Vancouver Island Partnership (VIP) Settlement Resource

Presented by the Central Vancouver Island Multicultural Society (CVIMS) &
the Affliation of Multicultural Societies and Service Agencies of BC (AMSSA)

Initiative within AMSSA's Regional Integration Liaison Program | AMSSA Strengthening Diversity In BC | CVIMS

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A Project of the Vancouver Island Partnership (VIP)

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Service Canada: Help with passports, social insurance numbers, employment insurance, Canada Pension Plan, Old Age Security, and access to the Job Bank

Canada Revenue Agency: administers tax laws and Canada Child Tax Benefit, Disability Tax Credit, Canada Workers Benefit, and others.

Canadian Dental Care Plan (CDCP): helps eligible families access dental services for children.

Healthy Kids Program: children of low-income families can get help with the costs of: Basic dental care, Prescription eyewear, Hearing instruments, Alternative hearing assistance.

Family Doctors & Nurse Practitioners:
BC HealthConnect Registry: waitlist to be matched with a family doctor or nurse practitioner. Families can register online. Community Health Centres provide primary care, especially for families without a family doctor.

Walk-In Clinics & Urgent Care Centres:
For non-emergency medical needs (no appointment or referral needed).

Pediatricians:
Usually require a referral from a family doctor or walk-in clinic.

Emergency Care:
Emergency Department (hospital) - for serious or urgent medical issues.
HealthLink BC (8-1-1) - free phone service for health advice, 24/7.

Additional Services

Food Banks BC:
Find a food bank in your community.

211 British Columbia:
A free and confidential service that connects people to helpful and vital resources in their community. Available in different languages.

Legal Services for Non-Status Immigrants

People's Law School

Family Law BC

Migrant Workers Centre BC

Access Pro Bono

SHARP – Sexual Harassment Advice, Response, and Prevention for Workplaces

Canada Bar Association (Sudan, Ukraine, Isreal-Palestine)

Legal Aid BC

Immigration and Refugee Legal Clinic

Legal Aid BC – representation

Crisis Support & Helplines

Vancouver Island Crisis Line: 1-888-494-3888 | Text: 250-800-3806 | Online Chat available

BC211

Kids Help Phone: 1-800-668-6868 | Text CONNECT to 686868 | 24/7 support for youth

Suicide Hotline: Call/Text 988 | 24/7 Support |

Racist Incident Helpline: 1-833-457-5463 (1-833-HLP-LINE)

Settlement Resources for Newcomers - South Island

Food & Nutrition

Local Food Banks

Use this map to search for the nearest food bank in your community.

Ethnic Grocery Stores

This Google map includes a list of ethnic grocery stores around Victoria area.

Restaurants

Check out many local restaurants that represent global communities.

Other resources

Food and information access centre.

Community Service Directory - Food Program

Includes information about service types, cost, languages, ways to access.

Educational & Screen-Free Activities

Greater Victoria Public Libraries (GVPL)

- Summer reading club
- Family story time with stay & play
- Summer story walks

School-based Clubs & Activities

- Arts, music, sports, and leadership clubs (varies by school).

Recreation Centres

- Register for a recreation centre in your municipality. To find one, google 'recreation centre near me' L.I.F.E. Program – access to recreation services and programs for individuals and families living on a low income.
- Visit your recreation centre website for more information.
- Activity type depends on the age group, location, and accessibility.
- Kidsport BC - Children and Youth Sport Financial Assistance.

Child & Youth Counselling Services

- Victoria Child and Youth Mental Health (CYMH)

Free public mental health services for children and youth (aged 5 to 18). Referral is usually required.

- School-based Counselling

Available at School Districts 61, 62, and 63

- Esquimalt Neighbourhood House & Community Agencies Family Resource Centre - James Bay Community Project KidStart at John Howard Society of Victoria
- Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR)
- Sea to Tree Health & Wellness Centre (Sooke & Westshore)

To find a registered clinical counsellor, please visit BC Association of Clinical Counsellors.

Settlement Resources for Newcomers
Central Vancouver Island - Cowichan Valley

Food & Nutrition

Local Food Banks

Ethnic grocery stores

Restaurants

Other Resources

Cowichan Valley Basket Society
food bank & lunch kitchen

Nourish Cowichan, bridging the
gap to food equity for every child

Pathways - Community services diretory

Child & Youth Counselling Services

Pathways - Youth Counselling Program

School based counselling available at
school district 79

Medical & Health Resources

Walk-In Clinics & Urgent Care Centres

Recreation Centres

Recreation programs CVRD

Education & Screen-free Activities

Vancouver Island Regional Library-Cowichan

Settlement Resources for Newcomers
Central Vancouver Island - Nanaimo

Food & Nutrition

Local Food Banks

Ethnic grocery stores

Restaurants

Other programs

Community Service Directory

Recreation Centres

The City of Nanaimo LEAP program supports families in financial need to access Parks, Recreation and Culture programs and services.

Shelters & Housing Supports

Emergency Services and Supports

Education & Screen-free Activities

Vancouver Island Regional Library-Nanaimo

Child & Youth Counselling Services

Pathways - Community services directory

School based counselling available at school district 68

Healthcare

Walk-In Clinics & Urgent Care Centres

Settlement Resources for Newcomers - North Island

Food & Nutrition

Port Hardy

Loaves & Fishes Community Foodbank: 7120 Market St, Port Hardy | 250-902-0332

St. Columba's: 9190 Granville St, Port Hardy

Salvation Army Lunch Program | 7305 Market St | 250-949-8125

Port McNeill

Loaves & Fishes Community Foodbank: 175 Cedar Street | 250-956-3533

Comox Valley

Pathways | Food

Education & Screen-free Activities

Vancouver Island Regional Library

Mango

Road to IELTS

Literacy Cultural Kits

Education & Youth Services

Port Hardy

North Island College: 250-949-7912 | Unit 140-8950 Granville St.

Building Blocks: 8635 Hall St, Child, youth, adult, and cultural programs | 250-949-8131

Foundry Port Hardy: Support for youth 12-24 | 250-949-947

School District 85

Comox Valley

School District 71 Comox Valley Schools

Home | EducationPlannerBC

North Island College

Mt. Waddington

Mt. Waddington Family Literacy Society | free skill building

Campbell River

School District 72

Settlement Resources for Newcomers - North Island

Medical & Health Resources

Port Hardy

Port Hardy Hospital | 9120 Granville St | 250-902-6011

Primary Care Centre | 9140 Granville St | 250-902-6008

Port Hardy Health Unit | 7070 Market Street

North Island Community Health Centre | Unit 119 Thunderbird Mall, 8950 Granville St | 250-902-2320

Port McNeill

Port McNeill Hospital | 2750 Kingcome Pl | 250-956-4461

Port McNeill Primary Care Centre | 2162 McNeil Rd | 250-956-3377

Port McNeill Health Unit | 2161 McNeill Road

Alert Bay

Alert Bay Hospital | 49 School Rd | 250-974-5585 250-974-5522

Campbell River

Campbell River & District Hospital (North Island) | Island Health

Pathways | Public Health

Comox Valley

Comox Valley Urgent and Primary Care Centre | Island Health

North Island Hospital Comox Valley | Island Health

Pathways | Public Health

Pathways | Mental Health - Child & Youth

Vancouver Island Regional Library - Vancouver Island Regional Library

Shelters & Housing Supports

Port Hardy

Salvation Army Shelter Sobering & Assessment: 7305 Market St | 250-949-8125

North Island Crisis & Counselling Society | Women's Safe House

Comox Valley

Pathways | Housing / Shelter

Transportation Services

BC Transit | 250-956-3151

Settlement Resources for Newcomers - North Island

Community Resources

Port Hardy

Island Health Public Health Services | 7070 Market St | 250-902-6071

Hardy Bay Seniors Center | 9150 Granville St | 250-949-7252

Port Hardy Recreation Programs & Events

Comox Valley

Pathways | Services for Seniors

Recreation Facilities | Comox Valley Regional District

Campbell River

Campbell River & District Hospital (North Island) | Island Health

Recreation Facilities | City of Campbell River

Port McNeill

North Island Community Services Society | 2853 Mine Rd | 250-956-3134

Vancouver Island Regional Library Services:

- Port Hardy: 7110 Market St | 250-949-6661
- Port McNeill: 4-1518 Broughton St | 250-956-3669
- Sointula: 951 Marine St | 250-284-3554
- Woss: 4506 Macrea Dr | 250-281-2263
- Alert Bay: 116 Fir St | 250-974-5721
- Port Alice: 951 Marine Dr | 250-284- 3554

Clothing & Thrift Stores

Port Hardy

Hospital Thrift Shop | 8720 Main St

Harvest Thrift Store | 7120 Market St

Port McNeill

Second Look Thrift Shop | 1503 Broughton Blvd

Legal & Advocacy

Legal Aid | 1-866-577-2525

Crisis Support & Helplines

North Island Crisis and Counselling Centre Society

Settlement Resources for Newcomers - North Island

ID Application & Replacement

Port Hardy

Service BC: 8785 Gray St | 250-949-6333

Service Canada: 9025 Granville St | 1-800-622-6232 | SIN, CPP, EI, Passport, Immigration Documentation, etc.

Navacord Insurance (ICBC Agent)

Port McNeill

Coastal Community Insurance (ICBC Agent)