

Comox Valley AHERO

# Large Community Resource Guide

Spring/Summer 2026

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.

To be added to the email distribution list please email [comoxvalleyahero@gmail.com](mailto:comoxvalleyahero@gmail.com)

To update agency information, please email: [aheroreourceguide@gmail.com](mailto:aheroreourceguide@gmail.com)

## Emergency Contacts

Ambulance, Fire, RCMP

**911**

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.

**988**

Vancouver Island Crisis Line

**1-888-494-3888**

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## HOMELESSNESS SUPPORT SERVICES & HOUSING

\* (addresses and contact information located within this guide)\*

### 1. AVI Health & Community Services - Vancouver Island:

- Helps people with housing applications, service referrals, harm reduction access, naloxone, and drug testing.

### 2. Comox Valley Seniors Support Society (adults 55+):

- Assistance in BC Housing applications including Registry and SAFER (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.

### 3. Dawn 2 Dawn: Action on Homelessness:

- Assisting with forms, VAT assessments, the Situation Table, and after-hours emergency support.
- Offering safe and welcoming spaces for individuals with lived experiences of homelessness to engage and connect through inclusive recreational programming.
- Delivering queer-specific outreach to those in the LGBTQ+ community.

### 4. Wachiay Friendship Centre:

- Assistance with BC Housing applications.
- One-time emergency subsidies are available.
- Helps people with VAT assessments.
- Emergency supplies like tents, tarps, and sleeping bags are available.

### 5. Comox Valley Transition Society:

- Services free of charge for community members, including:
  - **Lilli House**, a place for women and children who are fleeing abuse to come for safety and support.
  - **Amethyst House**, a safe and comfortable home-like setting in a quiet residential neighbourhood for Withdrawal Management and Supportive Recovery programs.
  - **The Lodge**, a permanent housing program consisting of 65 rooms at the old Super 8 Hotel location.
  - **Connect Temporary Shelter and Service Hub**, a safe, welcoming space for vulnerable individuals experiencing or at-risk of experiencing homelessness.
  - **RSP**- Rent Subsidy Program provides eligible low-income individuals with a monthly rent subsidy payable to the landlord.
  - **HSP** - one-time emergency funding for housing supports. Referrals must come from a community service provider rather than the client.

## SHELTERS AND WARMING CENTRE

### **Connect Temporary Shelter and Service Hub**

685 Cliffe Ave

250-218-3975

Operated by Comox Valley Transition Society (CVTS) <https://cvts.ca/programs/connect/>

Day Program: 8:00 am – 6:00 pm.

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: 8:00 pm – 7:00 am(22 shelter beds and 10 mats available)

### **Lilli House**

250-338-1227

For women, including trans women, and their children needing shelter from abuse. Can self-refer.

### **Salvation Army Pidcock Shelter**

632 Pidcock Ave

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 9:00 pm.

Pet accommodations are subject to availability and may be restricted if other guests have allergies.

Length of stay is behaviour based. Guests meet with Case Worker biweekly. Must be able to navigate stairs and bunkbeds. 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.

## WASHROOMS/ SHOWERS/ HANDWASHING & WATER

### **Showers:**

#### **Connect (staffing dependent)**

685 Cliffe Ave

Monday to Friday 10:30 am - 1:30 pm

Towels and toiletries are supplied.

#### **Courtenay Rec Centre (Lewis Centre)**

Monday to Friday 5:30 am – 6:00 pm and Saturday - Sunday 8:30 am – 2:00 pm

Clients must bring their own towel and toiletries.

### **Washrooms (Dawn to Dusk)**

Urbaloo-6thSt & England Ave.

Drinking water station available at this location

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

## FREE CLOTHING

### **Courtenay Fellowship Baptist Church**

2963 Lake Trail Rd

250-334-3432

Thursdays 2:00 pm - 4:00 pm

[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)-579-5th St – Monday 9:00 am – 1:00 pm

St. Peter's (Comox) – 218 Church St-Thursday 10:00 am – 2:00 pm

## COMPUTERS AND WIFI

### **CV Lifelong Learning Centre**

1507A McPhee

250-338-9906

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

Monday to Thursday 9:00 am – 3:00pm

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 6th 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)

## CRISIS INFORMATION & SUPPORT

### **RCMP Victim Services**

250-334-5979

Monday - Friday 9:00 am – 4:30 pm

Provides information, support, and referrals for victims of crime & trauma.

### **RCMP non-emergency line**

250-338-1321

### **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.

**Suicide crisis helpline 24/7**

Call or text 988

<https://988.ca/>

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.

**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/>

Monday to Friday 10:00 am – 10:00 pm

Saturday and Sunday 10:30 am – 5:30 pm

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

### **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 Hospice Society**

2900 Cliffe Ave

250-871-0696

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

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

Monday to Friday 9:00am – 4:00pm.

The Comox Valley Hospice Society eases the journey of dying and grieving through outreach programs that include a community palliative visiting program, peer support groups, short-term counselling, volunteer companioning, grief resources, and educational workshops. Our staff and volunteer teams provide these services at no cost in people's homes, in hospital, in community, our office, and in Aitken Community Hospice. Call or email for self-referral, general information, or for resources.

### **Ministry of Social Development and Poverty Reduction**

730 Grant Ave

1-866-866-0800

Monday to Friday 9:00 am – 4:00pm and closed 12:00 pm – 1:00 pm for lunch.

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

Applications for income assistance and disability benefits.

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 Salvation Army Community & Family Services**

9-468 29th Street (Please note we will be moving in June 2026 to The Salvation Army Comox Valley Community Church on 1580 Fitzgerald Ave. Courtenay)

250-338-5133

Email: [comoxvalley.info@salvationarmy.ca](mailto:comoxvalley.info@salvationarmy.ca)

Website: [comoxvalleysa.ca](http://comoxvalleysa.ca) or [salvationarmy.ca](http://salvationarmy.ca)

Appointments required for food for families (3-4 times a year), individual's clothing vouchers, household items, furniture vouchers, and other emergency aid. ID & proof of residence required but no one will be turned away. Partnership with Head Strong counselling, including mental health services, workshops, and counselling. Other programs include life and employment skills, Family Life Facilitator, Chaplaincy, and the Pathways of Hope program.

**Salvation Army Pidcock Shelter**

632 Pidcock Ave

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.

Pet accommodations are subject to availability and may be restricted if other guests have allergies.

Length of stay is behaviour based. Guests meet with Case Worker biweekly. Must be able to navigate stairs and bunkbeds. 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)

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

Monday to Friday 9:00 am – 4:30 pm (Reception available to 4pm Mon to Thurs and until 3:30 on Friday) (closed for lunch 12:00 pm – 1:00 pm)

Elder's programs: Saturday and Sunday 10:00 am – 2:00 pm

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.

## 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 1st and 3rd 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 and Thursday 8:30 am – 1:00 pm

Friday 8:30 am – 12:00 pm

Office hours (donations) Monday-Friday 8:30am -3:00 pm

Bring your own grocery bags.

Once a week, clients can access fruit, vegetables, protein, dairy and non-perishable items. 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**

250-336-8511 ext. 53211

Food shed and food hamper deliveries for Village of Cumberland residents.

Shed is open 24/7 at 2688 Penrith Avenue, maintained by Weird Church.

Food hamper deliveries every 2nd Friday, coordinated by Cumberland Community Schools Society (CCSS).

To register for a food hamper delivery email [director@ccssociety.org](mailto:director@ccssociety.org) or visit [www.ccssociety.org/food-share/](http://www.ccssociety.org/food-share/)

### **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: Saturdays 11:30 am – 1:00 pm & Free Store-clothing provided Tuesdays 10:00 am – 2:00 pm.

**St George's Pantry**

505 6th St.  
250-334-4961  
Once every 4 weeks - free canned food.  
Tuesdays & Thursdays 9:30 am – 12:30 pm

**Lush Valley Food Action Society**

2342 Rosewall Crescent Courtenay BC  
Office: 250-331-0152  
Mon to Thurs 10:00 am – 3:00 pm  
Warehouse: 250-207-5874  
Mon to Thurs 10:00 am – 3:00 pm  
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. 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.

**The Salvation Army Community & Family Services**

9-468 29th Street (Please note we will be moving in June 2026 to The Salvation Army Comox Valley Community Church on 1580 Fitzgerald Ave. Courtenay. )  
250-338-5133  
Email: [comoxvalley.info@salvationarmy.ca](mailto:comoxvalley.info@salvationarmy.ca)  
Website: <https://comoxvalleysa.ca> or <https://salvationarmy.ca/>  
Appointments required for food for families (3-4 times a year), individual's clothing vouchers, household items, furniture vouchers, and other emergency aid. ID & proof of residence required but no one will be turned away.  
Partnership with Head Strong counselling, including mental health services, workshops, and counselling. Other programs include life and employment skills, Family Life Facilitator, Chaplaincy, and the Pathways of Hope program.

**Sunshine Lunch Club Soup Kitchen**

St. George's United Church

505 6th 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) Please Note: The Sunshine Lunch Club Soup Kitchen address will also be moving to The Salvation Army Comox Valley Community Church on 1580 Fitzgerald Avenue on Aug. 4th, 2026.

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 pm – 6:30 pm

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

**H.I. Food Bank**

Located in the "Sea Can" at the Joe King site

3875 Central Road, Hornby Island

Tuesday & Friday - 11:00 am – 1:00 pm

250-335-0023

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

## EMPLOYMENT

### **WORKBC Courtenay**

103-555 4th 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

## FIRST NATIONS, METIS, INUIT

### **Kuu-U's 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.

### **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)

Monday to Friday 8:30 am – 4:30 pm

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

**Wachiay Friendship Centre**

1625 McPhee Ave

250-338-7793

Mon to Friday 9:00 am – 4:30 pm

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.

Mail pickup, phone access, and modified drop-off income tax clinic. Survival supplies available: tents, sleeping bags and tarps. Free public computer with printing capabilities.

**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.

**TsowTun 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

Monday to Friday 9:00 am – 12:00 pm and 1:00 pm – 4☺ pm

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**

1-866-913-0033

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

[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)

### **Métis Nation British Columbia Community Health Pathfinders (Registered Social Workers)**

250-668-5935

[pathfinder@mnbca.ca](mailto:pathfinder@mnbca.ca)

Provides culturally grounded, holistic support to Métis and Urban Indigenous individuals and families. Services include short-term emotional support, psychosocial assessment, health system navigation, advocacy for culturally safe care, referrals to health, mental health, traditional healing, and community resources, and assistance with housing, income supports, and related needs. Support is relationship-based and may occur in person or in community settings (including homes, hospitals, offices, or public spaces) or through accompaniment to appointments.

Services are supportive and time-limited and do not replace medical care, formal mental health treatment, or long-term case management. Referrals may be made by service providers or directly by clients, with consent. A brief description of need is required; Pathfinders follow up directly with clients. No cost. Self-referrals can be via telephone at 250-668-5935 or email: [pathfinder@mnbca.ca](mailto:pathfinder@mnbca.ca)

## **HEAD INJURY**

### **Comox Valley Head Injury Society**

102-254 Simms Street, Courtenay.

250-334-9225

Monday to Thursday 10-3

Tuesdays lunch at the Courtenay Legion (11:30 pm – 12:30 pm)

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.**

**Comox Valley Urgent & Primary Care Centre (UPCC)**

615 10<sup>th</sup> Street Courtenay

Monday to Friday: 1:00 pm – 9:00 pm

Weekends and statutory holidays: 8 a.m. - 8 p.m

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.

**Health Connect Registry**

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.

**WELL Health Medical Centre – Walmart Walk-In Clinic**

3199 Cliffe Avenue

250-334-1512

Monday to Saturday 8:00 am – 3:00 pm

Provides non-urgent medical care for people on a walk-in basis.

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

**AVI Health & Community Services**

355 6th St.

250-338-7400

Monday to Thursday 9:00 am – 4:00 pm (closed 12:00 pm – 1:00 pm for lunch),

Friday 11:00 am – 3:00 pm.

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

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

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.

**Comox Valley Nursing Centre**

Island Health  
615 10th Street  
(250) 331 8502

Monday to Friday 8:30am – 6:00 pm (closed 12:00 pm – 1:00 pm)

Programs include: Health Connections Clinic (Primary Care/Addiction care), North Island Gender Care (gender affirming services), Chronic Disease Management (inc. chronic pain services) and Positive Wellness North Island (Hep C and HIV care). Please drop in for more information or to self-refer.

**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 Evening:

Attends several locations throughout the CV such as: Simms Park, Nursing Centre 615 10th St, Standard Park (parking lot near the Volleyball court), Fitzgerald Place by 711, Pidcock Shelter 632 Pidcock Ave., Community Garden 6th/Harmston near street light, Maple Pool Campground 4685 Headquarters Rd main office deck, Washington Appt/Ryan Hill. 1033 Ryan Rd (behind buildings), Cumberland Village 1st & Penrith across from the Abbey, BMX Park Cumberland 2815 Dunsmuir

Monday Route: 6:00 pm to 8:50 pm

Wednesday Route 6:05 pm to 8:50 pm

Fridays 6:10 pm to 8:50 pm

**North Island Hospital**

Comox Valley Campus  
250-331-5900 (24 hours)

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.

### **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

### **Home and Community Care Access**

Island Health-North Island

250-331-8570 or 1-866-928-4988

101-1742 Cliffe.

Hours: Monday to Sunday 8:00 am – 6:00 pm

<https://www.islandhealth.ca/services/community-health-services/accessing-services>

If you're facing challenges living safely and independently at home, we can help. From assistance with daily tasks like bathing and dressing, to specialized nursing care, and support with physical rehabilitation, we can help reduce the need for hospital visits by providing you with proactive care and supports. You can call the Community Access Line in your region to learn how we can help you and your family members. No doctor's referral is needed to access our services and programs.

### **Senior Support North Island**

C1 - 450 8th Street

250-871-5940

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

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

Provides non-medical support services.

Friendly visitor program via in person or by phone for seniors age 55+.

Navigate Program assists in information and access support (tax prep, navigating phone systems, on-line and paper-based applications), housing applications.

Care-giver support groups for men and women; Grief & Loss Group.

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.

### **IHOST Drop-In Support**

250-650-9270

Island Health Outreach Support Team

Low-barrier health support for unhoused or precariously housed individuals.

No appointment needed — just come by during the times listed below.

#### Regular Drop-In Locations & Times

6th & Cliffe Ave Daily - 10:30 AM – 11:15 AM

St. George's Church (6th & Fitzgerald Ave) Weekdays -11:30 AM – 1:00 PM

SIMS Park Daily - 3:00 PM – 3:45 PM

Pidcock Ave & 8th Street Mondays & Fridays - 9:30 AM – 10:15 AM

### **Options for Sexual Health**

961 England Ave

250-331-8572

Drop in-Tuesdays 5:00 pm –8:00 pm

[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.

### **Sex Sense(BC Wide)**

1-800-739-7367

Monday to Friday 9:00 am– 9:00 pm

<https://www.optionsforsexualhealth.org/sex-sense/>

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

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

### **Comox Valley Mental Health and Substance Use.**

941C England Ave

Call: 250-331-8524

Start by calling or walking into Drop-in Services and register for a "Single Session"

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

Visit: [www.islandhealth.ca/our-services/mental-health-substance-use-services](http://www.islandhealth.ca/our-services/mental-health-substance-use-services)

Single session provides services to adults with moderate to serious mental illness and/or substance use issue/dependency. The nurses provide mental health and substance use information, education, service attachment and navigation. This is a non crisis service. All services are covered by MSP. No cost.

CV MHSU Education and skill seminars. Open to the Public. Days: M-F. Times: 8:50 am to 10:30 am.

Group Seminars operate on a 5 week calendar, offering 30 different topics on Mental Health and Substance Use education and skills.

**Overdose Prevention Site (OPS)**

941C England Ave

Phone: 250-331-8524 ext. 68454

Hours: 9:00 am – 7:00 pm Open 7 days a week including holidays

Operated by Island Health and Solid Outreach

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

Social Workers on 7 days a week from 9:00 am – 4:00 pm for registered participants.

Note: Drug checking is available through AVI.

**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.

**Gambling Support BC**

1-888-795-6111 (24 hrs.)

Visit: <https://www.gamblingsupportbc.ca/>

Gambling Support BC (GSBC) offers free help for any British Columbia resident having difficulties because of gambling, this includes your own gambling or a loved one's gambling.

**The Village Clinic**

519E 5th Street

250-331-6333

Monday to Wednesday, and Friday 9:00 am – 5:00 pm

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

**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).

**Alano Club**

543 6th St

250-338-0041

Monday to Friday 8:00 am – 2:30 pm

[www.alanoclub.comoxvalley.com](http://www.alanoclub.comoxvalley.com)

[crtnyalanoclub@telus.net](mailto:crtnyalanoclub@telus.net), support recovery meetings daily

**CV Transition Society**

625 England Ave, Courtenay

24 hr Crisis Line 250-338-1227

24 hr Text only line: 250-218-4034

Office main phone: 250-897-0511

Monday to Friday 9:00 am – 4:30 pm (closed from 12:00 pm – 1:00 pm)

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 4th St

250-334-4035

Monday to Friday 9:00 am – 3:00 pm

Email [ED@eurekasupportsociety.ca](mailto:ED@eurekasupportsociety.ca).

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

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 10th St

250-338-7341

Office open Monday to Friday 8:30 am – 4:30 pm

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.

**The Foundry**

575 10th 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

988-8th St

Email [info@lookoutsociety.ca](mailto:info@lookoutsociety.ca) for more information.

## IMMIGRANT SUPPORTS

**Immigrant Welcome Centre**

407A 5th Street

Monday to Friday, 9:00 am –5:00 pm

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)

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

## LEGAL

**Legal Aid BC**

<https://legalaid.bc.ca/>

Alyssa Intake Legal Assistant

778-336-9493

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

Office is in Campbell River 870D 13<sup>th</sup> Ave

She is available on Thursdays at the Courtenay Law Courts/Courthouse from 9:30am to 3:00pm.

**Family LawLINE**

1-866-577-2525

Visit: <https://legalaid.bc.ca/services/family-lawline>

Monday, Tuesday, Thursday, and Friday 9:00 am – 3:00 pm, Wednesday 9:00 am – 2:30 pm

If you are a person with a low income experiencing a family law issue, you may be eligible for free legal advice over the telephone from a family lawyer.

Family LawLINE lawyers give brief “next step” advice about family law issues such as: parenting time or contact, guardianship / parenting time, child support, spousal support, property division (limited advice), family agreements, child protection, and court procedures.

**Sasamans Society**

250-914-2212

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

The Indigenous Family Justice Support (IFJS) Program at Sasamans Society offers culturally grounded, compassionate support to Indigenous families navigating the family justice system. The Indigenous Justice Support Worker Program provides support for Indigenous people who are involved in the criminal justice system, experiencing homelessness, or who are at-risk of becoming homeless. The Indigenous Justice Support Worker plays a crucial role in supporting these individuals as they navigate their way through the criminal justice system while facing legal challenges, court proceedings or rehabilitation processes.

### **Wachiay Friendship Centre**

1625 McPhee Ave

Call 250-338-7793

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

Community Law Advocacy (Tenancy, Employment, Human Rights, and Indigenous Status Applications)

Family Law Advocacy (child or spousal support, divorce, separation, property division)

Government Benefits Advocacy (PWD, CPPD, DTC, OAS, GIS, and CPP)

## **SENIORS**

### **Comox Valley Better at Home**

250-871-1165

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

<https://hornbydenmanhealth.com/comox-valley-better-at-home>

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 8th 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

Provides a free and confidential telephone support service for seniors, their caregivers or anyone concerned about a senior. Calls are answered 24 hours a day, 7 days a week by highly trained, non-judgemental and caring volunteers.

Those who may benefit from this service include seniors who are feeling alone, facing difficult life situations, wanting help working through a problem, or looking for information on community resources.

## MISCELLANEOUS

### **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: [kidsportcomoxvalley@gmail.com](mailto:kidsportcomoxvalley@gmail.com)

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

### **L'arche Comox Valley**

100-1465 Grieve Ave.

250-334-8320

Outreach centre (I Belong) at 250-871-6288 ~

Monday to Friday 9:00 am – 3:00 pm

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)

### **BGC Central Vancouver Island (formerly Boys and Girls Club)**

2250 Bolt Ave, Comox

250-941-2123

Monday to Friday 7:30 am – 6:00 pm

After School Care

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

Website: [www.bgccvi.com](http://www.bgccvi.com). Before and after school care, early childhood care call for details.

BGC Parenting Peer Support groups for Parents and Caregivers of youth aged 8-12 (Parenting without Power Struggles) and 12-24 (Parents Together). To register contact Ted at [parentingprograms@BGCCVI.com](mailto:parentingprograms@BGCCVI.com) or call 250-338-7141.

### **LEAP - Leisure for Everyone Accessibility Program**

Local recreation departments provide fee and discounted service for low-income individuals/families.

This includes a free 52-punch card for each municipality's drop-in programs for each family member and a \$350 subsidy per family member that can be used toward the cost of registered CVRD sports and Aquatic Centres.

### **City of Courtenay - Recreation Access Program**

We provide healthy lifestyle opportunities to residents of the City of Courtenay who lie below Statistics Canada's low-income thresholds. How to apply? Recreation Access application forms are available at [courtenay.ca/forms](http://courtenay.ca/forms) or in person at any Courtenay Recreation facility. Call for more information 250-338-5371 or 250-338-1000.