Cowichan Valley Survival Guide 2019
MEALS

Bethel Baptist Church
463 Ypres Street - Duncan
250.746.7432
Provides breakfast of the 1st Saturday of every month from 9-11am

Cowichan Neighbourhood House
9806 Willow Street – Chemainus
250.246.3203
Lunch served Monday – Thursday 12:30 – 2:30, Friday 11:30-2:30

Cowichan Lake Community Services
121 Point Ideal Road – Lake Cowichan
Free bread usually available Mondays (but not always)

Cowichan Tribes – Outreach Lunch
5574 River Road – Duncan
2nd Thursday of every month 11am-1pm

Cowichan Valley Basket Society
5810 Garden Street – Duncan
250.746.1566
Soup kitchen Monday-Saturday 10am-4pm. Closed the Thursday after PWD/SA cheques each month

Duncan Christian Reform Church
930 Trunk Road - Duncan
250.748.2122
Provides dinner on the last Saturday of every month, doors open at 5pm

Duncan United Church
246 Ingram Street - Duncan
250.746.6043
Provides dinner 3rd Sunday of every month, doors open at 5pm

House of Friendship Breakfast Program – First Nations only
5462 Trans-Canada Hwy – Duncan
250.748.2242
Breakfast served Monday – Friday 6-9am

Hulhetun Health
Food for the Soul

Ladysmith Table Community Dinner
Cowichan Valley – Survival Guide

314 Buller Street – Ladysmith
Provides dinner on the 3rd Friday of every month

LRCA Soup Kitchen @ Bethel Church
1149-4th Avenue (side bottom door) – Ladysmith
Provides a hot meal Tuesday and Thursday 2-4pm

Meals on the Ground
246 Ingram Street United – Duncan
Meals are Mon, Wed, Fri at 5:00pm

Open Door [Youth ages 12-24 only]
371 Festubert Street – Duncan
250.732.2395
Coffee & muffins on Tuesdays and Thursdays between 8am-12pm.

Sunday Sandwiches
51 Trunk Road – Duncan
Serve lunch every Sunday from 1-2pm

Warmland Shelter
2579 Lewis Street – Duncan
250.715.1132
Provides breakfast and dinner to shelter clients, 7 days a week. Serves lunch on the days that the Cowichan Valley Food Basket is closed (day after cheque day and statutory holidays). BBQ every 2nd Sunday of the month at noon hosted by the Knights of Columbus.

Women’s Night Shelters
2003 University Way – Duncan
250.466.9492
Provide breakfast and dinner to shelter clients, 7 days a week.

SHELTERS

Ladysmith Cold Weather Shelter (Nov-Mar only)
631- 1st Avenue – Ladysmith
250.246.7941 (6pm-7am) 250.245.3079 (other hours)
7 days a week, 6pm-7am
10-bed shelter, six men’s and 4 women’s – first come first serve. Hot meal between 7-8pm and 6-6:45am). Laundry and shower available on first come first serve basis until 10pm.

Warmland House Shelter
2579 Lewis Street – Duncan
250.715.1132
Two-point sign-up – first thing in the morning before leaving and then again at 5pm on a first come first serve basis. If you don’t make the list, you are guaranteed a bed the next night. 19+, Co-ed

**Women’s Night Shelter**  
2003 University Way – Duncan  
250.466.9492  
15 bed women’s shelter. You can call or text to be put on the wait list or show up any time after 5:30pm. If you stay the night you are automatically pencilled in for the following night. Beds are held until 6:30pm and then it becomes first come first serve.

**HARM REDUCTION RESOURCES**

**I.D.A. – Island Pharmacy**  
138 South Shore Road – Lake Cowichan  
250.749.3141  
Monday – Friday 9am-6pm, Saturday 9:30am-5pm

**Ladysmith Community Health Centre**  
1111-4th Avenue – Ladysmith  
250.739.5777  
Monday – Friday 7:30am-3:30pm, Saturday 8-11am

**Margaret Moss Health Unit**  
675 Canada Ave – Duncan  
250.709.3050  
Monday – Friday 8:30am-4:30pm

**Overdose Prevention Site**  
221 Trunk Road – Duncan  
250.597.7779  
7 days a week 1-7pm

**Ts’ewulhtun Health Centre**  
5768 Allenby Road – Duncan  
250.746.6184  
Monday – Friday 8:30am-4:30pm  
* Prescriptions for nasal naloxone provided to people with Status Card

**NARSF Mobile Outreach**  
Toll Free 1.844.482.4239 or text 250.510.3637  
Free and confidential safer sex and drug use supplies, HIV testing, overdose prevention and harm reduction supplies.
Cowichan Lake, Cowichan – Tuesdays 1-8pm
Ladysmith – Friday 2-9:30pm and Saturday 6-9pm

**Warmland House Shelter**
2579 Lewis Street – Duncan
250.715.1132
7 days all hours except between 1-7pm when the OPS is open

**OVERDOSE PREVENTION SITES**

**Overdose Prevention Site (OPS)**
221 Trunk Road – Duncan Entrance on Ypres Street
250.597.7779
Consumption booths, post-use areas, naloxone kits, education & support
1-7pm 7 days a week

**NEEDLE DISPOSAL BOXES**

- Meade Creek Recycling Drop-off Depot
  8855 Youbou Road
- Peerless Road Recycling Drop-off Depot
  10830 Peerless Road
- Evans Park Ball Field
  6257 Somenos Road
- Sherman Road Soccer Park
  3272 Sherman Road
- Canada Avenue Public Restroom
  100 Block Canada Avenue (Train Station)
- Mental Health & Substance Use
  3088 Gibbins Road
- Centennial Park
  325 First Street
- Ts’ewuhtun Health Centre
  5768 Allenby Road
- Rotary Park
  545 Al Wilson Grove

- Heiwa Park
  Canada Avenue (beside CO-OP gas station)
- Margaret Moss Health Unit
  675 Canada Avenue
- Cowichan Valley Basket Society
  5810 Garden Street
- Cowichan Aquatic Centre
  2653 James Street
- Warmland House
  2579 Lewis Street
- McAdam Park
  820 Wharncliffe Road
- Duncan Public Works Yard
  1091 Marchmont Road
- Somenos Creek Dog Park
  2355 Beverly Street

**SUBSTANCE USE SERVICES & SUPPORT**
**Alcoholics Anonymous**

**Cowichan Station**
2375 Koksilah Rd @ The Hub - Thurs

**Duncan**
201-107 Evans Street Alano Club – every day
3045 Gibbons Rd @ CDH Lecture Room – Tues
246 Ingram St @ United Church – Wed/Fri/Sat
1839 T’zouhalem Rd @ New Life Baptist Church - Thurs

**Ladysmith**
630-2nd Ave @ Resource Centre – Mon/Wed/Sat
232 High St. @ The First United Church – Tues/Thurs/Fri
1644 MacMillan Rd @ Cedar Heritage Centre – Thurs/Sat

**Lake Cowichan**
121 Point Ideal Rd. @ Cowichan Lake Community Services – Mon,
55 Coronation Rd @ Senior’s Centre - Thurs

**Chemainus**
9814 Willow St @ United Church – Wed/Sun

**Cobton**
1507 Joan Ave @ Senior’s Centre - Tues

**Cobble Hill**
3141 Cameron-Taggart Rd @ The Shack – Mon/Thurs/Fri
3565 Watson Ave @ Cobble Hill Youth Hall - Wed

**Mill Bay**
2744 Lashburn Rd @ Malahat Lodge – Tues

**Al-Anon**
A group for people who are worried about someone with a drinking problem. Al-Anon members come to understand problem drinking as a family illness that affects everyone in the family. By listening to Al-Anon members speak at Al-Anon meetings, you can hear how they came to understand their own role in this family illness. This insight put them in a better position to play a positive role in the family’s future.

**Duncan**
246 Ingram St @ United Church – Mon, Wed, Fri

**Ladysmith**
630-2nd Ave @ Resource Centre – Tuesday
Shawnigan Lake
985 Shawinigan-Mill Bay Road @ Sylvan United Church – Tues

Canada Avenue Clinic – Dr. Fofie
715 Canada Avenue – Duncan
250.597.1184
Wednesday 8:30am – 2pm

Island Health - Mental Health and Substance Use
3088 Gibbins Road – Duncan
250.709.3040
Intake provides a timely, single point of entry for all adult Mental Health and Addiction Services in the Cowichan Valley. Intake staff will connect individuals with the most appropriate service. Referrals can be made by your family doctor.

Narcotics Anonymous
Duncan:
107 Evans Street Alano Club – Sun/Mon/Wed/Fri/Sat
71 Government Street – Tues/Thurs
2579 Lewis Street – Tues/Thurs

Cobble Hill
3565 Watson Avenue – Thurs

Phoenix Wellness Clinic
#301-5878 York Road – Duncan
Call or Text 604.260.7252
Dr. Harris Monday – Thursday 8-11:30
Dr. Lea Monday & Wednesday 1-3pm, Friday 9am-3pm

Sobering & Assessment Centre
2579 Lewis Street – Duncan (Warmland House)
A 6-bed program that provides individuals who are under the influence of drugs or alcohol and an opportunity to use laundry and shower facilities, receive a healthy snack and a safe place to sleep within a secure environment that is more suitable than previous alternatives, such as the emergency department or police station. Open 7 days a week, 24 hours daily.

PREGNANCY SUPPORT
Cowichan Maternity Clinic
3045 Gibbons Rd (Cowichan District Hospital)
250.737.2066
An initiative of the Cowichan Valley Division of Family Practice. It is an important part of our plan to ensure all women in the area have access to good, regular maternity care and that the region has a primary health care system that meets the needs of all of its residents.

The Cowichan Maternity Clinic is staffed by a team of experienced local family physicians, nurses, and caring office staff that has come together to provide comprehensive maternity care in the Cowichan region.

The clinic will provide:
- Complete care for women throughout their pregnancies, births and up to six-weeks post-partum
- Convenient access to other hospital services like labs and ultrasounds
- Help connecting to other services including public health and breastfeeding support
- Pregnancy and parenting related discussions and education
- Opportunities to meet and connect with other expectant parents

Cowichan Midwifery Collective
#100-394 Duncan Street - Duncan
250.748.8088
Midwives recognize birth as a normal physiologic process with a profound impact on all aspects of a parent’s life. We know you are trusting us with one of the most important events of your life and therefore we provide a client-centred model of care assessing physical, social and emotional needs.

Midwives work collaboratively with other health care providers including your family doctor for issues not related to pregnancy and with other specialists such as obstetrician and pediatricians if you develop any complications.

House of Friendship
5462 Trans-Canada Hwy – Duncan
250.748.2242

Healthiest Babies Possible Program
- To help you have a healthy baby through nutritional counselling, prenatal education, referrals to other services and one-to-one support
- Meet one-to-one with an Outreach Worker, Nurse, or Dietitian in your home or location of your choice
- Food vouchers and vitamins provided
- Group sessions – Thursday 10am-1pm featuring speakers from the community, transportation, childcare, and lunch. Parents and support people are welcome!
Margaret Moss Health Unit
675 Canada Ave – Duncan
250.709.3050
Island Health Youth Clinic: provide confidential services to clients under 25 years of age that include education, counselling, resources and referrals for: low cost birth control, emergency contraception (Plan B), STI testing and treatment, pregnancy testing and counselling, sexual decision-making and relationships, immunizations.

Matraea Midwives
170 Craig Street – Duncan
250.746.1999
Your maternity, Matraea’s support. Through education, services, classes and trusted resources, Matraea offers guidance from pregnancy, to birth and into motherhood.

LGBTQ2S SUPPORT

Cowichan Valley Youth Services
554 Trunk Road
250.748.0232
Provides free counselling and various outreach and support services for youth age 13-19 and their families in the Cowichan Valley.

TRANSPORTATION

HandyDart
1 Kenneth Place – Duncan
250.748.1230
Provides wheelchair friendly transportation throughout the Cowichan Valley. Call first to register for this service.

Freemasons Cancer Car Program
250.668.5585
Passengers must be undergoing cancer treatment in Victoria and be completely ambulatory to take part in the program. It’s preferred that passengers have a family member, neighbour or friend drive them to the van’s pick-up places in the area, which are along the Island Highway at Chemainus, Duncan and Mill Bay. Contact the van dispatcher in advance for a ride to and from treatment. The service is free, donations accepted.

Ladysmith Resource Centre
630-2nd Avenue – Ladysmith
Provides transportation to medical appointments for residents of Ladysmith.

**Supported Transportation “Door-to-Door”**
250.715.6481

**Transportation for Cancer Patients**
250.668.5585

**Wheels for Wellness Society**
1894 Bolt Avenue, Comox
250.338.0196
Offers transportation to medical appointments in Victoria (by donation)

**FOOD BANKS**

**CMS Food Bank Society**
2740 Lashburn Road – Mill Bay
250.743.5242
Provides food hampers for residents of Cobble Hill, Mill Bay, and Shawnigan Lake every Tuesday between 10:00am and 2:00pm. Bread is also available every Tuesday.

**Cowichan Valley Basket Society**
5810 Garden Street – Duncan
250.746.1566
Monday – Saturday 10am-4pm, Saturday June – September 10am-2pm
Closed Thursday after PWD/SA each month and statutory holidays
Monthly hamper distribution – Mon/Wed/Fri 10am-1:30pm (bring BC Care Card) – apply at Cowichan Lake Community Services.

**Chemainus Harvest House Food Bank**
9814 Willow Street (basement) – Chemainus
Fridays 11:30am – 1:00pm

1586 Joan Avenue – Crofton
Monday 9:30-10:30am

**Ladysmith Resource Centre**
630-2nd Avenue – Ladysmith
250.245.3079
Tuesdays 9-11:45am

**Lake Cowichan Food Bank**
205 South Shore Road – Lake Cowichan
250.749.4802
Hands out hampers on the 2nd Wednesday within the Lake Cowichan, Honeymoon Bay, and Youbou region between 1-2pm

**WASHROOMS**

**Art Mann Park**
5990 Indian Road

**Centennial Park**
325 First Street
Dawn to dusk

**Charles Hoey Memorial Park**
130 Canada Avenue - Duncan
October – April Monday – Saturday 8am-5pm, Sunday 8am-4pm
May – September & December Monday – Saturday 8am-9pm, Sunday 8am-4pm

**Chemainus Ball Fields**
Doc Lewis Park – Chemainus
9am-8pm

**Cowichan Aquatic Centre**
2653 James Street - Duncan
Monday – Friday 6am – 9:30pm, Saturday 7:30am – 9:30pm, Sunday 11am-6pm

**Cowichan Community Centre**
2687 James Street – Duncan
7 days a week 6:30am-10pm

**Cowichan Lake Sports Arena**
311 South Shore Road – Lake Cowichan
Monday – Friday 9:30-5:30, Saturday – Sunday 9:30-4:30

**Cowichan Neighbourhood House**
9806 Willow Street – Chemainus
250.246.3203
Monday – Wednesday 1-5pm, Thursday & Saturday 7-9pm, Friday 11:30am-5pm and 7-9pm

**Cowichan Sportsplex**
5847 Chesterfield Avenue – Duncan
7 days a week 8am – 9:30pm

**Cowichan Valley Basket Society**
5810 Garden Street – Duncan
250.746.1566
Monday – Saturday 10am-4pm, Saturday June – September 10am-2pm. Closed Thursday after PWD/SA each month and statutory holidays

Crofton Pool
1668 Robert Street - Crofton

Duncan United Church
246 Ingram Street – Duncan
250.746.6043
Monday – Friday 9am-12pm

Evans Park
6257 Somenos Road – Duncan
24 hours daily

Fuller Lake Park
Poplar Road – Chemainus
8am-10pm

Fuller Lake Arena
2876 Fuller Lake Road – Chemainus
250.246.3811
Monday – Friday 9am-4pm

Kinsmen Beach (Chemainus)
Pine Street – Chemainus
8am-11pm daily

LRCA
630-2
nd Avenue – Ladysmith
Dawn to Dusk

McAdam Park
820 Wharncliffe Road - Duncan
8am-10pm

Transfer Beach
Captain Tristan de Konnick Way - Ladysmith
Dawn to Dusk

Warmland House
2579 Lewis Street – Duncan
Waterwheel Park
3828 Croft Street – Chemainus
7am-11pm daily

**DAY USE STORAGE**

Warmland House
2579 Lewis Street – Duncan
250.715.1132
*Minimal storage available

Women’s Night Shelter
2003 University Way – Duncan
250.466.9492

**FOOT CARE**

Warmland House
2579 Lewis Street - Duncan
Third Tuesday of every month 9am-1pm

Ts’ewulhtun Health Centre
5768 Allenby Road – Duncan
250.746.6184

**EMPLOYMENT**

Cowichan Lake Community Services
250.749.6822
Employment services are available at CLCS through Ethos Career Management.

Cowichan Valley Youth Services – Youth Employment Mentorship Program
250.748.0232
The Youth Employment Mentorship Program is aimed to help youth (15-30) gain skills and confidence to enter the working world. Through workshops and job coaching we meet you where you are and help you get to where you want to go. The 1st 5 weeks of the 12-week commitment, participants receive paid life/job skills training. The last 7 weeks of the 12-week commitment, participants will continue receiving support in their newly acquired position or continued job search. Employers who hire a YEMP graduate are eligible to claim a wage reimbursement of a minimum of 50% of min. wage(12.65/hour).
Cowichan Women Against Violence – Horizons Pre-Employment Program
250.748.7000 ext. 113
Horizons provides pre-employment services for women who face barriers to employment related to past experiences of abuse or trauma. The Horizons Pre-Employment Program is part of the Employment Program of British Columbia and is funded by the Government of Canada and the Province of British Columbia.

Cowichan Tribes – Quw’utsun Employment and Training
5744 Allenby Road
250.715.1022
QET provides Cowichan Tribes members, 15 years and older, with education and training that enhances their employability. Must have a valid SIN, ID, and be seeking full-time employment OR upgrading minimum grade 9 level. QET provides help with upgrading/certificate courses (including tuition, books, supplies), EI Top up, work gear, gas card/buss pass, post-secondary courses, driver’s license, employment assisted services.

ETHOS Career Management
301-80 Station Street – Duncan
250.748.9880
Employment and career programs and corporate HR and small business training.

FREE LAUNDRY

House of Friendship (First Nations Only)
5462 Trans-Canada Hwy – Duncan
250.748.2242

Ladysmith Cold Weather Shelter (Nov-Mar only)
631- 1st Avenue – Ladysmith

Open Door (Youth ages 12-24 only)
371 Festubert Street – Duncan
250.732.2395

Warmland Shelter
2579 Lewis Street – Duncan
250.715.1132

Women’s Night Shelters
2003 University Way – Duncan
250.466.9492

HAIR CUTS
Vancouver Island Hair Dressing Program
5265 Boal Road – Duncan
250.746.3520
* Call to make an appointment

FREE PHONE

Cowichan Lake Community Services
121 Point Ideal Road – Lake Cowichan

Cowichan Neighbourhood House
9806 Willow Street – Chemainus

Duncan United Church
246 Ingram Street – Duncan

LRCA
630-2nd Avenue – Ladysmith

Warmland Shelter
2579 Lewis Street – Duncan

FREE INTERNET

LRCA
630-2nd Avenue – Ladysmith

Vancouver Island Regional Library
Library cards are free and allow you to go online at the library. Computers and free Wi-Fi is available at all branches
- Cowichan Library - 2687 James Street
- Chemainus Library – 2592 Legion Street
- Lake Cowichan Library – 68 Renfrew Road
- Ladysmith Library - #3-740 First Avenue
- Mill Bay / Shawnigan Lake Library - #310-2720 Mill Bay Road

Warmland Shelter
2579 Lewis Street – Duncan
250.715.1132

SHOWERS
Cowichan Neighbourhood House
9806 Willow Street – Chemainus
250.246.3203
Wednesday 11am

House of Friendship (First Nations only)
5462 Trans-Canada Hwy – Duncan
250.748.2242
Monday – Friday 6-9am

LRCA
630-2nd Avenue – Ladysmith

Open Door (Youth ages 12-24 only)
371 Festubert Street – Duncan
250.732.2395
Tuesdays and Thursdays between 8am-12pm.

Sobering and Assessment Centre (Clients using facility only)
2579 Lewis Street

Warmland Shelter
2579 Lewis Street – Duncan
250.715.1132

Women’s Night Shelters
2003 University Way – Duncan
250.466.9492

Cowichan Lake Community Services
121 Point Ideal Road – Lake Cowichan

HEALTH & DENTAL

Beverly Medical Clinic
2763 Beverly Street – Duncan
250.597.3390
Monday – Friday 9am-6pm, Saturday/Sunday 10am-1pm

Cheminus Health Care Centre
9909 Esplanade Street
250.737.2040
7:30am – 10:30pm 7 days a week

**Chemainus Medical Clinic**
9892 Esplanade Street – Chemainus
250.246.3261
Monday – Friday 8:30am-4:30pm

**Cowichan District Hospital**
3045 Gibbins Road – Duncan
250.737.2030
24 hours a day, 7 days a week

**Heather Taylor, Nurse Practitioner**
Monday: 2 days a month in Ditidaht
Tuesday: 8am-12pm Open Door Youth Clinic @ 371 Festubert
2-6pm 341 Festubert office
Wednesday: 8:30am-6pm 341 Festubert Office (Closed 1-2pm)
Thursday: 8:30am-6pm 341 Festubert Office (Closed 1-2pm)
Friday: 8:30am-12pm 341 Festubert Office
2-6pm Warmland Shelter

**Lakeside Medical Clinic**
138 South Shore Road – Lake Cowichan
250.932.9011
*Call to ask about walk in hours

**Phoenix Wellness Clinic**
3rd Floor 5878 York Road – Duncan
Call or Text 604.260.7252
Dr. Harris Monday – Thursday 8-11:30
Dr. Lea Monday & Wednesday 1-3pm, Friday 9am-3pm

**Primacy Cowichan Way Clinic**
291 Cowichan Way – Duncan (inside Superstore)
250.856.0560
Monday – Thursday 9am-9pm, Friday & Saturday 9am-4pm

**South Cowichan Medical Clinic**
Unit A-845 Deloume Road – Mill Bay
250.929.0197
Monday – Friday 9am-5pm (Closed for lunch 12-1pm), Saturday & Holidays 10am-1pm
Ts’ewulhtun Health Centre (Health & Dental)
5768 Allenby Road – Duncan
250.746.6184
Monday – Friday 8:30am-4:30pm (Closed for lunch 12-1pm)

Valleyview Centre
27-1400 Cowichan Bay Road – Cobble Hill
250.743.9395
Monday – Friday 9am-6pm, Saturday 9am-3pm, Sunday 10am-3pm

PET CARE

Cowichan Valley Cat Rescue
250.743.6500 (leave a message)
cowcatrescue@shaw.ca
Low-income spay & neuter program runs as long as there is funding. This program is open to those who live within the boundaries of the Cowichan Valley Regional District, including the Municipality of North Cowichan, Malahat, Ladysmith, Lake Cowichan, Youbou, and Honeymoon Bay.

SPCA Cowichan & District Branch
7550 Bell McKinnon Road – Duncan
250.746.4646

THRIFT STORES

Chemainus Thrift Shop Health Care Auxiliary
9867 Maple Street – Chemainus
250.246.2476

Good Neighbours
5825 York Road - Duncan

Hospital Auxiliaries
79 Station Street - Duncan

Ladysmith Healthcare Thrift Store
910-1st Avenue – Ladysmith
250.245.5225

Missions
5777 Trans-Canada Hwy - Duncan

New to You Community Thrift Store
1606 Joan Ave – Crofton
Cowichan Valley – Survival Guide

250.324.4499

**Salvation Army**
280 Trans Canada Hwy - Duncan

**Sassy Lion**
164 Kenneth Street - Duncan

**Steve’s Place**
865 Shawnigan Lake Mill Bay Road – Mill Bay
250.929.6655

**Thrifty Town**
531 Canada Avenue – Duncan

**The Salvation Army Thrift Store**
855 Shawnigan Lake – Mill Bay Road
250.743.2123

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**CLOTHING & HOUSEHOLD ITEMS**

**Cowichan Valley Basket Society**
5810 Garden Street – Duncan
250.746.1566

**Duncan United Church Thrift Store**
246 Ingram Street - Duncan
250.746.6043
Friday 9am-1:30pm

**Providence Farm – Farm Fashions**
1843 Tzouhalem Road – Duncan
250.746.4204
Monday – Friday 9:30am – 12:30pm

**Warmland Shelter**
2579 Lewis Street – Duncan
250.715.1132

**Women’s Night Shelters**
2003 University Way - Duncan
250.466.9492

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**SENIORS SERVICES**
Cowichan Independent Living  
#103-121 First Street, Duncan  
250.746.3930  
They provide medical equipment loans, parking place cards, and services (peer support, advocacy, employment help) for those who are living with a disability. Call for an appointment.

Cowichan Seniors Community Foundation  
135 Third Street, Duncan  
Included in their services are transportation for seniors to appointments (refer to the section on transportation) and brain fitness classes. They publish a Seniors Resource Guide which is updated every year.

Grandparents Support  
1.877.345.9777  
Meet with other grandparents who are raising their children’s children for support, information, and resources. To find out about the Cowichan Valley groups, call Sandi at 250.468.9658.

Ladysmith Resource Centre Association  
630-2nd Avenue – Ladysmith  
250.245.3079  
They offer a wide variety of support services to those living in the Ladysmith area. This includes peer counselling, grocery delivery, friendly visitors, income tax assistance, medical transportation, and much more.

Mental Health & Substance Use  
3088 Gibbins Road, Duncan  
250.709.3040  
The Seniors Outreach Team (Geriatric Specialty Services Mental Health and Substance Use) at the Duncan Mental Health office works with seniors who have concerns about their mental, emotional, and physical well-being. A referral is needed from your doctor.

Volunteer Cowichan, Better at Home Program  
#1-Kenneth Place, Duncan  
250.748.2133  
Helps seniors with simple non-medical tasks not covered by Island Health. This may include light housekeeping, yard work, friendly visitors, shopping, snow removal, minor home repairs, and transportation to appointments. The cost is dependent on income. Volunteer Cowichan also provides registration forms and tickets for HandyDart transportation services.
YOUTH SERVICES

BeConnected Support Services
202-321 Festubert Street – Duncan
250.748.3858
People are referred to our services by Community Living British Columbia (CLBC) and the Ministry of Children and Family Development (MCFD).

Canadian Mental Health Association
371 Festubert Street – Duncan
250.732.2395
Drop-in centre for youth between ages 12-24. Coffee, Muffins, Shower, Laundry, Nurse, Outreach Team. Come say hello and grab a snack. Tuesday and Thursday 8am – 12pm. Call or text 250.732.2395 if you have any questions.

Cowichan Lake Community Service
121 Point Ideal Road – Lake Cowichan
250.749.6822
Providing counselling and programs to people in Cowichan Lake

Cowichan Neighbourhood House
9806 Willow Street – Chemainus
250.246.3203
The Cowichan Neighbourhood House is a volunteer run community centre, providing free educational and recreational activities for families, youth, and individuals, as well as daily food and resources to those in need, including the homeless. All services and activities are provided free of charge, including workshops

Cowichan Tribes Youth Centre
5526 River Road - Duncan
250.746.0607
The Cowichan Tribes Youth Centre provides Youth with a safe and positive environment to hang out, have fun and learn. Youth are able to participate in community even planning, join Youth groups, study and interact with other youth.

Hours: Tues/Wed/Thurs 3-9pm
Fri 3-8pm (Cook Night)
Sat 3-11pm (Gym Night 8-11pm)

Rides for youth to and from the youth centre are available on
Wednesdays 4:00 - 8:00 pm
Saturdays 7:00 - 11:00 pm
**Cowichan Valley Youth Services**
554 Trunk Road  
250.748.0232  
Provides free counselling and various outreach and support services for youth age 13-19 and their families in the Cowichan Valley.

**Discovery Youth & Family Substance User Services**
371 Festubert Street  
250.737.2029  
Offers free community-based counselling services and access to residential care and treatment for youth ages 13-19.

**House of Friendship**
5462 Trans-Canada Hwy – Duncan  
250.748.2242  
Promoting wellness and unity addressing needs and aspirations of Aboriginal people by providing holistic programs and services.

**Ladysmith Resource Centre Association – Youth Program**
630-2\(^{nd}\) Avenue – Ladysmith  
250.245.3079  
This program operates on an outreach basis for youth between ages 13-18 who may be experiencing problems at home, in school, or are experiencing conflict in their lives.

**Margaret Moss Health Unit**
675 Canada Ave – Duncan  
250.709.3050  
Island Health Youth Clinic: provide confidential services to clients under 25 years of age that include education, counselling, resources and referrals for: low cost birth control, emergency contraception (Plan B), STI testing and treatment, pregnancy testing and counselling. sexual decision-making and relationships, immunizations.

**NARSF Programs Ltd.**
1A-170 Wallace Street – Nanaimo  
Youth Withdrawal & Stabilization Program  
Transitions is designed to help youth and their families with problematic drug and alcohol use achieve their goal of abstinence or reduction of harmful consequences of substance abuse. The program is voluntary, and offers non-medical support to youth between the ages of 12 -19 years in a private, safe, chemical-free and supportive care home setting.
COUNSELLING & SUPPORT

Canadian Mental Health Society
371 Festubert Street – Duncan
250.746.5521

Cowichan Lake Community Services
121 Point Ideal Road – Lake Cowichan
250.749.6822

Cowichan Women Against Violence
246 Evans Street – Duncan
250.748.7000

Cowichan Valley Youth Services
554 Trunk Road – Duncan
250.748.0232

Discovery Youth & Family Substance User Services – Island Health
250.519.5313 - South Island
250.739.5790 - Central/North Island

House of Friendship
5462 Trans-Canada Hwy – Duncan
250.748.2242

Kwun’atsustul Counselling Services
200 Cowichan Way – Duncan
778.422.3122

Ladysmith Resource Centre Association
630-2nd Avenue – Ladysmith
250.245.3079

LEGAL SUPPORT

Aboriginal Community Legal Worker-Legal Services
200 Cowichan Way – Duncan
250.748.1160
Cowichan Valley Regional RCMP Victim Services
250.746.2160
Monday – Friday 8:30am-4:30pm. Free and confidential services to victims and witnesses of crime and traumatic events. Their goal is to empower victims and their families throughout their participation in the criminal justice system. (North Cowichan, Duncan, Lake Cowichan, and Shawnigan Lake RCMP detachment areas)

Family Justice Centre
5785 Duncan Street - Duncan
250.741.5447
Provides free legal service on family related matters. Make an appointment by calling.

Legal Aid
238 Government Street – Duncan
250.753.4396
Tues/Wed/Thurs 9-11:30am & 1-3:30pm

Lake Cowichan First Nation
313b Deer Road – Lake Cowichan
Call Nanaimo legal aid office for outreach hours (250.753.4396)

Pivot Legal Society
121 Heatley Avenue – Vancouver
604.255.9700
Works in partnership with communities affected by poverty and social exclusion to identify priorities and develop solutions to complex human rights issues. Our work is focused in four policy areas: police accountability, health and drug policy, homelessness, and sex worker’s rights.

MEDICAL EQUIPMENT LOANS

Cowichan Independent Living
103-121 First Street – Duncan
250.746.3930

The Canadian Red Cross
#2-5855 York Road, Duncan
250.748.2111
Monday to Thursday 10am-2pm

121 Point Ideal, Lake Cowichan
250.749.6822
1111 Forth Street  
250.245.9791  
Call for an appointment  

**INCOME TAX HELP**  

**Cowichan Independent Living**  
103-121 First Street – Duncan  
250.746.3930  
Monday – Friday 9am-4pm  

**Cowichan Neighbourhood House**  
9806 Willow Street – Chemainus  
250.246.3203  

**Duncan United Church**  
246 Ingram Street – Duncan  
250.746.5577  
Monday – Friday 9am-12pm  

**LRCA**  
630-2nd Avenue – Ladysmith  

**Salvation Army Family Services**  
280 Trans-Canada Highway – Duncan  
250.746.8669  

**Warmland Shelter**  
2579 Lewis Street – Duncan  
250.715.1132  

**ID REPLACEMENT**  

**Service Canada**  
211 Jubilee Street – Duncan  
Monday – Friday 8:30am – 4pm (closed from 11:30am-12:30pm and holidays)  

**SOCIAL ASSISTANCE & DISABILITY ASSISTANCE**  

**Ministry of Social Development and Poverty Reduction**  
205 Boundary Street – Duncan  
Monday – Friday 9am-4pm
BYLAW

City of Duncan – Bylaw Enforcement
250.746.6126
A person may take up overnight accommodation and erect or occupy a temporary shelter in a park, between the hours of 7pm and 9am. For more details call the City of Duncan or checkout the policy online.

Cowichan Valley Regional District
250.746.2620

Municipality of North Cowichan – Bylaw Enforcement
250.746.2620
A person may take up overnight accommodation and erect or occupy a temporary shelter in the park, between the hours of 7pm-9am. For more details call the Municipality of North Cowichan or checkout the policy online.

FILE A COMPLAINT

BC Ombudsperson
2nd Floor 947 Fort Street
250.387.5855 or toll free: 1.800.567.3247
Mon-Fri 8:30-4:30pm Investigate complaint
If you think a provincial government ministry, local government, or other provincial public authority has treated you unfairly – we may be able to help. The office of the Ombudsperson impartially investigates individual complaints about unfair administrative actions in more than 2,800 local and provincial public authorities.

MY RIGHTS

1. I can refuse to talk to police or answer their questions, unless I am in a bar or a cinema, driving a car, or they say I broke the law. In those cases, I must give my name, birthdate and address, or show my ID, but I do not have to say anymore.
2. I can say “NO” if the police ask to search me or my things. Saying “NO” does not mean I have something to hide.
3. I can leave unless I am being detained or arrested.
4. If I am being detained or arrested, I have a right to know why, and a right to speak privately to a lawyer – without delay – even if I can’t afford to pay.
5. I can only be strip-searched in private and by officers of the same sex.
6. I have a right to know a police officer’s name and badge number.
7. I can report a police officer who abuses me, swears at me, or violates my rights.