

Mental Health & Substance Use Services Easy Access Points - for Patients

Mental Health & Substance Use (MHSU) Services

Drop-in Crisis Counselling Clinic

Offers single session crisis focused counselling:

Brooks Landing #203-2000 Island Highway, Nanaimo
Monday to Friday 10:00 a.m. to 5:15 p.m.
250-739-5710



Drop-in Intake Services

Offers information and determines appropriate referral to mental health and/or substance use services (such as detox, individual and group counselling):

Brooks Landing #203-2000 Island Highway, Nanaimo
Monday to Friday 10:00 a.m. to 4:00 p.m.
250-739-5710



Outreach Services

Substance Use Services - Outreach

For adults requiring outreach connections to substance use treatment services including opiate agonist treatment (OAT) and harm reduction resources:

250-713-5118



Community Outreach Response Team (COR)

Provides mobile crisis response and homeless outreach. Anyone in crisis can access COR through VI Crisis Line at 1-888-494-3888.

For individuals experiencing homelessness:

COR Homelessness Outreach at 250-741-7645



Additional Mental Health Resources

24-Hour Vancouver Island Crisis Line

1-888-494-3888



The VI Crisis Line provides a supportive listening ear for people in emotional distress and connection to emergency mental health services when needed.

Crisis Chat



Seven days a week, 6 pm - 10 pm. Visit the Crisis Line website for more info: www.vicrisis.ca

Crisis Text



Seven days a week, 6 pm - 10 pm
Text 1-250-800-3806 from your cell phone

Confident Parents: Thriving Kids

Behaviour and anxiety program for families offered at no cost. Requires a referral from a Physician.

Anxiety Program: ptk.anxiety@cmha.bc.ca

Behaviour Program: confidentparents@cmha.bc.ca



KUU-US Crisis Line

Offers suicide prevention for Indigenous People. If facing a crisis, call any time. Toll Free: **1-800-588-8717**

Youth Crisis Line: **250-723-2040**

Adult Crisis Line: **250-723-4050**



Métis Crisis Line



24-hour support for Métis people experiencing challenges like anxiety, grief, abuse, and more.

1-833-638-4722

To request more copies of this resource please contact the Nanaimo Division of Family Practice at (250) 591-1200 or info@nanaimodivision.ca



More Resources & Information

First Nation Health Authority Benefits Mental Health Programs

Mental Wellness & Counselling (MWC): Designed to support clients who are in need of professional assistance to resolve emotional distress and enjoy greater wellness. **22 hours available every 12 months**

Indian Residential School Resolution Health Support Program (IRS RHSP): Counselling to address mental distress and intergenerational trauma resulting from the legacy of the residential school system in Canada. Services are available for former students, and family members of former students, who attended a residential school. **62 hours available every 12 months (with possibility to extend).**

Missing & Murdered Indigenous Women & Girls Health Support Services (MMIWG HSS): Counselling to address mental distress and trauma resulting from missing & murdered Indigenous women & girls in Canada. Services are available for survivors, family members and others affected. **22 hours available every 12 months**

** Counselling is provided by Psychologists, Social Workers and Clinical Counselors who are registered with Health Benefits and who have received training in cultural safety & humility. A list of registered mental health providers can be found at www.fnha.ca/benefits/mental-health.*

** Counselling services are available through telehealth for all 3 programs. All services require prior approval from Health Benefits. For a full description of the mental health benefit, visit www.fnha.ca/benefits/mental-health, call 1-855-550-5454 or email healthbenefits@fnha.ca.*

Métis Counselling Connection Program

Helps Métis Citizens by offering to cover the expenses of up to ten 60-minute counselling sessions for those with financial needs, to support them in their mental wellness journey. For more information scan the QR code or visit: <https://www.mnbc.ca/work-programs/programs-services/metis-counselling-connection-program>



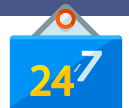
Bounceback

A skill-building program designed to help adults and youth aged 13+ manage low mood, mild to moderate depression, anxiety, stress or worry.
Call 1-866-639-0522, email bounceback@cmha.bc.ca or scan the QR code for more information

Haven Society

Provides counselling services and programs for people experiencing violence and abuse:
Drop-in hours: Mon- Fri (1:00 - 3:00 pm) or call for information and referral
2270 Labieux Rd, Community Services Building
250-756 - 2452

Free 24/7 Crisis Line 1-888-756-0616



Discovery Youth & Family Substance Use Services

Community-based counselling services for youth aged 13 - 19. Services available to anyone directly or indirectly impacted by substance use (family, caregivers etc.):
Call 250-739-5790 or email discovery@islandhealth.ca for intake



Child and Youth Mental Health Services

Community-based mental health services for children and youth. There are 2 intake options:
Drop-in: Wednesdays (9 am-11 am & 1 pm-3 pm) at 301-190 Wallace St, Nanaimo V9R 5B1
Phone: 250-741-5701 Mondays to Fridays (9 am-12 pm & 1 pm-4 pm) to arrange an intake day & time

Nanaimo Family Life Association

Provides counselling and groups on Mon-Sun day & evening. Personal, relationship, and adolescent (13 - 19 years) counselling is offered on a sliding scale based on income.



Office hours: Mon - Thurs 10:00 am - 3:00 pm
1070 Townsite Rd,
250-754 - 3331

Intake online at www.nflabc.org

This version was last updated on May 2, 2023. The information listed may have changed so please contact the individual services for the most updated information. Visit <https://divisionsbc.ca/nanaimo/resources/mental-health-resources> for the most updated version of this sheet or scan the QR code:

