

Comox Valley AHERO
~Large~
Community Resource
Guide
~Fall 2025~

This guide is compiled by the Comox Valley Ad Hoc Emergency Resources Organization (AHERO). The accuracy of the guide depends upon information provided by the services listed. Please advise of errors, omissions, updates, or changes via email. Every effort will be made to complete updates.

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**To be added to the email distribution list please email comoxvalleyahero@gmail.com
 & to update agency information, please email: aheroresourceguide@gmail.com**

~Emergency Contacts~

Ambulance, Fire, RCMP ~ **911**

988

National Suicide Crisis Helpline 24/7 for calls and texts which directs persons to a network of community partners across the country offering suicide prevention services and counselling.

Vancouver Island Crisis Line ~ 1-888-494-3888

HOMELESSNESS SUPPORT SERVICES & HOUSING:
*** (addresses and contact information located within this guide)***

1. **AVI Health & Community Services - Vancouver Island:**
 - a. Helps unhoused people apply for Disability Assistance and obtain a Vulnerability Assessment Tool (VAT).
2. **Comox Valley Seniors Support Society (adults 55+):**
 - a. Assistance in BC Housing applications including Registry and SAFER (Shelter Aid for Elderly Renters).
 - b. Education and support with housing searches on Craigslist and Facebook Marketplace.
 - c. Subsidized housing applications i.e. Kiwanis and M'Akola.
 - d. May assist with networking for shared living accommodations.
 - e. Support with Residential Tenancy Branch disputes.
3. **Dawn 2 Dawn: Action on Homelessness:**
 - a. Assisting with forms, VAT assessments, the Situation Table, and after-hours emergency support.
 - b. Offering safe and welcoming spaces for individuals with lived experiences of homelessness to engage and connect through inclusive recreational programming.
 - c. Delivering queer-specific outreach to those in the LGBTQ+ community.

4. **Wachiay Friendship Centre:**
 - a. Assistance with BC Housing applications.
 - b. One-time emergency subsidies are available.
 - c. Helps people with VAT assessments.
 - d. Emergency supplies like tents, tarps, and sleeping bags are available.
5. **Comox Valley Transition Society:**
 - a. Services free of charge for community members, including:
 - i. **Lilli House**, a place for women and children who are fleeing abuse to come for safety and support.
 - ii. **Amethyst House**, a safe and comfortable home-like setting in a quiet residential neighbourhood for *Withdrawal Management* and *Supportive Recovery* programs.
 - iii. **The Lodge**, a permanent housing program consisting of 65 rooms at the old Super 8 Hotel location.
 - iv. **Connect Warming Centre**, a safe, welcoming space for vulnerable individuals experiencing or at-risk of experiencing homelessness.
6. **Immigrant Welcome Centre:**
 - a. Can help with translations for unhoused individuals in the following languages:
 - i. English, French, Italian, Japanese, Korean, Spanish, Vietnamese, Tagalog, Mandarin, and Russian.

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### **FREE CLOTHING:**

**Courtenay Fellowship Baptist Church ~ 2963 Lake Trail Rd ~ 250-334-3432**

[www.sjtdcourtenay.ca/ministries/blessings-boutique-free-store](http://www.sjtdcourtenay.ca/ministries/blessings-boutique-free-store)

#### **Blessings Boutiques (Free Stores)**

St. John the Divine (Courtenay)-579-5<sup>th</sup> St – Monday 9-1

St. Peter's (Comox) – 218 Church St-Thursday 10-2

### **COMPUTERS AND WIFI**

**CV Lifelong Learning Centre ~ 1507A McPhee ~ 250-338-9906**

[www.cvlc.ca](http://www.cvlc.ca)

M-Th 9am-3pm

Access to learning programs requires an intake process. Please drop in or call.

Services: upgrading, digital literacy, english language workshop, tech help, computer access and free WIFI.

#### **Vancouver Island Regional Library**

**Courtenay Branch**- 300 6<sup>th</sup> Street 250 334-3369~[www.virl.bc.ca/branches/courtenay](http://www.virl.bc.ca/branches/courtenay)

Services: free Wi-Fi, computers available (60min max), printing/photocopy & meeting room. Please call to book technical computer help, reading lounge with fireplace.

**Comox Branch**-101-1720 Beaufort Ave 250 339-2971~ [www.virl.bc.ca/branches/comox](http://www.virl.bc.ca/branches/comox)

Services: free Wi-Fi, 3 public computers available (60min max), printing/photocopy, washrooms, call to book technical computer help.

## **CRISIS INFORMATION & SUPPORT**

### **AA Answering Service ~ 250-338-8042**

Website: [www.comoxvalleyaa.ca/home](http://www.comoxvalleyaa.ca/home)

This phone number will connect you to an AA member, meeting times and locations near you.

**Narcotics Anonymous** ~ for meeting times & locations, someone to speak with, dial **1-844-484-6772**, email: [pr@vinprana.ca](mailto:pr@vinprana.ca) or visit [www.vinprana.ca](http://www.vinprana.ca).

### **CV RCMP Victim Services ~ 250-334-5979 ~ 9:00 – 4:00;**

Provides support, referral & info for victims of crime & trauma.

**Help Line for Children (24 hours) ~ NO AREA CODE REQUIRED ~ 310-1234** ~ for children and youth who feel they are in danger.

### **Family Smart: Comox Valley and Campbell River ~ 1-855-887-8004**

Contact persons: Megan Watson & Carolyn McCarthy. Provides BC parent peer support, resources, training and workshops related to supporting families after a mental health crisis for children/youth who have been a patient in a psychiatric unit or had an ER visit due to their mental health.

Email: [comoxvalley@familysmart.ca](mailto:comoxvalley@familysmart.ca)

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

### **Lilli House (24 hours)**

**Call 911 if in immediate danger.**

**Call 250-338-1227 (24/7) crisis line.**

**Text 250-218-4034 (24/7) text only line**

**Visit** [www.cvts.ca](http://www.cvts.ca)

Crisis line and transition house for women, including trans women, in abusive situations. Lilli House is open & available for all women & their children who are experiencing domestic abuse, and anyone can self-refer.

### **RCMP non-emergency line ~ 250-338-1321**

 – Suicide crisis helpline 24/7 for calls and texts directing persons to a network of community partners across the country offering suicide prevention services and counselling or dial **1-800-SUICIDE Provincial Service ~ 1-800-784-2433**.

### **Vancouver Island Crisis Line ~ 1-888-494-3888 (24/7)**

**Crisis Chat 6 pm – 10 pm daily.**

**Crisis Text 6 pm – 10 pm daily. Text 250-800-3806**

Visit: [www.vicrisis.ca](http://www.vicrisis.ca)

**Talk Suicide**-Centre for Addiction & Mental Health Crisis Services Canada & the Canadian Mental Health Association (CMHA)

**1-833-456-4566- 24/7 365 days a year**

Text 45645 4 pm-midnight (ET)

[www.talksuicide.ca](http://www.talksuicide.ca) or [www.cmha.ca](http://www.cmha.ca)

**Victim LINK (24 hours) ~ 1-800-563-0808: Website: [www.victimlinkBC@bc211.ca](http://www.victimlinkBC@bc211.ca)** ~ help and information for victims of family/sexual/violence and other crimes, protection order registry and information about the criminal justice system in BC.

**Youth Against Violence Line ~ 1-800-680-4264 or text 604.836.6381**

**Crisis Response, Community Led (CRCL) delivered by AVI Health and Community Services - 250-681-4878** <https://avi.org/service/crcl/>

If you or someone you know in the Comox Valley is experiencing a crisis, you can reach the CRCL Team at 250-681-4878.

Services are available between 7:30am and 5:30pm, Monday through Friday, as well as Saturday and Sunday, from 10:30am to 5:30pm

CRCL is a mobile, community-led service that provides mental health support to people 13 years and older who are experiencing a mental health crisis. The CRCL Team includes both individuals with lived/living experience, and mental health professionals. It focuses on health, well-being, and community support.

## **EMERGENCY ASSISTANCE & SUPPORT**

**CV KidSport ~ 830 Cliffe Ave~250-871-5966** ~ Supporting kids aged 18 & under, by paying for registration and equipment in a sport (soccer, tennis, hockey, karate, etc).

Email: [www.kidsportcomoxvalley@gmail.com](mailto:www.kidsportcomoxvalley@gmail.com)

Website: [www.kidsportcanada.ca/british-columbia](http://www.kidsportcanada.ca/british-columbia)

**Dawn 2 Dawn (D2D) Action on Homelessness Society ~ call Angela Fletcher at 250-650-6488** or visit [www.dawntodawn.org](http://www.dawntodawn.org). After hours emergency support including residential housing program, support, referrals & information for homeless persons. Delivers queer-specific outreach assistance with forms, VAT assessments and connection through inclusive recreational programming.

**Comox Valley Emergency Support Services (CVESS) ~ CVRD**

**Non-emergency contact: 250 334-6044**

Email: [emergencyprogram@comoxvalleyrd.ca](mailto:emergencyprogram@comoxvalleyrd.ca)

Visit [www.comoxvalleyrd.ca/connect/contact-us/contact-cvrd-departments/comox-valley-emergency-program](http://www.comoxvalleyrd.ca/connect/contact-us/contact-cvrd-departments/comox-valley-emergency-program)

Provides short-term supports to under-insured residents displaced by hazards (house fire, flood, wildfire, etc.). ESS responders are available 24/7, and their services may be requested via emergency services on scene (fire department, police). ESS will meet with evacuees (in-person or by phone) to conduct a needs assessment for up to 72 hours of lodging, food, and clothing supports. ESS is not a replacement for tenant/homeowners' insurance; those with active insurance policies are not eligible for ESS.

**CV Hospice Society**

**2900 Cliffe Ave ~ 250-871-0696**

Email: [reception@comoxhospice.com](mailto:reception@comoxhospice.com)

Visit: [www.comoxhospice.com](http://www.comoxhospice.com)

Mon to Fri 9-4

Request a grief package for bereavement support and family members of our palliative clients.

Volunteer phone and outreach support, grief support groups (walk and talk, yoga, men's group) in person and on-line & short-term grief counselling.

**Ministry of Social Development and Poverty Reduction**

**730 Grant Ave 1-866-866-0800** ~ Applications for income assistance and disability benefits.

[www.myselfserve.gov.bc.ca](http://www.myselfserve.gov.bc.ca)

Office hours: M – F: 9-4. Closed from 12-1 for lunch.

Contact persons: Tracey Stauffer and Rachel Fitzpatrick (Rachel works out of Wachiay). They are **Community Integration Specialists** providing outreach in the community. Help with ID, completing applications for benefits etc.

Email: [tracey.stauffer@gov.bc.ca](mailto:tracey.stauffer@gov.bc.ca) and /or [Rachael.Fitzpatrick@gov.bc.ca](mailto:Rachael.Fitzpatrick@gov.bc.ca).

**The Nesting Place ~ #4-204 Island Hwy North ~250-334-0058**

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

Visit: [www.nestingplacesociety.com](http://www.nestingplacesociety.com) ~ 11 to 4, M–F for free pregnancy tests, peer options counselling, maternity wear & baby clothes, diapers & formula. Grief support for anyone, for any type of grief, at any time.

**Options for Sexual Health ~ 961 England Ave-250-331-8572**

[www.optionsforsexualhealth.org/clinic/courtenay-opt-clinic](http://www.optionsforsexualhealth.org/clinic/courtenay-opt-clinic)

This clinic (located at the health unit) provides confidential non-judgemental sexual and reproductive health services for all ages, genders and orientations. Free birth control for those with MSP, STI care, pregnancy testing and pregnancy option counselling.

Please call for more information.

Drop in-Tuesday 5–8 pm

**Sex Sense ~ (BC Wide) 1-800-739-7367 or 1-800-sex-sense~ Mon to Fri 9 to 9**

Provides free, nonjudgemental, confidential and anonymous phone line staff by RN's, sexual health coordinators and trained volunteers.

**Salvation Army Cornerstone Community and Family Services ~ 9-468 29th St. 250-338-5133**

M-Th 9-4:30, closed 12-1.

Email: [comoxvalleybc@salvationarmy.ca](mailto:comoxvalleybc@salvationarmy.ca)

Food (3-4 times a year), pet food, clothing, furniture, & other emergency aid~ appointments required.

ID & proof of residence is required, but no one will be turned away.

Child and youth family services (partnership with Head Strong), including mental health services, workshops, and counselling. Other programs include life and employment skills, chaplaincy and Pathways to Hope Program.

**Salvation Army Pidcock Shelter**

**632 Pidcock Ave**

**Ph: 250-338-2533**

Email: [familyservices@cvsalarmy.ca](mailto:familyservices@cvsalarmy.ca)

Visit [www.cvsalarmy.ca](http://www.cvsalarmy.ca) or [www.salvationarmy.ca](http://www.salvationarmy.ca)

Low barrier emergency housing for adults 19+ for women & men.

Intake daily

Curfew is 9pm.

Accommodates pets.

No maximum stay if resident is working with case manager.

30 regular beds (24 for men & 6 for women)

& 6 transition units (Pathways to Hope Program) to support 3 men and 3 women in need.

**St. Vincent de Paul Society~ 1599 Tunner Drive ~ 250-334-0070**

This is a voice-mail service monitored Monday-Thursday. Leave a message with your contact information, and the agency will return your call for short-term aid.

**Wachiay Friendship Centre ~1625 McPhee Ave ~250-338-7793**

Email: [info@wachiay.com](mailto:info@wachiay.com) or visit: [www.wachiay.org](http://www.wachiay.org)

Mon to Friday 9 to 4:30

Reception available to 4pm Mon to Thurs and until 3:30 on Friday (closed for lunch 12-1)

Elder's programs~Saturday and Sunday 10-2

Programs offered: early childhood development, youth volunteer (build resumes/interview prep, summer work placements etc), Roots (children in care), homeless outreach and prevention with ID Bank (new!) & supplies, screen printing, Elders and families, Work BC, employment life skills and training, poverty/family law advocacy and FASD keyworker.

\*Press 0 to talk to reception, and they will transfer you to the appropriate place. If you are accessing any of these community programs in person, go to the left of the front door entrance. Survival supplies available: tents, sleeping bags and tarps.

Mail pickup, phone access, and modified drop-off income tax clinic starting in February.

## **EMPLOYMENT**

**WORK BC Courtenay**

**103-555 4<sup>th</sup> Street ~250-334-3119**

Mon/Tues/Thurs 8:30-4:30

Wednesday 8-8

Friday 8:30-12:30

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

Visit [www.workbc.ca/workbc-centres/workbc-centre-courtenay](http://www.workbc.ca/workbc-centres/workbc-centre-courtenay)

WorkBC Centre Courtenay provides free employment assistance and support for job seekers and employers in the Comox valley area and surrounding communities. We are conveniently located downtown Courtenay, on 4th Street between Fitzgerald and Harmston.

When you visit us, you can expect friendly and personalized service to support your employment-related goals. Whether you meet one-to-one with an Employment Counsellor, participate in one of our many workshops or use our self-serve resources, we have something just for you! As a job seeker, you will have access to computers, printers, faxing, photocopying, job-search-related telephone messaging services, Internet access and the ability to apply for jobs online. Our team wants you to be successful in your job search!

Depending on eligibility, other WorkBC supports and services are available such as training, skills assessments, wage subsidy, self-employment services and customized job placement.

If you are unemployed or are precariously employed and would like to get started, you can apply online through [WorkBC employment services](#), call to make an appointment, or drop by our office. We'll work with you to ensure you meet your employment goals

**ETHOS CAREER MANAGEMENT GROUP** offers remote employment services training, which are available for residents across Vancouver Island, BC and Alberta based on program eligibility:

**Phone: 250-741-8116**

Email: [contact@ethoscmg.com](mailto:contact@ethoscmg.com)

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

Mon to Fri 8:30-4:30

### **Programs:**

**Entrepreneurs on the Rise** provides women and non-binary people with disabilities in British Columbia the opportunity to start their own businesses to reach financial stability and independence. This FREE online program offers entrepreneurial skills training, personalized business plans and coaching as well as living supports if eligible. In partnership with Community Futures BC. Info session every Friday 1pm, see site to register: <https://eor.ethoscmg.com/>

**Gray Skills** is a FREE online Skills Training for Employment program for mature workers 55+ with disabilities. This program offers a community-focused, dual-track approach, incorporating foundational skills training and pre-employment preparation. The training is tailored based on individual needs, offering either employment or self-employment programming to best suit each participant. <https://grayskills.ethoscmg.com/>

**QWORKS** is a FREE online 20-week Skills Training for Employment Program, assisting members of British Columbia's 2SLGBTQ+ community facing multiple barriers to find sustainable employment. QWORKS also includes one-on-one coaching, including referrals to personal supports, employment placements, on-the-job training and living supports if eligible. <https://qworks.ethoscmg.com/>

## **FIRST NATIONS, METIS, INUIT**

### **KUU-US CRISIS LINE SOCIETY**

24-hour crisis line for Indigenous people across BC.

**Adults/Elders line 250-723-4050**

**Youth line 250-723-2040 or dial Toll-free 1-800-588-8717**

### **INDIAN RESIDENTIAL SCHOOL CRISIS LINE**

**Call toll-free at 1-866-925-4419**

National services for anyone experiencing pain or distress because of their residential school experience.

### **WACHIAY FRIENDSHIP CENTRE**

**1625 McPhee Ave ~250-338-7793**

Mon to Friday 9 to 4:30

Reception available to 4pm Mon to Thurs and until 3:30 on Friday (closed for lunch 12-1)

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

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

Programs offered: early childhood development, youth volunteer (build resumes/interview prep, summer work placements etc), Roots (children in care), homeless outreach and prevention, screen printing, elders and families, Work BC, employment life skills and training, poverty and family law advocacy and FASD keyworker.

Press 0 to talk to get to reception, and they will transfer you to the appropriate place. If you are accessing any of these community programs in person, go to the left of the front door entrance. Mail pickup, phone access, and modified drop-off income tax clinic. Survival supplies available: tents, sleeping bags and tarps.

### **UNBROKEN CHAIN**

#### **INDIGENOUS WOMEN'S SHARING SOCIETY**

**202-576 England Ave~ 778-585-3105**

**\*Updates and information will be regularly posted on the Facebook page using FB messenger or visit [www.iwss.ca](http://www.iwss.ca)**

Provides Indigenous harm reduction support, outreach, resources, referrals, and education for family, friends, and individuals. The Unbroken Chain was created in response to the overdose epidemic and is sponsored by the FN Health Authority. This includes Naloxone Training and those who are at risk of homelessness or experiencing homelessness.

Offers peer support, counselling, wellness groups (Sundays at 2pm via Zoom), workshops and events such as youth hip hop nights (at the LINC), drum making circles, mic drop and cultural gatherings such as beading circles, talking circles and community building.

#### **SASAMANS SOCIETY ~ 250-914-2212 or 250-334-7347**

**2435 Mansfield Dr**

Email: [reception@sasamans.ca](mailto:reception@sasamans.ca)

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

Mon to Fri 8:30-4:30

Advocacy for Indigenous families involved with or potentially involved with MCF. Navigator, support worker services, and cultural connections worker.

**TSOW TUN LE LUM SOCIETY ~ Substance misuse and trauma residential treatment centre now located in Duncan, BC (formerly in Nanoose).**

**2850 Miller Rd**

**Duncan, BC**

**Call 250-390-3123**

Mon to Fri 9-12 and 1-4

Offers the Thuy Na Mut Substance Misuse Program (First Stage 40 days), the Kwunatsustul Trauma Program (Second Stage 5 weeks) & Honouring Grief Program.

#### **FIRST NATION HEALTH AUTHORITY**

**Call 1-866-913-0033**

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

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

**Resources, counselling, benefits, MSP, list of mental health providers**

**& for a detailed list of available Mental Health Providers please visit:**

[www.fnha.ca/benefits/mental-health](http://www.fnha.ca/benefits/mental-health) or [www.fnha.ca/Documents/FNHA-First-Nations-Health-Benefits-Mental-Health-Provider-List.pdf](http://www.fnha.ca/Documents/FNHA-First-Nations-Health-Benefits-Mental-Health-Provider-List.pdf)

## **FOOD**

**BLACK CREEK BREAD OF LIFE FOOD BANK ~ 2277 Enns Rd, Black Creek BC**

**(location: United Mennonite Church).**

**Call Chad or Tanya 250-218-0681**

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

Visit: [www.blackcreekchurch.ca](http://www.blackcreekchurch.ca)

**Refer to regular updates on their Facebook page.**

Open Tuesday 9:30–11:30 am at the United Mennonite Church for food and hamper donations.

Clothing: available the 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of each month

**COMOX VALLEY FOOD BANK ~1255 McPhee Ave ~ 250-338-0615**

Email: [administration@comoxvalleyfoodbank.ca](mailto:administration@comoxvalleyfoodbank.ca)

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

Client hours: Monday, Tuesday, Thursday, And Friday, 8:30 am to 1:00 pm

Bring your own grocery bags.

Once a week, clients can access fruit, vegetables, protein, dairy.

Non-perishable items available once a month

Clients will need to register to access the food bank with ID the first time they access the food bank.

Donations accepted at the admin offices at the front of the building 8-3.

**CUMBERLAND FOOD SHARE**

**Cumberland Community Schools Society**

~ ‘the Shed’ is open 24/7 located at 2688 Penrith Ave.

(Only applicable to residents of the Village of Cumberland)-

Call 250-336-8511. Ext. 53211

Email [ccss.coordinator@gmail.com](mailto:ccss.coordinator@gmail.com)

To register for a healthy food box, visit [www.cumberlandcommunityschools.com](http://www.cumberlandcommunityschools.com)

**GOOD SAMARITAN MINISTRIES ~ 1640 Burgess Rd. ~ 250-334-2727**

Northgate Foursquare Church

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

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

Soup & Sandwich: Sat 11:30-1 & Free Store-clothing provided Tues 10-2.

**LUSH VALLEY FOOD ACTION SOCIETY**

2342 Rosewall Crescent Courtenay BC

Office: 250-331-0152

Mon to Thurs 10am-3pm

Warehouse: 250-207-5874

Mon to Thurs 10am – 3pm

The Warehouse phone is always monitored during Good Food Box pick-up hours

Email: [support@lushvalley.org](mailto:support@lushvalley.org)

**Visit:** [www.lushvalley.org](http://www.lushvalley.org)

**Good Food Box** (cost / subsidized / no cost options available)

**Fruit Tree & Farm Gleaning** (June to November)

**Healthy Student Meal** (In partnership with Indigenous Education, the Healthy Student Meal program serves nutritious meals and snacks to over 1000 students in 20 Comox Valley schools each week)

**Hot Meal Program** (Meals are created by LUSH Valley staff and volunteers, then distributed through partner organizations)

**Community Gardens:** Share the Harvest (located at 6th and Harmston in Courtenay), Tsolum (located across from G.P. Vanier School on Headquarters Road in Courtenay)

**Grow Food Everywhere:** Community Food Sharing Group on Facebook

**ST GEORGE'S PANTRY ~ 505 6<sup>th</sup> St. ~ 250-334-4961**

Once every 4 weeks - free canned food.

Tu & Th 9:30-12:30

**ST. VINCENT DE PAUL SOCIETY ~ 1599 Tunner Drive ~ 250-334-0070**

This is a voice-mail service monitored Mon-Thurs. Leave a message with your contact information, and the agency will return your call for short-term aid.

**SALVATION ARMY CORNERSTONE COMMUNITY & FAMILY SERVICES**

**9-468 29<sup>th</sup> Street ~ 250-338-5133 or 250-338-6200**

Email: [familyservices@cvsalarmy.ca](mailto:familyservices@cvsalarmy.ca) or [comoxvalleybc@salvationarmy.ca](mailto:comoxvalleybc@salvationarmy.ca)

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

Food (3-4 times a year), pet food, clothing, furniture, & other emergency aid~ appointments required.

ID & proof of residence is required, but no one will be turned away.

Child and youth family services (partnership with Head Strong), including mental health services, workshops, and counselling. Other programs include life and employment skills, chaplaincy & The Pathways to Hope Program.

**SONSHINE LUNCH CLUB SOUP KITCHEN**

**St. George's United Church**

**505 6<sup>th</sup> St ~ 250-334-4331**

Email: [office@stgeorgesunited.com](mailto:office@stgeorgesunited.com)

In addition to lunches, clothing, blankets, shoes and books are available.

Each day is hosted by a different community group from 11:30-12:30.

Monday (St. Vincent de Paul Roman Catholic Church)

Tuesday (Salvation Army)

Wed (St. George's United Church)

Thursday (St. John the Devine Anglican Church)

Friday (Bay Community Church).

Sunday 2-3:30pm "Food not Bombs." Sandwich, hot meal and coffee.

**SUNDAY STATION ~ old train station off Cumberland Road**

Every Sunday 4:30-6:30

Offers warm home-cooked meals, snacks & lunches to go with access to warm clothing, tents, & blankets

**H.I. Kitchen/Food Bank ~ Joe King Clubhouse - 3875 Central Road, Hornby Island**

The Kitchen (Tuesday & Friday only; 9:00a.m.-2:00p.m.)

250-335-0023, Jo: [creaisis@hotmail.com](mailto:creaisis@hotmail.com)

[www.hornbyislandeducationsociety.ca](http://www.hornbyislandeducationsociety.ca)

offering three programs: Hot Meal-in house (12:30-1:00), Hot Meal Home Delivery (to those shut-in or incapacitated), Food Bank (11:00-1:00), all services run Tuesday & Friday

**HEAD INJURY**

**Comox Valley Head Injury Society ~102-254 Simms Street, Courtenay. 250-334-9225**

**Mon/Wed/Thursday 10-3**

**Tuesdays (lunch at the Legion at 11:30am) and office open from 1-3.**

**Closed on Fridays**

Email [info.cvhis@gmail.com](mailto:info.cvhis@gmail.com)

Visit: [www.cvhis.org](http://www.cvhis.org)

Provides programs and support services to brain injury survivors and their families in the Comox Valley. Services include education, awareness and workshops, individual supports such as applications for PWD and housing, Survivors and Caregiver support groups, 1:1 counselling, a weekly lunch program (Tuesdays at the Legion) and food pantry. Wellness activities such as music and art therapy, volunteer/peer program and yoga.

**HEALTH CARE**

**Call 811 HealthLink BC to speak to a nurse 24/7 or a pharmacist 9-5 every day.**

**Call 988** – Suicide crisis helpline 24/7 for calls and texts directing persons to a network of community partners across the country offering suicide prevention services and counselling.

**Looking for a Family Doctor or Nurse Practitioner? The [Health Connect Registry](#) can help!**

The Health Connect Registry is a universal waitlist for all family physicians and nurse practitioners in the Comox Valley. If you live in the Comox Valley (Courtenay, Comox, Cumberland and surrounding areas including Denman and Hornby Islands) and need a family doctor or nurse practitioner, you can register yourself, your family or others under your care. When a provider becomes available you will be contacted by your local attachment coordinator.

Visit [healthlinkbc.ca/health-connect-registry](http://healthlinkbc.ca/health-connect-registry) to register.

Telephone assistance is available by calling HealthLinkBC at 8-1-1, or for the deaf and hard of hearing, 7-1-1.

Translation services are available.

**Comox Valley Urgent & Primary Care Centre (UPCC): Provides non-emergency medical care needed within 12 to 24 hours.**

- Appointments: Call 1-833-688-8722 to secure an urgent care appointment, as required. Walk-in appointments are not available.
- Hours: Monday to Friday: 1-9 p.m., Weekends & Stats: 8 a.m. - 8 p.m.
- Location: [615 10th Street, Courtenay](#)

**Walmart Walk-in Clinic: Provides non-urgent medical care for people on a walk-in basis.**

Appointments: Walk-in appointments only. First come, first serve basis.

- Hours: Open at 8 a.m. Monday to Saturday.
- Location: Inside Walmart @ [3199 Cliffe Avenue, Courtenay](#)
- Phone: 250-334-1512

**AVI Health & Community Services**

**949 Fitzgerald Ave. (attached to North Island Pharmacy) ~ 250-338-7400**

Email: [courtenay.reception@avi.org](mailto:courtenay.reception@avi.org)

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

Office hours Mon-Thurs 9 to 4 & Fridays 11-3

The office is open for all people affected by HIV, HCV, and substance use by delivering sex-positive and harm reduction-based education, prevention and support services such as: harm reduction supply distribution, confidential drug testing, education including information about treatment & prevention (STIs, STDs, HCV, HIV/AIDS), peer & service provider education workshops/training, risk management & mentoring. Peer support & outreach services available including access to naloxone, referrals, advocacy & support.

*Positive Wellness Program* – integrated support services for people with HIV, or HCV, or at-risk, including advocacy & assistance with income assistance applications (including PWD disability benefits), healthcare services, referral to community supports, employment, housing and legal matters.

**Care-A-Van**

**Comox Bay Care Society ~ 250-331-1413**

Contact person: Sabina Acheson.

Email: [sabina.comoxbaycaresociety@gmail.com](mailto:sabina.comoxbaycaresociety@gmail.com)

Visit: [www.cvcareavan.ca/schedule-van](http://www.cvcareavan.ca/schedule-van)

Mobile free confidential healthcare services by professionals.

Health care card is not needed.

Primary care, mental health and substance use services, medications, prenatal health, foot and wound care, harm reduction and addiction medicine.

Support to obtain ID, apply for financial supports (PWD and income assistance), housing subsidies, CPP, clothing/food/drinking water, shower and laundry passes) & health literacy.

Visit the above-noted website to see the current schedule.

**Schedule ~Evenings.** Attends several locations throughout the CV such as: Simms Park, BMX Park, Washington Apts/Ryan Hill Supportive Housing, Pidcock Shelter & Cumberland (1<sup>st</sup> and Penrith) etc.

**Monday Route: 6 to 8:50**

**Wednesday Route 6:05 to 8:50**

**Fridays 6:10 to 8:50**

**Comox Valley Nursing Centre****Island Health**

**615 10th Street ~ 250-331-8502**

Mon to Fri 9am to 3:30 (closed at lunch)

Drop in is permitted to book an appointment or for inquiries.

Chronic pain and chronic disease management programs

Health Connections Clinic (primary care & addictions medicine).

Men's counselling

**North Island Hospital****Comox Valley Campus****(24 hours) ~ 250-331-5900**

For everyone with BC or other provincial medical coverage. Emergency medical and psychiatric care. CVH includes services at the **Wellness Centre** (Indigenous Liaison Nurses, diabetes education, cancer care, medical daycare and several outpatient clinics including Psychiatric Outpatient Services). Hours: Mon to Fri 8am to 5pm.

**Home and Community Care Access****Island Health-North Island ~ 250-331-8570 or 1-866-928-4988****941A England Ave.****Hours: Mon to Sunday 8-4**

Visit: [www.islandhealth.ca/our-services/home-care-services/accessing-community-health-services](http://www.islandhealth.ca/our-services/home-care-services/accessing-community-health-services)

Call to book an intake and assessment. BC Services Card required for residents with acute, chronic, palliative or rehabilitative health care. Additional services include assisted living and residential care, rehab services, home nursing, case management, nutrition, home supports, social work, hospice and respite.

**Senior Support North Vancouver Island (adults 55+)****C1-450-8<sup>th</sup> Street ~ phone: 250-871-5940 or email [admin@ssnvi.ca](mailto:admin@ssnvi.ca)**

Assistance in BC Housing applications including Registry and SAFE (Shelter Aid for Elderly Renters). Education and support with housing searches on Craigslist and Facebook Marketplace. Subsidized housing applications i.e.) Kiwanis and M' Akola. May assist with networking for shared living accommodations. Support with Residential Tenancy Branch disputes.

**The Village Clinic – 250-331-6333 – 519E 5th Street**

Addiction clinic that provides OAT (Opioid Agonist Therapy), has a student social work and peer support (with lived experience)

**Mental Health and Substance Use Comox Valley****941C England Ave****Call: 250-331-8524**

May **\*walk in** for a **single session** and or complete a phone intake with a clinician.

Walk in Hours: 9:00 am – 2:15 pm Mon, Tues, Thurs, and Fri. 9:00 am – 11:15 am Wed

Non-crisis related.

To start services, begin with single session/walk-in services or call. MHSU provides services to adults with moderate to serious mental illness and/or substance use issues/dependency: 1:1, group, phone and on-line outpatient services, clinics, referrals for local psychiatrists who provide services at the Wellness Centre at CVH, and early recovery program (offered in group setting) related to addiction, substance use and adult mental health.

May self-refer or referred by physicians, nurse practitioners. Multidisciplinary staff comprised of social workers, registered clinical counsellors, RN's, psychiatric nurses, occupational therapists and rehabilitation workers.

You may also call the **Mental Health and Substance Use Service Link 1-888-885-8824**. The line is answered 7 days a week, but it is not an emergency or crisis service. Individuals who leave a message will be called back the same or next day.

**Overdose Prevention and Supervised Consumption location (OPS). 941C England Ave**

**Call: 250-331-8524 for current hours.**

Operated by MHSU

May use substances under the supervision of trained staff. Staff monitor for drug poisoning and provide rapid intervention if necessary.

Note: Drug checking is available through AVI.

**MHSU has several Community Teams:**

**ACT (Assertive Community Treatment).** Provides a specialized team-based approach providing community-based support for adults with concurrent and complex mental health and substance use disorders.

**Call 250-331-8524**

**ICMT (Intensive Case Management Team).** An outreach team practicing harm reduction to persons who are actively using substances. It is strength-based, 19yrs+ and requires consent & voluntary participation.

**Call 250-331-8548**

**(IHOST) Island Health Outreach Team ~ 250-650-9240**

Schedule Monday ~ Sunday 9 am-3 pm

| Sunday                            | Monday                          | Tuesday                           | Wednesday                 | Thursday                          | Friday                          | Saturday                          |
|-----------------------------------|---------------------------------|-----------------------------------|---------------------------|-----------------------------------|---------------------------------|-----------------------------------|
| 0900-0930<br>Simms Park           | 1000-1100<br>Travelodge         | 10-1030<br>Simms Park             | 1000-1100<br>Travelodge   | 10-1030<br>Simms Park             | 1000-1100<br>Travelodge         | 0900-0930<br>Simms Park           |
| 1015-1115<br>Travelodge           |                                 | 1045-1115<br>Community<br>Gardens |                           | 1045-1115<br>Community<br>Gardens |                                 | 1015-1115<br>Travelodge           |
| 1130-1230<br>Connect              | 1130-1230<br>Connect            | 1130-1230<br>Connect              | 1130-1230<br>Connect      | 1130-1230<br>Connect              | 1130-1230<br>Connect            | 1130-1230<br>Connect              |
| 1400-1500<br>Community<br>Gardens | 1400-1500<br>Superstore<br>Area | 1430-1530<br>Pidcock<br>Shelter   | 1430-1530<br>Bottle Depot | Cumberland<br>TBD                 | 1400-1500<br>Superstore<br>Area | 1400-1500<br>Community<br>Gardens |

**IHOST Schedule Call or Text (250) 650-9270**

**North Island Gender Care****Phone: 250-286-7020****Email: [nigc@islandhealth.ca](mailto:nigc@islandhealth.ca)**

Affirming Services for Two-Spirit, transgender, non-binary and gender-diverse people aged 19+

Assists with: Surgical Readiness Assessments (SRA) for all gender-affirming surgeries; Gender Affirming Hormone Therapy assessment, hormone initiation and short-term follow-up; Affirming Sexual Health Screening and assessment; Affirming Contraception Counselling; Pre and post-surgical care, injection terracing; Social work support and resource navigation (name change, gender marker changes, advocacy); Collaborative care with Gender Surgery Program BC and Trans Care BC

**Get Connected:** People can self-refer (by phone or email) – People can be referred by their family physician, nurse practitioner, or any other community provider

**IMMIGRANT SUPPORTS****Immigrant Welcome Centre~407A 5th Street**Please call **250-338-6359** or toll free **1-855-805-0171**Email [admin@immigrantwelcome.ca](mailto:admin@immigrantwelcome.ca)Website: [www.immigrantwelcome.ca](http://www.immigrantwelcome.ca)

Monday to Friday, 9–5 pm

*Providing settlement services, employment resources, school system support, help to vulnerable newcomers, Canadian citizenship prep classes, free English classes, social groups and workshops.*

**INSIDE, COMPANY, & COFFEE****Connect Warming Centre ~ 685 Cliffe Ave ~ 250-218-3975****Operated by Comox Valley Transition Society (CVTS)****Day Program: 8am-6pm.**

Free hot food, coffee, clothing, and toiletries. Resources, harm reduction and supports available.

Showers available at the Lewis Centre, 489 Old Island Hwy, Mon/Wed/Fri from 9-1pm

**Emergency Shelter Beds: 8pm-7am**

(22 shelter beds and 10 mats available 8pm-7am).

**LEGAL**

**Alyssa** is the \*new intake legal assistant for **Legal Aid** in Courtenay. She is available one day per week, on Thursdays at the Courtenay Law Courts/Courthouse from 9:30am to 3:00pm.

She may be reached on her cell at: **778-336-9493** or email her at:

[Alyssa.campbellriver@legalaid.bc.ca](mailto:Alyssa.campbellriver@legalaid.bc.ca).

**Family Law LINE ~ 1-866-577-2525**Visit: [www.family.legalaid.bc.ca](http://www.family.legalaid.bc.ca)

M, Tu, Th, F 9- 3 pm

Wed 9- 2:30 pm.

**Sasamans Society ~ 250-914-2212**

**2435 Mansfield Dr**

Advocacy for Indigenous families involved with or potentially involved with MCF. Navigator and support worker services.

**Wachiay Friendship Centre**  
**1625 McPhee Ave**  
**Call 250-338-7793**  
 Visit: [www.wachiay.org](http://www.wachiay.org)  
 Poverty/Family law advocacy.

## **MENTAL HEALTH/SUBSTANCE USE and COUNSELLING**

**Amethyst House** ~ 250 871-2570 [amethysthouse@cvts.ca](mailto:amethysthouse@cvts.ca)  
 Continues to accept female clients for withdrawal management and supportive recovery.  
 Access to services is through CV MHSU (Mental Health and Substance Use). Call 250 331-8642.

**BC Responsible & Problem Gambling Program ~**  
**1-888-795-6111 (24 hrs.) ~**  
 Visit: [www.gamblingsupportbc.ca](http://www.gamblingsupportbc.ca)

**CV Mental Health and Substance Use**  
**Main Intake Office ~ 250-331-8524, 941C England Ave, Courtenay**  
 Visit: [www.islandhealth.ca/our-services/mental-health-substance-use-services](http://www.islandhealth.ca/our-services/mental-health-substance-use-services)  
 Please call or walk-in for assessment and/or single session M-F 9 to noon and 1 to 4pm.

- Note: \*walk-in not available on Wednesday afternoons.

**CV Transition Society ~ 625 England Ave, Courtenay.**  
**Office main phone: 250-897-0511**  
**\*24 hr Crisis Line 250-338-1227**  
**\*24 hr Text only line: 250-218-4034**  
 Mon to Fri 9-4:30 (closed from 12-1)  
 Please call the office to book an appointment, email: [info@cvts.ca](mailto:info@cvts.ca) or visit [www.cvts.ca](http://www.cvts.ca).  
 Offers 1:1 counselling and group counselling available for women and men. Stopping the Violence (women's counselling), a Men's Group, Peace Program for children and youth, Girls Group and Grandparents raising Grandchildren.  
Programs: Darry's Place, Lilli House, Amethyst House, RCMP victim services, Connect Day Program and Emergency Shelter Beds & the Lodge (supportive housing).

**Eureka Support Society ~ 280 4<sup>th</sup> St ~ 250-334-4035**  
 Email [ED@eurekasupportsociety.ca](mailto:ED@eurekasupportsociety.ca).  
 Website [www.eurekasupportsociety.ca](http://www.eurekasupportsociety.ca)  
 Mon to Fri 9-3  
 Daily programs and activities for adults (19+) living with severe and persistent mental health conditions through a collaborative peer-led clubhouse model of service. ESS is inclusive, welcoming, and supportive. Referrals are made through Mental Health and Substance Use (MHSU) case managers.

**John Howard Society of North Island ~ 575 10<sup>th</sup> St ~ 250-338-7341 ~** Child & youth mental health outreach, youth & family substance use services, the Station (youth housing), intensive support & supervision program, youth forensic psychiatric services. Operates the Foundry Clinic.  
 Office open M-F 8:30-4:30.

**The Foundry****575 10<sup>th</sup> St~ 250-338-7341**Email: [mail@jhsni.bc.ca](mailto:mail@jhsni.bc.ca)Website: [www.foundrybc.ca/comoxvalley](http://www.foundrybc.ca/comoxvalley)

The Foundry is a safe place for youth ages 12-24 where they can get free, confidential help and support/counselling without judgment for issues related to mental health, substance use support, health care, sexual health, housing, employment and youth to adult transitions.

Centre hours:

Mon/Wed/Fri 8:30-4:30 (closed at lunch 12-1)

Tues/Thurs 8:30-6 (closed at lunch 12-1)

Drop-in hours: Mon 9 am-12 pm & 1 to 4:30

Tues/Thurs 1 to 6

Wed 1 to 4:30

**The Junction** (adult 19+ supportive housing) ~250-871-8510**988-8<sup>th</sup> St**\*As of August 1, 2024, it is now operated by the **Lookout Housing and Health Society**.Email [info@lookoutsociety.ca](mailto:info@lookoutsociety.ca) for more information.**Alcoholics Anonymous**~ call 250-338-8042 or visit [www.comoxvalleyaa.ca](http://www.comoxvalleyaa.ca)

**Narcotics Anonymous** ~ for meeting times & locations, someone to speak with, dial 1-844-484-6772, email: [pr@vinprana.ca](mailto:pr@vinprana.ca) or visit [www.vinprana.ca](http://www.vinprana.ca).

**Alano Club: 543 6<sup>th</sup> St~ 250-338-0041****Mon to Fri 8am-2**[www.alanoclub.comoxvalley.com](http://www.alanoclub.comoxvalley.com)**Substance Use Teams (MHSU) ~ 250-331-8548 ~101-1742 Cliffe Ave**

Adults 19 +, please call to make an appointment for counselling, referral, and support groups.

Includes the ACT (Assertive Community Team) &amp; ICMT (Intensive Case Management Team).

M-F 8:30-4:30. Closed from 12 -1 for lunch.

**MHSU Withdrawal Management Nurse~ 101-1742 Cliffe Ave ~ 250-331-8642**

General information for people requiring assistance with substance use. M–Th 8:30–4:30 pm.

Closed 12–1 pm

## **MISCELLANEOUS**

**Comox Valley Transition Society ~ 625 England Ave**

**250-897-0511(office)**

**24 hr crisis line 250-338-1227**

**24 hr text line 250-218-4034**

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

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

CVTS is gratefully accepting donations of unused toiletries, feminine hygiene products, grocery gift cards, diapers and powdered formula.

\*Donations can be dropped at 625 England Avenue, M-F, 9-12 and 1-4.

**L'arche Comox Valley ~ 100-1465 Grieve Ave. ~ 250-334-8320** or outreach centre (I Belong) at 250-871-6288 ~ open M-F 9-3. Not-for-profit charity based on a community model of living, rather than a medical or social service model of care for those with and without disabilities.

Email: [office@larchecomoxvalley.org](mailto:office@larchecomoxvalley.org) for more information

Visit: [www.larchecomoxvalley.org](http://www.larchecomoxvalley.org)

**Boys and Girls Club Central Island ~ 2250 Bolt Ave, Comox ~ 250-941-2123 ~ M-F 7:30-6**

**Located at Aspen Park Elementary School**

Email: [reception@bgccvi.com](mailto:reception@bgccvi.com) (Nanaimo) or [aspenpark@bgccvi.com](mailto:aspenpark@bgccvi.com) (Comox)

Website: [www.bgccvi.com](http://www.bgccvi.com). Before and after school care, early childhood care & parenting programs running weekly; call for details.

## **SENIORS**

**Comox Valley Better at Home~ 250-871-1165**

Email [kris@hornbydenmanhealth.com](mailto:kris@hornbydenmanhealth.com)

Website under construction

United Way's Better at Home program helps BC's older adults continue to live independently in their homes by providing simple, non-medical home support services offered throughout the Comox Valley, including Denman and Hornby Islands. Service fees operate on a sliding scale, while some services are free.

**Senior Support North Island ~ 250-871-5940.**

**Suite C 1-450 8<sup>th</sup> St.**

Email [admin@comoxvalleyseniorsupport.ca](mailto:admin@comoxvalleyseniorsupport.ca)

Visit [www.comoxvalleyseniorsupport.ca](http://www.comoxvalleyseniorsupport.ca).

Provides non-medical support services, friendly visitor program via in person, by phone or via zoom to low-income seniors ages 55+.

Volunteers provide & do pickup/ delivery, assist in information and access support (tax prep, navigating phone systems, on-line and paper-based applications). The SIAS program also works in partnership with Lush Valley Food Action Society to provide already prepared meals and good food boxes.

Encourage seniors to call if they need support, encourage people to sign up to support a senior, and encourage people to keep an eye on seniors who are living nearby.

Care-giver support groups.

**Seniors Distress Line BC – 604-872-1234**

## **SHELTERS AND WARMING CENTRE**

**Connect Warming Centre ~ 685 Cliffe Ave ~ 250-218-3975**

**Operated by Comox Valley Transition Society (CVTS)**

**Day Program: 8am-6pm.**

Free hot food, coffee, clothing, and toiletries. Resources, harm reduction and supports available.

Showers available at the Lewis Centre, 489 Old Island Hwy, Mon/Wed/Fri from 9-1pm

**Emergency Shelter Beds: 8pm-7am**

(22 shelter beds and 10 mats available 8pm-7am).

**Lilli House ~ 250-338-1227 ~** For women, including trans women and their children needing shelter from abuse. Can self-refer.

**Salvation Army “Pidcock House” ~ 632 Pidcock Ave ~ 250-338-2533**

24h Adult Emergency Shelter. 30 regular beds for men and women. 6 Transitional beds (3 for men and 3 for women)

## **WASHROOMS/ SHOWERS/ HANDWASHING & WATER**

**Free Shower Program ~ located at Lewis Centre~ 489 Old Island Highway**

Monday/Wednesday/Fridays 9-1

**Washrooms (Dawn to Dusk)**

\*Urbaloo-6<sup>th</sup> St & England Ave.

\*Drinking water station available at this location

\*Simms Park & \*Sid Williams Theatre. Access to washrooms is downstairs.