



BC ASSOCIATION OF

Community Response Networks*Stopping Adult Abuse and Neglect ...Together.***Local Community Contact List****Name of CRN/Community:** Cowichan CRN**Date Submitted/Updated:** June 26, 2026**Submitted By:** Christine Fagan 250-748-2133 ed@volunteercowichan.bc.ca

Where there are no local services, list the closest community that has services available under “NOTES”. Add rows or use the back of the page if needed to create a complete list for your community.

EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	Numbers to call if no 911 service
Crisis Line	1-800-494-3888	
Poison Control	1-800-567-8911	
Lifeline (or similar service)	250-746-0814	operated by Comox Valley Lifeline

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Authority contact(s) – for reporting abuse	1-877-734-4101	See regional resources list for each CRN
Police-based Victim Services	250-746-2160	open Monday to Friday 8:30 am to 4:30 pm cowichanvictimservices.ca
Community- based Victim Services	250-748-7000	Cowichan Woman Against Violence
Community Living BC	604-664-0101 1-877-660-2522	Local Vancouver Toll free
Transition House (s)	250-715-1132	Warmland House
Emergency Shelter (s)	250-715-1132	Warmland House
BCCEAS – SAIL (Seniors Abuse and Information Line) – for information about abuse and for emotional support	604-437-1940 1-866-437-1940	Toll free
Victim Link	1-800-563-0808	
LBGTQ Contact	604-684-5307 1-800-566-1170	Toll free
BC 211	211	provincial inquiry help line
BCCEAS-SAIL (Seniors Abuse and Information Line)	1-866-437-1940	
Office of the Seniors Advocate	1-877-952-3181 (Toll Free) 604-952-3181 (Victoria)	Resources and contacts
Seniors First BC	1-866-437-1940	free counselling and emotional support.

INFORMATION AND REFERRAL

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

SERVICE	CONTACT NUMBER	NOTES
Geriatric and Other programs for Seniors		
Problem Gambling Helpline	1-888-795-6111	
Veterans Affairs Canada	1-866-522-2122	
BC211	211	To help you connect with community, government, and social services in your areas. Deals with Poverty, Housing, Food Security, Safety
Ladysmith Resource Center	250-245-3079	Food Bank, wheelchair accessible transportation for medical appointments in Ladysmith & Duncan (volunteer run, call to book). Victim services & restorative justice programs. Seniors advocacy & services.
Tenant Resource Advisory Center (TRAC)	1-800-665-1185 (tenant info line)	Have a tenant information hotline for advice on landlord tenancy laws and disputes. Can provide some advocacy but currently only have 2 lawyers.
Transcare BC	1-866-999-1514	Trans Care BC connects trans people, their loved ones and clinicians with information, education, training and support. LGBTQ+
Cowichan Independent Living	250-746-3930	provides services to anyone living with disabilities; disability parking passes, medical loans and programs
Community Living Duncan BC	1877.660.2522	serves adults 19 years and older who have a developmental disability. CLBC also serves adults with a diagnosis of Autism Spectrum Disorder (ASD) or Fetal Alcohol Spectrum Disorder (FASD) and who need significant help with day-to-day tasks.
ETHOS Career Management	<u>(250) 748-9880</u>	Since our inception in 2000, ETHOS Career Management Group has positively impacted BC and Alberta's employment sector, delivering nearly 18,000 successful career development workshops and supporting 1,250 start-ups on Vancouver Island through our various entrepreneurship programs.
Canadian National Institute for the Blind	1-800-563-2642	

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health and Addiction Services	250-709-3040	

Canadian Mental Health Association	250.597.1372	Emergency rent and utility subsidy. Emergency shelters.
Hospital	250-737-2030	
MSP and PharmaCare	604-683-7151 1-800-663-7100	Vancouver Toll Free
BC Nurse/Pharmacist Line	811	
Assisted Living Registry	1-866-714-3378	
Online Medical Support - Medeo	1-888-297-2973	
Cowichan Tribes Elder Program	250-715-3303	For First Nations people living on Cowichan Reserve. Nurses can provide care in the home including foot care.
Seniors Outpatient Clinic	250-709-3030	Also called Seniors Office of Geriatric Specialty Services. Many referrals for SP & BAH come from this office. Social workers and OTs. Social workers are a great resource for asking questions. Referral from a physician is required.
Lake Cowichan 55+ Activity Centre	250-749-6121	Paramedic on site for blood pressure/health advice. Provide coverage for 1 ambulance ride per year.
Code Dental Clinic	250-591-0771	Emergency dental work at a low cost Not for profit dental clinic.
Community Health Services	250-739-5749/1-877-734-4101	In home care. No doctor referral required. Call community access line to speak to an intake nurse. Continence Clinical Nurse Specialist. Reference to all care found in community including Meal prep, hygiene visits, Adult Day programs, attachment to SW.
Lake Cowichan 50+ Seniors Activity Centre	(250) 749-6121	Paramedic on site Thursdays for taking blood pressure/health advice. Annual reimbursement for one ambulance ride.
Cowichan Division of Family Practice		Collaborative group to identify healthcare gaps. Information on website about where to go for care.
Urgent Primary Care		
Elder Dog	1-855-336-4226	Connects seniors with volunteers to walk their dogs, help with small pet hygiene, temporary care for hospitalization, pick up and delivery of pet food from grocery stores, transportation to and from vet. Rehoming of elder dogs (10 years +). Care for your pet if you pass away or become unable to care for them.
Hoarding Education & Action Team (HEAT)	<u>250-361-0227</u>	The Hoarding Education & Action Team (HEAT) in Greater Victoria takes a collaborative approach to assist individuals facing clutter and hoarding disorder. This voluntary service requires consent and active participation. See the website for the facebook page to join the group. Send e-mail to join the virtual support group. For people with accumulation and disorganizational disorders as well as their families/caregivers. Website provides some additional resources.

Island Deaf and Hard of Hearing Centre	(250) 592-8144 (Victoria) (250) 753-0999 (Nanaimo)	Provide free hearing aids and services for low income individuals. Can do house calls.
Island Health Duncan	250-737-2004	
Island Health Special Authority	Go to website	Patients can ask doctors for a Special Authority to help cover prescription costs about BC PharmaCare. Forms submitted online or by fax. available on the website. Turnaround quicker when submit online.
Island Health Virtual Care	(South Island) 250-388-2273 Toll Free: 1-888-533-2273	IH will loan a tablet at no cost to provide virtual healthcare for life limiting or palliative illness. Supported by a nurse. Virtual support for caregivers, tech not provided, but Social Workers can provide phone and computer appointments to support caregiver challenges.
Medical Transportation - Ladysmith	250-245-3079	Will take Ladysmith residents only to any medical appointment outside of Ladysmith. Can take wheelchairs, but need 2 weeks prebooking.
Rural Remote Island Health Transportation	1844-940-6617 or 250-370-8900	Will only offer service outside of community - So Cowichan Valley patients to Victoria or Nanaimo. Or Mill Bay, Chemainus, or Lake Cowichan to Duncan . Duncan to Chemainus. 250-370-8900
Urgent Primary Care Centre		For mild to moderate concerns and case and you call in for triage and get a same appointment. However, they may not always have doctor, but always be open, NP, Mental Health and Social Work.
Vancouver Island University Dental Program	250-740-6240	Lower cost basic dental care provided by supervised students. Can not provide fillings, extractions, or dentures.
VictimlinkBC	1-800-563-0808	Support for victims of crime and trauma. 24/7 hotline. Victim Services, Transitional Houses and Counselling resources. Offered in 240 languages.
Warmland House	250-715-1132	Homeless shelter
Wheels of Hope (Canadian Cancer Society)	1-888-939-3333	Must have a cancer diagnosis and be undergoing cancer treatment at a hospital or cancer centre. Patients must also be able to get in and out of the vehicle independently, or with the assistance of a Mandatory escort/caregiver. Rides are offered for Vancouver Island: 10 a.m. to 3 p.m. (long distance, more than 1 hour 1-way)
Margaret Moss Clinic - Community Health	250-709-3050	
BC811	811	Health information & advice.
Waldon House	(250) 737-2037	Day program for seniors located in The Lodge on Tzouhalem Road. Referral required from a case manager.
Multiple Sclerosis Canada (MS)	1844-859-6789	Main Office that covers the island is in Victoria. Call MS Canada to be transferred.
Parkinson Society	1800-668-3330	Based in Vancouver

HOUSING

SERVICE	CONTACT NUMBER	NOTES
BC Housing	604-433-2218 1-800-257-7756	Shelter aid for elderly renters (SAFER)
Home Adaptations – Canada Mortgage & Housing	1-800-668-2642	
Advocacy and Appeals re Housing	250-597-1938	Cowichan Housing Association
Duncan Housing Society	250-748-0521	Affordable housing for low/moderate income.
M'akota Housing Society	250-746-1785	Cowichan Regional Office Indigenous affordable housing provider
Cowichan Housing Association	250-597-1938	Provide weekly e-mailed lists of available market housing. Provide advice on eviction prevention. Dianne Hinton 250-510-5802 - CELL for VC use only

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home	250-748-2133	Volunteer Cowichan – Better at Home (grocery shopping, light housekeeping, friendly visits, friendly phone calls, courtesy rides to medical appointments.
CNIB Smart Life		Innovative Visual Aids
Community Policing - Friendly Calls	1866-437-1940	Friendly Calls for safety
Delany Relocation & Home Support Services Inc.	(250) 338-3359	Downsizing and moving service. Likely costly, provide a free consultation with quote. Now provides some in home care services.
Family Caregivers of British Columbia	(250) 384-0408 (Office #) 1-877-520-3267 (Support Line)	Website for information about caregiver support. Caregiver hotline. Referral form for caregiver support. Many clients have partners with dementia or alzheimers
Sacred Souls - Mobile Footcare Unit	250-701-2823	Footcare for Veterans - Will bill directly through their K Number. Contact is Alex Morrow.

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart	250-748-1230	5271 Boal Road - You must register with handyDART before using this service. This page outlines how to register.
Health-related programs in Health category		
Bus Pass Program	1-866-866-0800	
Taxi (s)		Duncan Taxi- 250-746-4444 Country Cabs Duncan- 250-746-0009

Parking Permit (disabled)	250-746-3930	Cowichan Independent Living
Translink Trip Planner	604-953-3333	Lower Mainland
Volunteer Cowichan	250-748-2133	Courtesy rides to health appointments and social outings; must be Better at Home client in Duncan area; no wheelchairs or walkers.
TAPS	1 800 661-2668	If eligible will help cover the cost of travel to non-emergency medical appointments not available in your area. Doctor must fill out form. For air, rail, and ferry travel.
Lake Cowichan Golden Agers Society - 50+ Seniors Activity Centre	(250) 749-6121	Transportation service to medical or other important appointments. Call three days ahead of appointment

LEGAL

SERVICE	CONTACT NUMBER	NOTES
BC CEAS (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic
Legal Aid	1-866-577-2525	
Family Justice Clinic		
Crown Counsel		
NIDUS – Representation Agreements	1-604-408-7414	
Public Guardian and Trustee	1-604-660-4444	
Peoples Law School	604-331-5400	
Lawyer Referral Services		
Access Pro Bono Legal Services – in person only	1-877-762-6664	
Community Advocacy Services		
Dying with Dignity Canada	1-800-495-6156	
Quwutsun Mustimuhw Restorative Justice Program	236-800-4023	Cowichan Tribes QMRJP
Restorative Justice Cowichan	250-510-8473	
Dial-A-Law	604-687-4680 or 1800-565-5297	Family disputes, Wills
NotaryPro at Duncan Staples	1-888-313-0909	Can select number to get pricing (approx \$45 per signature.)
Legal Aid BC	604-408-2172 or Toll Free 1866-577-2525	
Virtual Legal Clinic	https://www.womenslegalcentre.ca/contact	Big list of services - womens crisis line, People's law school, cerebral palsy association, direct services - advocacy and support with disability paperwork, Family Justice Services, etc
Cowichan Restorative Justice Society		proud to provide restorative justice services to the Cowichan Valley and beyond. Our approach is not limited to legal matters; we welcome referrals from a diverse range of sources including businesses, schools, organizations, government agencies, police, crown

		counsel, community groups, and personal connections. Whether you are seeking resolution for a conflict, support for a community issue, or an alternative to traditional justice processes, we are here to help.
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SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	
NA	1-877-909-3636	
Al-Anon	250-748-0724	
Alzheimer Society of BC	1-800-462-2833	
Caregiver support groups	250-597-0886	
Cowichan Hospice	250-701-4242	Grief support group.
Duncan United Church	250-746-6043	
Lake Cowichan 55+ Activity Centre	250-749-6121	
MS Society	250-748-7010	
Parkinsons Society BC	1-800-668-3330	Parkinsons support groups
Providence Farm (Saint Ann's Gardening Club)	250-746-4204	Seniors group for gardening
Circle of Friends	None	Women's social group meeting at Duncan United Church 3rd Monday of every month at 1pm. Drop Ins are welcome. The Circle of Friends formed in the Fall of 2002 to provide the option of an evening meeting time for women who may still be busy with jobs or family during the day.
Cowichan Valley Youth Services Society		
Clements		
Cowichan Family Caregivers Support Society	250 597-0886	One to One support in home and over phone. Support groups. Many senior clients who are supporting people with dementia alzheimers.
Cowichan Independent Living	250-746-3930	\$10 membership. Provides medical loans. Activity calendar. Limited availability of medical supplies. Can provide parking passes for limited mobility spots. Also has a tax clinic
St. Ann's Garden Club (Providence Farm)	250-746-4204	Referrals made by a doctor. Predominantly for folks with dementia to socialize and community garden. Lengthy waitlist.
Providence Farm	250-746-4204	Provides low cost allotment garden rental. \$45 annually. Call to get on waitlist. Seniors with dementia. Community care.

Pivot Point Family Growth Centre	1866-531-4544	
Cowichan Therapeutic Riding Society		
Cowichan Neighborhood House Ass’n	250-246-3203	Help filling out government forms, and advocacy. Lunches. Call or drop in during regular hours 10am-2:30pm.

FIRST NATIONS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre	250-748-2242	
Band Office	250-748-3196	Cowichan Tribes: 250-748-3196 Malahat: 250-743-3231 Lyackson: 250-246-5019 Ts'uubaa-asatx Nation: 250-749-3301 Stz'uminus First Nation: 250-245-7155 Halalt First Nation: 250-246-4736 Penelekt 250-2462725
Métis Services		
First Nations Health Authority	1-855-550-5454	
Cowichan Tribes- Elder Program	250-715-3303	Hul'q'umi'num Classes - Tuesdays and Thursdays, 10:30 am - 11:30 am. Lunches. Activities.
Duncan Totem Tour Walk	250.746.6126	Walking tour of Totem Poles in Duncan BC. Yellow footsteps guide the way, or you can do your own thing. There is a map on the website. Indigenous culture
M'akola Housing Society	250-746-1785	

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services	250-748-3112	Cowichan Intercultural Society
Settlement Services	250-748-3112	Cowichan Intercultural Society
Translation Services	250-748-3112	Cowichan Intercultural Society
Cowichan Intercultural Society	250-748-3112	Support newcomers to Canada, language instruction, tutoring and resources, employment aid, childcare.

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
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Parks and Recreation - facilities	250-748-7529	Cowichan Community Centre 250-748-7529 Fuller Lake Arena:250-246-3811 Kerry Park: 250-743-5922 Shawnigan Lake Community Centre: 250-743-1433 Cowichan Aquatic Centre: 250-746-7665 Cowichan Lake Recreation: 250-749-6742 Frank Jameson Community Centre, Ladysmith: 250-743-5436
Parks and Recreation - programs	250-748-0401	Cowichan Community Centre 250-748-0401 Fuller Lake Arena:250-246-3811 Kerry Park: 250-743-5922 Shawnigan Lake Community Centre: 250-743-1433 Cowichan Aquatic Centre: 250-746-7665 Cowichan Lake Recreation: 250-749-6742 Frank Jameson Community Centre, Ladysmith: 250-743-5436
Library(s)	250-746-7661	VIRL-Cowichan: 250-746-7661 Chemainus: 250-246-9471 Lake Cowichan: 250-749-3431 Ladysmith: 250-245-2322 South Cowichan: 250-743-5436
Cowichan Valley Regional District	250-746-2500	

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN (Service Canada)	1-800-622-6232	Information about Old Age Security, Canada Pension Plan, Guaranteed Income Supplement
Employment and Income Assistance	1800-622-6232	Service BC

Community Volunteer Income Tax Prep.	250-715-1132	Cowichan Independent Living: 250-746-3930 Salvation Army: 250-746-8669 Lake Cowichan Community Resources: 250-749-6822 Ladysmith Resource Community Association: 250-245-3079
Telus - Mobility for Good - Senior Program		See website for Discount and plan information
Fortis BC ECAP Program	1-855-909-2331	Assistance with making homes more energy efficient through coaching and funding depending on household size and income. See website for application process.
Rogers phone plans for 65+		See website for Discount and plan information
Vancouver Island University Salon Program		Provides low cost hair care by students.

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice	250-701-4242	
Grief Counselling	250-701-4242	
MAiD Family Support Society	No direct phone; https://maidfamily-support.ca/contact-us End of Life and MAiD advocacy	One-to-one peer support for individuals who have experienced MAiD with a loved one. Support pre and post MAiD.
British Columbia Bereavement Helpline	604-738-9950 Toll Free: 1-877-779-2223	Hotline for coping with grief and bereavement.
Dying with Dignity Canada		Website for information on MAiD rights, law, and advocacy.

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	250-746-1566	Cowichan Valley Basket Society 250-746- 1566 CMS Food Bank (Mill Bay) 250-743- 5242 Open Door 250-748-5588 Salvation Army - Duncan 250-746-7032 Chemainus Harvest House 250-346-3455 Lake Cowichan 250-749-4802
Grocery Delivery		Cowichan Region Better at Home - through Volunteer Cowichan 250-748-2133; The Grocery Shopper - Lake Cowichan 250-250-710-0742 Thrifty Foods 250-715-1521 49th Parrallel - Duncan 250-748-2412 49th Parrallel - Chemainus 250-246-3551 49th Parrallel - Ladysmith 250-245-3221
Meal Delivery	250-715-5312	Meals on Wheels - through Cowichan Green Community (Duncan only) Better Meals 1-888-838-1888
Cowichan Community Kitchens	250-748-2242 ext. 134	
Cowichan Green Community	250-748-8506	reFRESH store (affordable groceries), coupon programs and \$8 lunches
Thrifty Foods Sendial Program	250-544-1234	Grocery delivery for seniors
Heart to Home Meals	1-844-812-1974	Affordable prepared meal delivery program
Meals on the Ground	250-748-4945	
Soups On!		Monthly free soup lunch with guest speaker
Salvation Army	250-746-8669	Emergency food hampers, snack packs for unhoused.

Cowichan Tribes Elder Program	250-715-3303	Daily lunches, monthly food bag.
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GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
Michelle Staples	250-715-2792	Mayor of Duncan
Rob Douglas	1-866-609-9998	Mayor of North Cowichan
Harwinder Sandhu	1-800-622-6332	Parliamentary Secretary for Seniors Services
CVRD (Cowichan Valley Regional District)	250.746.2500	Multiple council members and staff
John Horne	John.Horn@northcowichan.ca	Social Planning, North Cowichan

OTHER

SERVICE	CONTACT NUMBER	NOTES
39 Days of July	https://www.39daysofjuly.ca/	Free musical festival in downtown Duncan in July.
Chemainus 55+ Activity Centre	250-246-2111	Must be vaccinated. \$20 for annual membership. 3 visits before membership is required. Activity schedule on website.
Cowichan Bay Maritime Centre	250.746.4955	Programming & presentations related to boats and fishing.
Seniors Tin Cup	None	Articles, event postings, advocacy work, contacts. Hold Senior's rights rallies & petitioning. Go to website to register.
Valley Seniors Activity Centre	(250) 746-4433	Variety of scheduled and non-scheduled activities. Annual \$30 membership. For pay cafe.
Cobble Hill Farmers Institute	None	Volunteers for events and grounds maintenance. \$10 Annual membership to participate in ground clean up, events, and other activities. Venue for rent
Lake Cowichan 50+ Seniors Activity Centre	(250) 749-6121	Activity centre. 55+. \$20 annual membership. Crafts, music, sport, affordable meals and outings.
South Cowichan Seniors	250-743-5431	Hot lunch second and fourth Monday of each month. E-mail to get on the mailing list to have menu sent to you.
Tzouhalem Spinners and Weavers Guild	None	Social group of spinners and weavers. \$50 annual fees. Group meets the second tuesday of every month from 1-4pm & every 4th tuesday from 6-9pm @ St. Peter's Church. Membership application available online.