

Duncan Street Survival Guide

Updated May 2026



Prepared by the Cowichan Community Action Team (CAT)

If you have suggestions of resources to add or update,
please email cowichancommunityactionteam@gmail.com

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MEALS

Cowichan Valley Basket Society 5810 Garden Street, 250-746-1566. Dining Room Open Monday-Friday from 8:30am - 3:30pm, lunch is served from 11:00am to close. Coffee and pastries are served from 8:30am – 11:00am. Dining Room Open Saturdays 8:30am to 2:30pm, lunch is served from 11:00am to close. Sunday and Statutory Holidays lunch is served from 11:30am - 1:00pm. *Bread, fruit, and vegetables are available every day. There is a washroom available as well as phone use, internet and phone charging available.*

Outside tent area in back lot is open for shade in the summer and a warming area in cooler times from 7:00am to 4:00pm Monday to Friday, Saturday 7am to 3pm. Hamper Distribution: Monday to Friday from 10:00am - 12:30pm. Please register for an appointment by phone (250-746-1566) or at CVBS office. Each person or family is entitled to a food hamper (about a week's worth of groceries) once every 30 days. Special Saturday pickup pre-order can be arranged. Easy carry smaller hampers are available by drop-in with the guest team once every 14 days at the main office.

Meals on the Ground 246 Ingram Street at the United Church, backdoor entrance. 250-748-4945. Dinners are every Monday, Wednesday, and Friday at 5:00pm; doors open at 4:30pm. Open during holidays

Duncan United Church 246 Ingram Street, 250-746-6043. Provides dinner the 3rd Sunday of every month; doors open at 5:00pm

Duncan Christian Reform Church 930 Trunk Road, 250-748-2122 Provides dinner on the last Saturday of every month; doors open at 5:00pm

House of Friendship Breakfast Program *for Indigenous Community Members* 5462 Trans-Canada Hwy, 250-748-2242.

Breakfast served Monday & Friday 6:00am - 10:30am. Tuesday, Wednesday, Thursday 6am – 9am

Warmland Shelter 2579 Lewis Street, 250-715-1132 Provides breakfast and dinner to shelter clients, 7 days a week

Burger Sundays 2579 Lewis Street, Free burgers and juice for those in need. Burger Sundays are held the second Sunday of each month, supported by volunteers from St. Edward's Parish. Weather permitting, 12pm-1pm

SHELTERS

Warmland House Shelter 2579 Lewis Street, 250-715-1132 Two-point sign-up – first thing in the morning before leaving and then again at 5:30 pm on a first come, first serve basis. If you don't make the list, you are guaranteed a bed the next night

Cedar Branches Women's Shelter *For women 19+:* 1081 Canada Avenue Overnight drop-in beds available first-come-first-serve, dependent on staff availability. Hours vary seasonally. Call anytime for more info: 250-466-9492

Temporary Warming and Cooling Shelters - When these are activated, they will be advertised online as well as by posters and word of mouth at the OPS, local shelters, the Foodbank, and through other local service providers and outreach teams.

Mischa Lelum Youth Emergency Shelter – *for youth ages 15-18.* 190 Hemlock Avenue, 250-732-8415 (call day and overnight) & mobile outreach 250-732-7264

Sleeping outside? For details on where to stay outside, see 'By-Law' section (page 18)

HARM REDUCTION RESOURCES

Cowichan Tribes Harm Reduction Outreach text or call 250-732-4326, watch for the outreach van (has name on van). Provides harm reduction supplies and education, referrals and connection to health care providers and social services, referrals to addiction services (medicine/treatment/detox), support with basic needs and hygiene supplies, connection to cultural supports and activities, and transportation and advocacy for appointments.

Margaret Moss Health Unit 675 Canada Avenue, 250-709-3050
Open Monday – Friday from 8:30 am - 12:00 pm and 1:00 pm - 4:30 pm

NARSF Programs Mobile Health Outreach Toll free: 1-844-482-4239 or text 250-510-3637 Tuesdays 1-8 pm

Overdose Prevention Site & Cowichan Valley Wellness and Recovery Centre 5878 York Road, 250-597-7779 Open 7 days a week 8:00 am – 8:00 pm Outreach, Primary Care, Opiate Agonist Therapy, counselling, Peers

Public Health Outreach (Island Health) 250- 510-5480 Service available 7 days a week with varying hours

Substance Use Integrated Team (SUIT)/Intensive Case Management Team (ICMT) 222 Cowichan Way, 8:30am-7:30pm, 7 days per week. On the street, look for staff wearing an orange jacket and/or a dark blue ball cap, with an Island Health logo

Ts’ewulhtun Health Centre *for Cowichan Tribes members, families of Cowichan Tribes members, and people living on reserve:* 5768 Allenby Road, 250-746-6184 Monday-Friday 8:3am-12:00pm and 1:00pm-4:30pm. *Free Nasal naloxone is available here, from Cowichan Tribes Harm Reduction Team, Kwun’atsustal Counselling, as well as at pharmacies to people with Status Cards

Warmland House Shelter 2579 Lewis Street, 250-715-1132 24hrs

Toxic Drug Alerts: Text "join" to 253787 for toxic drugs alerts

Lifeguard App Don't use alone, download the Lifeguard Digital Health App

OVERDOSE PREVENTION SITES

Overdose Prevention Site (OPS) 5878 York Road, 250-597-7779
Witnessed consumption, post-use areas, naloxone kits, education, support, referrals 8am-8pm, 7 days a week

COUNSELLING & SUPPORT

Brain on Wheels Rehab Society 250-856-0591 Personalized assessments, workshops, activities, Peer support. Mental health and addictions recovery support through recreational therapy program growing, call the number for current details

Canadian Mental Health Association- Cowichan Valley Branch
552/554 Trunk Road, 250-732-1265 Adult programs include: Bounce Back, Transitional Housing, Shelter, Sobering and Assessment Centre, Adult Outreach Team, Rainbows program, youth drop-in centre (youth drop-in located at 360 Festurbert, 250-746-5512), and more

Cowichan Brain Injury Society #100- 481 Trans Canada Hwy, 250-597-4662 Support, education, advocacy, and case management, and consultation to service providers, families/caregivers and individuals living with acquired brain injuries in the community setting. Tuesday-Friday 9:00am-4:30pm

Cowichan Valley Youth Services- *for youth ages 13-18 and their families* 294 Coronation Avenue, 250-748-0232 Open Monday to Thursday 9:00am- 4:30pm, Friday 9am-2pm

Cowichan Women Against Violence Office located at 246 Evans

Street, 250-748-7000. 9:30am-4pm. Access to supports including group & individual counselling, advocacy, education, and more

Cowichan Hospice Society 3122 Gibbins Road, 250-701-4242
Open Monday to Friday, 9:00am-4:00pm, closed 12pm-1pm. Free grief support (one-on-one or in group settings), resources

Cowichan Family Life Association #28, 127 Ingram Street, 250-748-8281 Low barrier affordable counselling services for adults 19+. Intakes Tuesdays and Thursdays by appointment

Discovery Youth & Family Substance Use Services *For youth aged 13-19* 2041 Tzouhalem Road, 250-737-2029 or 250-739-5790
Services include individual/family counseling, assessments, outreach, and referral to residential care, substance use education, withdrawal management & treatment

House of Friendship Hiiye'yu Lelum *for Indigenous community members* 5462 Trans-Canada Hwy, 250-748-2242 Counselling, referrals, information, recovery services, and support workers
Monday-Friday 8:30am-4:30pm

Kwun'atsustul Counselling Services *for Indigenous community members and their families* 5768 Allenby Road, 250-746-6184 On call counsellor available Monday-Friday 8:30 am - 4:30pm. Check Facebook for daily direct numbers: facebook.com/kwunatsustul

Rapid Access Clinic (RAC) - 3088 Gibbins Road, 250-709-3040
Adults can drop-in for a single session with a mental health and substance use clinician (non-psychiatry) and receive information regarding the most appropriate service. No referral needed, call or walk-in. Appointments Monday – Friday 10:00am – 2:00pm, same-day appointments not guaranteed

BC Crisis Line: 1-866-494-3888

BC Suicide Line: 1-800-784-2433

Kids Help: 1-833-456-4566

988 Suicide hotline, text or call, Canada-wide, 24/7

Vancouver Island Crisis Line Toll Free (24 hours): 1-888-494-3888.

Crisis text at 250-800-3806. **Crisis chat** (7 days a week from 6:00 pm- 10:00 pm PST): www.vicrisis.ca

BC Mental Health Line 250-310-6789

HEALTH

BC Alcohol and Drug Referral Service - 1-800-663-1441

Canada Care Clinic #2 – 271 Ingram Street, 250-597-3354 Medical treatment for addiction including Suboxone, Sublocade injectable, Methadone and Slow-Release oral morphine (kadian) therapies

Cowichan District Hospital 3045 Gibbins Road, 250-737-2030 24 hours a day, 7 days a week

Cowichan Primary and Urgent Care Centre 940 Government Street, Do you have a health concern that needs attention but isn't an emergency? **By appointment:** Call [1-833-688-8722](tel:1-833-688-8722) when the clinic opens to book. Monday to Friday: 8am – 8pm

Duncan Family Practice 201-2763 Beverly Street, 250-597-3777 Walk-in appointments available until full. Monday to Friday 9:00am 5:00pm, Saturday and Sunday 10:00am-1:00 pm

FNHA Virtual Doctor of the Day *for Indigenous Community Members* Call 1-855-344-3800 to book an appointment. Medical Office Assistants are available to help you seven days a week from 8:30am to 4:30pm

Heather Taylor - Nurse Practitioner, Main Office @ Cowichan Wellness & Recovery Centre #301-5878 York Road, 250-737-2650 variable hours, call for appointment. Schedule: Mondays: off. Tuesdays: Cedar Branches, for CB clients only, 9am-2pm (hours may vary). Wednesdays: Sq'umul Shelh Lelum 6428 Paddle Road, 11am-7pm for residents & non-residents, drop-in appointments. Thursdays: Main Office 9am-12pm, the Village 1pm-4pm. Fridays: Main Office 9am-12pm. OPS Clinic 1pm-4pm
*White Rd: days & hours TBD

Island Health Access Central – 1888-885-8824 Help with substance use in one phone call! Talk to someone who will listen and make a plan that fits your needs. 7 days a week

Overdose Prevention Site (OPS)- 5878 York Road, 250-597-7779 Nurse Prescriber on site, inquire with staff

Slhexun sun'ts'a' Clinic for *Indigenous Community Members* 121 Ingram Street, 250-715-3322 Monday-Friday 9am-4:30pm – by appointment only. Serving people who wish to see an Indigenous Health professional about their health concerns. Youth Clinic hours (for ages 24 & under) first and third Tuesday of each month from 3:30pm-5:30pm

Ts'ewulhtun Health Centre *Health & Dental services for Indigenous Community Members* 5768 Allenby Road, 250-746-6184. Monday-Friday 8:30am-4:30pm

Warmland Shelter Doctor 2579 Lewis Street, 250-715-1132 Check with Warmland staff to confirm current schedule. Days and time subject to change . At the time of printing, the Doctor is in Wednesdays & Thursdays 9:30am-12pm with signup beginning at 7am

GROUP SUPPORTS/RECOVERY SUPPORTS

Cowichan Valley AA 24-hour helpline: 250-597-3282. To learn more about current meetings, locations, and times, visit CowichanAA.ca or call 250-597-3282. *(There are dozens of meetings including AA, NA, Women's groups and more each week. This is not an exhaustive list.)*

AA:

Alano Club Brownbaggers: Meeting every day from 12:00pm-1:00pm at 450 Whistler Street 250-248-0724. Open from 9 am-3pm daily

Duncan United Church at 246 Ingram Street, Duncan 250-746-6043. Women's SOS Thursdays Online; For everyone: Fridays at 8:00 pm in person, Saturday 10:30am Women's group

Women's Heart-to-Heart Wednesdays St. John's Anglican Church at 486 Jubilee Street, 250-748-9712, 1:30pm-2:30pm.

The Last Straw Meeting Tuesday Nights at the Alano Club 7pm

NA:

Alano Club 450 Whistler Street, Mondays at 7:30pm

Wednesday Night Fix 7:30-8:30 Sunday Night Fix 5:30-6:30 Both at United Church 246 Ingram Street

Warmland Shelter Wednesdays 12pm-1pm

Supports:

Island Health - Mental Health and Substance Use 3088 Gibbins Road, 250-709-3040 Access to individual & group counselling, recovery coaching, referrals to community services.

Sobering & Assessment Centre 2579 Lewis Street, 250-715-1132 (Warmland House). Open 7 days a week, 24 hours **Sa'qw'thut Culturally Grounded Day Treatment Program** for Cowichan Tribes members and their families call 250-732-3487 to register, ongoing intake. Tuesday-Friday 11am-3pm

Treatment Coordinator for Cowichan Tribes members and their families 200 Cowichan Way, 250-732-6055 help with addiction, treatment (including access to residential treatment), and

supports. Also offering daily Wellness Programs
Access Central Mental Health and Substance Use 1-888-885-8824

PREGNANCY SUPPORT

Cowichan Maternity Clinic 3045 Gibbons Rd (Cowichan District Hospital), 250-737-2066

Cowichan Midwifery Collective #100-394 Duncan Street, 250-748-8088

Cowichan Tribes Ts'ewulthun Health 5760 Allenby Road, 250-746-6184

House of Friendship's Healthiest Babies Possible Program 5462 Trans-Canada Hwy, 250-748-2242

Healthy Care Pregnancy Program (HCPP): 250-732-8241

Margaret Moss Health Unit 675 Canada Avenue, 250-709-3050

Cowichan Midwifery Collective 100-394 Duncan Street, 250-748-8088

Cowichan Valley Midwives (Formerly known as Matraea Midwives) 5-5380 Trans-Canada Hwy, 250-746-1999

Station Street Midwives 164 Station Street, 778-422-2228

2SLGBTQIA+ SUPPORT

Cowichan Valley Youth Services- *for youth ages 13-18 and their families* 294 Coronation Avenue, 250-748-0232 Open Monday to Friday 9:00am-3:00pm by appointment

Cowichan Pride Society

A community-based organization that seeks to foster awareness, inclusion, visibility, and celebration of our 2SLGBTQIA+ community. Our mission is to create a safe and inclusive space for all members of our community, promote diversity, and provide support and resources to those in need Website:

<https://www.cowichanpridesociety.com/>

Facebook: <https://www.facebook.com/cowichanpridesociety/>

Instagram: https://www.instagram.com/cowichan_pride_/

Email: cowichanpride411@gmail.com

SUPPORT NETWORK FOR INDIGINOUS WOMEN AND WOMEN OF COLOUR (SNIWWOC)

Contact for more information 250-277-2545 Monday-Friday
8:00am-4:00pm or email info@sniwwoc.ca

Peer Support: <https://www.sniwwoc.ca/peer-support>

One-On-One Counselling: <https://www.sniwwoc.ca/mental-health> Dental Hygiene Clinic: <https://www.sniwwoc.ca/dental-hygiene-clinic> 250-384-7141

TRANSPORTATION

HandyDart 5271 Boal Road, 250-748-1230 Provides wheelchair friendly transportation throughout the Cowichan Valley. Call first to register for this service.

BC Transit – BC Bus Pass for low-income seniors (60+) or persons receiving disability assistance Download the online request form at <https://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass>. Completed applications can be submitted by Fax to 1-855-771-8788 or by Mail to the: BC Bus Pass Program PO Box 9985, STN PROV GOVT Victoria, BC V8W 9R6 **Transit Information Line Phone Number 250-746-9899** for lost and found, route scheduling and questions

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

WASHROOMS

Warmland House 2579 Lewis Street, 24 hrs daily

Charles Hoey Park (Train Station) 124 Canada Avenue, May 1 to September 30: 8:00am-8:00pm, October 1 to April 30: 8:00am-5:00pm

Cowichan Sportsplex 5847 Chesterfield Avenue, 8:00am-9:30pm

Duncan United Church 246 Ingram Street, 250-746-6043

Monday-Friday 9:00am-12:00pm

Evans Park 6257 Somenos Road, 24 hrs daily

Cowichan Valley Basket Society 5810 Garden Street, Monday-Friday 8:30am-3:30pm. Saturdays 8:30am-3:30pm. No washroom access on Sundays

McAdam Park/Rotary Park 820 Wharncliffe Road, May 1 to September 30 8:00am-7:00pm, October 1 to April 30 8:00am-6:00pm

Centennial Park 325 1st Street, May 1 to September 30 8:00am-9:00pm, October 1 to April 30 8:00am-5:00pm

FOOT CARE

Ts'ewulhtun Health Centre *for Cowichan Tribes members and their families* 5768 Allenby Road, 250-746-6184

Warmland House 2579 Lewis Street, Foot Care Clinic usually takes place the third Thursday of each month, but the day can change – check with staff. 9:45am-1:30pm

EMPLOYMENT

Cowichan Valley Youth Services Youth Employment Mentorship Program- *For Youth 15-30 years old:* 294 Coronation Avenue, 250-748-0232 The Youth Employment Mentorship Program is aimed to help youth (15-30) gain skills and confidence to enter the working world. Monday to Thursday 9:00am-4:30pm, Friday 9am-2pm

Cowichan Tribes – Quw'utsun Employment and Training *for Cowichan Tribes members who are 15+ years old* 5744 Allenby Road, 250-715-1022

House of Friendship *For Indigenous community members* 5462 Trans-Canada Hwy, 250-748-2242 run job readiness programs 3x a year. Employment services; resumes, one-on-one counselling, certificate workshops

WorkBC 301-80 Station Street, 250-748-9880 Pre-employment, employment, and career programs & supports. Open Monday, Tuesday, Thursday, and Friday from 8:30am-4:30pm, and Wednesdays 10:00am-6:00pm

FREE LAUNDRY

House of Friendship *for Indigenous Community Members* 5462 Trans-Canada Hwy, 250-748-2242

Warmland Shelter 2579 Lewis Street, 250-710-1132 Monday, Wednesday, and Friday

Mischa Lelum Youth Emergency Shelter – *for youth ages 15-18*
190 Hemlock Avenue, call (day and overnight) 250-732-8415,
mobile outreach 250-732-7264

HAIR CUTS

Vancouver Island Hairdressing Program Cowichan Valley 5265 Boal Road, 250-748-4529 Call to make an appointment

Occasionally, haircuts will be available at Warmland Shelter and other locations. Check in with outreach workers

PHONE CALLS & INTERNET

Cowichan Valley Basket Society 5810 Garden Street, See hours in 'Meals' section (page 2). When open there is a phone available for use as well as free internet. Phones can be charged in the office

Cowichan Library - 2687 James Street, 250-746-7661 Computers
Survival Guide

& wifi available. Monday, Friday, Saturday, & Sunday 10am-6pm.
Tuesday, Wednesday, & Thursday 10am-7pm

Cowichan Independent Living Resource Centre 531 Canada Avenue, free phone use and internet. Monday-Friday 9am-3:30pm

Duncan United Church 246 Ingram Street, Free phone for public

Warmland Shelter 2579 Lewis Street, Phone & internet access

SHOWERS

House of Friendship *for First Nations people:* 5462 Trans-Canada Hwy, 250-748-2242 Monday to Friday from 6:00am-9:00 am

Sobering and Assessment Centre *For clients using the facility:* 2579 Lewis Street, 250-715-1132

Warmland Shelter 2579 Lewis Street, 250-715-1132 9am-1:45pm

Mischa Lelum Youth Emergency Shelter – *for youth ages 15-18.* 190 Hemlock Avenue, call (day and overnight) 250-732-8415, mobile outreach 250-732-7264

PET CARE

Cowichan Valley Cat Rescue 250-743-6500 (leave a message)
Low-income spay & neuter program runs *when* there is funding

SPCA Cowichan & District Branch 7550 Bell McKinnon Road, 250-746-4646

NEEDLE DISPOSAL BOXES

Evans Park Ball Field 6257 Somenos Road

Sherman Road Soccer Park 3272 Sherman Road

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
McAdam Park 820 Wharnccliffe Road
Duncan Public Works Yard 1091 Marchmont Road
Somenos Creek Dog Park 2355 Beverly Street
Kin Park 5801 Alderlea Street

THRIFT STORES

Duncan United 246 Ingram Street, Fridays 9:30am–12:30pm
Grace Kids Thrift 5855 York Road
Hospital Auxiliaries 79 Station Street
Missions 5777 Trans-Canada Hwy
Salvation Army 280 Trans-Canada Hwy
Sassy Lion 164 Kenneth Street
Thrifty Town 531 Canada Avenue
Providence Farm 'Farm Fashions' 1843 Tzouhalem Road, 250-746-4204 Monday-Friday 9:30am-12:30pm We provide free clothing to children, women and men in need who are referred to us through any human service organization, school or church

SENIORS SERVICES

Cowichan Independent Living 531 Canada Avenue, 250-746-3930 Can provide medical equipment loans (no referral from a Doctor required), parking placards, tax assistance, and resource information

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, 250-709-3040 The Seniors Outreach Team 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, 250-748-2133 Helps seniors with simple non-medical tasks not covered by Island Health. 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, 250-748-3858 People are referred to our services by Community Living British Columbia (CLBC) and the Ministry of Children and Family Development (MCFD)

CMHA Youth Drop-In Centre *for ages 12-19* 360 Festubert Street, 250-746-5512 Open Monday to Friday except Statutory holidays 10 am-6:00 pm (11am-6pm on Mondays). Daily lunch program begins at 12 pm. The youth center provides a safe and welcoming space to access drop in services, lunch program, and activities

Cowichan Tribes Youth Centre & Youth Services *For ages 12-18* 470 Whistler Street, 250-746-0607 **Youth Drop In** - Drop in Tuesday to Saturday between 3:00pm-9:00pm. The Cowichan Tribes Youth Centre provides youth with a safe and positive environment to hang out, eat, have fun and learn. Rides to/from available, call 250-732-4713

Cowichan Valley Youth Services- *for youth ages 13-18 and their families* 294 Coronation Avenue 250-748-0232 Open Monday to Thursday 9:00am- 4:30pm, Friday 9am-2pm

Discovery Youth & Family Substance Use Services *For youth aged 13-19* 2041 Tzouhalem Road, 250-737-2029 or 250-739-5790 Services include assessments, individual/family counseling,

outreach, and referral to residential care, substance use education, withdrawal management & treatment

House of Friendship *for Indigenous community members* 5462 Trans-Canada Hwy, 250-748-2242 Promoting wellness and unity addressing needs and aspirations of Aboriginal people by providing holistic programs and services

Mischa Lelum Youth Emergency Shelter *for ages 15-18* 190 Hemlock Avenue, This shelter provides day programming, mobile outreach services and short-term emergency overnight shelter. Call for more information

Margaret Moss Health Unit *for youth under 25 years old* 675 Canada Avenue, 250-709-3050 Clinic provides confidential services including education, counselling, resources, and referrals, low-cost birth control, emergency contraception (Plan B), STI testing & treatment, immunizations, and more

Quw'utsun Smun'eem S'uy'ye'lh'ew't-hw (Youth Health Center inside Quw'utsun Highschool) 2003 University Way, Monday 1:30pm-4pm (youth clinic), Tuesday 9am-12om (youth clinic), Wednesday 9am-12pm (STI/sexually transmitted infection care only), Thursday 1:30am-4pm (youth clinic)

Youth Counselling & Support at Kwun'atsustul Counselling Services *for Indigenous Community Members and their families* 5768 Allenby Road, 250-746-6184

LEGAL SUPPORT

Native Courtworker #304-238 Government Street (3rd floor of the round building), 250-466-8151

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

Family Justice Centre 5785 Duncan Street, 250-741-5447 Provides free legal service on family related matters. Call to make an appointment

Legal Aid 238 Government Street, 250-746-1342. Available at the Courthouse Monday-Friday 8:30am-4:00pm

Cowichan Woman Against Violence Society 246 Evans Street, 250-748-7000 Legal Support - Community Law, Advocacy Law : Income assistance, Tenancy issues, Pensions, Employment law, Employment Assistance

Cowichan Community Policing & Engagement Society Unit 5, 2628 Beverly Street, 250-732-3591

Parents Legal Centre & Family Advice Clinic #301- 238 Government Street, 778-455-5070. Open Monday- Friday 8:30am-4:30pm Parents Legal Centre supports parents in addressing child protection concerns from MCFD or a Delegated Agency

Cowichan Independent Living *For people who self-identify as disabled* 103-121 First Street, 250-746-3930 Monday-Friday 10:00am-3:30pm

MEDICAL EQUIPMENT LOANS

The Canadian Red Cross 3287B Cowichan Lake Road, 250-748-2111 Monday-Thursday 10:00am -2:00pm

Cowichan Independent Living 531 Canada Avenue, 250-746-3930 Can provide medical equipment loans (no referral from a Doctor required), parking placards, tax assistance, and resource information

INCOME TAX HELP

Duncan United Church 246 Ingram Street, 250-746-5577 Monday-Friday 9:00am-12:00pm

Salvation Army Family Services 280 Trans Canada Hwy, 250-746-8669

Warmland Shelter 2579 Lewis Street, 250-715-1132 inquire with staff for details

Cowichan Independent Living 531 Canada Avenue, 250-746-

3930 We do taxes for all low-income persons, not just those identifying as having a disability

ID REPLACEMENT

Service Canada 104-2951 Green Road, Open Monday-Friday 8:30am-4:00pm (closed from 11:30am - 12:30pm and closed on holidays)

SOCIAL ASSISTANCE & DISABILITY ASSISTANCE

Ministry of Social Development and Poverty Reduction 205 Boundary Road, Monday-Friday 9:00am-4:00pm

BYLAW

City of Duncan Bylaw Services 250-746-6126

Municipality of North Cowichan Bylaw Services 250-746-3108

North Cowichan Tenting Sites:

Subject to change, check with By-Law and outreach workers for current details. At the time of printing there are 3 24/7 tenting locations with handwash stations & outhouses

Duncan Tenting Sites:

Temporary accommodation may not be set up in Centennial park. Temporary accommodation may not be set up in Charles Hoey Park. Temporary accommodation may be set up between 9pm-7am in Rotary Park only in the white area indicated on this map:

924-466 A hot evening meal, access to a clean bed, sundries, a shower, laundry, and the warm company of the staff and volunteers of the LRCA 24/7

Ladysmith New Beginning AFG Eagles Hall, 921-1st Avenue, Ladysmith. Tuesday 7:30pm Entrance to the downstairs room is located at the back of the hall, adjacent to the parking lot

Libraries: computers, washrooms, wifi, resources & info:

- **Chemainus Library** 9796 Willow Street
- **Ladysmith Library** 740 1st Avenue
- **Mill Bay Library** 2720 Mill Bay Rd #310
- **Salt Spring Library** 129 McPhillips Ave

Penelakut Island Food Bank *for Penelakut community members* Youth Centre, Tuesdays 10:00am-12:30pm stop and shop (time varies depending on ferry). Contact Penelakut Health 250-246-9885 or check FB for ETA

Phoenix Transformations Clinic - #4, 1400 Cowichan Bay Road, Cobble Hill. Dr. Harris, call or text 604-260-7252, 778-508-0099. Monday-Thursday, 11am-5pm

Salt Spring Food Bank 268 Fulford-Ganges Road, 250-537-9971 Tuesday, 9:30am-3:45pm

Thetis Island Food Bank *for Thetis and remote Island residents* Forbes Hall Thursdays at 12:00pm

Recovery Groups Available in various locations 250-383-3553
<https://svina.ca/meetings/>

HOW TO FILE A COMPLAINT

BC Ombudsperson 250-387-5855 or call toll-free 1-800-567-3247 Mon-Fri 8:30am - 4:30pm. If a provincial government ministry, local government, or other provincial public authority has treated you unfairly – we may be able to help.

RCMP Complaints must be submitted by FORM through mail, fax, online, or in-person. Time Limit: Public complaints are to be made within one year of the alleged conduct. Information Required: A summary of the incident, the specific conduct complained of, your involvement, and your desired outcome. Access forms at: <https://www.crcc-ccetp.gc.ca/en/commission/contact-us> or <https://www.crcc-ccetp.gc.ca/en/make-complaint-form>

Healthcare Complaints

Step 1: Talk to the staff or manager if you feel comfortable.

Step 2: If unresolved, contact the Island Health Patient Care Quality Office at 250-370-8323 or Toll Free:1-877-977-5797.

Step 3: If still unresolved, contact the Patient Care Quality Review Board, call toll Free: 1-866-952-2448, and/or the Ombudsperson of British Columbia at 1-800-567-3247.

You can also file a complaint with the appropriate regulatory college at any time without following steps 2 & 3 above.

College of Pharmacists: 1-800-663-1940 or 604-733-2440

College of Social Workers: 604-737-4916

College of Physicians and Surgeons: 604-733-7758, extension 2109

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.