

Duncan Survival Guide

Fall 2021

MEALS

Cowichan Valley Basket Society 5810 Garden Street, Duncan 250.746.1566 Open Monday-Saturday from 10:00am -4:00 pm. Bread, fruit, and vegetables (in season) are also available every day. Hamper Distribution: Monday, Wednesday, Friday: 10:00am — 1:30pm. Register at food bank starting at 9:00am or by phone (250-746-1566). Phone is preferred. Each person or family is entitled to these food hampers (about a week's worth of groceries) once every 30 days. Closed on 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 the 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.

Meals on the Ground (at Duncan United Church- backdoor entrance) 246 Ingram Street Dinners are every Monday, Wednesday, and Friday at 5:00pm. Open during holidays.

Sunday Sandwiches 51 Trunk Road, Duncan. 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).

SHELTERS

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+ Women's Shelter 222 Cowichan Way, Duncan 250.466.9492 Call 250-466-9492 to get information on availability and waitlist as we can only hold 8 clients at the time being; can stay 24/7.

HARM REDUCTION RESOURCES

Cowichan Valley Wellness and Recovery Centre 5878 York Road

- Overdose prevention site 250.597.7779 7 days a week 1-7pm
- Counselling
- Outreach

- Primary Care
- Opiate Agonist Therapy

Margaret Moss Health Unit 675 Canada Ave, Duncan 250.709.3050 and 250-510-5480 Monday – Friday 8:30am-4:30pm

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

Cowichan Tribes Outreach Team- For Cowichan Tribes Members

Edward Joe: 236-594-2255

Keshia Clark: 250-710-0195

Available for texting/calling Mondays and Fridays 7:00am/7:30am to 3:00pm/3:30pm, and Tuesday to Thursday from 8:30am to 4:30pm.

Provides harm reduction supplies, drives people to appointments, connects community members with health care providers, provides donated clothing and hygiene supplies, provides at risk youth with donated phones, provides naloxone training and kits.

NARSF Programs Mobile Health Outreach toll free: 1 844 482 4239 or text 250-510-3637 Tuesdays 1-8 pm. Provides free and confidential safer sex and drug use supplies, rapid point of care (poc) HIV testing, referrals, overdose prevention and harm reduction information. Provides service to Cowichan Lake, Duncan, Ladysmith.

Warmland House Shelter 2579 Lewis Street, Duncan 250.715.1132 Everyday, all hours except between 1-7pm when the OPS is open.

Cowichan Housing Association Outreach CHA Outreach Staff 250 815-5410 7 days/ week, 9am - 5pm Low barrier housing for young adults and mature adults. Provides food, Harm reduction supplies, wellness checks

Substance Use Integrated Team (SUIT)/Intensive Case Management Team (ICMT) 222 Cowichan Way Hours: 08:30 – 19:30, 7 days per week

Supports people with a primary and severe substance use dependence that are at high risk for overdose and overdose death due to fentanyl poisoning. People connected to this team do so on a voluntary basis. The team provides a harm reduction/case management approach.

Referral Process: self-referral, any community agency, any primary care provider

Staff may be in an orange jacket and/or dark blue ball cap – both with IH logo

OVERDOSE PREVENTION SITES

Wellness and Recovery Centre Overdose Prevention Site (OPS) 5878 York Road 250.597.7779 Consumption booths, post-use areas, naloxone kits, education & support 1-7pm 7 days a week.

NEEDLE DISPOSAL BOXES

Evans Park Ball Field 6257 Somenos Road
Sherman Road Soccer Park 3272 Sherman Road Canada Avenue
Train Station Public Restroom 100 Block Canada Avenue
Mental Health & Substance Use 3088 Gibbins Road
Centennial Park 325 First Street
Ts'ewulhtun 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
Kin Park 5801 Alderlea Street

SUBSTANCE USE SERVICES & SUPPORT

Alcoholics Anonymous:

- **Alamo Club** at 450 Whistler Street– every day
- **CDH Lecture Room** at 3045 Gibbons Rd– Tues
- **Duncan United Church** at 246 Ingram St– Wed/Fri/Sat
- **New Life Baptist Church** at 1839 T'zouhalem Rd – Thurs

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

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.

Substance Use Integrated Team (SUIT)/Intensive Case Management Team (ICMT)

222 Cowichan Way 8:30am – 7:30pm, 7 days per week

Support people with a primary and severe substance use dependence that are at high risk for overdose and overdose death due to fentanyl poisoning. People connected to this team do so on a voluntary basis. The team provides a harm reduction/case management approach.

Referral Process: Self-referral, any community agency, any primary care provider

Adult Community Support Services (ACSS) 3088 Gibbins Road Hours: 08:30 – 16:30, Monday – Friday, Closed on Stat holidays.

Support people with a chronic and moderate mental health diagnosis who may also have a concurrent diagnosis. This is a case management style of support with a multidisciplinary team of nursing, case workers, and rehab workers. People usually require weekly or twice weekly support at the most.

Referral process: Physician/Nurse Practitioner or Inpatient Psychiatry/other Island Health MHSU agency referrals only

Narcotics Anonymous:

107 Evans Street Alano Club – Sun/Mon/Wed/Fri/Sat

71 Government Street – Tues/Thurs

2579 Lewis Street – Tues/Thurs

Phoenix Transformations Phoenix Transformations. Location: 5873 York Road

Phone: 604-260-7252

Assists in treating patients with Opioid use disorder using Opioid Agonist Therapy. Nurses assist with testing and treatment for Hepatitis C and HIV, outreach support, and a nurse to monitor ongoing individualized recovery programs. Dr Harris will also be a Family Physician for patients who do not have one and request this service.

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 provides:

- Complete care for women throughout their pregnancies, births and up to six-weeks postpartum
- 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 paediatricians if you develop any complications.

House of Friendship Healthiest Babies Possible Program 5462 Trans-Canada Hwy, Duncan 250.748.2242 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.

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 is 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.

WASHROOMS

Charles Hoey Memorial Park (Train station) 130 Canada Avenue, Duncan October – April: Monday Saturday 8am-5pm, Sunday 8am-4pm; May – September & December: Monday – Saturday 8am-9 pm, Sunday 8am-4pm

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

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

Evans Park 6257 Somenos Road, Duncan 24 hours daily

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

Warmland House 2579 Lewis Street, Duncan

DAY USE STORAGE

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

FOOT CARE

Ts'ewulhtun Health Centre 5768 Allenby Road, Duncan 250.746.6184

EMPLOYMENT

Cowichan Valley Youth Services – Youth Employment Mentorship Program- For Youth Ages 15-30
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.

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 Cowichan Valley Basket Society Cowichan Valley 5810 Garden Street, Duncan 250.746.1566 Open Monday-Saturday from 10:00am -4:00pm. 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.

WorkBC Career Management 301-80 Station Street, Duncan 250.748.9880 Employment and career programs and supports, corporate HR, small business training.

FREE LAUNDRY

House of Friendship (First Nations Only) 5462 Trans-Canada Hwy, Duncan 250.748.2242 **Open Door** (Youth ages 12-24 only) 360 Festubert St, Duncan 250.732.2395

Warmland Shelter 2579 Lewis Street, Duncan 250.715.1132

HAIR CUTS

Cowichan Valley –Vancouver Island Hair Dressing Program 5265 Boal Road, Duncan 250.746.3520
* Call to make an appointment

FREE PHONE

Duncan United Church 246 Ingram Street, Duncan **Warmland Shelter** 2579 Lewis Street, Duncan

FREE INTERNET

Cowichan Library - 2687 James Street, Duncan

Warmland Shelter 2579 Lewis Street, Duncan 250.715.1132

SHOWERS

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

Open Door (Youth ages 12-24 only) 360 Festubert Street, Duncan 250.732.2395 Tuesdays and Thursdays between 8am-12pm.

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

Warmland Shelter 2579 Lewis Street, Duncan 250.715.1132

HEALTH & DENTAL

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

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

Heather Taylor, Nurse Practitioner:

Monday, Tuesday & Friday:

At the Cowichan Primary Care Network Clinic:

Hours: 930 am to 430 pm Monday, Tuesday & Friday

Address: 160 Jubilee St

Phone: 250-856-0876

Work cell: 250-732-

Fax: 1-844-937-1481

Wednesday:

Office: 930 to noon

OPS: 230 to 630 pm

Thursday:

Office: 930 to noon

Ramada: 230'ish to 530

Phoenix Wellness Transformations 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

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

Ts'ewulhtun Health Centre 5768 Allenby Rd. 250-746-6184. Mon-Fri 8:30am-4:30pm Immunization, TB Screening, STI Screening and Treatment, HIV & Hep C testing, Birth Control, Pregnancy Testing and Options, Naloxone and Harm Reduction Training & Supplies.

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

Good Neighbours 5825 York Road, Duncan

Hospital Auxiliaries 79 Station Street, Duncan

Missions 5777 Trans-Canada Hwy, Duncan

Salvation Army 280 Trans Canada Hwy, Duncan

Sassy Lion 164 Kenneth Street, Duncan

Thrifty Town 531 Canada Avenue, Duncan

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

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.

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

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 149 Canada Avenue, 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- Cowichan Valley Branch – 5878 York Road Duncan 250.732.2395 Drop-in centre for youth between ages 12-24. Coffee, Muffins, Laundry, Nurse, Outreach Team. Come say hello and grab a snack. Monday-Friday 8am – 12pm. Call or text 250.732.2395 if you have any questions.

Cowichan Tribes Youth Centre Currently operating out of 200 Cowichan Way Duncan-250.732.3712 The Cowichan Tribes Youth Centre provides Youth with a safe and positive environment to hang out, have fun and learn. Youth can 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 ages 13-19 and their families in the Cowichan Valley.

Discovery Youth & Family Substance Use 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; Discovery youth Outreach Team (mobile) currently operating Monday-Friday from 3:30pm-11:30pm providing outreach, harm reduction supplies, snacks, safety planning and caring connection for youth 12-19.

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

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.

Youth Counselling & Support at Kwun’atsustul Counselling Services 5768 Allenby Rd. 250-746-6184 For Cowichan Tribes Members and their families.

COUNSELLING & SUPPORT

Canadian Mental Health Association- Cowichan Valley Branch 5878 York Road-Duncan 250.732.1265

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 Use Services- For Youth Ages 12-19 371 Festubert Street 250.737.2029 Offers free community-based counselling services and access to residential care and treatment for youth ages 12- 19; their mobile outreach Monday-Friday from 3:30pm-11:30pm also provides outreach, safety planning and caring connection to youth aged 12-19.

Island Health 250.519.5313

South Island 250.739.5790

House of Friendship 5462 Trans-Canada Hwy 250.748.2242

Kwun’atsustul Counselling Services 5768 Allenby Road – Duncan 250.746.6184 Provides counselling services for individuals, couples, and families. For Cowichan Tribes members and their families. Daily on call counsellor available Monday-Friday 8:30am-4:30pm. Check Facebook for daily direct numbers: <https://www.facebook.com/kwunatsustul>

Cowichan Brain Injury Society 5814 Banks Rd. 250.466.5872 Peer support drop-in is Monday to Friday from 10 am to noon.

At CBIS, ‘Let’s Connect’ is an innovative post-rehabilitation and community-based peer support initiative using therapeutic recreation. Peer supporters listen, provide emotional support, and most importantly, inspire hope.

LEGAL SUPPORT

Aboriginal Community Legal Worker-Legal Services 200 Cowichan Way, Duncan 250.748.1160

Cowichan Valley Regional RCMP Victim Services 250 746 2151 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.

Cowichan Community Policing & Engagement Society 250-732-3591 Unit 5, 2628 Beverly Street
Email: ccpes@shaw.ca

Cowichan Community Policing & Engagement Society is a registered not-for-profit organization that works in liaison with the RCMP to promote crime prevention, awareness, and education. They support community-building and working together to create Safer Homes, Safer Communities, and Safer Roads.

Please visit website above for more information on our programs:

Block Watch, Speed Watch, Safer Seniors, Free Friendly Phones, Positive Tickets Children/Youth, Bike 529, Safer Communities

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

INCOME TAX HELP

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

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

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 Open Monday-Friday 9am-4pm

BYLAW

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 (number above).

Municipality of North Cowichan Bylaw Services 250.746.3108 A person may take up overnight accommodation and erect or occupy a temporary shelter in a park, between the hours of 7:00 pm on one day and 9:00 am on the following day. For more details call the Municipality of North Cowichan Bylaw Services (number above).

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