
 - the alternative form of transportation required to accommodate the disability (examples: operating a personal vehicle or paying others for transportation).

SPINAL CORD INJURY BC

780 Southwest Marine Drive, Vancouver, BC V6P 5Y7

Fax: 604-326-1229 Toll Free: 1-800-689-2477

Email: info@sci-bc.ca Website: www.sci-bc.ca

Mission Statement:

We help people with spinal cord injuries and their families adapt, adjust and thrive in their communities.

Programs & Services:

- Information and resources
- Peer support

SECTION S

ST. JOSEPH'S GENERAL HOSPITAL COTTAGE THRIFT SHOP

2137 Comox Avenue, Comox BC

Phone: 250-339-1565

Hours: Wednesday, Thursday and Friday 10am – 4pm and Saturday 10am – 1pm

Programs & Services:

- Located in the cottage behind the Hospital. Offers clothing, house wares, children's wear, and toys.

ST. VINCENT DE PAUL SOCIETY

Christ the King Catholic Parish

1599 Tunner Drive, Courtenay BC V9N 9N3

Phone: 250-334-0070

Programs & Services:

- Accepts requests from people living on low incomes for emergency food

STEPPING STONES RECOVERY HOUSE FOR WOMEN SOCIETY

Phone: 250-897-0360 Fax: 250-897-0316

Email: steppingstoneshouse@telus.net

Website: steppingstonesrecoveryhouse.ca

Stepping Stones Recovery House for Women is a residential recovery program in the beautiful Comox Valley. Our society welcomes anyone who expresses, identifies or lives as a woman and is seeking recovery - we are trans inclusive. We celebrate diversity, equality and inclusion (DEI) and understand the vital role we play in creating a safe and welcoming place for all women. We can be different together.

Women who come to Stepping Stones can expect to be treated with respect and given an opportunity to heal from their addiction and the wounds that came before.

Programs & Services:

- Non-profit organization
- Registered Community Care and Assisted Living Facility
- Recovery program for women willing to make a minimum 3 month commitment
- Living in a home setting
- Holistic approach to heal the body, mind and spirit
- AA's Twelve Steps and Group Therapy
- Those on Income Assistance qualify to have their cost covered
- We accept private charitable donations; please call to inquire how to make donations
- Volunteer opportunities

SECTION S

STROKE RECOVERY ASSOCIATION OF BC

301 – 1212 West Broadway, Vancouver BC V6H 3V1

Phone: 604-688-3603 Fax: 604-688-3660

Toll Free: 1-888-313-3377

Email: office@strokerecoverybc.ca Website: www.strokerecoverybc.ca

Hours: Monday to Friday 9am – 4pm

Programs & Services:

- Branches provide a friendly place where stroke survivors, families, friends, and caregivers can get encouragement, help, and support. The programs on offer vary depending on the resources available.
- Stroke Information: Visit our website at www.strokerecoverybc.ca. We provide written Guides to Recovering from a Stroke, and a Stroke Information Booklet. For more information contact office@strokerecoverybc.ca.

STROKE RECOVERY GROUP, COMOX VALLEY

300 6th St. Courtenay, BC V9N 2M6

Phone: 604-688-3603 Ext. 6201

Email: afterstrokebc@marchofdimes.ca

www.brainstreams.ca/resources/support-groups/comox-valley-stroke-recovery-support-group/

Located in: Island Health Authority

Join us twice per month for a peer facilitated support group. Please email for more specifics on date and time.

An important aspect of stroke recovery comes from that of feeling connected within the community and socially supported through interactions with individuals facing similar challenges. These groups are aimed to support those individuals recovering from stroke, caregivers, and welcome special guest speakers ready to educate on the different components of stroke recovery.

Comox United Church

SUBSTANCE USE INTERVENTION PROGRAM

- **Crisis Intervention Nurse** available by calling the Crisis Line at 1-888-494-3888

SUICIDE HOTLINE

National Hopeline Network

1-800-SUICIDE (1-800-784-2433)

Services available: 24/7

SECTION T

TAKE OFF POUNDS SENSIBLY (TOPS)

Website: www.tops.org

There are TOPS chapters located in Courtenay and Comox. Please visit the website- "About TOPS" and "Find a Meeting" for more information regarding these clubs.

Mission:

To support our members as they take off and keep off pounds sensibly.

Programs & Services:

- TOPS are a non-profit international family of all ages, sizes and shapes, from all walks of life dedicated to helping each other take-off and keep off pounds sensibly. We offer fellowship while you change to a healthier new lifestyle and learn to maintain it.
- There are many TOPS chapters located in the Comox Valley – visit the website for more information
- Membership fee

TENANT RESOURCE & ADVISORY CENTRE (TRAC)

Phone: 604-255-0546

Toll Free (Outside Lower Mainland): 1-800-665-1185

Website: www.tenants.bc.ca

Facebook: www.facebook.com/tracbc

Hours: Mon, Tues, Thurs, Fri 1pm-5pm and Wed 5:30pm-8:30pm

Programs & Services:

- Information on your rights as a tenant
- Workshops, education and referral system offered at no cost
- Representation (acceptance based on assessment and referral)
- Online course "Renting It Right" – www.rentingitright.ca
 - video-based, free, certificate awarded at the end

THERAPEUTIC RIDING SOCIETY, COMOX VALLEY

Mailing address: PO Box 3666, Courtenay BC V9N 7P1

Website: www.cvtrs.com

Fairgrounds Barn, 4839 Headquarters Road

Ph: 250-338-1968, Fax: 250-338-4137 Email: cvtrs@telus.net

Contact: Nancy King, Executive Director

Hours: Monday 12pm-4pm; Tuesday to Thursday 9:30am – 4pm

The Comox Valley Therapeutic Riding Society provides therapy and rehabilitation through horseback riding. CVTRS's programs are for mentally, physically and emotionally challenged people, including those who are deaf or blind.

SECTION T

THERAPEUTIC RIDING SOCIETY, COMOX VALLEY Cont'd

Programs and Services:

The Fairgrounds barn hosts programs for children and adults with physical and mental challenges. The Stable Program is an integrated wellness therapy that combines somatic psychology, relational horsemanship and the use of mindfulness practices as a way of helping clients find an alternative way to dealing with their distress.

Volunteer recruitment is on-going as 1-3 volunteers per rider are needed for upwards of 130 riders per week. Volunteers are needed for 1 to 2 hours per week with a preferred commitment of ten weeks. No lifting is required but some degree of physical fitness is needed for trail walking and uneven surfaces. Experience with horses or people with disabilities is helpful but not required as training is provided.

THERAPY DOG PROGRAM

St. John Ambulance

Phone: 1-866-321-2651 ext.1098

Contact: Dave Fletcher

Email: cv@sja.ca

Programs & Services:

- Therapy Dogs and their handlers are certified to visit people who will benefit from regular contact with a dog. Therapy Dogs are deemed 'emotional support dogs' and help meet the need for physical touch and companionship that isn't satisfied by the neutral touching involved in physical care received in hospitals, residential facilities or with 'special needs' children.
- Therapy Dog visits are provided on a volunteer basis, at no cost to the residents, schools or care facilities.

TOASTMASTERS

Comox Valley Toastmasters Club

Website: comoxvalley.toastmastersclubs.org/

Meetings: every Wednesday from 7 p.m. to 9 p.m. in the Lewis Centre at 489 Old Island Highway, Courtenay, BC

60 Minutes Toastmasters Club

Email: 60MinTMCourtenay@gmail.com

Meetings: Every Thursday from 12 pm –1 pm at Salvation Army 1580 Fitzgerald St Courtenay, BC and Online - Zoom

SECTION T

TOASTMASTERS Cont'd

Programs & Services:

At Toastmasters you will learn:

- How to develop and present ideas
- To give better presentations and provide constructive feedback
- The basics of good leadership
- To prepare and deliver both a prepared and impromptu speech
- Visitors are welcome to visit twice before joining.

TODAY 'N' TOMORROW LEARNING SOCIETY

PO Box 3785 Station Main, 4830B Headquarters Road, Courtenay BC V9N 7P2

Phone: 250-338-8445 Fax: 250-338-8055

Email: Teddies and Toddler childcare: childcare@tntls.com

Young Parent Program: ypp@tntls.com

Little Friends Early Learning Centre: childcare@tntls.com

Hours: Monday to Friday 7:30am – 5:00pm

Contacts: Manager, Teddies 'N' Toddlers Childcare Centre and Young Parent Program
Coordinator, Manager, Little Friends Early Learning Centre

Programs & Services:

- **Little Friends Early Learning Centre:** child care for children 30 months to 5 years – located at 4830C Headquarters Road
- **Teddies 'N' Toddlers Child Care Centre:** child care for children Birth to 3 years – located at 4830B Headquarters Road
- **Today 'N' Tomorrow Young Parent Program:** supporting young parents as they complete their high school education

Services through: Today 'N' Tomorrow Learning Society, VIHA and School District #71
Serving students/ young parents and community families with children from birth to 5 years

TOWN OF COMOX

1809 Beaufort Avenue, Comox BC V9M 1R9

Phone: 250-339-2202 Fax: 250-339-7110

Email: town@comox.ca Website: www.comox.ca

SECTION T

TRANSIT SYSTEM, COMOX VALLEY

Phone: 250-339-5426 Transit Information Line: 250-339-5453 HandyDART: 250-339-5442

Website: <https://www.bctransit.com/comox-valley/riderinfo/handydart>

Programs & Services:

- **BC Bus Pass Program:** 1-866-866-0800 (for eligibility criteria)
a universal bus pass that allows for unlimited travel on your conventional transit system – available to seniors & persons with a disability on a restricted income.
- **HandyDART:** for persons who have a disability that is sufficiently severe that the person is unable to use conventional transit service without assistance.
- **Taxi Saver Program:** provides registered HandyDART clients with greater convenience for spontaneous travel when HandyDART cannot accommodate your travel needs – call for more detailed information.
- **Community Bus:** for residents in the Cape Lazo / Point Holmes area and the Huband Road / Seal Bay area. 3 times a day, Monday to Friday. In Town, passengers with disabilities can arrange for door-to-door drop off and pick up at their destinations. Other passengers will have an opportunity to travel to major exchange points where they can then transfer to and from regular Comox Valley Transit trips.
- **Low-Floor Bus:** buses are equipped to carry two wheelchairs or one scooter at once
- **Bike racks:** no extra cost to load your bike on the bus

TRANSITION SOCIETY, COMOX VALLEY

625 England Avenue, Courtenay BC V9N 2N5

Business & Counselling Line: 250-897-0511

Lilli House Crisis Line (24 hours): 250-338-1227

Email: cvts@shaw.ca Website: www.cvts.ca

Hours: Monday to Thursday 9:00am – 4:30pm (closed between 12 – 1pm), Fridays by appointment only

Mission Statement:

The Comox Valley Transition Society is a feminist non-profit agency committed to making a positive contribution to the lives of women and their children. We offer supportive programs that provide safety and security and the prevention of violence as well as personal wellbeing through the provision of a safe shelter, counseling, education and advocacy.

SECTION T

TRANSITION SOCIETY, COMOX VALLEY Cont'd

Programs & Services:

- **Addictions Services:**
7 – 14 day non-medical detox - access is through the Substance Intervention Program at St. Joseph's Hospital
28 day supportive recovery program - access is through Mental Health and Substance Use, VIHA, Courtenay
- Amethyst House
- Victims Services
- **PEACE Counselling Program:** individual counselling and small group counselling for children 18 years and under, who have witnessed the abuse of their caregivers, usually their mothers. Support for caregivers. Call office for appointments
- **Lilli House:** emergency shelter for self-identified women and their children fleeing abuse. In-house support for children in the shelter and parenting support. Emergency crisis counselling over the phone.
24 hour crisis line: 250-338-1227
- **Women's Counselling (Stop The Violence Program):** for women who are, or have been, abused (physical, sexual, mental, emotional and/or financial) including childhood sexual abuse. Services include individual and group counselling (by appointment), educational presentations and workshops, information, support and referrals.
- **Denman Island Counselling:** two days per month. Call the office for an appointment. Hornby Island clients may be eligible for travel subsidy.
- **Work BC Bridging Employment Program:** for women seeking employment who have been in abusive relationships. Call the office for an appointment.
- **Women's Drop In:** for women who are homeless or at risk of homelessness. Lunch, donated clothing and toiletries, street nursing, free income tax service (seasonal), legal information and referrals to services.
Held each Tuesday from 11:30am – 1:30pm, located at 625 England Avenue
- **Grandparents Raising Grandchildren:** an open and ongoing support group for grandparents who are raising grandchildren, due to circumstances such as parents with addiction or relationship abuse issues. Co-sponsored by the Child Development Centre. Child care provided.
Meetings: each Monday, Sept to June from 10am – 11:30 am at the Child Development Centre

SECTION T

TRANSITION SOCIETY, COMOX VALLEY Cont'd

- **Girls Groups (ages 11 – 17):** for girls to share opinions, experiences, learn skills for healthy living, and have fun.
- **Too Good To Be Threw Thrift Store:** Donations to the Thrift Store help to sustain the programs and services offered to women and children. Pick-ups may be available. Phone 250-338-0601, there are currently two stores, they are located at 239 Puntledge Rd & 456 5th St, Courtenay.
- **Community Facilitator:** Assistance, advocacy and accompaniment for women with issues related to poverty, safety planning, access to services, disability applications, etc. By appointment.
- **All programs free of charge. Call for more information or to register.**

TRANSPLANT, BC

260-1770 W 7th Ave, Vancouver, BC V6J 4Y6

Toll Free: 1-800-663-6189 Fax: 604-877-2111

Email: info@bct.phsa.ca Website: www.transplant.bc.ca

Mission Statement:

With compassion, collaboration and innovation, we will save lives and offer hope through organ donation, transplantation and research.

SECTION U

UNION BAY COMMUNITY CLUB

PO Box 335, 5401 South Island Highway, Union Bay BC

Phone: 250-335-2500

Website: www.ubcc.ca

About:

The member owned and operated Union Bay Community Club and Recreation Association has provided Union Bay a social hub for over sixty years. The community hall and its grounds are used for public and personal gatherings, community events, community activities, and group meetings. The club's Boat Ramp Committee manages the Union Bay Boat Launch across the highway from the landmark Union Bay Post Office and mows the Union Bay Frontage Road boulevard.

Annual membership fees are \$10 per adult, \$5 per child, and \$25 per family.

UPPER ISLAND WOMEN OF NATIVE ANCESTRY

105 - 1509 Cliffe Avenue, Courtenay BC V9N 5N5

Will be moving in 2022 to 960 Cumberland Road, Courtenay BC, V9N 2E4

Phone: 250-334-9591 Fax: 250-338-9515

Email: info@uiwona.ca

Website: <http://uiwona.ca/>

Hours: Monday – Thursday, 9 am – 4 pm

Mission Statement:

Our vision is to reach a wide range of native women in our community so that we can give support and keep our traditional ways alive. The purpose of the Upper Island Women of Native Ancestry is to be a channel of communication between women of native ancestry and other organizations, to meet as many needs as possible of native women and their families in the upper Vancouver Island region.

The UIWONA provides services to native women and their families; Aboriginal Early Childhood Development Programs, consisting of traditional, social and recreation events in a family setting.

Programs & Services:

- **The Comox Valley Aboriginal Head Start Program:** a pre-school program for Aboriginal children, ages 3 – 5 years. Runs 4 days a week, is free of charge and includes meals and transportation.
- **Friday's Child:** a program for families with newborn – 6 year old Aboriginal children with specific developmental needs, with a focus on FAS/E; is free of charge and includes meals and transportation.
- **Early Years Aboriginal Program** – for Aboriginal families with children from birth to three, parents must attend; is free of charge and includes healthy snacks.

SECTION U

UPPER ISLAND WOMEN OF NATIVE ANCESTRY Cont'd

Programs & Services:

- **Tenant Support Program:** helps tenants at M'akola housing to overcome challenges in their daily lives, providing support and preservation of tenancy. Phone: 250-898-3315 or tenantsupport_uiwona@shaw.ca
- **Elders Lighting Our Way Program (until March 2014):** workshops for Seniors in the areas of beading & moccasin making, drumming & storytelling and traditional plants & herbs. Funded in part by Canada's New Horizon for Seniors Program.

SECTION V

VALLEY HOME MEALS

1828 Knight Road, Comox, BC V9M 4A2

Phone: 250-339-2625 Fax: 250-339-1076

Toll Free: 1-866-216-2655

Email: valleyhomemeals@shaw.ca Website: www.valleyhomemeals.com

Programs & Services:

Since 1999, Valley Home Meals, based in the Comox Valley, has been preparing delicious home cooked meals that are delivered right to your door. At Valley Home Meals we provide nutritious meals based on Canada's Food Guide for healthy eating. We work with a registered Dietitian to provide outstanding nutritional value to our customers.

Meal Costs

Regular Entrees : \$8.75

Large Entrees \$11.00

Soups : \$4.25

Individual dinners \$8.00

Pastries \$6.75

Deserts \$2.25

Desserts \$1.95

Delivery costs:

Comox/ Courtenay \$8.80

Cumberland/ Royston: \$10.25

Campbell River/ Parksville \$16.00

Nanoose Bay/ Nanaimo \$18.10

Port Alberni/Ladysmith 21.25

Duncan/Crofton 24.94

CobbleHill/Victoria \$26.50

VANCOUVER DETOX (Coastal Health)

377 East 2nd Avenue, Vancouver BC V5T 1B9

Phone: 604-658-1280 Fax: 604-658-1267

Staffed by a culturally diverse, multidisciplinary team that uses medical and non – medical ways of relieving withdrawal symptoms. Bed capacity is 24. Average program length is 5 – 7 days. There is no cost to the client.

Programs & Services:

Provides medical withdrawal management for adults 19 years and older living in the Vancouver Coastal Health region.

- Assessment
- Individual counselling
- Referral
- Educational groups
- 12-step programs
- Acupuncture and other alternate therapies
- Assistance in the transition to safe/supportive housing.

SECTION V

VANCOUVER ISLAND REGIONAL LIBRARY

Website: www.virl.bc.ca

Courtenay Library Branch

300 6th Street, Courtenay BC V9N 9V9

Phone: 250-334-3369 Fax: 250-334-0910 Email: courtenay@virl.bc.ca

Comox Library Branch

101 – 1720 Beaufort Avenue, Comox BC V9M 1R7

Phone: 250-339-2971 Fax: 250-339-2940 Email: comox@virl.bc.ca

Cumberland Library Branch

2746 Dunsmuir Avenue, Cumberland BC V0R 1S0

Phone: 250-336-8121 Email: cumberland@virl.bc.ca

Hornby Island Library Branch

New Horizons Centre, 1765 Sollans Road, Hornby Island BC V0R 1Z0

Phone: 250-335-0044 Fax: 250-335-0044 Email: hornbyisland@virl.bc.ca

Union Bay Library Branch

5527 Island Highway (PO Box 81), Union Bay BC V0R 3B0

Phone: 250-335-2433 Fax: 250-335-2492 Email: unionbay@virl.bc.ca

Mission Statement:

To enrich lives and communities through universal access to knowledge, lifelong learning, and literacy.

Vision:

To develop strong library branches that are vital community destinations for knowledge, inspiration, innovation, and renewal.

Values:

Leadership & Innovation

Provide excellence in library services through open communication, teamwork and cooperation, respect and recognition, education and learning, and by incorporating innovative solutions in a quality library environment.

Stewardship & Accountability

We have been entrusted with public resources, and we optimize these resources through responsible and effective management and fiscal integrity.

Information & Literacy

We believe in the importance of informed and literate communities, and we provide services and programs to support lifelong learning.

SECTION V

VANCOUVER ISLAND REGIONAL LIBRARY Cont'd

Intellectual Freedom

We advocate for the right to freedom of expression and free exchange of information and ideas in a democratic society, within the laws of Canada. VIRL endorses the Canadian Library Association's Statements of Intellectual Freedom.

Collaboration & Partnerships

We foster collaboration and partnerships in our communities to promote lifelong learning and universal access to increase the Library's capacity and diversity.

Tradition & Technology

We value the tradition of the library and the legacy of the printed word, and embrace the benefits that modern technology provides.

VANCOUVER ISLAND SOCIETY FOR ADAPTIVE SNOWSPORTS

PO Box 3556

Courtenay, BC, V9N 6Z8

VISAS room phone: 1-250-334-5755

Website: www.visasweb.ca

Facebook: Vancouver Island Society for Adaptive Snowsports

Contact: adaptive@mountwashington.ca

The Vancouver Island Society for Adaptive Snowsports was founded by Herb Bradley and friends in 1992 on Mount Washington as the Vancouver Island Society for Disabled Skiing. Skiing was introduced as a developmental sport for people with a disability in the early 1960s on Forbidden Plateau.

Fee: \$53.00 CADS/BCAS membership per year (as of 2021/2022 season - Student membership increases each season)

Programs & Services:

ADAPTIVE SNOWSPORT LESSONS: for alpine, nordic and snowboarding.

Student Membership is open to mentally or physically challenged persons.

As a Student Member you are entitled to:

- Free rental of skis, snowboards, boots, helmet & poles
- The use of adaptive and related safety equipment
- 1/2 price on daily lift passes (courtesy of Mt Washington)
- National insurance coverage (3rd party liability) as a paid up member of CADS&BCAS

SECTION V

VANCOUVER ISLAND VISITOR CENTRE, Comox Valley

3607 Small Rd, Cumberland, BC, V9N 3Z8

Phone: 250-400-2882

Email: info@experiencecomoxvalley.ca

Website: <https://experiencecomoxvalley.ca/>

Vancouver Island Visitor Centre located on Small Road for fun! The friendly professional Tourism BC trained staff can help you with information and reservations for accommodations, attractions, events and transportation, including BC ferries.

VANCOUVER ISLAND VOCATIONAL AND REHABILITATION SERVICES LTD. (VIVRS)

303 – 576 England Avenue, Courtenay BC

Phone: 250-207-3812 Fax: 250-871-0796

Toll Free: 1-888-753-4225

Email: vivrs@shaw.ca Website: www.vivrs.ca

Mission Statement:

VIVRS is committed to providing services that promote the right of every individual to economic and social integration and inclusion in their own community, encouraging contribution in a manner that promotes individual choice.

Programs and Services:

The Employability Program:

- Assists people with developmental disabilities, learning disorders, acquired brain injury, autism spectrum disorder, cognitive and mental health disabilities to get hired in meaningful work that is tailored to their needs.
- All services are offered on an individual basis, and the goal of the program is to connect individuals with real work for real pay. Customized jobs are carved to reflect the needs, interests and abilities of each worker.
- VIVRS is offering the EmployAbility program in central and northern Vancouver Island, including Duncan, Nanaimo, Port Alberni, Parksville, Courtenay and Campbell River (and surrounding areas).

WorkBC Specialized Services:

- Individual career counseling and job search assistance is available to those with a disability, who are unemployed or working 19 hours per week or less and are legally entitled to work in Canada.
- Assistance with planning for further education
- May assist in connecting clients to vocational assessments

SECTION V

VETERANS AFFAIRS CANADA (VAC)

Atrium Building, Room 320, 1321 Blanshard Street, Victoria BC V8W 3B3

Toll Free: 1-866-522-2122 (English) 1-866-522-2022 (French)

Email: information@vac-acc.gc.ca Website: www.veterans.gc.ca

Services and Benefits:

Introduction

Veterans Affairs Canada is here to serve those who have served Canada. Following your service, we want to help you be as healthy and independent as possible. There is a wide range of services and benefits available, and our goal is to make sure you know your options and help you make the best choices for you and your family.

Veterans Affairs Canada serves qualified:

- Veterans;
- Canadian Forces (CF) members;
- serving and discharged members of the Royal Canadian Mounted Police (RCMP) ;
- certain civilians; and
- their families.

When you first contact us, either in person, online or by phone, we will:

- Provide you with more information about the services and benefits you may qualify for and how to apply for them;
- Listen to the challenges you face or the changes in your life that are affecting you or your family, and work with you to put together a plan that best meets your needs; and
- Help you become as independent as possible by helping you make choices about the services and benefits available to you from the Government of Canada, provincial and municipal governments and your community.

To respond to the demographic and health changes in our client population, Veterans Affairs Canada (VAC) has adopted a Client-Centered Service Approach that identifies individual client's needs and then determines how best to provide assistance.

In a Client-Centered Service Approach:

- the individual needs of the client are identified and then it is determined how best to provide assistance, through internal or a coordination of departmental and community resources;
- a partnership exists between the client and the Department as demonstrated through direct client involvement in all aspects of their case planning decisions;
- staff work with the client to meet all their needs, not just to determine their eligibility for Departmental services and benefits;
- delivery of services with or without VAC benefits is legitimized.

To Contact Us: For more information about on services and benefits for Veterans, to find out if you qualify, or to apply, please click, call or visit us.

SECTION V

VETERANS AFFAIRS CANADA (VAC) Cont'd

Website: veterans.gc.ca

E-mail: information@vac-acc.gc.ca (for security reasons, please do not send confidential information via e-mail).

Call

If you have any questions about our services and benefits, please call us, toll free, at

1-866-522-2122 (English)

1-866-522-2022 (French)

If you are facing a more urgent personal situation, and want to talk to someone who can help, call the Veterans Affairs Canada 24-hour toll-free assistance line at: **1-800-268-7708** or **TDD 1-800-567-5803**

Living outside of Canada or planning an extended stay outside of Canada?

Please call Foreign Countries Operations who is responsible for the provision of benefits and services available to eligible Canadian Veterans and their dependants who reside or vacation outside of Canada.

- **1-888-996-2242** (toll free from Canada and the United States)
- **00-800-996-22421** (toll free from the United Kingdom, Germany, France, or Belgium)
- **1-613-996-2242** (call collect, all other countries)

Visit

Drop in to one of our many offices across Canada. To find the office or centre nearest you, visit veterans.gc.ca.

Visit one of the Integrated Personnel Support Centres (IPSCs)

Veterans Affairs Canada and the Department of National Defence work together through these offices on or near most CF bases to help ensure CF personnel, Veterans and their families are getting all the assistance they qualify to receive.

In **British Columbia**, there are IPSCs in Comox, Esquimalt, and Vancouver. Visit our Web site (keyword: "IPSC") or call us to find an address.

VETERANS AFFAIRS CANADA (VAC) Cont'd

There is an **operational stress injury (OSI) clinic** in Vancouver. To learn more, visit our Web site (keyword: "OSI Clinics") or speak with your VAC case manager.

Other Inquiries:

Veterans Review and Appeal Board

Within Canada, please call toll-free:

1-800-450-8006 (English)

1-877-368-0859 (French)

Outside Canada, please call collect:

0-902-566-8751 (English)

0-902-566-8835 (French)

Web site: www.vrab-tacra.gc.ca

SECTION V

VETERANS AFFAIRS CANADA (VAC) Cont'd

Bureau of Pensions Advocates (BPA)

BPA Head Office and Appeals Unit
PO Box 7700
Charlottetown PE C1A 8M9
Phone: **1-877-228-2250** (toll free)

Office of the Veterans Ombudsman

Within Canada please call toll-free: **1-877-330-4343**
Outside Canada, please call collect: **0-902-626-2919**
E-mail: info@ombudsman-veterans.gc.ca

Web site: ombudsman-veterans.gc.ca

Access to Information and Privacy (ATIP)

Veterans Affairs Canada – ATIP office
PO Box 7700
Charlottetown PE C1A 8M9
Phone: **1-877-566-8609** (toll free)
E-mail: atip-aiprp@vac-acc.gc.ca

Commemoration Public Information and Learning Resources

Phone: **1-877-604-8469** (toll free)

VICTIMLINK BC

Mailing address: BC211, 330-111 West Hastings Street, Vancouver, BC V6B 1H4
Phone: 1-800-563-0808 TTY: 604-875-0885
Text: 604-836-6381
Email: victimlinkbc@bc211.ca Website: www.victimlinkbc.ca

Programs & Services:

- VictimLink Bc is a help line for victims of elder abuse, sexual violence, family crime and all other crimes. Trained staff connect callers to a network of community, social, health, justice and government resource, including victim services, transition houses and counseling
- Free – multilingual - 24/7 - confidential

SECTION V

VICTORIA WITHDRAWAL MANAGEMENT SERVICES

1125 Pembroke Street, Victoria, BC V8T 1J3 / Intake: 1250 Quadra St., Victoria, BC, V8W 2K7
Phone: 250-213-4444 Fax: 250-213-4445

Withdrawal Management Services encompasses five services for people in different stages of alcohol and drug recovery.

Programs & Services:

- **The Sobering and Assessment Centre:** a 20-bed facility, offering shelter and assessment of inebriated clients for less than 24 hours.
Access to this service is through any of the following methods:
police referral, hospital referral or client walk-in to the address above or 250-213-4441
- **The Community Medical Detox Unit:** a 21-bed, short-term stay unit (approximately seven days) for acute medical withdrawal.
Access to this service requires a physician or community service provider referral faxed to Withdrawal Management Services Central Intake at 250.213.4445 or self-refer at Pembroke office.
- **Pembroke Place Stabilization Unit:** a 17-bed mid-term stay (up to 30 days) for stabilization and reconnection with community resources.
Access to this service requires a referral from an addictions counsellor faxed to Withdrawal Management Services Central Intake at 250-213-4445
- **Recovery Addiction Support:** a flexible day program for clients new to recovery. The program runs seven days per week and offers daily psychoeducational groups and complementary therapies.
Access to this service can be made by various professionals, community partners and individual clients by contacting Withdrawal Management Services Central at 250-213-4444 or 250-213-3259 to initiate a referral.
- **Addictions Outpatient Treatment:** day and evening support groups for men and women aged 19 and over. Individual counselling, referrals to other specialized programs and assessment for the purpose of treatment planning also available. Information sessions offered Tuesdays and Thursdays at 1:30pm. 1250 Quadra St. Phone 250-519-3544 or fax 250-579-3545
- **Holly Place:** a five bed house for women where they can stay up to three months for extra support in their early recovery. 250-519-3544 Contact: Nancy. *Access to this service* requires a referral from an addictions counsellor faxed to 250-213-4445
- **The Grove:** a 10-bed house for men where they can stay up to three months for extra support in their early recovery. *Access to this service* requires a referral from an addictions counsellor faxed to 250-213-4445
- **Lilac Place:** first step before Holly Place. 5 bed house for women. Stay up to 3 months for early recovery. *Access to this service* requires a referral from an addictions counsellor faxed to 250-213-4445.

SECTION V

VILLAGE OF CUMBERLAND

PO Box 340, 2673 Dunsmuir Avenue, Cumberland BC V0R 1S0

Phone: 250-336-2291 Fax: 250-336-2321

Website: www.cumberland.ca

Email: info@cumberland.ca

VITAL STATISTICS AGENCY

PO Box 9657, Stn Prov Govt, Victoria BC V8W 9P3

To complete transactions in person, go to a Service BC centre

Phone: 250-952-2681 Fax: 250-952-9074 Toll Free: 1-888-876-1633

Website: www.gov.bc.ca/vitalstatistics

Programs & Services:

- Register a child's birth and order a birth certificate
- Get married in British Columbia and order a marriage certificate
- Register a death and order a death certificate
- File and search for a notice in the Wills Registry
- Legally change a name and order a certificate
- Search online or order a genealogical certificate

VOLUNTEER CONNECTOR, COMOX VALLEY

Email: admin@cvvolunteer.com

Phone: 250-871-4581

Mission:

Fostering *engagement* with the community by providing a space for non-profit organizations and potential volunteers to connect.

Become a Volunteer

Volunteer Connector provides you access to information about local volunteer opportunities, a dashboard for tracking opportunities, applications and placements, as well as an option to follow organizations or causes you care about.

Post an Opportunity

Help individuals find opportunities that interest them by posting about your open placements.

Become a Member

Connect with potential volunteers and access resources of interest to volunteers and organizations

The Comox Valley Volunteer Connector is under the umbrella of the Comox Valley Chamber of Commerce.

SECTION W

WACHIAY ADVOCACY CENTRE

1625 McPhee Avenue, Courtenay, BC, V9N 3A6

Hours: Monday to Friday 9:00am - 4:00pm (closed between 12 -1) Phone for appointments and leave a message.

Poverty Law: Amy, 778-225-0306. Referrals, assistance with issues related to disability and other benefits, tenancy, debt collection and more.

Family Law: Julia, 778-225-0310. Referrals, assistance with family law issues such as child or spousal support, divorce, separation, property division and more.

WACHIAY FRIENDSHIP CENTRE

1625 McPhee Avenue, Courtenay, BC, V9N 3A6

Phone: 250-338-7793

Fax: 250-338-7287

Email: info@wachiay.com

Hours: Monday to Thursday 9am- 4:30pm and Friday 9am- 4pm

To build a strong community rooted in the philosophy and culture of our Peoples.

Programs & Services

NOTE: Please call for appointment or program registration.

Poverty & Family Law Advocacy: Advocacy for individuals having issues with: Poverty Law: Amy, 778-225-0306. Referrals, assistance with issues related to disability and other benefits, tenancy, debt collection and more.

Family Law: Julia, 778-225-0310. Referrals, assistance with family law issues such as child or spousal support, divorce, separation, property division and more.

Elder Support: Naomi, 778-225-0305. Provides support to elders in the community including weekly Elders lunch, transportation to medical and other appointments, to multi-community dinners and lunches, and to cultural and special events in the central Vancouver Island region.

FASD Keyworker: Anny, 250-871-0803. Working with and providing a range of supports to families living with FASD, including strengthening existing community supports and resources and helping families navigate the various processes necessary to access those resources.

Helping Hands: Emergency assistance, typically food bags, assessed on a case-by-case basis. Photo ID required, open Monday and Thursday morning from 9:00 a.m. to noon.

Homeless Outreach Program: Ian, 778-225-0301. Support to individuals who are homeless or at risk of homelessness by connecting them with housing, income assistance and community support services.

SECTION W

WACHIAY FRIENDSHIP CENTRE Cont'd

Homeless Prevention Program: Roger, 778-225-0308. Supports to maintain housing that may include referrals to community supports, income supports and rent subsidies for eligible individuals.

Youth Legacy FAS/FAE Awareness Program: Meranda, 778-225-0294. FAS/FAE (Fetal Alcohol Spectrum/Fetal Alcohol Effects) education, awareness and prevention services Youth. Focus on learning about FAS/FAE and making healthy life choices in a youth friendly, safe environment.

Eagles Program: Meranda, 778-225-0294. For youth 12- 19 yrs, empowering youth and their families through cultural awareness, substance use prevention with a focus on FASD awareness.

Bears Program: Meranda, 778-225-0294. After school program for 6- 12 yrs, providing positive learning experiences for youth to instill a sense of accomplishment and build self- esteem through cultural awareness.

Hummingbirds- Early Childhood Development: Josie, 778-225-0300. Culturally based programming for parents and children age 0- 6 yrs offered Monday and Friday mornings. Provides healthy snacks, with interactive programming involving drumming, singing, story- telling and traditional teachings.

Clever Raven Aboriginal Head Start: 778-225-0296. Our staff is ECE certified and ready to learn along with you, our children (0- 6 yrs) and families. Our program is strong in cultural values and experiences.

Wachiay Studio: 250-871-0118 studio@wachiay.org A social enterprise full service screen printing studio.

Legal Aid: The Local Agent for Legal Aid is on site at Wachiay on Tuesday, Wednesday & Thursday from 9:00 a.m. to 4:00 p.m. (closed 12- 1pm) phone: 250-897-1400 fax: 250-897-3261

SECTION W

WHEELS FOR WELLNESS SOCIETY

1894 Bolt Avenue, Comox BC V9M 2J4

Phone: 250-338-0196

Email: info@wheelsforwellness.com Website: www.wheelsforwellness.com

Contact: Don Buchner (Executive Director)

Programs & Services:

- Wheels for Wellness is a non-profit registered charity run by donation. We provide transportation for those who require it to medical specialist appointments outside the Comox Valley.
- Transportation is provided to appointments on Vancouver Island in excess of 60 km one way from your starting destination. We will go to Vancouver for children's appointments.
- We would like to know your appointment as soon as you know the time and we required minimum of 48 hours' notice.
- Those paid by Social Assistance, Health Canada, ICBC, WCB or any other third party payee are required to give that payment to Wheels for Wellness for the allotted travel. Some agencies pay direct making it easier for the client. (Patient is required to go through third party payee if applicable.)

WORK BC EMPLOYMENT SERVICES CENTRE

Creative Employment Access Society

103 – 555 4th Street, Courtenay, BC V9N 1H3

Phone: 250-334-3119 Fax: 250-338-7594

Email: contact@ceas.ca Website: www.ceas.ca

Hours:

Monday: 8:30am-4:30pm

Tuesday: 8:30am-4:30pm

Wednesday: 8:00am-8:00pm

Thursday: 8:30am-4:30pm

Friday: 8:30am-12:30pm

Population Served:

Self-directed use of the Self-Serve Centre is open to all. Individual assistance is available to eligible individuals who are unemployed, underemployed or precariously employed.

Programs & Services:

We offer individual career counselling and job search assistance. Eligible clients may be referred to training, wage subsidy, or self-employment programs.

Our Self-Serve Centre offers use of computers, phones, and fax to support job search. We also have a large number of print resources for career exploration and job search.

For more information, see <http://www.workbc.ca/Work-BC-Centres/Pages/Work-BC-Centres.aspx>

SECTION W

WORKSAFE BC

801 30th Street, Courtenay BC V9N 8G6

Phone: 250-334-8701

Toll Free: 1-800-663-7921

Tele-Claim: 1-888-967-5377

Fax: 1-250-334-8747

Toll Free Fax: 1-866-296-6066

Website: www.worksafebc.com

Hours: Monday to Friday 8:30am – 4:30pm

Mandate:

Our organization was established by provincial legislation as an agency with the mandate to oversee a no-fault insurance system for the workplace.

We partner with employers and workers in B.C. to do the following:

- Promote the prevention of workplace injury, illness, and disease
- Rehabilitate those who are injured, and provide timely return to work
- Provide fair compensation to replace workers' loss of wages while recovering from injuries
- Ensure sound financial management for a viable workers' compensation system

Mission:

- Champion safe and healthy workplaces
- Save lives and prevent injury and disability
- Deliver outstanding service to workers and employers
- Provide and support excellent medical and rehabilitative care to workers
- Preserve the financial integrity and sustainability of the compensation system
- Learn, lead, and share

Programs & Services:

- In the event of work-related injuries or diseases, WorkSafeBC works with the affected parties to provide return-to-work rehabilitation, compensation, health care benefits and a range of other services.
- **Health / safety emergency and accident reporting:** 1-888-621-SAFE (1-888-621-7233)

SECTION Y

YANA – YOU ARE NOT ALONE

102 – 2456 Rosewall Crescent, Courtenay, BC V9N 8R9

Phone: 250-871-0343

Email: info@yanacomoxvalley.com Website: www.yanacomoxvalley.com

Hours: Tuesday and Thursday 10:00am to 2:00pm – or by appointment

Programs & Services:

- Providing accommodation and financial assistance for Comox Valley families who are required to leave the Valley to obtain medical treatment for their children, pre-birth to 19-years of age.

YOUTH AGAINST VIOLENCE LINE

Mailing address: c/o BC211, 330-111 West Hastings Street, Vancouver BC V6B 1H4

Phone: 1-800-680-4264 TTY not available but can use 711 Telus Relay if required.

Text: 604-836-6381 or 211

E-mail: info@youthagainstviolenceline.com

Website: www.youthagainstviolenceline.com

- This phone service provides an anonymous, confidential way for young people to prevent or report crimes connected with youth violence, bullying, peer pressure, and intimidation or threats by a person or a gang.
- Free – multilingual - 24/7 - confidential

YOUTH 4 DIVERSITY COORDINATOR

Immigrant Welcome Centre Campbell River
250-830-0171

YOUTH MEDIA PROJECT

Comox Valley Art Gallery

580 Duncan Avenue, Courtenay BC V9N 2M7

Email: krista.cvagymp@gmail.com

Facebook: <https://www.facebook.com/CVAGYouthMediProject/>

Website: <https://www.comoxvalleyartgallery.com/projects/youth-media-project/>

Youth Media Training:

- The Youth Media Project provides intensive hands-on training in video production, sound design, and other media skills. This program is open to anyone from the ages of 16 to 30 who is interested in learning how to create videos that tell stories and inspire community discourse. We recruit nine participants per 13 week session.
- Participants create two films: one independent film that speaks to what they would like to see done better in our community, and one film in collaboration with a small business or community organization that celebrates the sustainable work that is being done in the Valley.

SECTION Y

YOUTH MEDIA PROJECT Cont'd

- To be eligible for the program, participants must have an interest in art and video, be between the ages of 16 and 30, not be working or attending school full time, and not be on Employment Insurance.
- Participants will be paid a full-time minimum wage for 30 hours a week if accepted.

YOUTH PROBATION SERVICES

Ministry of Children & Family Development

2455 Mansfield Drive, Courtenay BC V9N 2M2

Phone: 250-334-5820 Fax: 250-334-5844

Programs & Services:

- Youth Probation staff work as Officers of the Court with young people aged 12-17 who have broken the law, and work with families and local resources to hold young offenders accountable and promote non-offending behaviour. They have access to Court-ordered assessment, counselling, work/activity and residential programming at the local and provincial level, and work closely with helping agencies and all aspects of the youth justice system.

INDEX

Aboriginal Head Start Program, Comox Valley	30	Breastfeeding Drop-In Clinic	56
ABORIGINAL ORGANIZATIONS	4	Bus Pass Program	57
Access Pro Bono Society Of British Columbia	31	Canada Pension Plan (CPP)	58
Accessibility Committee, Comox Valley	33	Canadian AIDS Treatment Information Exchange	58
ADDICTIONS	5	Canadian Anti-Fraud Centre	58
Adoption Reunion Registry	33	Canadian Cancer Society	59
Adoptive Families Association Of BC	34	Canadian Council of the Blind	60
ADVOCACY	6	Canadian Diabetes Association, The	60
Advocacy Access Program	35	Canadian Heritage	60
After Hours Emergency Financial Helpline	36	Canadian Professional Counsellors Association	61
Affordable Child Care Benefit	36	Canadian Red Cross	61
AHERO (Ad Hoc Emergency Resource Organization)	37	Career Path for Skilled Immigrants	62
AIDS Vancouver Island (AVI)	38	Care-A-Van	
<u>ALATEEN</u>	39	Mobile Health Clinic	63
Alcohol & Drug Information And Referral Service	39	Chamber Of Commerce, Comox Valley	63
Alcoholics Anonymous (AA)	39	Child & Adolescent Outreach; Suicide Prevention	64
Alzheimer's Society of BC	40	Child Development Association, Comox Valley	64
Ambulance Billing Service	40	Child Find, BC	66
Amyotrophic Lateral Sclerosis (ALS) Society of BC	40	Comox Valley Lifelong Learning Centre	66
Anne Elmore Transition House (Campbell River)	41	Comox Valley Transition Society	66
Arthritis Answers Line, The	42	Connect Warming Centre	67
Association Of Clinical Counselors, BC	43	Chronic Pain Resources, Comox Valley	67
Autism Society Of British Columbia	43	CHILDREN	7
Baby's Breath Canada	44	Children's Health Foundation Of Vancouver Island	69
BC Aboriginal Network On Disability Society	44	Chronic Pain Society, Comox Valley	69
BC Bereavement Helpline	45	City Of Courtenay	70
BC Coalition Of People With Disabilities	45	Clicklaw	70
BC Confederation Of Parent Advisory Council	47	Clinical Prevention Services – STI Control	70
BC Epilepsy Society	47	College Of Physicians And Surgeons Of BC	70
BC Housing - Vancouver Island Region	50	Community Futures Strathcona	71
BC Society For Male Survivors Of Sexual Abuse	52	Complex Regional Pain Syndrome	71
BC SPCA Comox Valley & District Branch	52	COMMUNITY HALLS & CENTRES	9
Beaufort Association For Inclusion in Action	52	COMMUNITY INFO (CIVIC/REGIONAL)	10
Better Business Bureau (BBB)	54	Community Justice Centre	72
Black Creek Community Association	54	Community Legal Assistance Society	73
Boys & Girls Clubs Of Central Vancouver Island	55	Community Living British Columbia	73
		Community Policing And Media Relations	74
		Comox Community Centre	74
		Comox Seniors Centre At D'esterre House	74
		Comox Military Family Resource Centre	75
		Comox Valley Rotary Club	78

INDEX

Comox Valley Child Development Assoc.	78	Foster Parent Support Services Society	100
Comox Valley Citizens on Patrol Society	80	GAY & LESBIAN SUPPORT	15
Comox Valley Diabetes Education Centre	80	Girl Guides Of Canada	101
Comox Valley Family Services Association	81	Grad "Class" Special Attire for your Special	
Comox Valley Regional District	83	Day	101
Compassionate Care Benefits (EI)	84	Glacier View Secondary Centre	102
Compassionate Friends Of Canada	84	Good Samaritan Ministries	102
Consumer Protection BC	84	Habitat For Humanity- Vancouver Island	
Courtenay Community Corrections	85	North	103
Courtenay Community Response Network	85	Handydart, Comox Valley	104
Courtenay Options for Sexual Health Clinic	85	Haven Society & Transition House (Nanaimo)	
Courtenay Recreation	86		104
Courthouse	87	Head Injury Society, Comox Valley	105
Courthouse Library, BC	87	HEALTH	16
Creative Employment Access Society	87	HealthlinkBC	105
Credit Counselling Society	87	Healthy Kids Program, BC	106
Crime Stoppers Tips Line	88	Heart And Stroke Foundation – Vancouver	
Crime Victim Assistance Program, The	88	Island, Powell River & Gulf Islands	106
Crisis Lines, Vancouver Island Listings	89	Help Fill A Dream Foundation Of Canada	107
Crisis Supplement	89	Helpline For Children	107
Crohn's And Colitis Foundation Of Canada	90	Home & Community Care	108
Cumberland Health Centre	90	Hornby And Denman Community Health	
Cumberland Recreation Centre	90	Care Society	108
Dawn to Dawn	91	Hospice Society, Comox Valley	110
Dept Of Fisheries And Oceans-(DFO)	91	HOUSING	18
Dial A Law	91	Human Rights Tribunal, BC	112
Drug Rehab Services	92	Indigenous Education	113
EDUCATION	11	Immigrant Welcome Centre of the Comox	
EMERGENCY	3	Valley	113
Emergency Support Services, Comox Valley		Income Security Program	114
(ESS)	93	Indian Residential School Survivors Society	
Employment Insurance (EI)	93		115
EMPLOYMENT SEARCH	12	Industry Training Authority BC	116
Employment Standards Branch	93	International Service Organization Of Sex	
ETHOS Career Management Group	94	Addicts Anonymous (SAA)	117
Eureka Support Society	94	Island Deaf And Hard Of Hearing Centre	117
Evergreen Club	95	Island Health	118
Extreme Weather Shelter	95	John Howard Society of North Island	121
Family Duty Counsel	96	Juvenile Diabetes Research Foundation Of	
Family Justice Services Centre, Courtenay	96	Canada	123
Family Maintenance Enforcement Program	96	Kelty Mental Health Resource Centre	124
Family Storytime	97	Kidney Foundation Of Canada	124
Family Support Institute	97	Kids Help Phone	125
Family Matters Canada	98	Kidstart Program	125
FINANCIAL ASSISTANCE	13	Kitty Cat P.A.L. Society	126
Fisheries & Wildlife Reporting	98	K'omoks Health Centre	126
FOOD	14	L'arche, Comox Valley	127
Food Bank, Comox Valley	99		

INDEX

Laichwiltach Family Life Society (Campbell River)	127	North Island Regional Eating Disorder Program	150
LEGAL	19	North Island Aboriginal Training Society	150
Legal Aid Office	128	Nurseline, BC	151
Legal Services Society (LSS)	129	Nursing Centre, Comox Valley	151
Legal Aid BC	129	Office of the Ombudsperson	152
Lifeline Society, Comox Valley	132	Old Age Security	153
Lilli House	132	Open Learning Agency	153
Linc Youth Centre, The	133	Operation Come Home	154
Lush Valley Food Action Society	133	Operational Stress Injury Social Support Program for Military and RCMP	154
Make-A-Wish Foundation	135	Options For Sexual Health (OPT)	155
March Of Dimes Canada	135	Osteoporosis Canada	155
Marine & Aircraft Emergency	136	Pacific Care	156
Medic-Alert Foundation, Canadian	136	Parent Finders Of Canada	156
Medical Services Plan Subscriber Info	136	PARENT SUPPORT	22
Memorial Society Of BC	136	Parent Support Services Society of BC	157
MEN	21	Parent Teen Mediation	157
Men's Support Group	137	Parents Together	158
Men's Trauma Centre	137	Parkinson Society British Columbia	158
Mental Health & Substance Use Services (MHSUS)	138	Pharmacare	159
Mental Health and Substance Use Info you Can Trust - "Here to Help"	138	Pool - Comox Valley Sports & Aquatic Centre	159
Miki'siw Métis Association	140	Poison Control Centre, BC	160
Ministry Of Children & Family Development	139	Positive Wellness North Island, North Island Liver Services & HIV Services	160
Ministry Of Health	140	Pregnancy Care Centre, Comox Valley	161
Ministry Of Social Development and Poverty Reduction	140	Problem Gambling Helpline	161
MLA, Don McRae (Comox Valley)	141	Psychological Association Referral Line, BC	161
Mood Disorders Association Of BC	141	Public Guardian & Trustee Of BC	161
Mothers Against Drunk Driving (MADD Metro Vancouver Chapter)	142	Public Health Nursing, Comox Valley	162
Mountainaire Avian Rescue Society	142	Public Interest Advocacy Centre, Bc	163
MS Society of Canada	143	Qmunity – Bc's Queer Resource Centre	164
Muscular Dystrophy Canada	143	Rainbows	165
Nala'atsi Alternate Program	145	RCMP (Royal Canadian Mounted Police)	165
NAR-ANON Family Group	145	RCMP Victim Services	165
Narcotics Anonymous (NA)	146	Recovery Centre, Comox Valley	166
National Eating Disorder Information Centre	146	Rental Assistance Program	166
Native Courtworker & Counselling Association Of BC	147	Representative For Children & Youth	167
Navigate	147	Residential Tenancy Office	167
Newborn – Mother Hotline	148	Restore	172
North Island College (NIC)	148	Salvation Army Community & Family Services	169
North Island Hospital	149	Salvation Army Thrift Stores	169
		Sasamans Society	170
		School District No. 71 (Comox Valley)	171
		Scouts Canada, Comox Valley District	171

INDEX

Screening Mammography Program Booking Line	172	Today 'N' Tomorrow Learning Society	184
SENIORS	23	Town Of Comox	184
Seniors BC	172	Transit System, Comox Valley	185
Seniors First BC	172	Transition Society, Comox Valley	185
Senior Support Society Comox Valley	173	Transplant BC	187
Seniors Health Clinic	173	TRANSPORTATION	26
Service BC	174	Union Bay Community Club	188
Service Canada Centre, Comox Valley	175	Upper Island Women Of Native Ancestry	188
Service Canada's Call Centre Network	176	Valley Home Meals	190
Sexaholics Anonymous (SA)	176	Vancouver Detox	190
Sexual Abuse Intervention Program (SAIP)	176	Vancouver Island Community Connections	199
Shelter Aid For Elderly Renters (Safer)	177	Vancouver Island Health Authority (VIHA)	200
Skilled Trades Employment Program (STEP)	178	Vancouver Island Regional Library	191
Smoker's Helpline- Quit Now By Phone	178	Vancouver Island Society For Adaptive Snowsports	192
Social Worker On Call	178	Vancouver Island Visitor Centre, Comox Valley	193
Sonshine Lunch Club	178	Vancouver Island Vocational And Rehabilitation Services Ltd. (VIVRS)	193
Special Needs Recreation Program	179	Veterans Affairs Canada (Vac)	194
Special Transportation Subsidy (STS)	179	Victimlink	196
Spinal Cord Injury BC	179	Victoria Withdrawal Management Services	197
St Joseph's Hospital Cottage Thrift Shop	180	Village Of Cumberland	198
St Vincent De Paul Society	180	Vital Statistics Agency	198
Stepping Stones Recovery House For Women Society	180	Volunteer Connector, Comox Valley	198
Stroke Recovery Association Of BC	181	Wachiay Advocacy Centre	199
Stroke Recovery Group, Comox Valley	181	Wachiay Friendship Centre	199
Substance Abuse Intervention Program	181	Wheels For Wellness Society	201
Suicide Hotline	181	WOMEN	27
SUPPORT GROUPS	24	Work BC Employment Services Centre	201
Take Off Pounds Sensibly (Tops)	182	Worksafe BC	202
Tenant Resource & Advisory Centre (TRAC)	182	YANA - You Are Not Alone	203
Therapeutic Riding Society, Comox Valley	182	YOUTH	28
Therapy Dog Program	183	Youth Against Violence Line	203
THRIFT STORES	25	Youth 4 Diversity Coordinator	203
Tips for using the Directory	2	Youth Media Project	203
Toastmasters	183	Youth Probation Services	204