



556 BOLESKINE ROAD, VICTORIA, BRITISH COLUMBIA V8Z 1E8

Phone (250) 475-4157 Fax (250) 475-4238

COMMUNITY RESOURCES

April 13, 2020

Resources	Service/Time	Location	Contact Info
FOOD			
Salvation Army ARC (open to all)	Warm Lunch (pre-packaged) M/W/F 11:45am - 12:15pm	525 Johnson St., Victoria	250-384-3396
Stan Hagen Centre (open to all)	Produce (packaged) daily starting @ 1pm; emergency food available	2695 Quadra St., Victoria	250-386-8521
Living Edge	Food Distribution, Monday 5:30 - 6:30pm	Central Baptist Church, 833 Pandora Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Tuesday 5 - 6pm	Gateway Baptist Church, 898 Royal Oak Ave., Victoria	Livingedge.ngo or 250-383-8915
	Food distribution, Thursday 10:30 - 11:30am (line-up starts earlier)	901 Kings Rd., Victoria (QVCC) – Line-up is on Wark St.	Livingedge.ngo or 250-383-8915
	Food Distribution, Thursday 5 - 6pm	Saanich Baptist Church, 7577 Wallace Dr., Victoria	Livingedge.ngo or 250-383-8915
	Food Distribution, Friday 12 - 1pm	679 Goldstream Ave., Langford	Livingedge.ngo or 250-383-8915
Our Place	Closed: drop-in space, computer lab, courtyard, hygiene, clothing area. Open: washroom facilities, 3 meals per day served on the street in front of 919 Pandora Avenue (8am - 9am, 12p -	919 Pandora Ave., Victoria	250-388-7112

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	1pm, 5pm - 6pm).		
St Vincent de Paul	Currently not scheduling any donation pick-ups; have cancelled all scheduled pick-up. The Social Concern office will be open from 11 - 3, providing limited essential services. The food bank is open for pick-up only.	835 Yates St, Victoria	250-382-0712
St John the Divine	Pre-packing food for pick up Tuesdays and Fridays from 10am - 12 (except No food on 3 rd week of month)	1611 Quadra St	(250) 383-7169
9-10 Club (The Soup Kitchen)	Takeaway breakfast only, usual hours (Mon - Fri 8:30 - 10AM).	740 View St., Victoria	778-440-7687
Rainbow Kitchen	Lunch to go 11am - 1pm; drop-in closed	#1315 - 1277 Lyall St., Victoria	250-384-2069
Food Not Bombs	Still serving as usual on Sundays at 4pm	Centennial Square	Food Not Bombs
Mustard Seed	MONDAY - FRIDAY 9am: First coffee from lobby doors 10am: The Market opens for hampers (No ID required) 12pm: Bag lunch from Chapel doors (roughly 100 bags) 1pm: The Market closes 2pm: Last coffee FRIDAY EVENING 5pm: Coffee from lobby doors 6pm: Street Cafe: a hot contained meal and paper	625 Queens Avenue	Call 250- 953-1575 Or Mustard Seed

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	<p>bag from Chapel door 7pm: Mug Up at lobby doors 8pm: Last coffee</p> <p>SATURDAY 9am: First coffee from the lobby doors 12pm: Simple lunch (soup and sandwich) from chapel doors 6pm: Agape dinner: a hot contained meal and paper bag from chapel door 7pm: Mug Up at lobby doors 8pm: Last coffee</p> <p>SUNDAY 9am: First coffee from lobby doors Noon: Simple lunch (soup and sandwich) from chapel doors 2pm: Last coffee</p> <p>Note: Upon request we have emergency clothing and bedding available.</p> <p>This schedule may change as we learn more and adapt in ways.</p>		
YOUTH RESOURCES			
Children and	Victoria CYMH	302 - 2955 Jutland	250-356-1123

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Youth Mental Health (CYMH)	<p>Open, intake available via phone Team Lead and one clinician plus admin support in the office Clinicians working remotely Virtual support - employing Skype for Business or telephone with regular clients</p> <p>Saanich CYMH Open, intake available via phone Team Lead and one clinician plus admin support in the office Clinicians working remotely Virtual support - employing Skype for Business or telephone with regular clients</p> <p>High Risk Team: if required face to face - walk and talk with the client</p> <p>Eating Disorder Clinic: A doctor is available to medically assist/assess</p> <p>Aboriginal CYMH Open, intake available via phone Team Lead and Clinicians working remotely Telephone support with regular clients.</p>	<p>Road</p> <p>SCYMH 201 - 4478 West Saanich Road</p> <p>ACYMH 1 - 1195 Esquimalt Rd.</p>	<p>250-952-5073</p> <p>250-952-4073</p>
Discovery	<p>You can refer youth and</p>	<p>N/A</p>	<p>250-519-5313 extension 34345</p>

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Youth and Family Substance Use Services	<p>their families by contacting the intake team by email or phone. Referrals can also be faxed to 250-519-5314.</p> <p>Clients are encouraged to meet with counsellors by phone, Skype, and other video platforms being developed with security measures.</p>		Fax: 250-519-5314
Foundry Victoria Youth Clinic	<p>M-F phones answered at 10:30am. We are working to best service youth and young adults during this time period.</p> <p>Limiting in-person interactions as much as possible and moving towards telehealth and phone communication.</p> <p>Peer support and weekly Wednesday support group 2:00 - 3:30 by phone or Zoom.</p> <p>Call 250-384-4225</p> <p>Services: Doctor/Nurse/Counselling /Peer Support/ Outreach</p>	818 Douglas Street	250 383 3552
IMCRT/YT5/ER	<p>Operational but trying to do all business by phone. For VGH Crisis it is preferred that school counsellors' direct families to call the VGH switchboard and ask for the Crisis Team. Please call ahead if they feel they are at the point of</p>		<p>IMCRT: 1-888-494-3888</p> <p>YT5: 250-380-0595</p>

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	<p>needing to take their child to ER for mental health reasons. Phone consults currently.</p> <p>YT5 is actively working with their entire caseload mostly via phone currently.</p>		
Anscomb Mental Health Outpatients Program	<p>Administrative support on site daily</p> <p>Doctors and clinicians are on site on alternate days</p> <p>No clients on site</p> <p>Support is available via telephone or Docsee.</p> <p>ICMs - via teleconferencing</p> <p>No new intakes currently</p>	2400 Arbutus Rd.	250-519-6900
Phoenix Human Services	<p>Clients are continuing to receive support with the goal to assist children & youth calm and safe.</p> <p>Virtual support via phone and Zoom.</p> <p>Some groups are continuing via for special needs clients.</p>	1095 Joan Cres.	250-383-4821
Intercultural Association (ICA)	<p>Youth and Family services online program delivery employing Zoom</p> <p>Culture Catch-Up: T/Th ages 15 – 25, 2 – 2:40PM</p> <p>Landing Spot Program: to begin online the week of</p>		<p>778-677-7146</p> <p>nramji@icavictoria.org</p>

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	<p>April 6th; Children & families ages 6+, Wed 3:10 – 4pm Online drop-in programs Fri ages 15 – 25, 11 – 11:40am Online drop-in programs for our families ages 6+ Mon 11 – 11:40am</p>		
Victoria Native Friendship Centre	<p>Essential services will continue including daycare, shelter, and homelessness outreach. Plans are in the works for food hampers to support families. Please call or email the Centre for more information.</p>	231 Regina Ave	<p>250-384-3211</p> <p>or</p> <p>reception@vnfc.ca</p>
Beecher Bay Nation	<p>Providing essential health services to nation only. All other services and programs are closed or cancelled. Looking into providing food packages for members.</p>	4901 Sooke Road Beecher Bay	250-478-3535
Esquimalt Nation	<p>Programming closed. Offering health, counseling, and outreach services by phone and online. Produce and dairy available for pick-up on Wednesdays. Call to confirm timing.</p>	1189 Kosapsum Crescent Victoria	250-381-7861
Songhees Nation	<p>Will provide food delivery to nation members 1-2 times per week. Programs and services are</p>	1100 Admirals Rd. Victoria	250-386-1043

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	closed.		
Tsartlip Nation	Programs are closed. Delivering food to the community.	1 Boat Ramp Rd. Brentwood Bay	250-384-3211
Victoria Youth Empowerment Society (YES; for youth 13-19)	<p>All counsellors available by email and phone to support clients. Taking new referrals, however currently no face to face appointments happening. If youth/families need support all program emails are listed on website and staff will reach out.</p> <p>Alliance Club drop in currently open M-Th from 1 - 6pm to offer to go meals as well as to go hygiene products. Given the social distancing concerns, youth are not able to hang out in the space.</p> <p>Detox still available in a modified capacity. Youth needing detox are encouraged to call the office (250-383-3514) to get the number for intake coordinator.</p>	533 Yates St., Victoria	<p>250-383-3514</p> <p>or</p> <p>www.vyes.ca</p>
Need2 Suicide Prevention Education and Support (Youth Space)	Offers support and crisis response for youth (up to 30 years of age), through live chat, text, discussion forums, and through Youth Talk Email Counselling. Chat hours are between 6PM - Midnight daily.	818 Douglas St.	<p>250-386-6328</p> <p>Or</p> <p>Youth Space Chat Forum</p>
Island Sexual	M-F from 9 - 4pm:	101-3960 Quadra	250-592-3479

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Health	offering phone/video access to Dr's, nurses & sexual health services including emergency contraception, birth/bleed control, STI testing and treatment, sexual health symptom management, and free safer sex and bleed control supplies to all. Call ahead to set up appt.	Street	250-812-9374 text line for sexual health Q&A
Vancouver Island Crisis Line	N/A	N/A	1-888-494-3888
Crisis Intervention and Suicide Prevention Centre of BC	24/7 Distress phone services. Confidential, non-judgmental, free emotional support for people experiencing feelings of distress or despair. Interpreters available in over 140 languages.	N/A	1-800-784-2433
Youth Space (youth under 25)	N/A	N/A	youthspace.ca
Sexual Assault Response Team (SART)	24/7 emergency response, emotional support & information to all people 13 years and older who have been sexually assaulted within the past 7 days.	N/A	250-383-3232 or access@vsac.ca
Victoria Youth Clinic (age 12-24)	"To access our clinic please call starting at 10:30am. We will support you the best way we can over the phone. There is no need to line up outside. Subject to short	818 Douglas St.	250 383 3552 Or Victoria Youth Clinic

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	notice change, please check back daily."		
Youth Online Drop-in hosted by Project Respect	Friday's online 4:30pm onward. Complete the registration to be sent the link.	N/A	Youth Drop-in Registration
Burnside Gorge Community Centre	Only providing essential services (food security programs and limited child-care). Staff onsite to take phone calls and deal with emergency walk-ins in relation to family homelessness; financial crisis, youth and families in crisis. *Asking that community members do not visit centre unless they have an appointment	471 Cecilia Rd., Victoria	250-388-5251 or info@burnsidegorge.ca
Oaklands Community Centre	Community Centre and programming closed. Organizing food drops for vulnerable seniors (& others) in the community.	2827 Belmont Ave #1, Victoria	250-370-9101 programs@oaklandsca.com
Quadra Village Community Centre (QVCC)	Staff will be available on an ongoing basis to provide emergency and virtual support via phone, text, email, and social media. Rotation of core staff on site each day providing essential services and ensure cleanliness. Other staff are working remotely. If you wish to be contacted by staff on a regular check in basis, please call or email and leave your	901 Kings Rd., Victoria	250-388-7696 Or info@quadravillagecc.com

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	email and phone number.		
Beacon Community Services	Offering counselling via Zoom and phone chats, food support for homeless youth.	2676 Quadra St.	250-479-8849 Contact: jmortimer@beaconcs.ca FAS services for youth - Contact: msymons@beaconcs.ca
Learning through Loss	They are actively working on moving to a virtual platform in support of youth (13 - 24) and their families through grief and loss and bereavement in a tumultuous new environment. Stay tuned as to plans around support for vulnerable youth through online counselling and online small peer group programs facilitated by our registered clinical counsellors. Regular interactive webinars targeting parents, grandparents, caregivers, and anyone in the vicinity of youth who could use the support will come soon.	1027 Pandora Ave.	250-413-3114 or info@learningthroughloss.org
OTHER RESOURCE SERVICES			
KUU-US Crisis Line Society	Aboriginal-specific 24/7 crisis line serving the entire province		Toll-Free: 1-800-588-8717 Youth Line: 250-723-2040 Adult Line: 250-723-4050
Family SMART and Parents in Residence (PiR).	Available to provide peer support to all families living in BC and can meet with families by phone and video chat. Please also see the In the Know	https://familysmart.ca	Victoria PiR – Lisa Tate Lisa.Tate@FamilySmart.ca or

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	Video Library - consisting of expert speakers on topics important to families and/or those working to support the mental health of children and youth.		250-818-4810
Victoria Women's Transition House Society	The community office is closed to the public and the staff and counsellors are working remotely. Support and phone counselling appointments are available 9 - 4.	3060 Cedar Hill Rd.	250-592-2927 24-hour crisis line 250-385-6611
Battered Women's Support Service	Hours are Mon – Fri: 10:00am – 5:00pm & Wed, 10:00am – 8:00 pm		Text 604-652-1867 Email intake@bwss.org 604-687-1867 Toll-Free 1-855-687-1868
Rape Crisis Line	Open 24 hours		604-872-8212
Women's Crisis Line	Hours are Mon – Fri: 10:00am – 5:00pm and Wed 10:00am – 8:00pm		Phone 604-687-1867 Toll-Free 1-855-687-1868
Women against Violence against Women			604-255-6344 Toll-Free 1-877-392-7583
VictimLINK	24-hr multilingual phone line for victims of any crime. Offers crisis support and referrals, information on the justice system, resources, victim services.	N/A	1-800-563-0808 To call collect, call the Telus Relay Service at 711 Text 604-836-6381 Email VictimLinkBC@bc211.ca TTY 604-875-0885
Senior Community Outreach Project (for seniors only)	Outreach line will be monitored Tuesday - Thursday from 8:30am - 4:00pm. Seniors can leave a message with their name, phone number and request of how we can	N/A	(250) 889-4430

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	help.		
Fernwood NRG	Closed to public. Family and Seniors programs cancelled until further notice. Exploring having Seniors' lunch and Community Dinner continue as "window service". The Good Food Box cancelled until further notice (updates to follow).	1240 Gladstone Ave., Victoria	250-381-1552
Victoria Women in Need Community Cooperative	Currently offering the Crisis and Referral Program which provides resources, advocacy, some financial resources for women and their families in crisis.	785 Pandora	250-480-4006 or programs@womeninneed.ca
Anawim House	Closed for drop in services. Will still pick up & receive donations M-F from 9-5.	973 Caldedonia	250-382-0283
Aboriginal Coalition to End Homelessness	Closed; staff working remotely. Email with general questions/needs.	101-2860 Quadra St., Victoria	operations@ACEHsociety.com
TAPS	Closed until further notice. New and existing clients encouraged to reach out.		250-361-3521
PEERS (Effective Until the End of March 2020)	Drop-In: Services at the drop-in centre will be by appointment or door service M, W, F 11am -1pm. Night Outreach: Van will not be taken out due to	#1-744 Fairview Rd., Victoria	Night Outreach: 250-744-0171 Answered M, W, F 11 - 1:30 Harm Reduction: 250-217-0410 Answered M - Th; text anytime Men's Program: 250-217-1386 Answered M - Th 10 - 4; text

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	<p>the difficulty with social distancing in that setting. The night outreach phone will be checked M, W, F mornings for requests for harm reduction supplies and food delivery.</p> <p>Housing and Harm Reduction Outreach: Staff can be reached by phone during their usual hours; will be providing phone support and arranging drop off harm reduction and food (and other essentials).</p> <p>There will be NO GROUPS at Peers Victoria until further notice.</p> <p>Counselling: Phone only. Usual hours are M-Th 11am - 3pm (other times possible).</p>		<p>anytime</p> <p>Housing: 250-415-1874 Answered M - Th 10 - 4; text anytime</p> <p>Prevention: 250-217-5937 T - Th 12 -4; text anytime</p> <p>Sessions can be booked by email -- carinfreimond@protonmail.com</p>
Indigenous Harm Reduction Team	<p>Doing outreach most nights to places where people are sheltering, distributing supplies as available (snacks/food, bottled water, hygiene & wellness supplies, DIY handwashing stations), getting info to people about survival services, and checking about people's needs and</p>		<p>https://www.facebook.com/pg/Indigenous-Harm-Reduction-Team-2268634883463900/posts</p>

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	impacts of service closures.		
HEALTH AND WELLBEING			
First Nations Health Authority			www.fnha.ca
First Nations Virtual Doctor of the Day	Enables members of BC First Nations to make virtual appointments. The intent of the program is to enable more First Nations people to access primary healthcare closer to home.		1-855-344-3800 https://www.fnha.ca/what-we-do/ehealth/virtual-doctor-of-the-day
938 Mason St.	Triage site and covid-19 testing for the homeless population.	938 Mason Street	
Cool Aid Community Health Centre	New health centre and pharmacy hours: M-TH: 9 - 4:30, F: 9 - 3, Sat: 10 - 2, Sun: Closed	713 Johnson St., Victoria	250-385-1466 (If you are already a client, call & leave message to have phone apt with doctor, nurse, or pharmacist)
Rock Bay Landing (open for hygiene hours only)	Waiting lists for showers being taken. Showers available 9 - 11am & 1 - 3pm daily.	535 Ellice St., Victoria	250-383-1951 + press "1" for front desk
Pandora Clinic & Pharmacy	Currently open but changes in service including limit of 4 patients at a time in waiting room; limited amount of time with the doctor and moving towards telehealth in the next few weeks.	922 Pandora Ave., Victoria	250-294-6714
Island Health Facilities	Only essential visits, including critical illness, end-of-life care. Eligible visitors must pass		250-370-8699 Or info@viha.ca

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	screening criteria. Can't have cough, runny nose, fever, sore throat, shortness of breath; can't have travelled outside of Canada in past 14 days.		
TRANSPORTATION			
Victoria Transit	Transit is offering free bus rides for regular and handy-dart buses until April 19, 2020.		250-382-6161 or transitinfo@bctransit.com
SHELTER			
BC Housing	<p>From website: "Initial actions include: Ban on evictions for non-payment of rent in BC Housing-funded buildings.</p> <p>Development of distinct protocols and identification of sites to support isolation for vulnerable people experiencing homelessness – sheltered or unsheltered – and those in private single room occupancy (SROs) and social housing buildings.</p> <p>Sustaining service providers through continued payments to ensure they can pay their staff and operating costs.</p>		<p>Non-medical information about COVID-19 available 7:30am - 8pm, 7 days a week at 1-888-COVID19 (1-888-268-4319).</p> <p>Or https://www.bchousing.org/COVID-19</p>

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	Centralized procurement for critical supplies needed by frontline providers.”		
Emergency Shelter plan	<p>Phase 1 (started Sun Mar 22)</p> <p>Starting short term tenting sites with food, water, washrooms</p> <p>Phase 2 (unknown time frame)</p> <p>People will be assessed at interim sites with particular attention to anyone exhibiting COVID-19 symptoms. Based on need, preference, symptoms, etc. people will be moved to indoor sheltering locations dispersed throughout the city. Will include spaces for self-isolation for people with symptoms.</p>	<p><u>Topaz Park</u> will have non-enforcement of tent bylaw if tents are spaced apart and people are practicing social distancing</p> <p><u>Cook St</u> side of <u>Royal Athletic Park</u> is one confirmed location</p>	
KEYS Kiwanis Emergency Youth Shelter (ages 13-18)	24 hr intake with some criteria	2117 Vancouver St., Victoria	250-386-8282
Pacifica Housing	Cormorant St. office closed. Supportive Housing and Fairfield Hotel staff on site with increased measures to avoid direct contact.		250-385-2131
FINANCIAL SUPPORT			
B.C. Hardship Assistance (if not eligible for	From government of B.C. website: Access Income &		My Self-Serve and the Contact Centre -

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Income Assistance)	Disability Assistance Services: Online with <u>My Self Serve</u> <u>Toll-free 1-866-866-0800</u>		1.866.866.0800
Ministry of Social Development and Poverty Reduction	<p>Restricting number of people allowed into the building; phone if possible.</p> <p>In-Person Ministry offices remain open to serve applicants and clients.</p> <p>We are starting to direct people to My Self Serve and phone service as the preferred method of communication wherever possible.</p> <p>My Self-Serve and the Contact Centre at 1.866.866.0800.</p> <p>Please also encourage clients to use electronic deposit. This is in keeping with the BC Provincial Health Officer's recommendation to maintain 'social distance' protocols and help protect our staff and the people we serve.</p> <p>Cheque issue (March 25) will continue the same although the number of people allowed in the building will be restricted. All clients will be picking up cheques at 908</p>		

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	Pandora but they will be doing triage outside all day and allowing those to pick up their cheques at each wicket or cubicle.		
Taxes	The income tax filing deadline has been extended until June 1, 2020.		
Utilities	BC Hydro will make bill payment plans or allow bills to be deferred during this time with no penalty.		Contact: 1 800 224 9376
Fortis BC (from website):	Fortis BC has waived late payment fees and ensure that no customer is disconnected from the energy they need for financial reasons.		Contact: 1-866-436-7847 for electricity Or 1-888-224-2710 for natural gas
CASE MANAGEMENT TEAMS			
PACT	Reducing to essential services only i.e. meds, renewals, urgent med appts and emergency issues. Will not be coming to site unless necessary; most contact by phone. Will see clients at office.	941 Pandora St., Victoria	250-519-5181
DACT	Reducing to essential services only; please attempt to call first. Clients triaged to be seen in person.	941 Pandora St., Victoria	250-519-5180
SOACT	Still connecting with clients in community for	941 Pandora St., Victoria	250-519-3528

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	essential services such as meds.		
VICOT	Reducing to essential services only. No engagement at housing sites/community locations. Will not be coming to site unless necessary most contact by phone. Crisis management services only. Clients expected to come to VICOT office for meds. Clients will be screened at door and asked to wait at door.		250-519-5182
ICMT	NO LONGER transporting clients in ANY circumstance. Only providing essential care support, medication delivery and support, overdose risk mitigation and support, mental health support, access to essential needs and service such as food, pharmacy and primary care.		250-882-0816
SUBSTANCE USE & SUPPORT			
Rock Bay Landing Overdose Prevention Unit	Limited to 2 consumption booths. Open 7am - 9pm	535 Ellice St., Victoria	250-383-1951
SOLID	Harm reduction outreach team at 900 block Pandora 9:00 - 10:30 AM		SOLID

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	daily and at Centennial Square 5:30 - 7 PM daily.		
AVI	<p>All groups cancelled.</p> <p>Daytime harm reduction opens as usual with SD measures.</p> <p>PWP - drop-in space closed with packaged meals to go and by delivery; phone and email support with many clients contacted this week; some limited in person support with SD available at the office using other staff.</p> <p>Developing outreach support for PWP clients as staffing allows.</p>	713 Johnson St., Victoria	250-384-2366
LEGAL			
Victoria Probation	All phone reporting. Core programs cancelled.	N/A	250-387- 6321
Victoria Parole	<p>Office will remain open (essential service – public safety)</p> <p>Preference for PO to meet in the community. Clients encouraged to call PO and confirm appts and location. If clients are feeling sick, they are to call to rebook appointment.</p>	#1-1230 Government St., Victoria	250-363-3267

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Victoria Courthouse	Still open. <i>Update pending.</i>	850 Burdett Ave., Victoria	250-356-1478
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