

Produced by the Mayne Island
Community Chamber of Commerce
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MAYNE ISLAND FAQ'S





Welcome to Mayne Island!

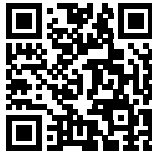
This booklet has been produced to answer the most frequently asked questions that we receive.

Throughout this booklet are QR codes, linking to further information. If you can take a photo with your phone, these codes access more detailed websites. If you find QR Codes tricky, you can find all the links in this document (and more) at:

www.mayneislandchamber.ca/FAQ

If you cannot find an answer to a question, reach out to us via email:
executiveofficer@mayneislandchamber.ca

We acknowledge that we are on the traditional and unceded territories of many of Coast Salish First Nations. Our businesses and homes sit on this island, S,KTAK, a name recognizing the importance of the area encompassing Active Pass. First Nations people were removed from this land by colonization and we recognize this history and aim to continue learning so that we may advance reconciliation and respect for the First Peoples of this region. We recommend going to the link below to learn more regarding steps you can take in your journey to reconciliation.



WSÁNEĆ

Resources for Settlers

GOVERNANCE



How does Mayne Island Governance work?

There are a variety of governance bodies with duties on Mayne Island. Briefly, the Islands Trust (IT) regulates local land use, manages a trust fund of land and other assets, and works with other levels of government. If you have questions regarding land use issues (or other governance questions), the current Mayne Island Islands Trust Trustees are great resources to contact:

Jeanine Dodds (jdodds@islandstrust.bc.ca)

and Dave Maude (dmaude@islandstrust.bc.ca)

The Capital Regional District (CRD) serves as local government for the Southern Gulf Islands Electoral Area and has responsibilities related to building permits, bylaw enforcement, public docks, certain island drinking water systems, and funding for Mayne Island Parks and Recreation Commission (MIPRC) as well as Grants in Aid. If you have any questions for your local CRD liaison, send an e-mail to mayneinfo@crd.bc.ca.

The Mayne Island Improvement District (MIID) directs the operation and administration of Mayne Island fire protection, the health centre/heliport, and ensures the existence of a garbage collection/disposal service.

Who do I contact to with a noise or animal complaint, or a concern about land-use?

CRD Bylaw staff can be contacted regarding noise and animal complaints. The Islands Trust can be contacted for concerns regarding possible non-permitted use in a residential zone.



Islands Trust



CRD



Improvement District



Noise & Nuisance



Concerns

HEALTH



Can I go to the health centre if I have an emergency?

In an emergency always call 911. The health centre is not a walk-in clinic. It is open Monday to Friday, 9 am-12 pm and 1 pm-5 pm for virtual and in person appointments for registered patients only. The Health Centre Clinic is fully booked and not accepting new patients at this time. If you are a full time permanent resident on Mayne with no primary care provider, you can call 250-539-2312 and ask to be added to the wait list.



Health
Centre

Call 911 for any emergency 24/7; depending on availability, BC Ambulance services can evacuate patients to the nearest hospital in Victoria via ferry, water taxi or helicopter.

For urgent problems after health centre hours, you can reach the the doctor on call at **1-800-866-5602**. You can call **811** at any time to speak to a registered nurse, registered dietitian or pharmacist. MediMap shows walk-in/virtual clinic options, and Telus Telehealth may be an option. Also available by phone are: Vancouver Island Crisis Line: **1-888-494-3888** (24/7) and BC Crisis Line: **310-6789**.



Medimap

What if I need to travel off island for health services?

If you must travel off island for MSP-covered health services not available on Mayne, you can ask the physician or nurse practitioner referring you for a TAP form, which will cover the cost of your ferry travel, along with your vehicle and escort (if necessary). Fill out the form prior to going to the ferry. There is a number to call on the back so that you can get a confirmation code.



TAPS Info

Where can I get a prescription filled?

We do not have a pharmacy on island. If you have a prescription filled at a pharmacy in Sidney, the Mayne Island Courier (**250-539-9921**) can pick up your prescription for a fee. For this to happen you need to let the pharmacy know ahead of time that the Courier will be picking it up and you must also phone the Courier and leave a message on their voicemail. They pick up from Victoria on Tuesday, Thursdays, and Fridays.

INFRASTRUCTURE

How do recycling, garbage and compost work?

Garbage: Buy garbage stickers (cash only) from cashiers at Active Pass Auto & Marine, Tru Value, or Farm Gate. Attach sticker to garbage bag and put garbage cans out for Monday morning pick-up, or drop off by ferry terminal on Letour Rd in cans. For larger loads, contact Mayne Island Garbage Services via facebook, maynegarbage@hotmail.com, or text to 250-539-0252

Recycling: The Recycling Depot is located at 390 Campbell Bay Rd., open Wednesdays 10am-2pm (residential), 2pm-3pm (commercial) and Saturday 10am-4pm (residential).

Compost and Food Waste: Dealing with compost and food waste is the responsibility of the home owner; food waste is not supposed to go into garbage cans. Composting is a common method; be aware that rodents and raccoons love compost, so try to use a pest-proof system. Green cones are an option for food waste such as meats and cooked items. An off-island source for these is the Victoria Compost Education Centre.



Recycling
Info



Victoria
Compost
Education
Centre

What's up with all the water districts?

Mayne Island is split into 14 different water districts. Depending on your location on-island you may have a well on your property, or get your water from a water district.



MI
Integrated
Water
Systems

Where can I moor my boat?

Short and long term mooring is available at Miners Bay and Anson Bay docks. For more information please contact the wharfingers for the docks. All mooring buoys around the island are privately owned, though some occasionally come up for sale.



Wharfinger
Contacts

SERVICES

Where do I buy groceries etc...?

We suggest looking at the Mayne Island Chamber Business Directory to learn about what stores and supplies are available on island, as well as hours and locations.



What support services are available on island?

Mayne Island has many support services available to you on island, including those provided by the Mayne Island Assisted Living Society and Mayne Island Food Bank. We suggest looking into the Mayne Island Community & Business Directory (available at Home Hardware, the Post Office, or Welcome Bag) to find out more. The MayneLiner is also a great source of info on various organizations on the island.



Chamber
Website

Is there anywhere to rent equipment on island?

Depending on what you need, Home Hardware (250-539-2929) does have some tool rentals.



MayneLiner
Website

What internet/cell providers are available in my area?

There are many different internet options on Mayne, with some working better than others depending on your location. Options might include: Shaw, Telus, Starlink, South Island Internet and Beacon Wireless. If possible, we suggest joining the “Mayne Island Internet” facebook group to learn more. Cell providers also provide different service depending on your island location. Checking with your neighbours is a great way to find out what might work at your location. If you are out and about on the island you may find that you receive a notification that you are in the US and are roaming. Contacting your service provider can often rectify extra charges you receive due to this.

Is there a community newspaper?

The MayneLiner magazine is published by Alea Design & Print each month and distributed to every mailbox for free. It’s a great way to advertise and to find out what is happening on island and what the various groups on the island are working on.



MayneLiner
Website

Is there somewhere I can print a document?

Alea Design & Print (250-539-5361) offers graphic design and print services on island.



Alea

Where can I find care for my pets?

The phone number for the Mayne Island Veterinary Clinic is 250-539-5195.

Is there a notary on island?

At the time of printing there was no notary on island; however, the Mayne Liner and Mayne Island Community & Business Directory are good resources to find out about new on-island services.

How do you get large items to Mayne Island?

Fernhill Freight (run out of Home Hardware) does freight hauling to and from the Lower Mainland and Vancouver Island. Call 250-539-2929 or email maynehardware@shaw.ca for more info. Some larger items can be ordered directly through Home Hardware.

Why are there so many volunteers on island and how do I get involved?

Our island runs on volunteers, with many organizations being entirely (or almost entirely) volunteer run. A list of non-profit organizations is in the Mayne Island Community & Business Directory and the Mayneliner is also a great source of information.

Can you tell me more about the library?

The Mayne Island Library is located in Miners Bay. To sign up for a library card take them an item showing your Mayne Island address. Along with access to items at the library, this also allows you to access interlibrary loans (items from another BC library), e-books, and other digital offerings. The library also hosts events, an art display space, and wireless access.



Library

How do I send and receive mail?

Weekday mail services are provided by Canada Post, with mail being delivered to a nearby mailbox. Larger packages can be picked up at the post office, which is within Active Pass Auto. This is where you can also send parcels/larger packages. If you are receiving orders via courier companies they may come via the Mayne Island Courier, or via the post office.

ENVIRONMENTAL



I would like to learn more about the fragile and unique ecosystems on Mayne Island, who do I talk to?



Conservancy

The Mayne Island Conservancy webpage has a wealth of information regarding Mayne's ecosystems. If you would like to learn more about your property, the Conservancy offers a free landholder consultation program.

What is the story regarding deer on Mayne Island and what do I do if there is a deer carcass on my property?



Landholder
Consultation

Follow the QR code to the right to learn more about blacktail and fallow deer on island. If you have a dead deer on your property it is likely that eagles, turkey vultures (while in migration here), and other creatures will clean the carcass relatively quickly.

Why is it vital to conserve water on Mayne?



Deer

Mayne Island's potable water comes from underground aquifers; we have no lakes. Whether your water comes from a water district or your own well, we all share these aquifers, which are only recharged by rainwater. During summer, we often have a period of drought with no recharge that coincides with the island's highest population period; stressing the water system. If you can install them, rainwater catchment systems save water for personal use during this period. Conserving water and, if in a water district, following their conservation rules is vital. It is good practice to turn off water to your house when leaving the island for more than 48 hours. When you first purchase your house, if you don't have water, check that your water is turned on at the property line.

How can I report neglected, sunken, or abandoned boats and other water vehicles?

For more information on this issue please see the CRD page via QR code. Information on how to safely dispose of your boat is also located on this page.

If an object is a navigational hazard, contact the Coast Guard.

TIPS & TRICKS

Septic System FAQ

If your property uses a septic system is it important to properly maintain your system. Maintenance includes pumping the system when needed (dependent on size and number of people using) and ensuring only septic safe materials go down the drains. Additionally, if you are not aware of where your septic tank is, we suggest finding it early on so that if you have any issues you can quickly address them. The Mayne Island Community & Business Directory has a list of companies that service Mayne Island. Many companies will come to the island when multiple households are requesting a septic pump out, so asking others if they also need a service might reduce your costs and reduce wait times.

What do I need to know about having outdoor fires?

If you are wanting to have an outdoor fire, check the fire department's webpage to see if burning is currently allowed, as well as to find out how to get a permit and check the venting index. For open burns larger than a campfire (.5m x .5m) the province requires a good venting day to prevent air quality issues. You can also go by the firehall or call if you would like info on outdoor burning.



Boats



Coast
Guard



Mayne Fire
Department

What to do in the case of a power outage and how to prepare for one:

Power outages regularly occur on Mayne Island, particularly during the fall and winter. Outages can last longer than 24 hours, depending on the cause. We suggest looking at BC Hydro's outage preparation page to see how to prepare for outages. Some recommended items are: flashlights/headlamps, candles/battery powered lights, food that you can eat without needing electricity, power bank for charging electronics, water (if you're on a personal well), batteries, firewood (if you have a wood stove), and ice packs for if you need to move food from refrigerator to coolers.



BC Hydro

Ferry Travel Tip:

If you don't have one, we suggest getting a BC Ferries Experience card, which discounts fares on Southern Gulf Islands Routes. Load your card and pay with it at terminals. Additionally, the Mayne Island Ferry Advisory Committee put together a helpful travel tips document, which you can find in the documents section of the ferry tips page.



Experience
Card

There is a playground zone on Mayne Island:

Mayne Island School is located at 535 Fernhill Rd.; the road by the school is a playground zone, which is 30 km/hr, dawn till dusk, 365 days a year.



Ferry Tips

How do I update my Community Directory Info?

The Lions' Mayne Island Community & Business Directory is updated every year and made available for free to all residents who are listed. To get a listing or to correct an existing one, follow the QR code to the directory page.



Lions Directory



Welcome

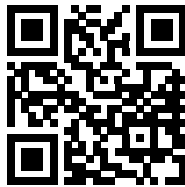
If you have questions that were not answered in this booklet, please let us know so that we can improve future editions.

You can email us at

executiveofficer@mayneislandchamber.ca

You can find all the links in this document (and more) at:

www.mayneislandchamber.ca/FAQ



www.mayneislandchamber.ca

