



Local Community Contact List

Name of CRN/Community: **Comox Valley Community Response Network**

Date Submitted/Updated: 2026-07-28

Submitted By: **Dayna Forsgren, 250-207-0228, admin@ssnvi.ca**

EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	
Vancouver Island Crisis Line	1-888-494-3888	Provides free, confidential, 24/7 emotional support, suicide assessment, and crisis intervention.
KUU-US Crisis Services	1-800-588-8717	24-hour, toll-free Indigenous crisis and support service operating across British Columbia providing culturally safe phone, text, and chat help
Poison Control	1-800-567-8911	
Crisis Response Community Led (CRCL)	250-681-4878	In-community, trauma-Informed Support for mental health crisis (de-escalation, resource connection) Mon-Fri 10:00 AM-10 PM Sat-Sun 10:30 AM-5:30 PM

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Police-based Victim Services	1-250-334-5979	Support, information, and referrals for victims of crime, including emotional support, help navigating the justice system, safety planning, and connections to community resources
Community- based Victim Services	250-338-7575 ext. 225 Crisis text is: 250-800-3806	Emotional support, justice related information referrals and assistance to victims and families, of crime and trauma. Safe place to talk about relationship violence, abuse and sexual assault. (Separate from police)
Community Living BC	250-334-1370 (Courtenay Office) 1-877-660-2522 (toll Free)	Supporting adults with developmental disabilities - Financial, housing and practical supports
Comox Valley Transition Society House (s)	Comox Valley Transition Society Crisis Number: 250-338-1227	Emergency housing, outreach and crisis services, trauma and recovery programming
Lilli House Transition House - Comox Valley Transition Society	Crisis Line: 250-338-1227	Women & children fleeing abuse
Sexual Assault Services Comox Valley Transition Society	250-650-5488 SAS@cvts.ca	Support for survivors and families (recent, past, or suspected assault)

Victim Link BC	1-800-563-0808	VictimLinkBC is toll-free, confidential, and multilingual support service available 24 hours a day, 7 days a week for victims of crime and trauma
Emergency Shelter- Pidcock Shelter (19+) Salvation Army	250-338-2533	Serves men, women & 2SLGBTQ+. Some accessible spaces. Serves meals and provides case management.
Emergency Shelter - CONNECT Shelter (19+) Comox Valley Transition Society	250-218-3975	685 Cliffe Ave Day 8 AM-6 PM Night 8 PM-8 AM
Seniors First BC - SAIL (Seniors Abuse and Information Line)	1-866-437-1940	Provides information about abuse and services for emotional support for seniors Hours: Weekdays from 8:00 AM to 8:00 PM
bc211	Phone/Text: 211	One-to-one Navigator 9am-9pm Weekdays Free, confidential service that connects people to community resources and government programs.
Qmunity - 2SLGBTQ+ Resources and Support	604-684-5307 Email: reception@qmunity.ca	Hours: Mon-Fri, 10AM to 6PM https://www.qmunity.ca/contact

INFORMATION AND REFERRAL

(Local services - often grouped in one multi-service agency - listed below)

SERVICE	CONTACT NUMBER	NOTES
Seniors Services Navigation Support	250-218-3011	Senior Support North Vancouver Island
Caregiver Support Program for Seniors	North Island: 250-331-8570 Toll Free: 1-866-928-4988	Website: https://www.islandhealth.ca/learn-about-health/seniors/caring-seniors
Problem Gambling Helpline	1-888-795-6111	Support Line workers for immediate support and longer term support services Website: gamblingsupportline.ca
Alcohol and Drug Referral (Men 19+)	250-338-7144	Comox Valley Recovery Centre (Men 19+) Website: https://www.comoxvalleyrecoverycentre.ca/
Alcohol and Drug Referral (Women 19+)	250-871-2570	Amethyst House (Women 19+) supporting the recovery from substance use Website: https://cvts.ca/programs/amethyst-house/
Veterans Affairs Canada	1-866-522-2122	Monday to Friday 8:30 to 4:30, local time
Lifeline Service	1-250-338-4255	Paid, subscription-based personal emergency response service primarily designed for seniors, individuals with mobility issues, or those at risk of falling.
Youth Supports - The Foundry (Ages 12-24)	250-338-7341	Free, confidential support for youth Mental health, substance use, housing, primary care, employment & wellness

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach - Island Health	250-331-8570	Mobile healthcare services that evaluate and treat older adults experiencing mental health or behavioral concerns.
Mental Health and Addiction Services - Island Health	250-331-8524	Comox Valley Mental Health & Substance Use: for individuals seeking adult mental health and substance use services in Comox Valley
Community Health Services - Island Health	250-331-8570	Provides assessment, care coordination, and access to home health and community care services for residents with acute, chronic, palliative, or rehabilitative needs.
Adult Day programs - Island Health	250-871-8570	Supportive programs and health services to help seniors and adults with disabilities be independent at home. Referral through Island Health Community Health Services is required. Website: https://comox-valley.pathwaysbc.ca/programs/4504
Hospital	250-331-5900	North Island Comox Valley Hospital
Medical Service Plan (MSP) and PharmaCare	604-683-7151 1-800-663-7100	Provides information and support for B.C.'s Medical Services Plan (MSP) and PharmaCare, including health coverage, registration, and prescription drug benefits.
BC Nurse/Pharmacist Line - Healthcare Link	811 711 (for the hearing impaired)	Connects to non-emergency health services, including registered nurses, pharmacists, and health navigators 24 hours a day, 7 days a

		week.
Assisted Living Registry	1-866-714-3378	Registers and monitors assisted living residences, investigates complaints, and enforces standards to protect resident health and safety.
Online Medical Support - Medeo Health	1-800-438-1277 1-888-297-2973	Provides virtual medical appointments with healthcare providers. Many physician visits are covered by B.C.'s Medical Services Plan (MSP).
Geriatric Support Services	250-331-8570 1-866-928-4988	Hours: 8:30 a.m. to 6 p.m. Provides nursing care at home or in the community for eligible adults, including wound care, medication support, IV therapy, post-hospital care, and chronic disease management.

HOUSING

SERVICE	CONTACT NUMBER	NOTES
BC Housing	1-800-257-7756 (Housing registry) 1-866-465-6873 (General Info)	Subsidized housing, rebate programming, accessible home adaption programming
55+ housing and crisis supports	250-218-3011	Senior Support North Vancouver Island (55+)
Subsidized Housing Registration, Support & Housing Benefits Programming	250-338-7793	Wachiay Friendship Centre Mon-Fri 9 AM-4 PM (Closed 12-1 PM)
Housing assistance for women and families	250-895-0511	Comox Valley Transition Society (CVTS) housing assistance for women and families experiencing violence, abuse, or homelessness.

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Subsidized cleaning	250-871-1165	Better at Home
Grocery Shopping (Transportation and Supports)	250-871-1165 (BaH)250-218-3011(SSNVI)	Better at Home OR Senior Support North Vancouver Island
Friendly Visiting	250-218-3011	Senior Support North Vancouver Island (55+)

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	250-339-5442	Provides accessible transportation support through HandyDART and Taxi Saver vouchers for eligible riders with mobility needs.
Bus Pass Program	1-866-866-0800	Provides subsidized annual bus passes for eligible low-income seniors and people receiving B.C. disability assistance (PWD)

Taxi (s)	250-339-7955	Comox Valley Taxi
Parking Permit Program (accessible parkin passes)	604-718-7734 Toll-free in BC: 1-888-718-7794	SPARC BC (Social Planning and Research Council of BC) Parking Permit Program Provides accessible parking permits for eligible people with mobility disabilities.
Subsidized/Free Transportation Services	250-871-1165	Better at Home - Comox Valley
Free Trasport - Non-emergency medical appointments	1-844-940-6617	Island Health Travel Assistance

LEGAL

SERVICE	CONTACT NUMBER	NOTES
Community Advocacy Services	Poverty Law: 778-225-0306 Family Law: 778-225-0310 General: 250-338-7793	Wachiy Friendship Centre: Accessible legal support for low-income and vulnerable community members
Seniors First BC	604-437-1940 1-866-437-1940	Advocacy, and free legal support for eligible seniors, including help with abuse, housing, debt, benefits, and elder law matters.
Legal Aid	1-866-577-2525	Legal Aid BC: Provides free legal information, advice, and representation for eligible low-income individuals with qualifying legal issues.
Family Justice Clinic	250-897-7556 1-800-371-0799	Courtenay Family Justice Centre: free family law information, mediation, and support for separation, divorce, parenting, and child/spousal support issues.
NIDUS - Representation Agreements	1-877-267-5552 (toll-free) 604-408-7414	Information, forms, and support for creating Representation Agreements and planning for future health, personal, and financial decision-making.
Public Guardian and Trustee	250-356-8160 (Vancouver Island Regional Office) 1-877-511-4111 (Assessment & Investigation Services - concerns about vulnerable adults)	Investigates concerns of abuse, neglect, or financial exploitation and supports vulnerable adults who cannot manage their own legal or financial affairs
Peoples Law School	604-331-5400	Provides free legal information and resources on topics such as wills, estates, power of attorney, tenancy, debt, consumer issues, and understanding legal processes.
Lawyer Referral Services	1-800-762-6664	Connects individuals with lawyers for advice on family law, wills, estates, housing, and other legal matters.
Access Pro Bono Legal Services - in person only	1-877-762-6664	Provides free or low-cost legal advice and assistance for eligible individuals on issues such as family law, housing, debt, and other legal matters

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651 1-800-936-6033	Provides information, support, and referrals for people living with dementia, caregivers, and families.
Alcoholics Anonymous (AA)	250-338-8042 (24-hour local information line)	Mon-Fri
NA	1-844-484-6772	Provides free peer support, recovery

		meetings, and resources for individuals seeking help with substance use
Al-Anon	1-888-425-2666 (Al-Anon meeting information line)	Monday-Friday, 8 a.m.-6 p.m. ET Provides peer support groups for family and friends affected by someone's alcohol use.
Alzheimer Society of BC	1-250-734-4170 1-800-462-2833	Provides dementia information, caregiver support, education, referrals, and connection to local programs and support groups
Caregiver support groups	250-871-5940	Senior Support North Vancouver Island
MS Society of Canada	1-800-268-7582	Information, advocacy, referrals, and support for people living with MS and their families
Diabetes Education and Support	1-250-331-5964	Diabetes Education Centre - Wellness Centre - Comox Valley
Deaf and Hard of Hearing	1-250-753-0999	Island Deaf & Hard of Hearing Centre (Nanaimo): support, advocacy, communication services, hearing resources, and community programs for Deaf and hard of hearing individuals

FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre (First Nations, Inuit, and Métis, Urban Indigenous supports)	250-338-7793	Wachiay Friendship Centre
Band Office - K'omoks First Nation	250-339-4545	K'ómoks First Nation programs, community services, referrals, and member support
Métis Services and Supports	250-871-7353	MIKI'SIW Métis Association
K'ómoks First Nation - Health & Community Services	250-339-4545	Health, wellness, social, and community supports for K'ómoks First Nation members
Indigenous Women's Sharing Society	250-338-3455	Cultural support, wellness programs, advocacy, and community connections for Indigenous elders, women, families.
IWONA (Upper Island Women of Native Ancestry)	250-334-9591	Culturally rooted programs, advocacy, and support services for Indigenous women, children, and families.
Sassaman's Society	250-914-2212 1-888-597-2810	Advocacy, navigation, and support for Indigenous children, youth, families, and Elders, including MCFD support, family services, and connections to community resources

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Local Immigrant Services	250-338-6359	Immigrant Welcome Centre
Settlement Services	250-338-6359	Immigrant Welcome Centre
Translation Services	250-338-6359	Immigrant Welcome Centre

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	Courtenay: 250-338-5371 Comox: 250-339-2255 Cumberland: 250-336-2231	Provides community recreation facilities, fitness and wellness programs and showers
Library(s)	Courtenay Library: 250-334-3369 Comox Library: 250-339-2971 Cumberland Library: 250-336-8121	Provides free access to books, computers, internet, digital resources, community programs, and information services.

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
Employment and Financial Assistance	1-866-866-0800	Income assistance - income and disability supports mainly for adults 19+
Canada Pension Plan (CPP), Old Age Security (OAS), Guaranteed Income Supplement (GIS)	1-800-622-6232	Service Canada - Federal Benefits Programming
Community Volunteer Income Tax Program	250-218-3011	Senior Support North Vancouver Island (year-round)

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice	250-339-5533	Comox Valley Hospice Society
Grief Counselling	250-339-5533	Comox Valley Hospice Society
Grief & Loss Peer Support Group	250-218-3011	Senior Support North Vancouver Island

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	250-338-0615	Food Pickup: 1x/week Hours: Mon, Tues, Thurs, Fri 8:30 AM - 1:00 PM
Grocery Delivery	Thrifty Foods 250-338-1383 Quality Foods 250-890-1005	
Lunch Program - Served Monday to Friday St. George Church	Lunch: Mon-Fri 11:30 AM-12:30 PM	St. George's Church - Sonshine Lunch Club 505 6th St, Courtenay
Saturday Lunch	11:30 AM	Northgate Church 1640 Burgess Rd. Courtenay

GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
Brennen Day	250-703-2410	MLA - Member of the Legislative Assembly of British Columbia
Gord Johns	1-844-620-9924	MP- Member of Parliament
Services Canada	1-800-622-6332	

Please contact info@bccrns.ca with any questions regarding this form.