

# **Duncan Street Survival Guide**

## **2023**

Prepared by the Cowichan Community Action Team (CAT)  
If you have suggestions of resources to add or update, please email [Johanne.f.kemmler@gmail.com](mailto:Johanne.f.kemmler@gmail.com)

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## **MEALS**

**Cowichan Valley Basket Society** 5810 Garden Street, Duncan 250-746-1566 Open Monday-Saturday from 10:00 am - 4:00 pm. Lunch is served from 11:00 am to 3:30 pm.

Bread, fruit, and vegetables (in season) are also available every day. Coffee and pastries are served from 10:00 am – 11:00 am.

Hamper Distribution: Tuesday, Wednesday, Thursday, and Friday from 10:00 am - 1:30 pm. Register at food bank starting at 9:00 am or by phone (250-746-1566). Phone is preferred. Each person or family is entitled to these food hampers (about a week's worth of groceries) once every 30 days. Special Saturday pickup pre-order: call ahead to schedule a time between 10 am and 12:15 pm to pick up a hamper. Call 250-746-1566

Closed on the Thursday after PWD/SA cheques each month.

**Meals on the Ground** (at Duncan United Church- backdoor entrance) 246 Ingram Street, Duncan. Dinners are every Monday, Wednesday, and Friday at 5:00 pm. Open during holidays.

**Duncan United Church** 246 Ingram Street, Duncan 250-746-6043 Provides dinner the 3rd Sunday of every month; doors open at 5:00 pm.

**Duncan Christian Reform Church** 930 Trunk Road, Duncan 250-748-2122 Provides dinner on the last Saturday of every month; doors open at 5:00 pm.

**Sunday Sandwiches (It's Back!)** 5810 Garden Street, Duncan (Cowichan Valley Basket Society's backyard). Lunch is served every Sunday and Statutory Holidays from Noon-1:00 pm.

**House of Friendship Breakfast Program** **For First Nations people** 5462 Trans-Canada Hwy, Duncan 250-748-2242 Breakfast served Monday – Friday 6:00 am - 9:00 am.

**Warmland Shelter** 2579 Lewis Street, Duncan 250-715-1132 Provides breakfast and dinner to shelter clients, 7 days a week. Serves lunch on the days that the Cowichan Valley Food Basket is closed (day after cheque day and statutory holidays).

## **SHELTERS**

**Warmland House Shelter** 2579 Lewis Street, Duncan 250-715-1132 Two-point sign-up – first thing in the morning before leaving and then again at 5pm on a first come, first serve basis. If you don't make the list, you are guaranteed a bed the next night.

**19+ Women's Shelter Charlotte's Place** **For women 19+**; 222 Cowichan Way, Duncan 250-466-9492 Call 250-466-9492 to get information on availability and waitlist as we can only hold 8 clients at the time being. Clients can stay 24/7.

## **TEMPORARY WARMING STATIONS**

**Charlotte's Place** (222 Cowichan Way, Duncan) is hosting a cold weather Warming Station for adults (male and female) from now until the end of March 2023. 250-466-9492. Hours are 9 am to 4 pm, Monday to Friday. People can come to the front door and will be directed from there.

## **HOUSING SEARCH**

**BC Housing:** Supportive housing is subsidized housing with on-site staff supports. Call 1-877-257-7756 for more information.

## **HARM REDUCTION RESOURCES**

### **Cowichan Valley Wellness and Recovery Centre at 5878 York Road, Duncan**

- Overdose prevention site 250-597-7779 Open 7 days a week 11:00 am -7:00 pm
- Counselling
- Outreach
- Primary Care
- Opiate Agonist Therapy

**Margaret Moss Health Unit** 675 Canada Ave, Duncan 250-709-3050 Open Monday – Friday from 8:30 am - 12:00 pm and 1:00 pm - 4:30 pm

**Public Health Outreach (Island Health)** Contact: 250- 510-5480 Service available 7 days a week with varying hours.

**Overdose Prevention Site** 5878 York Road, Duncan 250-597-7779 Open 7 days a week 11:00 am- 7:00 pm

**Cowichan Valley Basket Society** 5810 Garden Street, Duncan. 250-746-1566 Open Monday-Saturday from 10:00 am -4:00 pm. Closed on the Thursday after PWD/SA cheques each month.

**Ts'ewulhtun Health Centre** **For Cowichan Tribes members, families of Cowichan Tribes members, and people living on reserve:** 5768 Allenby Road, Duncan 250-746-6184 Monday – Friday 8:30 am- 12:00 pm and 1:00 pm - 4:30 pm. \*Prescriptions for nasal naloxone provided to people with Status Card

**NARSF Programs Mobile Health Outreach** Toll free: 1-844-482-4239 or text 250-510-3637 Tuesdays 1-8 pm.

**Warmland House Shelter** 2579 Lewis Street, Duncan 250-715-1132 Every day, all hours except between 1-7pm when the OPS is open.

**Cowichan Tribes Outreach Team** **For Cowichan Tribes Members** Edward Joe: 236-594-2255 Keshia Clark: 250-710-0195 Available for texting/calling Mondays and Fridays 7:00a m/7:30 am to 3:00 pm/3:30 pm, and Tuesday to Thursday from 8:30 am to 4:30 pm. Provides harm reduction supplies, drives people to

appointments, connects community members with health care providers, provides donated clothing and hygiene supplies, provides at risk youth with donated phones, provides naloxone training and kits.

**Cowichan Housing Association Outreach** Outreach Staff 250 815-5410 7 days/ week, 9:00 am – 5:00 pm

**Substance Use Integrated Team (SUIT)/Intensive Case Management Team (ICMT)** 222 Cowichan Way, Duncan. Hours: 8:30 am – 7:30 pm, 7 days per week

## **OVERDOSE PREVENTION SITES**

**Overdose Prevention Site (OPS)** 5878 York Road, Duncan 250-597-7779 Consumption booths, post-use areas, naloxone kits, education & support 1-7pm, 7 days a week.

## **COUNSELLING & SUPPORT**

**Canadian Mental Health Association- Cowichan Valley Branch** 552/554 Trunk Road, Duncan 250-732-1265

**Cowichan Women Against Violence** 246 Evans Street, Duncan 250-748-7000

**Cowichan Valley Youth Services-** For youth ages 13-18 and their families 294 Coronation Avenue, Duncan 250-748-0232 Open Monday to Friday 9:00 am- 3:00 pm By Appointment.

**Discovery Youth & Family Substance Use Services** For youth aged 12-19 371 Festubert Street, Duncan 250-737-2029. Mobile outreach is every day from 3:30 pm-11:30 pm.

**Island Health** 250-519-5313

**House of Friendship** For Indigenous people 5462 Trans-Canada Hwy, Duncan 250-748-2242

**Cowichan Hospice Society** 3122 Gibbins Road, Duncan. Open Monday to Friday, 9:00 am - 4:00 pm. 250-701-4242. Grief support available.

**Kwun'atsustul Counselling Services** For Cowichan Tribes members and their families 5768 Allenby Road, Duncan 250-746-6184. Daily on call counsellor available Monday-Friday 8:30 am - 4:30pm. Check Facebook for daily direct numbers: <https://www.facebook.com/kwunatsustul>

**Cowichan Brain Injury Society** 6011 Cassino Rd, Duncan 250-597-4662 Peer support drop-in is Monday to Friday from 10 am to Noon.

**Cowichan Family Life Association:** For adults 19+ and children/families ages 5-12. 28-127 Ingram Street, Duncan 250-748-8281 Intakes Tuesdays, and Thursdays by appointment.

**BC Crisis Line:** 1-866-494-3888

**BC Suicide Line:** 1-800-784-2433

**Kids Help:** 1-833-456-4566

**Vancouver Island Crisis Line** Toll Free (24 hours): 1-888-494-3888. **Crisis text** at 250-800-3806. **Crisis chat** (7 days a week from 6:00 pm- 10:00 pm PST): [www.viccrisis.ca](http://www.viccrisis.ca)

**BC Mental Health Line** 250-310-6789

## **NEEDLE DISPOSAL BOXES**

**Evans Park Ball Field** 6257 Somenos Road, Duncan

**Sherman Road Soccer Park** 3272 Sherman Road, Duncan

**Train Station Public Restroom** 100 Block Canada Avenue, Duncan

**Mental Health & Substance Use** 3088 Gibbins Road, Duncan

**Centennial Park** 325 First Street, Duncan

**Ts'ewulhtun Health Centre** 5768 Allenby Road, Duncan

**Rotary Park** 545 Al Wilson Grove, Duncan

**Heiwa Park** Canada Avenue, Duncan (beside CO-OP gas station)

**Margaret Moss Health Unit** 675 Canada Avenue, Duncan

**Cowichan Valley Basket Society** 5810 Garden Street, Duncan

**Cowichan Aquatic Centre** 2653 James Street, Duncan

**Warmland House** 2579 Lewis Street, Duncan

**McAdam Park** 820 Wharnccliffe Road, Duncan

**Duncan Public Works Yard** 1091 Marchmont Road, Duncan

**Somenos Creek Dog Park** 2355 Beverly Street, Duncan

**Kin Park** 5801 Alderlea Street, Duncan

## **SUBSTANCE USE SERVICES**

### **Alcoholics Anonymous (AA):**

- **Alano Club Brownbaggers:** Meeting every day from Noon - 1:00 pm at 450 Whistler Street, Duncan 250-248-0724. Open from 9 am- 3pm daily.
- **Duncan United Church** at 246 Ingram Street, Duncan 250-746-6043. Women's SOS Thursdays Online; For everyone: Fridays at 8:00 pm in person.
- **New Life Baptist Church** at 1839 T'zouhalem Rd, Duncan – Thursdays at 7:00pm
- **St. John's Anglican Church** at 486 Jubilee Street, Duncan 250-748-9712: Women's Heart-to-Heart Wednesdays 1:00 - 3:00 pm.

To learn more about the program or current meeting locations and times:

- Go to the Cowichan AA website: [www.CowichanAA.ca](http://www.CowichanAA.ca)

- Pick up an up-to-date meeting list at The Alano Club (450 Whistler Street), the Cowichan Library (2687 James Street) or The Duncan United Church (246 Ingram Street)
- Call the Answering Service (24 hours a day) at 250-597-3282

**Al-Anon:** A group for people who are worried about someone with a drinking problem.

- **Duncan United Church** 246 Ingram Street, Duncan – Mondays and Fridays at 12:00 Noon. Mondays (New Hope AFG) in the basement- use buzzer at front entrance. Fridays (Fridays Afternoon AFG) ring the buzzer at the rear ramp door entrance off Jubilee.
- **Canada Avenue Clinic** 715 Canada Avenue, Duncan 250-597-1184 Wednesday 8:30 am – 2:00 pm
- **Island Health - Mental Health and Substance Use** 3088 Gibbins Road, Duncan 250-709-3040

**Narcotics Anonymous:**

- **Duncan United Church** 246 Ingram Street, Duncan- Sundays at 5:30 pm and Wednesdays at 7:30 pm
- **Alano Club** 450 Whistler Street, Duncan- Mondays at 7:30 pm

**Phoenix Transformations** 5873 York Road, Duncan 604-260-7252

**Sobering & Assessment Centre** 2579 Lewis Street, Duncan (Warmland House). Open 7 days a week, 24 hours daily. 250-715-1132

**Sa'qw'thut Culturally Grounded Day Treatment Program** For Cowichan Tribes members and their families. Ongoing intake. Runs Tues - Fri 11am - 3pm. Call 250-732-3487 to register

**Treatment Coordinator** For Cowichan Tribes members and their families seeking support accessing residential treatment programs. Call 250-732-6055

**PREGNANCY SUPPORT**

**Cowichan Maternity Clinic** 3045 Gibbons Rd, Duncan (Cowichan District Hospital) 250-737-2066

**Cowichan Midwifery Collective** #100-394 Duncan Street, Duncan 250-748-8088

**Cowichan Tribes Ts'ewulthun Health** 5760 Allenby Road 250-746-6184

**House of Friendship's Healthiest Babies Possible Program** 5462 Trans-Canada Hwy 250-748-2242

**Healthy Care Pregnancy Program (HCPP):** 250-732-8241

**Margaret Moss Health Unit** 675 Canada Avenue 250-709-3050

**Cowichan Midwifery Collective** 100-394 Duncan Street, Duncan 250-748-8088



**Cowichan Valley Midwives** (Formerly known as Matraea Midwives) 5-5380 Trans-Canada Highway, Duncan 250-746-1999

**Station Street Midwives** 164 Station Street 778-422-2228

## **2SLGBTQIA+ SUPPORT**

**Cowichan Valley Youth Services-** For youth ages 13-18 and their families 294 Coronation Avenue. 250-748-0232 Open Monday to Friday 9:00 am- 3:00 pm By Appointment.

## **TRANSPORTATION**

**HandyDart** 1 Kenneth Place, Duncan 250-748-1230 Provides wheelchair friendly transportation throughout the Cowichan Valley. Call first to register for this service.

**Freemasons Cancer Car Program** 250-668-5585 Passengers must be undergoing cancer treatment in Victoria and be completely ambulatory to take part in the program.

## **WASHROOMS**

**Charles Hoey Park (Train Station)** 124 Canada Avenue, Duncan  
May 1 to September 30 – 8:00 am to 8:00 pm  
October 1 to April 30 – 8:00 am to 5:00 pm

**Cowichan Sportsplex** 5847 Chesterfield Avenue, Duncan. 7 days a week 8:00 am – 9:30 pm

**Duncan United Church** 246 Ingram Street, Duncan. 250-746-6043 Monday – Friday 9:00 am- 12:00 pm

**Evans Park** 6257 Somenos Road, Duncan. 24 hours daily

**McAdam Park** 820 Wharnccliffe Road, Duncan.  
May 1 to September 30 – 8:00 am to 7:00 pm  
October 1 to April 30 – 8:00 am to 6:00 pm

**Centennial Park** 325 1<sup>st</sup> Street, Duncan.  
May 1 to September 30 – 8:00 am to 9:00 pm  
October 1 to April 30 – 8:00 am to 5:00 pm

**Warmland House** 2579 Lewis Street, Duncan. 24 hours daily

## **DAY USE STORAGE**

**Warmland House** 2579 Lewis Street, Duncan 250-715-1132 \*Minimal storage available

## **FOOT CARE**

**Ts'ewulhtun Health Centre** **For Cowichan Tribes members and their families:** 5768 Allenby Road, Duncan 250-746-6184

**Warmland House** 2579 Lewis Street, Duncan Last Thursday of every month (except March) from 10 am - 2 pm

## **EMPLOYMENT**

**Cowichan Valley Youth Services Youth Employment Mentorship Program-** **For Youth 15-30 years old:** 294 Coronation Avenue, Duncan. 250-748-0232 Open Monday to Friday 8:30am-3pm. 250-748-0232 The Youth Employment Mentorship Program is aimed to help youth (15-30) gain skills and confidence to enter the working world.

**Cowichan Women Against Violence** – Horizons Pre-Employment Program 250-748-7000 ext. 113 Horizons provides pre-employment services for women who face barriers to employment related to past experiences of abuse or trauma.

**Cowichan Tribes – Quw'utsun Employment and Training** **For Cowichan Tribes members who are 15+ years old** 5744 Allenby Road, Duncan 250-715-1022

**Cowichan Valley Basket Society** 5810 Garden Street, Duncan 250-746-1566 Open Monday-Saturday from 10:00am -4:00pm. Must have a valid SIN, ID, and be seeking full-time employment OR upgrading minimum grade 9 level.

**WorkBC** 301-80 Station Street, Duncan 250-748-9880 Pre-employment, employment, and career programs and supports. Open Monday, Tues, Thurs, and Fri from 8:30 am -4:30 pm, and Wed 10:00 am - 6:00 pm.

## **FREE LAUNDRY**

**House of Friendship** **For First Nations people:** 5462 Trans-Canada Hwy, Duncan 250-748-2242

**Warmland Shelter** 2579 Lewis Street, Duncan 250-715-1132

## **HAIR CUTS**

**Cowichan Valley –Vancouver Island Hairdressing Program** 5265 Boal Road, Duncan (250) 748-4529 Call to make an appointment

## **FREE PHONE**

**Duncan United Church** 246 Ingram Street, Duncan

**Warmland Shelter** 2579 Lewis Street, Duncan

**Cowichan Tribes Outreach Team** **For Cowichan Tribes Members** Provides at risk youth with donated phones. Edward Joe: 236-594-2255 Keshia Clark: 250-710-0195 Available for texting/calling Mondays and Fridays 7:00a m/7:30 am to 3:00 pm/3:30 pm, and Tuesday to Thursday from 8:30 am to 4:30 pm

## **FREE INTERNET**

**Cowichan Library** - 2687 James Street, Duncan 250- 746-7661

**Warmland Shelter** 2579 Lewis Street, Duncan 250-715-1132

## **SHOWERS**

**House of Friendship** **For First Nations people:** 5462 Trans-Canada Hwy, Duncan 250-748-2242 Monday to Friday from 6:00 am - 9:00 am

**Sobering and Assessment Centre** **For clients using the facility:** 2579 Lewis Street, Duncan 250-715-1132

**Warmland Shelter** 2579 Lewis Street, Duncan 250-715-1132

## **HEALTH & DENTAL**

**Beverly Medical Clinic** 2763 Beverly Street, Duncan 250-597-3390 Monday to Friday 9:00 am-6:00 pm, Saturday and Sunday 10:00 am-1:00 pm

**Cowichan District Hospital** 3045 Gibbins Road, Duncan 250-737-2030 24 hours a day, 7 days a week

**Heather Taylor, Nurse Practitioner:**

Tuesday: 8am-12 pm and 2 pm- 6pm at 330 Festubert St.

Wednesday: 8:30 am-6 pm 330 Festubert Office (Closed 1-2pm)

Thursday: 8:30 am-6p m 330 Festubert Office (Closed 1-2pm)

Friday Morning: 8:30 am-12 pm 330 Festubert Office. Fri Afternoon: 2-6pm Warmland Shelter

**Phoenix Wellness Transformations** 5873 York Road, Duncan. Call or Text 604-260-7252 Dr. Harris Monday – Thursday 8:00 am -11:30 am

**Primary Cowichan Way Clinic** 291 Cowichan Way, Duncan (inside Superstore) 250-856-0560 Monday – Thursday 9:00 am-9:00 pm, Friday & Saturday 9:00 am-4:00 pm

**Ts’ewulhtun Health Centre** **Dental services for people who identify as First Nations or Indigenous** 5768 Allenby Rd, Duncan 250-746-6184. Mon-Fri 8:30 am - 4:30 pm

**FNHA Virtual Doctor of the Day** **For First Nations people** Call 1-855-344-3800 to book an appointment. Medical Office Assistants are available to help you seven days a week from 8:30 am to 4:30 pm

## **PET CARE**

**Cowichan Valley Cat Rescue** 250-743-6500 (leave a message) Low-income spay & neuter program runs if there is funding.

**SPCA Cowichan & District Branch** 7550 Bell McKinnon Road, Duncan 250-746-4646

## **THRIFT STORES**

**Good Neighbours** 5825 York Road, Duncan

**Hospital Auxiliaries** 79 Station Street, Duncan

**Missions** 5777 Trans-Canada Hwy, Duncan

**Salvation Army** 280 Trans-Canada Hwy, Duncan

**Sassy Lion** 164 Kenneth Street, Duncan

**Thrifty Town** 531 Canada Avenue, Duncan

**Duncan United** 246 Ingram Street, Duncan. Only open on Fridays from 9:30 am – 12:30 pm

## **CLOTHING & HOUSEHOLD ITEMS**

**Cowichan Valley Basket Society** 5810 Garden Street, Duncan 250-746-1566

**Providence Farm – Farm Fashions** 1843 Tzouhalem Road, Duncan 250-746-4204 Monday – Friday 9:30 am to 12:30 pm

**Warmland Shelter** 2579 Lewis Street, Duncan 250-715-1132

## **SENIORS SERVICES**

**Cowichan Independent Living** #103-121 First Street, Duncan 250-746-3930 They provide medical equipment loans, parking place cards, and services (peer support, advocacy, employment help) for those who are living with a disability. Call for an appointment.

**Grandparents Support** 1-877-345-9777 Meet with other grandparents who are raising their children's children for support, information, and resources. To find out about the Cowichan Valley groups, call Sandi at 250-468-9658

**Mental Health & Substance Use** 3088 Gibbins Road, Duncan 250-709-3040 The Seniors Outreach Team at the Duncan Mental Health office works with seniors who have concerns about their mental, emotional, and physical well-being. A referral is needed from your doctor.

**Volunteer Cowichan, Better at Home Program** 149 Canada Avenue, Duncan 250-748-2133 Helps seniors with simple non-medical tasks not covered by Island Health. This may include light housekeeping, yard work, friendly visitors, shopping, snow removal, minor home repairs, and transportation to appointments. The cost is dependent on income. Volunteer Cowichan also provides registration forms and tickets for HandyDart transportation services.

## **YOUTH SERVICES**

**Cowichan Tribes Youth Centre** For ages 12-18 5408 Statlou Rd, Duncan. Tuesday to Saturdays from 3:00 pm to 9:00 pm and Fridays and Saturdays from 3:00 pm - 11:00 pm. The Cowichan Tribes Youth Centre provides youth with a safe and positive environment to hang out, eat, have fun and learn.

**Cowichan Valley Youth Services** For ages 13-18 and their families 294 Coronation Avenue, Duncan 250-748-0232 Open Monday to Friday 9:00 am- 3:00 pm By Appointment.

**Discovery Youth & Family Substance Use Services** For ages 12-19 and their families 371 Festubert Street, Duncan 250-737-2029 Offers free counselling services and access to residential care and treatment (youth 13-19). Outreach Team (mobile) currently operating Monday-Friday from 3:30 pm - 11:30 pm providing outreach, harm reduction supplies, snacks, safety planning and caring connection for youth 12-19.

**House of Friendship** For Indigenous people 5462 Trans-Canada Hwy, Duncan 250-748-2242 Promoting wellness and unity addressing needs and aspirations of Aboriginal people by providing holistic programs and services.

**Margaret Moss Health Unit** For youth under 25 years old 675 Canada Ave, Duncan 250-709-3050 Island Health Youth Clinic: provide confidential services that include education, counselling, resources, and referrals for: low-cost birth control, emergency contraception (Plan B), STI testing and treatment, pregnancy testing and counselling. sexual decision-making and relationships, immunizations.

**Youth Counselling & Support at Kwun'atsustul Counselling Services** For Cowichan Tribes members and their families 5768 Allenby Rd, Duncan 250-746-6184

**BeConnected Support Services** 202-321 Festubert Street, Duncan 250-748-3858 People are referred to our services by Community Living British Columbia (CLBC) and the Ministry of Children and Family Development (MCFD).

## **LEGAL SUPPORT**

**Aboriginal Community Legal Services** 200 Cowichan Way, Duncan 250-748-1160

**Cowichan Valley Regional RCMP Victim Services** 250-746-2151 Monday-Friday 8:30 am - 4:30 pm.  
Free and confidential services to victims and witnesses of crime and traumatic events.

**Family Justice Centre** 5785 Duncan Street, Duncan 250-741-5447 Provides free legal service on family related matters. Make an appointment by calling.

**Legal Aid** 238 Government Street, Duncan 250-753-4396 Tues, Wed, Thurs 9:00 am -11:30 am & 1:00 pm-3:30 pm.

**Cowichan Community Policing & Engagement Society** Unit 5, 2628 Beverly Street, Duncan 250-732-3591.

## **MEDICAL EQUIPMENT LOANS**

**Cowichan Independent Living** For people who self-identify as disabled 103-121 First Street, Duncan 250-746-3930

**The Canadian Red Cross** #2-5855 York Road, Duncan 250-748-2111 Monday to Thursday 10:00 am - 2:00 pm

## **INCOME TAX HELP**

**Cowichan Independent Living** For people who self-identify as disabled 103-121 First Street, Duncan. Monday – Friday 9:00 am - 4:00 pm 250-746-3930

**Duncan United Church** 246 Ingram Street, Duncan. Monday - Friday 9:00 am - 12:00 pm 250-746-5577

**Salvation Army Family Services** 280 Trans-Canada Highway, Duncan 250-746-8669

**Warmland Shelter** 2579 Lewis Street, Duncan 250-715-1132

## **ID REPLACEMENT**

**Service Canada** 211 Jubilee Street, Duncan. Open Monday - Friday 8:30 am - 4:00 pm (closed from 11:30 am - 12:30 pm and closed on holidays)

## **SOCIAL ASSISTANCE & DISABILITY ASSISTANCE**

**Ministry of Social Development and Poverty Reduction** 205 Boundary Road, Duncan. Open Monday – Friday 9:00 am - 4:00 pm

## **BYLAW**

**City of Duncan Bylaw Services 250-746-6126** A person may erect or occupy a temporary shelter overnight in Rotary Park, between the hours of 7:00 pm and 9:00 am. For more details call the City of Duncan at 250-746-6126

**Municipality of North Cowichan Bylaw Services 250-746-3108** A person may take up overnight accommodation and erect or occupy a temporary shelter in a park, between the hours of 7:00 pm on one day and 9:00 am on the following day. For more details call the Municipality of North Cowichan Bylaw Services.

## **FILE A COMPLAINT**

**BC Ombudsperson 250-387-5855 or Toll Free: 1-800-567-3247 Mon-Fri 8:30 am - 4:30 pm** Investigate complaint If you think a provincial government ministry, local government, or other provincial public authority has treated you unfairly – we may be able to help.

## **MY RIGHTS**

1. I can refuse to talk to police or answer their questions, unless I am in a bar or a cinema, driving a car, or they say I broke the law. In those cases, I must give my name, birthdate, and address, or show my ID, but I do not have to say anymore.
2. I can say “NO” if the police ask to search me or my things. Saying “NO” does not mean I have something to hide.
3. I can leave unless I am being detained or arrested.
4. If I am being detained or arrested, I have a right to know why, and a right to speak privately to a lawyer – without delay – even if I can’t afford to pay.
5. I can only be strip-searched in private and by officers of the same sex.
6. I have a right to know a police officer’s name and badge number.

7. I can report a police officer who abuses me, swears at me, or violates my rights.