

Referral Pathways & Service Connections

You do not need to know the entire system before asking for help. Start with a reliable local access point, explain the immediate need, and let a worker help identify the next connection.



A referral pathway is the route from “I need help” to the service or person best able to respond. A warm referral means a worker helps make the connection instead of handing someone a phone number and sending them away.

You Are Here → How Connection Happens

1 · Start Anywhere Safe

Soup kitchen, SOS, public health, outreach worker, health centre, food bank, Task Force partner, or trusted community worker.



2 · Name the Immediate Need

Food, housing, income, health, mental health, substance use, safety, identification, transportation, or Veteran support.



3 · Receive a Warm Connection

The first worker helps contact the right program, complete a referral, gather documents, arrange follow-up, or identify another safe access point.

Housing & Homelessness

Connect through local outreach, Island Crisis Care Society, soup-kitchen outreach hours, or BC Housing applications. Ask about housing navigation, prevention, rent supplements, and required documents.

Food & Basic Needs

Salvation Army soup kitchen and food bank, SOS information and referral, DayHomes' Sunday community access, Manna outreach, and partner programs can provide or connect basic support.

Mental Health & Substance Use

Oceanside Mental Health and Substance Use accepts referrals from individuals and professionals. Public Health and the SUIT team can help connect harm-reduction, OAT, nursing, and treatment options.

Income & Disability

Use My Self Serve or contact the Ministry of Social Development and Poverty Reduction. SOS can assist with information, referrals, tax support, and scheduled local ministry access.

Health & Public Health

Oceanside Health Centre, Parksville Public Health, mobile health outreach, and local nurses can connect wound care, sexual health, pregnancy support, immunization, harm reduction, and other care.

Veteran Support

Operation Homefront Oceanside connects self-identifying former CAF members, reservists, Rangers, and RCMP members with housing stabilization, transportation, applications, and neighbouring resources.

Reliable Local Access Points

- **Soup Kitchen:** 187 Alberni Highway, Parksville — Monday, Tuesday, Wednesday and Friday, 11 a.m.–1 p.m.
- **SOS:** 245 Hirst Avenue West, Parksville — information, programs and referrals
- **Public Health:** 494 Bay Avenue — 250-947-8242
- **Oceanside MHSU:** 489 Alberni Highway — 250-951-9550
- **DayHomes:** Sunday at 1 p.m., 170 Hirst Avenue West — call/text 778-674-0535

If You Are Helping Someone

- Ask permission before sharing personal information.
- Call with the person present whenever possible.
- Explain the need and what has already been tried.
- Confirm eligibility, intake hours and required documents.
- Write down the contact person and next step.
- Follow up—an unanswered call is not a completed referral.

Emergency: Call 911. For crisis support, call or text 988.