

**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.

**SUPPORTIVE RECOVERY BEDS– SERENITY LODGE**  
For adults wanting 24/7 support through a short term residential placement to strengthen their recovery from substance use– beds are geared for those wanting to maintain abstinence post treatment and/or detox.  
Community referrals welcome- referral packages are available for external referrals.

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

**OTHER: CONTRACTED SERVICES**

**SOBERING & ASSESSMENT BEDS- Crescent House**

**1126 Seafeld Crescent– 250-716-3402**

Contracted service with Island Crisis Care Society- 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.

**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)**

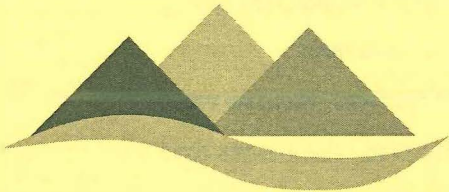
**Ph: 250-755-7691 Ext. 52081**

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
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)	250-741-5701

Revised February 2018



island health

**NANAIMO  
MENTAL HEALTH  
AND  
SUBSTANCE USE**



**COUNSELLING & INTAKE SERVICES**

**BROOKS LANDING MALL**

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

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

The Brooks Landing site provides General Intake Services (both Walk In and by appointment), and Walk In Crisis Counselling, and service linkage to Mental Health and Substance Use services, hospital and community treatment and recovery services.

**GENERAL INTAKE (Adult)**

Adults seeking service will be invited to walk-in Mon to Fri 10:00 am to 6:15. No appointment is necessary. A booked intake appointment remains an option but will involve a longer wait than walking in.

Intake and Assessment for Substance Use Counselling Services can be accessed through both the General Intake Services at our Brooks Landing location (info noted above) and also now thru Walk-In at 3151 Barons Rd : Mon: 8:30-11:00 and Wed: 1:00-3:30

**WALK-IN CRISIS COUNSELLING CLINIC AT BROOKS LANDING**

Walk-in single session crisis counselling services offered to all

Ages free of charge.

**Mon to Fri 10:00 am - 6:15 pm. No Appointment necessary.**

**PSYCHIATRY and PSYCHOLOGY SERVICES– ADULT OUTPATIENT**

**BROOKS LANDING MALL**

**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 Brooks Landing.

**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 General Intake at Brooks Landing, 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.

**SUBSTANCE USE OUTREACH SERVICE**

**Team Cell: 250-713-5118**

Clinical Mobile support to/for the Overdose Prevention Site, Sobering Beds, Supportive Recovery Beds and Post overdose follow up from hospital (etc.). Also support available for individuals stabilizing on Opiate Replacement Therapy (ORT). See back.

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

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

**Ph: 250-739-5880 Fax: 739-5879**

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

**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.

- **Intensive Case Management Services (ICMS)**

An enhanced outreach service for adults with complex recovery needs as a result of co-occurring serious mental illness and chemical dependency.

- **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**

**Team Pager: 250-739-5704**

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.

**COMMUNITY OUTREACH RESPONSE (COR)**

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

**HOMELESSNESS OUTREACH AND SUPPORT TEAM (HOST)  
Team Cell: 250-741-7645**

HOST 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.

**CRISIS RESPONSE TEAM (CRT)**

CRT 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**

**INTENSIVE CASE MANAGEMENT (ICM)–SUBSTANCE USE  
Team Cell: 250-714-2144**

Developing partnerships with individuals experiencing significant impairment and distress from substance dependency with the focus on improving overall quality of life, by promoting personal strengths, self-determination, and capacity, through a harm reduction approach.