

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

No Barrier / Low Barrier Services. No Referral Needed

## Walk-in Services

### Walk-in Crisis Counselling Clinic

*Offers single session counselling (crisis focused) for all ages:*

#203-2000 Island Highway, Nanaimo  
Monday to Friday 10:00 a.m. to 7:00 p.m.  
(last session is 6:15 p.m.)  
250-739-5710



### Walk-in Mental Health and Substance Use

*Offers group sessions for substance use and/or mental health, treatment referrals for substance use, and limited 1:1 brief therapy:*

3151 Barons Road, Nanaimo V9T 5W5  
Walk-in hours: Mon: 8:30 am - 11:00 am & Wed: 1:00 pm - 3:30 pm  
250-739-5880



## 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 homelessness outreach. Anyone in crisis can access COR through:*

VI Crisis Line 1-888-494-3888  
COR Homelessness Outreach 250-741-7645



## General Information

*For adults seeking additional information regarding MHSU services:*

#203-2000 Island Highway, Nanaimo (Brooks Landing location - behind Staples)  
Monday to Friday 10:00 a.m. to 7:00 p.m. (last session is 6:15 p.m.)  
250-739-5710



## 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](http://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



Canadian Mental Health Association  
British Columbia  
Mental health for all

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

Anxiety Program: [cptk.anxiety@cmha.bc.ca](mailto:cptk.anxiety@cmha.bc.ca)

Behaviour Program: [confidentparents@cmha.bc.ca](mailto:confidentparents@cmha.bc.ca)

### KUU-US Crisis Line

This is a resource for suicide prevention for Indigenous People living on Vancouver Island. If you are facing a crisis, call any time.

Adult Crisis Line: 250-723-4050

Youth Crisis Line: 250-723-2040

Toll Free: 1-800-588-8717



To request more copies of this resource please contact the Nanaimo Division of Family Practice at (250) 591-1200 or [nanaimo@divisionsbc.ca](mailto:nanaimo@divisionsbc.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 listed in the 2006 Indian Residential Schools Settlement Agreement. Providers can request additional hours within the 12 month period. **22 hours available every 12 months**
- **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](http://www.fnha.ca/benefits/mental-health).

\* Counselling services are available through telehealth for all 3 programs for clients who are not able to attend an in-person appointment. All services require prior approval from Health Benefits. For a full description of the mental health benefit, visit [www.fnha.ca/benefits/mental-health](http://www.fnha.ca/benefits/mental-health), call 1-855-550-5454 or email [healthbenefits@fnha.ca](mailto:healthbenefits@fnha.ca).

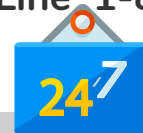
## Discovery Youth & Family Substance Use Services

- Free 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@viha.ca](mailto:discovery@viha.ca)

## Haven Society

- Women's Counselling Program for women 19+ **Free 24/7 Crisis Line 1-888-756-0616**
- Drop in hours: Mon- Fri (1:00 - 3:00 pm)
- 2270 Labieux Rd, Community Services Building 250-756-2452



## Nanaimo Family Life Association

- Walk in Counselling Friday 10:00 am - 1:00 pm
- Office hours Mon - Fri 9:00 am - 4:00 pm
- 1070 Townsite Rd,  
250-754-3331



Services provided:

- Personal, relationship, and adolescent (12 - 19 years) counselling
- Counselling services offered on a sliding scale based on income