

**CRISIS COUNSELLING & INTAKE SERVICES**

**203-2000 Island Hwy , Nanaimo V9S 5W3**

**Ph: 250-739-5710    Fax: 250-755-3310**

Crisis Counselling and Intake Services are provided by walk In and by appointment Monday – Friday 10:00 am to 5:15 pm.

**GENERAL INTAKE (Adult)**

Adults aged 19 and over seeking referral and linkage to Community Mental Health and Substance Use services.

**Mon to Fri 10:00 am - 5:15 pm. No Appointment necessary.**

A booked intake appointment is an option. Please call **250-739-5710**

**WALK-IN CRISIS COUNSELLING CLINIC**

Single session crisis counselling services offered to all ages free of charge.

**Mon to Fri 10:00 am - 5:15 pm. No Appointment necessary.**

**PSYCHIATRY and PSYCHOLOGY SERVICES– ADULT OUTPATIENT**

**203-2000 Island Hwy , Nanaimo V9S 5W3**

**Ph: 250-739-5797    Fax: 250-755-3310**

**528 Wentworth St. V9R 3E4**

**Ph: 250-739-5868    Fax: 250-739-5870**

Family physicians requesting psychiatric consultation for their patients can refer thru Mental Health and Substance Use-Adult General Intake Services at Intake Services location at 203—2000 Island Hwy N, Nanaimo.

**WITHDRAWAL MANAGEMENT SERVICES**

**CLEARVIEW DETOX CENTRE**

**Ph. 250-739-5891**

This service supports individuals through medical withdrawal from substances. External referral available thru GP/NP, or can be accessed through Counselling and Intake Services walk-in and crisis services, or through other MHSU Clinicians if connected to our services. Rapid access to Opioid Replacement Treatment (ORT) (i.e.. Suboxone) is also available through Detox placement.

**ADULT COMMUNITY SUPPORT SERVICES (ACSS)**

**Case Management - Rehab and Recovery**

**COMMUNITY SUPPORT TEAM (CST) 7 days/week**

**Ph.: 250-739-5796**

Outreach case management and support for adults with serious, persistent mental illness and/or concurrent disorders (substance use and mental illness). Working in partnership with consumers, family, physicians and psychiatrists, services may include individual and group support, living skills coaching, access to housing and rehabilitation & recovery programs (includes social/recreational and vocational), connection with/advocacy for community resources, and education/support for consumers and their families.

*Other services thru CST include:*

- **Transitional Case Management (TCM)**

Available for adults with serious short-term mental health conditions needing brief community stabilization after Acute Inpatient discharge or period of acute illness and/or in preparation for Treatment services.

- **Early Intervention Services (EIS)**

For young adults (19-29) experiencing initial symptoms of mental illness and/or concurrent disorders. The focus is on recovery with access to specialized resources ranging from supported housing to rehabilitation opportunities.

**ASSERTIVE COMMUNITY TREATMENT TEAM (ACT)**

**7 days/week**

Assertive outreach treatment and rehab support for adults experiencing complex recovery needs with serious mental illness and/or co-occurring chemical dependency AND significant impairment in functioning requiring wrap around clinical support.

**MENTAL HEALTH & SUBSTANCE USE TREATMENT SERVICES (ASTAT & Adult Substance Use Counselling)**

**3151 Barons Road, Nanaimo V9T 5W5**

**Ph: 250-739-5880    Fax: 739-5879**

Walk in service is available- Mon: 8:30-11:00 & Wed: 1:00-3:00.

**SUBSTANCE USE COUNSELLING SERVICES**

For substance use issues may include assessment, treatment in individual and group formats, information, education, referrals and support for people affected by substances and other substance-related difficulties. *Services also include:*

- **Partners in Parenting**

Outreach support for individuals with substance use issues who are pregnant or parenting at least one child under the age of 12.

**ADULT SHORT TERM ASSESSMENT & TREATMENT (ASTAT):** Counselling for adults with serious mental health conditions such as depression, post traumatic stress, anxiety and panic disorders etc. Assessment, treatment and linkage to other services are provided based on individual need. Treatment is provided primarily in a group format .Variety of groups with a skill-building focus are offered. Referrals are through other MHSU Services including General Intake.

**PRIMARY CARE OUTREACH (PCO)**

Doctors, Nurses, Social Worker, Support Worker, Peer Support

**Monday–** Caledonia Showers– 9:00-11:00am  
Samaritan Place (residents only) – 11:00-1:00pm

**Tuesday–** Cavan St/Victoria Rd Parking Lot-9:15-12:30pm  
Unitarian Shelter 4:30-6pm

**Thursday–** Newcastle Housing/Nakeo Housing Alternating weeks *(For residents only)*

**Friday- #1 Port Drive–** 10:00– 1:00 pm (access from Port Place mall near the bus exchange)

Medical Care, Prescriptions, STI Testing/Treatment, Referrals, MSD-PR Services, Social Worker, Harm Reduction Supplies... and anything else wellness related!

Leave is a message: 250-802-4703

Find us on Facebook: [The Van: Primary Care Outreach | Facebook](#)

**COMMUNITY OUTREACH RESPONSE (COR)**

Mobile service providing community based crisis response services including street-based outreach.

**HOMELESSNESS OUTREACH AND SUPPORT**  
**Team Cell: 250-741-7645**  
COR provides street based services for individuals who are experiencing ongoing homelessness in Nanaimo. Street Outreach available 7 days/week. HOST is a Partnership with Canadian Mental Health Association– Mid Island & Ministry of Social Development & Poverty Reduction.

**Community Outreach Response (COR)**  
COR serves people of all ages who are experiencing urgent distress or immediate concerns related to mental health and/or substance use issues. Response may include consultation, assessment, referral and short-term follow up. Mobile Crisis Response service available 7 days per week.  
**To access service call the Vancouver Island Crisis Line @ 1-888-494-3888**

**Substance Use Services Outreach (SUSO)**  
  
Clinical mobile support, assessment, referral and treatment options for people affected by substance use. Post overdose Follow-up, Sobering and Assessment beds, Supportive Recovery Options, Overdose prevention Services, harm Reduction supplies & education, Emergency room support, and Home Withdrawal management.

**Team Cell: 250-713-5118**  
**Hours: 08:30-19:30    7 days a week**

**SUPPORTIVE RECOVERY BEDS– THE BRIDGE (ICCS)**  
For adults wanting support through a short term (90 days) residential placement to strengthen their recovery from substance use– beds are geared for those wanting to maintain abstinence post and/or pre-treatment and/or post-detox.  
Community referrals welcome- referral packages are available for external referrals. Contact SUSO (250-713-5118) for access to Supportive Recovery Beds

**RESIDENTIAL SERVICES**

Available for Nanaimo ACSS clients requiring specialized residential or community housing support.

**LITTLEFORD HOUSE**– Intensive Rehabilitation and Recovery Program in 24/7 Supported Housing for Young Adults experiencing initial symptoms of mental illness and/or concurrent disorders.

**SERENITY LODGE**– 24/7 Supported Housing Facility for adults with severe persistent mental illness and/or concurrent disorders requiring longer term full care service with meals; housekeeping and structured support.

\*\* Other Housing through our contracted community partners may also be available.

**OTHER: CONTRACTED SERVICES**

**NANAIMO SOBERING CENTRE**

**VANCOUVER ISLAND MENTAL HEALTH SOCIETY**

126 Haliburton Street **250-824-3333**

Contracted service with VIMHS- 24/7 access to safe supportive beds for adults under the influence of substances who are seeking sleep/rest. Self-referrals (includes walk-in) and recommendations thru Service Providers are welcome. Maximum stay—24hrs

**OVERDOSE PREVENTION SERVICES (OPS SITE)**

**OPS Site—437 Wesley St**

Contracted service with Canadian Mental Health Association– Mid Island- For adults seeking safe and supported environment for injection of their substances i.e. opiates.

Open 10:30– a.m. to Midnight– 7 Days/wk

**PSYCHIATRY INPATIENT AND EMERGENCY**

**NANAIMO REGIONAL GENERAL HOSPITAL (NRGH)**

**1200 Dufferin Crescent, V9S 2B7**

**PSYCHIATRIC EMERGENCY SERVICE (PES)**

**Ph: 250-755-7691 Ext. 52592**

The PES is a specialized area within the emergency department that provides assessment, short term crisis intervention, stabilization and treatment planning for persons experiencing a mental health and/or substance use acute crisis. It is staffed by a multidisciplinary team specializing in mental health and substance use.

**PSYCHIATRIC INTENSIVE CARE (PIC)**

**Ph: 250-755-7691 Ext. 52594**

The PIC is a specialized unit for those patients presenting with a severe and persistent mental illness. It is intended for persons who are extremely unpredictable, may be at acute risk to themselves or others and require a controlled safe and secured environment. It is staffed by a multidisciplinary team which includes nurses, social work, rehab support workers and physicians.

**ACUTE INPATIENT UNIT (IPU)**

**Ph: 250-755-7691 Ext. 52081**

This 24-bed mental health unit provides acute in-patient assessment and treatment services to individuals with acute mental health issues. It is a multi-disciplinary service that supports individuals and their families by linking them with community mental health and substance use services for follow up and continued treatment and recovery.

**QUICK REFERENCE TELEPHONE DIRECTORY**

Vancouver Island Crisis Line	1-888-494-3888
Intake Services and Walk-In Crisis Counselling Clinic	250-739-5710
Outpatient Psychiatry— Island Hwy	250-739-5797
Outpatient Psychiatry— Wentworth St	250-739-5868
Nanaimo Regional General Hospital (NRGH)	250-755-7691
Psychiatric Emergency Services (PES)	250-755-7691 Ext. 52592
Psychiatric Intensive Care (PIC)	250-755-7691 Ext. 52594
Acute In-Patient Services (IPU)	250-755-7691 Ext. 52081
Adult Community Support Services (ACSS)	250-739-5796
Mental Health and Substance Use Treatment Services	250-739-5880
Withdrawal Management Services - Clearview Detox	250-739-5891
Discovery Youth & Family Addiction Services	250-739-5790
Central Island Child and Adolescent Psychiatry Program(CICAPP)	250-755-7945



**NANAIMO  
MENTAL HEALTH  
AND  
SUBSTANCE USE**